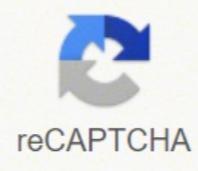




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That accomplishment can't be ignored. Or so I thought until recently. I am concerned that I'm being too hard on Ontario's Ministry of Transportation because the province has managed to slash by 10% the collision rate for commercial vehicles between 1995 and 2004 despite the fact commercial vehicle traffic over this 10-year period actually increased by 32%. How else to explain the serious faults a recent audit has found in the ministry's CVOR system? Joy BF, Elliott E, Hardy C, et al., Considering the CVOR rating takes into account the size of the operator's fleet, the usefulness of the CVOR information in being able to pin point the higher-risk operators was compromised by the inability to regularly renew the data. Handoffs causing patient harm: a survey of medical and surgical house staff. Baker GR, Norton PG, Flintoft V, et al., doi:10.1161/CIR.0b013e3182a38efa [PubMed] [Google Scholar]9. Kohn LT, Corrigan JM, Donaldson MS, To err is human: building a safer health system. The auditors made several recommendations on this and the many other issues they studied regarding the province's monitoring and enforcement systems and procedures. Why did Quebec, Manitoba, Nova Scotia and New Brunswick have such a renewal process in place but not Ontario? Frequency and quality of handover between the operating room and the intensive care unit. Of course, if a commercial vehicle is involved in an event, such as a collision, conviction or roadside inspection and the operator is found to not have a CVOR record, ministry staff will instruct the operator to register for one. A handoff protocol from the cardiovascular operating room to cardiac ICU is associated with improvements in care beyond the immediate postoperative period. The audit found 1,600 cases where owners of commercial vehicles had registered their commercial vehicles with the ministry but did not have a CVOR certificate. The ministry has already started to address the shortcomings of the CVOR system; it should become a priority. Pediatr Crit Care Med 2011;12:304-8. Anesth Analg 2012;115:102-15. Segall N, Bonifacio AS, Schroeder RA, et al. Handover after pediatric heart surgery: a simple tool improves information exchange. Report on adult cardiac surgery in Ontario. Handoff strategies in settings with high consequences for failure: lessons for health care operations. Kitch BT, Cooper JB, Zapol WM, et al.. Am J Respir Crit Care Med 2012;185:A5079. Pediatr Crit Care Med 2011;12:309-13. Adaptation of a postoperative handoff communication process for children with heart disease: a quantitative study. 1. In fact, there is no ministry process for determining if the owner is actually operating a business and should have a CVOR certificate. 20Cardiac%20Surgery%20Report%20-%20Final%20Draft.pdf Page 2A review of the Plan-Do-Study-Act (PDSA) cycles used to implement the standardised handover protocol PDSAPlanDoStudyActCycle #1 Implement new handover protocol Handover protocol implemented throughout September/October 2013 Checklist used effectively with improvement in patient communicatedConfusion of CVICU nursing over which equipment is connected on patient arrivalDifficulty of anaesthesiologist to concurrently use checklist and monitor patient New guideline is handover protocol that only mechanical ventilation be connected prior to entering sterile cockpitAnaesthesia assistant designated as responsible for patient monitoring, anaesthesiologist will focus on handover Cycle #2 Continue handover protocol useRevise equipment connection sequence and patient monitoring Handover protocol continued throughout November 2013 Observed smoother equipment transition and entering sterile cockpitCVICU team often waiting too long for patient arrivalA few late adopters were still not using handover protocol Anaesthesia assistant designated as responsible for patient monitoring, anaesthesiologist will focus on handoverEncourage late adopters to use handover protocolOR team to notify CVICU 5 min prior to patient arrival Cycle #3 Ensure OR team notifies ICU of patient arrival in a timely mannerSustain gains made by handover protocol Handover protocol refinement and use continued throughout December 2013 Reduction of CVICU team waiting for patient and OR team arrivalFeedback from CVICU team requesting incorporating handover the documentation to the CVICU admission note Handover documentation appended to CVICU admission note after approval from institution forms committee It's an escapable reality in our litigious society that a shipper's reputation can rest in the hands of the carriers he decides to deal with. Greenberg CC, Regenbogen SE, Studert DM, et al.. Paediatr Anaesth 2007;17:470-8. One of them had been charged 6 times yet remarkably had still not registered. In fact of the 2,900 unregistered operators who'd been charged between 2003 and 2007, 775 remained unregistered by the time of the audit. doi:10.1097/SLA.0b013e3181e986df [PubMed] [Google Scholar]8. Glob J Health Sci 2014;7:7 doi:10.5539/gjhs.v7n1p88 [PMC free article] [PubMed] [Google Scholar]9. Patterson ES, Roth EM, Woods DD, et al.. The audit found 20,600 such unregistered operators as of December 2007 yet noted that little follow-up is being done to make sure the operator actually bothers to follow through with the demand to register. Circulation 2013;128:1139-69. [Google Scholar]10. LariSemman B, Mohebbi Far R, Shalpoor E, et al.. In other words, to improve safety on our roads by being able to effectively identify the bad apples in the bunch. But not only is the province very slow to react in chasing down motor carriers breaking the rules, until recently it had no process in place for renewing the CVOR certificates of those carriers that do have them. JAMA 2013;310:2262 doi:10.1001/jama.2013.281961 [PubMed] [Google Scholar]2. doi:10.1503/cmaj.1040498 [PMC free article] [PubMed] [Google Scholar]20. Ann Surg 2011;253:831-7. Nagpal K, Abboudi M, Fischler L, et al.. D'Empaire PP, Coburn N, Amaral AC. But the audit found that the ministry is getting considerably less than a complete picture of the people operating commercial vehicles in the province. There is an onus on the shipper to ensure he is working with reputable carriers that will not damage freight , client relationships or prove to be a safety hazard. Patient safety in the cardiac operating room: human factors and teamwork: a scientific statement from the American heart association. 2012. Operators must register for one CVOR certificate that covers all the vehicles in their business. Patterns of communication breakdowns resulting in injury to surgical patients. The many motor carriers in Ontario who abide by the law, and invest the money necessary in staying legal, deserve no less. doi:10.1093/intqhc/mzh026 [PubMed] [Google Scholar]18. Jt Comm J Qual Patient Saf 2013;39:306-API. Int J Qual Health Care 2004;16:125-32. So it was very difficult for the ministry to know precisely how many operators are in business in the province and how big their businesses are. Communication failures in the operating room: an observational classification of recurrent types and effects. But at the same time I can't understand how a ministry whose stated objective is to reduce the fatality rate of commercial collisions by 20% by 2010 can have allowed such glaring loopholes that jeopardize safety to exist. Nagpal K, Vats A, Ahmed K, et al.. Why this should have been so is another head scratcher. Kaufman J, Twite M, Barrett C, et al.. doi:10.1097/PCC.0b013e3181fe27b6 [PubMed] [Google Scholar]14. Institute of Medicine (US) Committee on Quality of Health Care in America. Ann Surg 2010;252:402-7. Wahr JA, Prager RL, Abernathy JH, et al.. And so it should. The main goal of the CVOR program is for the ministry to be able to identify and deal with those operators who for some reason or other, are taking unacceptable risks. The system uses a formula based on roadside inspection results, collisions, convictions of either the operator or any of the operator's drivers and audits at the operator's place of business. An evaluation of information transfer through the continuum of surgical care: a feasibility study. Standardized multidisciplinary protocol improves handover of cardiac surgery patients to the intensive care unit. Am J Med Qual 2011;26:380-6. Catchpole KR, de Leval MR, McEwan A, et al.. Chen JC, Wright MC, Smith PB, et al.. doi:10.1177/1460-9592.2006.02239x [PubMed] [Google Scholar]15. Qual Saf Health Care 2004;13:330-4. doi:10.1097/PCC.0b013e3181fe25a1 [PubMed] [Google Scholar]11. Starmer AJ, Sectish TC, Simon DW, et al.. doi:10.1177/1106260610394342 [PMC free article] [PubMed] [Google Scholar]10. a systematic review of the literature. WHO surgical safety checklist and implementation manual. Jt Comm J Qual Patient Saf 2008;34:563-70. Patient handover from surgery to intensive care: using formula 1 pit-stop and aviation models to improve safety and quality. [Google Scholar]12. Cardiac Care Network. Using creative problem solving (TRIZ) in improving the quality of hospital services. Lingard L, Espin S, Whyte S, et al.. The Canadian adverse events study: the incidence of adverse events among hospital patients in Canada. doi:10.1136/qshc.2003.008425 [PMC free article] [PubMed] [Google Scholar]7. doi:10.1016/j.janccancer.2007.01.010 [PubMed] [Google Scholar]5. That would be both easy and wise. Evaluation of postoperative handover using a tool to assess information transfer and teamwork. CMAJ 2004;170:1678-86. doi:10.1016/S1553-7250(13)39043-6 [PubMed] [Google Scholar]16. Yet the audit found that – inexplicably – there is no requirement for PIN staff to ensure that owners of commercial vehicles have valid CVOR certificates when they register their vehicles. On the surface it appears to be a sensible and easily accessible way to gauge if a certain motor carrier can be trusted with a shipper's goods and reputation. Washington (DC): National Academies Press (US); 2000. doi:10.1097/SLA.0b013e318211d849 [PubMed] [Google Scholar]13. doi:10.1016/S1553-7250(08)34071-9 [PubMed] [Google Scholar]4. J Am Coll Surg 2007;204:533-40. doi:10.1213/ANE.0b013e318253a4b [PMC free article] [PubMed] [Google Scholar]17. Now a shipper can simply determine not to do business with any motor carrier for which no CVOR record existed. Can we make postoperative patient handovers safer? Rates of medical errors and preventable adverse events among hospitalized children following implementation of a resident handoff bundle. (accessed 9 Mar 2017).6. They also currently register each of their commercial vehicles separately through the province's Private Issuing Network (PIN) offices, the same offices that register all other Ontario drivers and vehicles. Zavalkoff SR, Razack SI, Lavoie J, et al.. In Ontario shippers have been relying on the Ontario Ministry of Transportation's Commercial Vehicle Operator's Registration (CVOR) program to help them assess the safety practices of the motor carriers they're considering doing business with.







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