



Canadian Alliance for Patient Safety

Celebrating Patient & Family Engagement in Patient Safety 2025

ISMP Canada

ISMP Canada made a commitment to patient and family engagement 5 years ago with the goal of increasing public reporting of medication patient safety incidents. The team gained feedback through a co-designed workshop which led to the development of the [mederror.ca](http://www.mederror.ca) site. The website is for all people who interact with medications- prescribed or over the counter, including vitamins and herbal products and it is easy to fill out a report of a medication error or near miss. The website is supported by Health Canada which underscores the reliability of the resources on this site. A team at ISMP Canada analyses and learns from the errors reported. From these reports, they produce monthly newsletters on a variety of topics. There are also patient stories, safety resources, statistics and as well as a French version of the site. Patients and caregivers can find medication safety information and can report medication errors to www.mederror.ca

Judy Birdsell, Independent Patient Partner:

Judy is a member and Founder of Imagine Citizens Network (ICN). ICN has launched the [careopinion.ca](http://www.careopinion.ca) platform and this site is detailing patient safety risks and prevention through the lived experiences being shared. Judy feels that this is increasing the safety lens of ICN and in the future they may be ready to re-join the Alliance.

<https://www.careopinion.ca/>

PFPS

In 2026, PFPS will be going into the 20th year of partnering to develop patient safety resources for patients and families.

In 2025, they developed many resources shared on their YouTube channel. Esha Ray Chaudhuri produced a piece about equity in patient safety and there is also the recording of the *Safety from the Start* webinar– patient safety for children.

In the past 2 years, PFPSC has been functioning as an independent organization. The hope for the future is to partner with patient-family advisory councils and continue to build humanized connections with patients, families and healthcare providers.

<https://www.youtube.com/@Patients4SafetyCanada>

www.patients4safety.ca

Health Quality Alberta (HQA)

HQA has many proactive and reactive patient safety resources and they are working on a compiling a comprehensive list.

They also led a retrospective review of referrals that were delayed or missed in the switch over to *Care Connect*. This review will lead to solutions for these problems. With approval from the Alberta government HQA will share this retrospective review of delayed or missed referrals. They have also done patient experience surveys in primary care which highlights aspects of patient safety.

HQA has completed an update of the Quality Matrix for Health – now called the Alberta Quality Dimensions for Health.

Finally, patient experience awards are given each year, stressing what is working. These are listed on the HQA website.

<https://hqa.ca/improvement-stories/patient-experience-awards/award-recipients/>

Health Quality BC

The new BC Patient Strategy was developed with patients, healthcare providers and researchers. This will be a 5-year plan with 6 pillars, the first being empowering patients to be partners in their own care. Co-designed with patients – it provides clear directions for safer care.

<https://healthqualitybc.ca/bcs-patient-safety-strategy/>

<https://healthqualitybc.ca/resources/culture-change-toolbox/>

<https://justculture.hqa.ca/just-culture-principles/>

Canadian Medical Association

The website, *Healthcare for Real* addresses the prevalence of healthcare misinformation in bite-size pieces. There has been increasing followers on this site.

They are also updating their code of ethics to include cultural safety with recognition of ageism, racism, sexism etc. This will lead to a trauma-informed path forward.

The <https://www.ourcare.ca/> site was set up with feedback from thousands of Canadians showing that primary care should be accessible, inclusive and comprehensive. This led to the development of a new standard for primary care.

They also took a legal action vs the Alberta Government about their stance on gender-affirming care- this is a line in the sand about other potentially controversial aspects of healthcare like abortion. If you are interested in receiving a template of the letter that was sent to the Alberta Government, email us at hello@patients4safety.ca and we will connect you. The Minister of Health has been appreciative for the support.

<https://www.cma.ca/our-focus/workforce-planning/roadmap-integrated-health-workforce-plan>

<https://www.cma.ca/healthcare-for-real>

<https://www.renew72.ca/>

[Canadian Medical Association files legal challenge to protect the rights of patients and families to make medical decisions | CMA](#)

[National Physician Health Survey reports | CMA](#)

Saskatchewan Health Authority (SHA)

In May 2025 SHA went through a structural change to enhance the alignment of patient safety and patient experience. Priority work for the SHA includes continuous process improvement to meet the legislated timelines for critical incident reporting. The SHA is working in collaboration with health system partners including the Ministry of Health to create a shared vision for critical incident reporting. Other priorities include increasing visibility of patient safety data to drive improvement at all levels of the organization. We are working on our strategic priorities and will be including a focus on proactive safety collaborations, mistake proofing and prevention. We are grateful to be learning from work done by HQBC, the 2024 London Protocol and the resources from HEC.

In 2025/26, there were five safety areas that were prioritized using safety reporting data: medication safety, medication reconciliation, safe surgery, hand hygiene, and suicide prevention in long term care. Priority areas will be identified for 2026/27; we are anticipating a focus on pressure injury prevention.

Two Patient Family Partners (PFPs) from the SHA participate in weekly reviews of CIs submitted by the SHA to the Ministry of Health's Critical Incident Review Committee to review contributing factors and measurable recommended actions.

Please find a sample of SHA resources developed by the Patient Family Centered Care Team (PFCC) in partnership with PFPs.

- [Engagement Webpage](#)
- [Patient & Family Centred Care \(PFCC\) Webpage](#)
- [Our Commitment to Each Other: Patient Rights and Responsibilities Webpage](#)
- [Saskatchewan Health Authority Safety Charter](#)
- [Mission, Vision, Values](#)

- [Patient Safety Talks, Safety Alerts, Safety Huddle Talks and Bulletins](#)

Health Standards Association

The team is reviewing patient safety standards and education modules which include both proactive and reactive standards.

They are also working with hospitals on a harm study and will have more updates in 2026.

Healthcare Excellence Canada (HEC)

HEC is in the 5th year of their strategic plan and are working on a revised plan.

Had a very successful Canadian Patient Safety Week focused on 'All voices for safer care' This is leading into an action series in 2026.

They are also developing an *Engagement Capable Environment* series. This 4-part series went live recently.

[Rethinking Patient Safety Discussion Guide](#)

[Canadian Patient Safety Week](#)

[Celebrating Everyday Safety Acts Activity Card](#)

[Leading Safety Differently Action Series](#)

[Engagement-Capable Environments \(ECE\) e-learning series](#)

[Rethinking Patient Safety: Navigating the Measurement and Monitoring Safety Clouds](#)