



Province-wide rollout continues in 2009



Message from Dr. Doug Cochrane



"BC PSLS is in use at **587 facilities** in **22 Health Service Delivery Areas** across four BC health authorities, and this is a tremendous accomplishment," says Dr. Doug Cochrane, Chair of the BC Patient Safety and Quality Council. "Approximately **20,000 staff** are now trained to report safety events using BC PSLS, including **1,650 managers** who have access to data for their areas of responsibility. The key objective of BC PSLS is to promote *system-wide improvement through shared learning*. This is achieved by conscientious reporting and investigation followed by active change to effect system improvement. The PSLS also gives the Health Authorities the opportunity to share learnings and solutions for both common and rare problems affecting patients. Several more facilities will implement BC PSLS over the coming months making BC the Canadian leader in web-based safety event reporting." BC PSLS recently went live in Peace Arch, Eagle Ridge, and Langley Hospitals, and BC Cancer Agency. We are pleased to share their stories with you in this issue.

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L to R: Jesse St. Mars, Sharon Smith, Cathy Weir, Vanessa Taylor, Pat Patrick, Paula Hooper, and Tammy Simpson

Fraser Health is showing no signs of slowing down when it comes to implementing BC PSLS! In the last four months, Burnaby, Peace Arch, Eagle Ridge and Langley Hospitals began to use the system. Surrey Memorial Hospital, the largest Fraser Health facility, will Go Live in February. Fraser Health continues to achieve excellent adoption by new users thanks to local teams who are committed to teaching the benefits of the system.

How you can reach us:

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

bcpslscentral@phsa.ca



"The dedication and passion for patient safety that our BC PSLS site teams bring to this important initiative shines through in the way all their planning and preparations come together for successful Go Lives," says **Cathy Weir**, Director, Quality Improvement and Patient Safety.

Pat Patrick trains a new user at Langley Memorial Hospital

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BC PSLs in Labs



Meet Test Tube Tammy!

"The sample is the patient"

From a patient safety perspective, the sample **IS** the patient in lab environments.

BC PSLs supports improved communication processes between labs and other departments.

Labs across BC have greater ability to identify safety issues and implement quality improvement with BC PSLs.

For more information contact:

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New users at Peace Arch Hospital

Special thanks to **Kash Kainth**, **Barb Holuboff**, **Laura Drozdiak**, and **Pat Patrick** for making BC PSLs Go Lives at FHA facilities run so smoothly. For more information contact Tammy Simpson, FHA PSLs Coordinator, tammy.simpson@fraserhealth.ca

BC Cancer Centres Go Live

PHSA has been rolling out BC PSLs to various agencies this past year. Children's & Women's Health Centre of BC, BC Mental Health and Addiction Services, and the BC Centre for Disease Control are all using BC PSLs and beginning to reap the benefits of a rich and growing database of information.

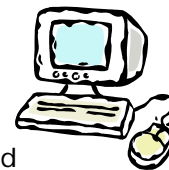
Kelowna Centre, **Victoria Centre**, and **Vancouver Centre's Radiation Therapy group** have also implemented BC PSLs. Using a phased approach, the remaining BC Cancer Centres will come on board with BC PSLs in early 2009. The web-based safety event reporting and learning tool will help build on a number of initiatives already undertaken at BC Cancer Agency facilities to improve patient safety.

"BC PSLs supports our goal of having an organizational culture focused on safety and the prevention of errors," says **Fiona Bees**, Chair of the BC PSLs Advisory Committee at BCCA. "Our focus is on process improvement and the effective collection, analysis and application of data BC PSLs provides. This then allows us to learn from mistakes and drive quality and operational improvement initiatives to prevent future occurrences."

For more information contact David Leclair, PHSA PSLs Coordinator, dleclair@phsa.ca

Software upgrade December 2008

BC PSLs recently upgraded its software to provide users with greater flexibility when reporting, following-up on, and learning from safety events. The latest version (9.3) will soon offer managers and leaders a selection of **packaged reports**, making the ability to run standard reports a relatively simple process. *Examples include:* count of safety events by severity, summary of events by date range, and type of events by Health Service Delivery Area. Training and reference tools will be offered in the coming months. For more information, please contact BC PSLs Central Office bcpslscentral@phsa.ca.



"Staff participated in "Safety Huddles" throughout Go Live day, and they could enter actual events or good catches and discuss BC PSLs as a group." Tammy Simpson



BC Cancer Agency
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