

TRANSCRIPTION:
Why are you passionate about patient safety?
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[00:00:05] **Chris Power, CEO – Canadian Patient Safety Institute:** I started my career as a nurse, and from the very day that I started and my mother said to me, “You treat every patient who's in that bed like they are your mother or your grandmother or your child, and you look after them like they would be your very own.”

[00:00:22] And so that just set the course for me about keeping people safe, about caring about them, so I've had tremendous passion for patient safety.

[00:00:28] I've seen when things go very well and I've seen when things go very wrong in my career, and so I've made it a point to really dedicate a great part of my own personal career to making sure that patients are safe every time.

[00:00:42] **Dr. Jonas Gonseth-Garcia, Advisor Pan-American Health Organization World Health Organization:** Patient safety, that's the heart of health care.

[00:00:51] We all have the right to receive the best health care that the system can provide to us.

[00:01:03] And we cannot think about quality in health care if we are not safe.

[00:01:06] **Judy Birdsell, Patients for Patient Safety Canada Member:** I think all of us who have been involved in patient safety are passionate about patient safety because we've actually lived a situation where either ourselves personally or someone very close to us experienced harm during the process of receiving care that was supposedly for their benefit.

[00:01:26] **Kathy Kovacs-Burns, Patients for Patient Safety Canada Member:** I've become much more passionate about the fact that I haven't really seen a lot of change in some areas, and yet in other areas I've seen quite a bit, so I'm convinced that there is opportunity for making things happen.

[00:01:42] **Michelle Floh, Patients for Patient Safety Canada Member:** So, Patients for Patient Safety has always been a passion of mine simply because I think that the patient voice is often devoid of conversation when the policies and plans and strategic plans for hospitals and health care institutions and provincial agencies take place.

[00:01:59] **Crystal Masse, Patients for Patient Safety Canada Member:** I'm passionate about patient safety because within the space of a few years, I lost seven family members and I advocated for each of them.

[00:02:10] And going through the system and the things that can take place, I learned an awful lot and realized that we could help ourselves and do things differently and better to be safer.

[00:02:24] Ioana Popescu, Senior Program Manager, Canadian Patient Safety Institute: I have many reasons to be passionate about patient safety, and they include my experience as a nurse, which unfortunately involved hurting a patient, something that will always stay in my mind.

[00:02:37] It also includes having family members experience unsafe care and suffering the consequences of that.

[00:02:51] And of course, since joining CPSI in 2009 is all the stories of the patients we heard so far, as well as the great work that providers and managers and leaders in the system are doing.

[00:03:04] So all of this is coming together in something that will probably stay with me my whole life.

[00:03:08] Kim Neudorf, Patients for Patient Safety Canada Member: I'm passionate about patient safety because of an incident that happened with my mother, and those incidents have continued with family members since my involvement with Patients for Patient Safety Canada.

[00:03:23] So I see the difference that patients for Patient Safety Canada is making, but that need is still there, and the demands for patient safety continue, perhaps because of what is happening in health care today.

[00:03:36] Lindsay Goertzen, Patients for Patient Safety Canada Member: I'm passionate about patient safety because my experience with harm makes me want to prevent it for my family members and friends and every Canadian so they don't have to go through what I went through.

[00:03:47] Mary Ann Murray, Patients for Patient Safety Canada Member: I'm passionate about patient safety because 15 years ago now, our daughter Martha was taking a medication and had an adverse drug reaction and she died.

[00:04:04] And so from that event, it taught me how quick and how permanent things can be when they go wrong, and I want to do what I can to prevent that from happening to others.

[00:04:17] Teri Price, Patients for Patient Safety Canada Member: After Greg died, we kind of took on the challenge of trying to have a positive impact on the health care system, and so we've been sharing his story.

[00:04:27] And I think it resonates with lots of different people because there's so many parts of his journey that people relate to and his story is not unique.

[00:04:39] Donna Penner, Patients for Patient Safety Canada Member: I am passionate about patient safety because of a critical incident that I experienced a few years ago: I went in for a surgery that didn't turn out too well.

[00:04:56] I woke up just as the surgeon was asking for the scalpel.

[00:05:00] And I was paralyzed so I couldn't communicate with anybody and let them know that I was awake.

[00:05:06] And unfortunately, my anesthesiologist had left the O.R.

[00:05:08] **Donna Davis, Patients for Patient Safety Canada Member:** I am passionate about patient safety because I know there's patients harmed in the system every day, and my son was one of those harmed.

[00:05:15] He died as a result of medical error in 2002, and so I'm very passionate to ensure that no other patients and families go through what we have gone through.

[00:05:29] **Sabina Robin, Patients for Patient Safety Canada Member:** I'm passionate about patient safety, most importantly, because I had an event that happened in our family, and so that's sort of what triggered everything with the passing of my daughter, Mattea.

[00:05:46] It was a big eye opener to actually see how important it is and how when patients are engaged, how it can help the system and help make patients safer within the system, so then they receive safe care.

[00:06:07] **Theresa Malloy-Miller, Patients for Patient Safety Canada Member:** My son's story creates my passion for sure, because I think when you have something like that happen, well, for me, I had a choice that you stay angry because of Dan's passing or you decide to help out.

[00:06:22] And I chose the second one, so he's my passion for sure.

[00:06:27] **Johanna Trimble, Patients for Patient Safety Canada Member:** I'm passionate about patient safety for the same reason that most people are doing this kind of work: It's usually because you've either experienced a bad event yourself in health care or somebody that you love has experienced that event.

[00:06:42] And what happens with human beings is once they have gotten over the anger, grief, whatever, what they want to see is that it doesn't happen to anybody else.

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