



Momentum for BC PSLS grows!

Message from Central Office

The BC Patient Safety & Learning System (PSLS) is in use and helping to promote a culture of safety and learning at four BC Health Authorities. In this issue we highlight the most recent implementation at **Delta Hospital** and introduce **BC Mental Health and Addiction Services** as they prepare to launch PSLS.

In addition to BC Health Authorities, others in Canada are showing keen interest in PSLS. **Canada Health Infoway** (Infoway) invited Dr. Doug Cochrane, Executive Sponsor, and Annemarie Taylor, Provincial Director, to present on PSLS at a recent Canada-wide webcast. Infoway works with healthcare organizations to support the implementation of electronic health information systems, and provided funding for the PSLS pilots. On the other side of Canada in Newfoundland, **Eastern Health** is collaborating with Central Office to learn about the BC implementations of PSLS to help them plan for a similar system there. As the first system of its kind in Canada, PSLS is attracting the interest of many in BC and across Canada!

Fraser Health launches first PSLS site!

Monday, April 7 was "Go Live" day at **Delta Hospital**, the first Fraser Health site to implement PSLS. There are a number of initiatives currently underway at Fraser Health to improve patient safety, and PSLS is one key strategy that will promote trust, support learning and enable leaders to effectively monitor and address safety issues.



Site Leads, Sharon Smith (left) & Sonia Atwal at the Delta Hospital "Go Live" day.

"Patient safety is a top Fraser Health priority for improvement," says **Dr. Nigel Murray**, President and CEO. "I have noted across Fraser Health sites the importance that people place on the safety of our patients, residents and clients."

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Interest in PSLS builds across BC and Canada

Delta Hospital goes live!

First BC mental health site prepares for PSLS

Enthusiasm continues at Sunny Hill and BC Children's

How you can reach us:

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

bcpslscentral@phsa.ca

Strong momentum and enthusiasm at Delta Hospital is helping to support and sustain adoption of PSLS by staff and physicians. Classroom training involved 68 staff over one week with incentives of cupcakes, popcorn and a chance to win an iPod, which were popular with trainees.

*“One key benefit of PSLS is the timeliness of the system,” explains **Martha Cloutier**, Acute Care Director. “With PSLS I know right away about safety issues that happen in my area. That ‘in the moment’ functionality is what makes the PSLS so beneficial.”*

Delta Hospital launch continued...

Evaluation of PSLS training was positive overall:

- 85% felt confident that they could use PSLS after training;
- 75% felt that the system and training/instructors was “excellent” or “very good;” and
- 80% felt that PSLS was easy to use and will make it easier to manage safety events.



Fraser Health BC PSLS Coordinator, Winnie Fan

The next Fraser Health site to implement PSLS is Burnaby Hospital followed by Langley Memorial and Peace Arch Hospitals. For more information contact **Cathy Weir**, Director, Quality Improvement & Patient Safety, Fraser Health.

PHSA plans for launch of PSLS at first mental health site

An agency of the PHSA, **BC Mental Health & Addiction Services (BCMHAS)** provides a diverse range of one-of-a-kind, specialized mental health services to people across BC. BCMHAS will be the first agency of its kind to implement PSLS, and is leading the way for other mental health providers across the province.

*“We are excited about PSLS coming to our agency,” says **Lynda Bond**, Director, Quality, Safety, and Performance Improvement. “At BCMHAS we strive towards excellence in patient safety and the PSLS reporting system is one of the processes that will assist us in achieving our goal.”*

BCMHAS Site Leads are helping to ensure a successful rollout, and an agency based multidisciplinary **Advisory Team** is providing valuable contribution as they plan for PSLS. The new system is expected to enhance patient safety through “real time” reporting and trending of patient safety events and near misses. Training is tentatively scheduled to begin in June.

Update on other PHSA sites...

Staff at **Sunny Hill Health Centre for Children** and the **Mental Health building at Children’s Hospital** have received training and are now using PSLS to report and manage safety events. Focus Groups are underway, and a User Experience Group will soon be established to collect feedback and continually improve the PSLS experience for users at C&W. Some feedback has already been collected through a number of channels including the PSLS Help Desk, online surveys and website contests. Input about PSLS from C&W staff is valuable, and will help to improve the system at C&W and future PHSA sites.



Rachel Rowland, a Registered Nurse at BC Women’s, won a new iPod by entering her name in a recent PSLS website contest at PHSA. Congratulations Rachel!

Websites worth looking into!

www.infoway-inforoute.ca

Canada Health Infoway or *Infoway* is Canada’s catalyst for collaborative change to accelerate the use of electronic health information systems and electronic health records across the country. Infoway invested funds for the PSLS pilots, and remains a strong supporter of the BC PSLS and similar systems being implemented in Canada. Visit their website to learn more!