



BC PSLS now in use in four Health Authorities

Message from Central Office

The challenges in healthcare today are diverse and plentiful, and even with the best of intentions, unintended consequences can occur. The BC Patient Safety & Learning System (BC PSLS) is available to support healthcare providers in their efforts to deliver the best possible care to their patients and families. As of July 2008, four BC Health Authorities are using BC PSLS to capture information about adverse events and to support patient safety and quality improvement. Over the coming months, Central Office will provide updates on implementations across the province. Be sure to keep informed as BC PSLS, a first for Canada, helps to improve patient safety in BC!

BC PSLS:

- Supports and promotes a culture of safety.
- Provides healthcare teams with opportunities to learn from adverse events, share best practices, and use data to make informed decisions.
- Issues automatic notification to leaders and managers when an event occurs.
- Uses standardized forms to capture relevant data for analysis and learning.
- Offers optional anonymous reporting to encourage reporting by all healthcare staff.

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Key messages about BC PSLS

New Council aims to ensure safer care in BC

Vancouver General ICU goes live

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New Council has Mandate to Ensure Safe, Quality Care in BC

In May 2008 the BC Ministry of Health announced that a new **BC Patient Safety & Quality Council** will work to reduce adverse events, promote transparency and identify best practices to improve patient care in BC. The BC PSLS will support the Council with these goals by providing data from across the province regarding adverse events, so recommendations related to patient safety and quality of care can be identified and acted on.

The Council will be up and running over the coming months at the leadership of **Dr. Doug Cochrane**, former Chair of the BC Patient Safety Task Force. Stay tuned for more updates in future issues.

How you can reach us:

We welcome your questions and comments. Please contact us at:

bcpslscentral@phsa.ca



I welcome the opportunity to work with colleagues across the healthcare system to ensure patients receive the safest care possible."

Dr. Doug Cochrane, Chair, BC Patient Safety & Quality Council

"The SLS is user friendly and encourages reporting of safety issues. We are now entering information from paper forms into SLS to gain a better understanding of how SLS will help us learn from events, identify trends and promote a culture of safety in the ICU."

VGH ICU staff member

Vancouver General Hospital launches BC PSLs in ICU

On May 28, 2008 Vancouver General Hospital went live with BC PSLs (referred to as SLS at Vancouver Coastal Health) in the Intensive Care Unit, the second VCH site to launch the online safety event management tool. Training included 200 "reporters" who will enter safety events into the system, and 3 "handlers" who will review, analyze and follow-up on safety events.

ICU staff is keen to be the second VCH site to implement BC PSLs. Information gathered from ICU Safety Huddles will be captured in the new system, and regular reports will be generated for review at monthly Quality Improvement meetings.

Sites currently preparing to roll out BC PSLs at VCH include Burns, Plastics and Trauma (BPTU), Cardiac Surgery, and the Lab. For more information contact Darren Kopetsky, Regional Director, Client Relations & Risk Management, darren.kopetsky@vch.ca.



Pattison 8 Staff: Helena, Beata, Rita, Natasha, Trish and Greg

Did you know?

Thompson, Cariboo, Shuswap (TCS) is one of four Health Service Area's (HSAs) in Interior Health and covers the communities of Lillooet, Lytton, Logan Lake, Merritt, Kamloops, Williams Lake, 100 Mile, Clearwater, Barriere, Blue River, Salmon Arm, Chase, Revelstoke and Ashcroft.

Site Leads Spread the Word about Safety in the Interior

Sites in the Thompson Cariboo Shuswap (TCS) Health Service Area (HSA) are up and running with BC PSLs thanks to the support of a very dedicated team of BC PSLs "Site Leads" who are educating staff about safety and how to use the new system.

One objective of BC PSLs is to provide opportunities for healthcare staff to speak openly about safety issues in their daily work so improvements can be made. As content experts and educators, BC PSLs Site Leads have an important role in helping teams achieve this goal. "We have reached out to all sites across TCS about a culture of safety and the BC PSLs" says Julie Wootton, Education Coordinator and BC PSLs Site Lead. "What we are teaching about patient safety is important for everyone. By the end of June we had provided safety and BC PSLs system education to all 14 acute care facilities across TCS."



Julie Wootton,
Education Coordinator
& BC PSLs Site Lead

All managers and 700 frontline staff at TCS acute care sites have received education by in-service sessions, classroom and one-on-one training.

The next sites to rollout out BC PSLs at Interior Health Authority will be Residential and Home & Community Care, which will begin pre-work this fall. For more information contact Kelly Mendes, Coordinator, Patient Safety Learning System, kelly.mendes@interiorhealth.ca.