

HEC Trailer EN

[00:00:00] Everyone wants and deserves excellent healthcare. We shape quality and safety together. While healthcare has changed over the last 20 to 30 years, some experts believe that the rate of harm is increasing. 1 in 17 hospital stays in Canada involved at least one harmful event. Across settings of care, the direct cost of treating patients who have been harmed during their care approaches 13% of health spending. HEC works with leaders and teams across Canada to enhance their ability to make and sustain improvements.

[00:00:38] It doesn't matter where you are in the organization; if you see something that potentially could go wrong, you need to bring it to someone's attention, and that person needs to celebrate the fact that you did that.

[00:00:52] Governance is a critical lever for advancing quality and patient safety in healthcare organizations.

[00:00:58] Boards have a responsibility to oversee the strategy and performance of the organization in which they're serving, and quality of care is a central issue. It may be the central issue for our healthcare system. So, boards need to be very involved in the review and the discussions about quality of care in their organizations.

[00:01:17] Visit HEC's website to learn how you can take your organization to the next level of quality-care, and safety.