



# Moving forward on special projects

## Message from Central Office

The **BC Patient Safety & Quality Council** supports initiatives with a mandate to improve quality of care for British Columbians, and BC PSLS is proud to be an integral part this important work! The system has spread to a large portion of the province with Vancouver Island Health Authority preparing for their first Go Live, and Providence Health Care planning to come on board. With implementation efforts winding down at Central Office, our focus will shift to **special projects, system enhancements and evaluating and improving the provincial database** to support learning from safety events across BC. We look forward to working with our stakeholders in the coming year and thank you for your support.

## Opportunities!

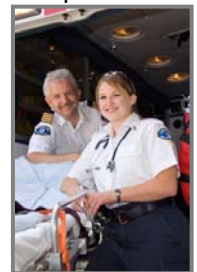
**Special groups** have expressed a strong interest in BC PSLS and how the system might compliment or support their work. Some of these are...

### British Columbia Ambulance Service (BCAS)



BCAS is the largest provider of emergency medical services in Canada and one of the largest in North America. Serving over 4.3 million British Columbians, BCAS responds to calls for service across six health authorities covering

929,730 square kilometres. BCAS operates 187 stations, 480 ambulances, 47 support vehicles and 9 dedicated ambulance aircraft and employs over 3,900 individuals. To build on current internal event management processes, BCAS representatives worked with Central Office to develop new safety event forms. Review and testing of the new forms is currently underway.



### Re:act Adult Abuse and Neglect (Vancouver Coastal Health)



VCH is a designated agency responsible for investigating situations of suspected and known abuse, neglect and self-neglect of vulnerable adults under the *Adult Guardianship Act*. Central Office has been working with

Re:act representatives for the past few months to develop new forms and processes to support this important work. A pilot will go live in the coming weeks that will include a user satisfaction survey as part of pilot evaluation.

### Provincial Falls Working Group

Falls are one of the most frequently-reported safety events worldwide. To help us learn more about falls, we worked with Health Authority Falls Coordinators and other experts from across BC to develop new questions that will appear on the Safety Event Report form when a reporter chooses 'Fall' as the event category. This information will help Health Authorities monitor and improve their falls prevention strategies and meet Accreditation Canada Required Organizational Practices related to falls prevention.

## Inside this issue

**BC Ambulance Service testing BC PSLS**

**Re:act update**

**New 'Fall' questions**

**Dashboards now available!**

**'No harm' events pilot**

**VIHA prepares for BC PSLS!**

**Good catch, IHA!**

**Medication tips**

## How you can reach us:

We welcome your questions and comments. Please contact us at:  
 bcpslscentral@phsa.ca

Good catch,  
IHA!

## Kelowna General Hospital

A medication order was sent to Pharmacy for a patient in Emergency, but it was labeled for a different patient. Emergency staff quickly identified the error, and sent a new order, but did not communicate with Pharmacy about the duplicate order. When Pharmacy received the second order they recognized it was an identical order and discarded the original. **Well done, Kelowna General!**

## Medication Tips

### Tylenol

**Tylenol 3's** are listed generically as:

**Acetaminophen / codeine / caffeine**

**Tylenol 2's** are listed generically as:

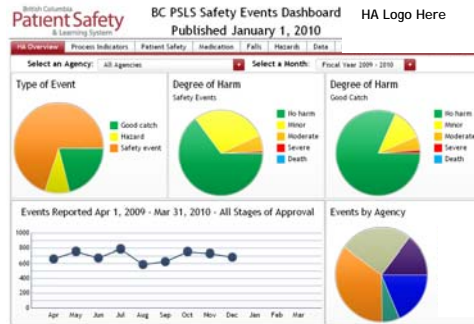
**Acetaminophen / codeine**

### Questions?

[bcpslscentral@phsa.ca](mailto:bcpslscentral@phsa.ca)

## Introducing Safety Events Dashboards

The first Safety Events Dashboards have been sent to **Health Authority leaders** to help them more easily identify and trend safety issues affecting patients at healthcare facilities in their Health Authority.



Most data are taken from event reports with **final approval** status in BC PSLs, and are de-identified and shown in the aggregate to present a **visual snapshot** for a facility, agency, HSDA or entire Health Authority. Dashboards offer **interactive** features such as **dropdown lists**, **category tabs**, **pie charts** and **line graphs** which allow leaders to choose the data they want to see.

The above image is an example of what BC PSLs Safety Events Dashboards look like. Central Office will publish Dashboards **monthly** and **annually** to Health Authority leaders.

## No harm events pilot project at Children's & Women's Health Centre

**Nearly 70%** of events reported in BC PSLs (province-wide) are **Degree of Harm 1 (no harm) events**. While no harm events offer excellent learning opportunities when analyzed in the **aggregate**, the high report volume means that BC PSLs handlers spend significant time processing individual event reports, a process that offers limited value. To explore options to reduce a handler's workload and promote learning from no harm events, Central Office is starting a pilot project with **Children's and Women's Health Centre of BC (C&W)** to evaluate the effectiveness of a **Centralized Handler (CH)** role. During the pilot, the CH will become the primary recipient of no harm patient safety events (including good catches), will review these event reports daily and distribute a report monthly to program Quality & Safety Leaders. The pilot will help Central Office determine if a CH approach allows handlers more time to investigate serious events and provides programs with better, more timely summary data to support improvement efforts focused on high-volume issues. The pilot will be evaluated and results will be shared.

## Vancouver Island Health Authority prepares for BC PSLs



BC PSLs 'Boot Camp'

Activity is buzzing at VIHA as they prepare for their first BC PSLs go live at **Saanich Peninsula Hospital** in February! A steady stream of implementations will follow until the end of March as the system spreads throughout the region, and education and training activities ramp up.



BC PSLs Provincial Training Lead, **Linda Cumming**, will lead new users through a **Boot Camp** workshop that will offer VIHA staff and managers the opportunity to hear about **patient safety** and **safety culture**, and to try the system out. We welcome **Sandra Bailey**, who has accepted the position of interim BC PSLs Coordinator for VIHA. Good luck, VIHA!