





# VOICES FOR SAFER CARE: INSIGHTS FROM MUHC PATIENT SAFETY WEEK 2025



## CONTEXT

- Canadian Patient Safety Week (theme: “All Voices for Safer Care”) was held across 5 MUHC sites to advance safety culture (Oct 2025).
- A **Learning Health System** approach was used to transform qualitative feedback into actionable recommendations.

## METHODS

-  • Qualitative analysis of feedback from 5 sites (n=184)
-  • Identified core safety themes and cross-site strengths and areas for improvement.
- Translated feedback into priority areas for action

## RESULTS

Qualitative analysis of 184 comments revealed:

### 6 Safety Themes

- Patient-centred communication & engagement
- Safety practices & culture
- Teamwork & collaboration
- Workforce & systems readiness
- Safe environment & equipment
- Care coordination & accessibility

### 4 Priority Areas of Action

- Accessibility and infrastructure improvements
- Environmental cleanliness and organization
- Equipment availability (e.g., wheelchairs, monitoring tools)
- Reinforcement of safety practices and just culture

## CROSS-SITE SUMMARY



## RECOMMENDATIONS

1. Embed Patient Safety Week as an annual strategic learning cycle.
2. Empower local unit-level improvements & reinforce safety practices.
3. Use data to drive impact and **close the feedback loop**, communicating results back to patients and staff.