

Project title: Development, trialing and refinement of a method to incorporate equity considerations into serious safety event review processes

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Project Description:

While structural inequities exist in a broad range of systems, there is emerging evidence that health systems are plagued by systemic design biases that contribute to undesired process variations and disparate outcomes. Characterizing systems biases and uncovering inequities are extremely difficult due to a lack of a well-defined conceptual model, challenges in the availability and quality of data (including insensitive measures), and ill-defined data analysis approaches. Industrial and systems engineering (ISE) are exceptionally well-suited for identifying underlying systemic issues and these methods, can be adapted to investigate, analyze, and address system inequities. The proposed work seeks to design, trial, and refine of an approach to incorporate equity considerations into serious safety event review processes. This approach will likely incorporate the following:

- Engaging patients/families about equity concerns
- Surveying clinical staff about any equity issues in care processes
- Working with safety specialist to draft the list of potential contributing factors
- Developing action items based on the contributing factors related to the identified inequity

This approach will be trialed it on event reviews at one or multiple hospitals in Toronto and evaluated based on 1) feedback from the safety team, clinical staff, patients/families, leaders 2) the action items developed and 3) implementation and adherence to the the action items.