



BC PSLS goes live!

Message from Central Office

Congratulations to **Provincial Health Services Authority (PHSA)** and **Interior Health Authority (IHA)** who went live with BC PSLS in February and March. Rollout of BC PSLS at these two Health Authorities is moving forward with strong momentum and support from local Site Leads who are providing training, education and communications to ensure widespread adoption of the new system. Excitement is also building at **Fraser Health Authority (FHA)** and **Vancouver Coastal Health Authority (VCH)** as they prepare for implementation and rollout of BC PSLS.

"It is very encouraging to see and hear the level of support for BC PSLS" says **Annemarie Taylor**, BC PSLS Provincial Director. "There is enthusiastic interest from staff for a safety event reporting tool that is easy to use, and also provides managers and leaders with the information they need to raise safety awareness, and foster a culture of safety." In this issue we describe how BC PSLS is consistent with the international classification standards for patient safety as set out by the **World Health Organization**, and provide an update on activities at PHSA and FHA. We hope you enjoy the March issue.

Safety First! World Health Organization (WHO)

The **World Alliance for Patient Safety** was developed in 2005 to help improve patient safety throughout the world by developing a standardized internationally accepted terminology for key patient safety terms and concepts. The **Taxonomy for Patient Safety** aims to define and group patient safety concepts into an internationally agreed classification to facilitate learning and system improvement. The classification aims to be adaptable yet consistent across the entire spectrum of health care and across cultures and languages.



The web based **BC PSLS Safety Event Report** forms were developed by a collaborative working group comprised of representatives from all six BC Health Authorities. The team developed report forms for **patient safety events**, **hazards** and **visitor events** that keep with the recommended terminology in the WHO's Taxonomy for Patient Safety. These can be used across facilities of all BC Health Authorities. The forms will continue to evolve and improve as BC PSLS is implemented across Health Authorities and we learn more about ways to further enhance the application. For more information please contact the BC PSLS Central Office at bcpslscentral@phsa.ca.

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WHO - International Classification for Patient Safety

PHSA – Support Team a great success

FHA – Delta Hospital prepares for BC PSLS

How you can reach us:

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

bcpslscentral@phsa.ca

Source: World Health Organization Website
www.who.int

Websites worth looking into!

www.who.int

The World Health Organization (WHO)

is responsible for providing leadership on global health matters, shaping the health research agenda, setting norms and standards, articulating evidence-based policy options, providing technical support to countries and monitoring and assessing health trends. The WHO website provides information on health issues, data and statistics and projects throughout the world. Visit the WHO website to learn more!

C&W Website

The BC PSLS Website at C&W is now online offering eLearning, videos, and access to the BC PSLS forms. C&W staff can access the site by typing "infosource" into their web browser and clicking on the BC PSLS logo.

Provincial Health Services Authority

BC Children's and **BC Women's** became the first PHSA agencies to go live with BC PSLS on February 25, 2008. Those responsible for following-up on safety events received training in a classroom setting prior to go live, so they were prepared to follow-up on safety events and build upon the culture of safety.

Staff who use BC PSLS to report events were trained using a very successful model, which was a combination of safety champions who were existing staff in each area, and a dedicated '**BC PSLS Support Team**' who visited areas.



The BC PSLS Support Team was easily identifiable in their grey 'Ask Me!' t-shirts and buttons. This strategy of peer-to-peer teaching provided a unique opportunity to discuss the BC PSLS in the context of patient safety. "The support team was a great way to spread the teaching" said one C&W staff member.

Left to right: Laurie Hokanson, Debbie Johannesen and Holly Yager, Support Team. Far right: David Leclair, BC PSLS Coordinator

BC Mental Health and Addiction Services (**BCMHAS**) will be the next PHSA agency to rollout BC PSLS. Planning has begun and training is tentatively scheduled for May/June. BCMHAS is excited about BC PSLS in the context of providing a diverse range of specialized, "one-of-a-kind" tertiary-level mental health services to people from across the province.

Fraser Health Authority

FHA is pleased to announce that **Delta Hospital** will be the first site to implement BC PSLS in Fraser Health. Delta Hospital has set the pace with a tremendously committed team and supportive leadership to ensure success of BC PSLS. "At Fraser Health we are committed to promoting a culture of safety and providing the best possible care to the patients, clients and residents we serve" says **Cathy Weir**, Director, Quality Improvement and Patient Safety.



Left to right: Sonia Atwal, Marianne Southwell, Susan Jensen and Sharon Smith

"The BC PSLS is a key component of Fraser Health's strategy to promote learning and continuous improvement. It is also an important step towards creating a safe environment for health care providers to report safety events without fear of blame – as such, BC PSLS has a key role to play in transforming our Organization's culture." Training activities for Delta Hospital staff will start the week of March 25th.