

EXCERPTED RESPONSE FROM JOSEPH BRANT HOSPITAL

Please note that we are prohibited by privacy laws from responding to patient-specific questions. While patients and family members are able to share personal health information and offer opinions about their care or the care of a patient, hospitals are not. Individuals have the right to personal privacy, and we are unable to share any information about an individual patient or their care without their permission. In this case, we did not receive the necessary permission.

Joseph Brant Hospital (JBH) takes great pride in our commitment to a continuous quality improvement model. This model supports an ongoing process of identifying new and better ways to provide care. This helps us enhance the patient experience and achieve better clinical outcomes. The prevention and treatment of pressure injuries continues to be a top priority for quality improvement at JBH. We are committed to measuring, monitoring and reviewing our work as part of our pursuit of providing the highest quality care to our patients and their families.

RE: What actions JBH took after reviewing Ken O'Leary's case

When any concerns are raised about care provided at Joseph Brant Hospital, we make every effort to respond in an open, factual, and transparent manner. We take the feedback of our patients and their families very seriously, and we work together with them to resolve these concerns.

We encourage patients and their loved ones to share any questions or feedback they may have with members of the JBH care team. If they are not satisfied with the response, patients and families are able to bring their concerns to the clinical manager and/or to the hospital's Patient Experience Office. The Clinical Program Director and Chief of the Department will review the patient's care and meet with the patient and/or their substitute decision maker/legal designate, family members (subject to consent), and relevant members of the care team, if indicated. The Chief Nursing Executive and/or Chief of Staff may also be involved in reviewing the case and taking part in these meetings. If the patient or their legal designate are not satisfied with the outcome of these discussions, we provide them with information on how to contact the Ontario Patient Ombudsman.

We met with members of Mr. O'Leary's family many times on an ongoing basis during his stay, to address their concerns, and to provide the family with accurate and complete information about Mr. O'Leary's condition and the care he received at Joseph Brant Hospital.

After hearing the O'Leary family's concerns and reviewing Mr. O'Leary's case with the interdisciplinary team, we are confident that he received appropriate treatment and care from our staff and physicians.

RE: How Ken O’Leary acquired a pressure injury while in hospital

Privacy legislation prohibits us from disclosing personal and confidential patient health information, without consent from the patient or their legal designate.

What we can tell you is that we met with members of Mr. O’Leary’s family many times on an ongoing basis over the course of Mr. O’Leary’s stay, to review his care and answer their questions, and we have provided the family with the complete medical record.

Re: Protocols JBH takes when a patient acquires a pressure injury

When our clinical teams identify a patient with a pressure injury – whether that occurs before or after they are admitted to hospital – wound care specialists collaborate with the patient’s doctor and care team to implement a wound care plan based on best practices. The plan and any changes are shared with the patient or their legal designate and they are updated as the patient’s clinical condition changes.

It is important to note that not all pressure injuries are preventable. Underlying conditions such as cognitive impairment, immobility, or difficulty eating increase the risk of a patient developing pressure injuries that will not heal, despite the wound care plan that is in place and the best efforts of the care team.

The prevention and treatment of pressure injuries is an ongoing challenge for healthcare providers across Canada – research and knowledge about pressure injury prevention and treatment continue to evolve, along with practices to reduce the occurrence of these injuries. JBH has a multidisciplinary pressure injury committee that meets regularly to review the evidence around best practices and to adjust our policies and procedures accordingly

Re: Specific care provided to Ken O’Leary

Privacy legislation prohibits us from disclosing any personal and confidential patient health information, including about the care that a patient received while in hospital, without consent from the patient or their legal designate.

We met with members of Mr. O’Leary’s family many times over the course of his treatment to review his care and to answer their questions, and we have provided the family with the complete medical record.

RE: Whether or not Ken O’Leary was repositioned every few hours, protocol required to prevent bed sores

Privacy legislation prohibits us from disclosing any personal and confidential patient health information, including about the care that a patient received while in hospital, without consent from the patient or their legal designate.

Repositioning patients is an important part of JBH's pressure injury prevention strategy, and is integral to all pressure injury care plans implemented for patients at JBH. Sometimes patients with dementia or other cognitive impairments may have difficulty in understanding and accepting the importance of maintaining changes made to their physical positioning by care teams. As a result, patients often go back to their preferred position after repositioning despite the best efforts of the care team.

RE: Assessment of care provided to Ken O'Leary

After reviewing Mr. O'Leary's case with the interdisciplinary team, we are confident that he received appropriate treatment and care for his condition. We met with members of Mr. O'Leary's family many times on an ongoing basis during his stay, to address their concerns and to provide the family with accurate and complete information, and we have provided the family with the complete medical record.

The prevention and treatment of pressure injuries is an ongoing challenge for healthcare providers across Canada. Underlying conditions such as cognitive impairment, immobility or difficulty eating increase the risk of a patient developing pressure injuries that will not heal despite the wound care plan that is in place, and the best efforts of the care team. Research and knowledge about pressure injury prevention and treatment continues to evolve, along with practices to reduce the occurrence of these injuries. Our pressure injury committee meets regularly to review the evidence around best practices and to adjust our policies and procedures accordingly.

RE: Any changes to policies and/or procedures in aftermath of Ken O'Leary's case

After reviewing Mr. O'Leary's case with the interdisciplinary team, we are confident that he received appropriate treatment and care for his condition. While our review did not indicate a need to make any changes to our policies and procedures for the prevention and management of pressure injuries, it underscored for Joseph Brant Hospital the importance of communicating with families in a way that meets their needs and provides them with a clear understanding of their loved one's condition and plan of care.

Re: Assertions by Ken O'Leary's family that they were not informed of his bed sore for several weeks

Privacy legislation prohibits us from disclosing any personal and confidential patient health information, including the substance of any communication that may have occurred between the patient and/or their substitute decision maker/legal designate, family members and members of the patient's care team, without consent from the patient or their legal designate.

We met with members of Mr. O'Leary's family many times on an ongoing basis during his stay, to address their concerns and to provide the family with accurate and complete information, and we have provided the family with the complete medical record.

RE: Criticisms by the O’Leary family that their father/husband received unacceptable healthcare

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The prevention and treatment of pressure injuries is an ongoing challenge for healthcare providers across Canada. Although research and knowledge about practices that help to reduce the occurrence of pressure injuries continues to evolve, not all pressure injuries are preventable. A patient’s specific circumstances and underlying medical condition place them at higher risk. For example, patients with cognitive impairment, immobility or have difficulty eating are susceptible to developing pressure injuries that may not heal despite the wound care plan that is in place and the best efforts of the care team.

We continue to regularly measure and monitor our performance in this area, and we maintain our focus on quality improvement. Our staff and physicians are committed to providing the highest quality of care to our patients.

RE: What JBH is doing to educate families on the risk of pressure injuries

Family members play an important role in the care of a patient, and we have increased our focus on enhanced communication and education with family when the patient’s condition or goals of care are complex.

Joseph Brant Hospital’s practice is for individual patient care plans to be reviewed daily with the health care team. When our clinical teams identify a patient with a pressure injury – whether that injury occurs before or after they are admitted to hospital – wound care specialists collaborate with the patient’s doctor and care team to implement a wound care plan based on best practices. The plan and any changes are shared with the patient or their legal designate and are updated as the patient’s clinical condition changes.

RE: What JBP has done since Bob Wilson developed a bed sore the size of a football, to present similar incidents

In 2019, Joseph Brant Hospital created and implemented a Pressure Ulcer Action Plan. This plan included a comprehensive independent review by Dr. R. Gary Sibbald, a leading authority in wound care. Dr. Sibbald reviewed JBH’s policies and procedures regarding the prevention, diagnosis and treatment of pressure injuries. This report is available on the [JBH website](#).

We continue to regularly measure and monitor our performance in this area, and we maintain our focus on quality improvement and best practices. Our staff and physicians are committed to providing the highest quality of care to our patients.

The prevention and treatment of pressure injuries is an ongoing challenge for healthcare providers across Canada – research and knowledge about pressure injury prevention and treatment continue to evolve, along with practices to reduce the occurrence of these injuries. JBH has a multidisciplinary pressure injury committee that meets regularly to review the evidence around best practices and to adjust our policies and procedures accordingly.