



# Celebrating our Achievements!

## Message from Central Office

2008 has been a year full of activity and accomplishments for BC PSLS. Implementation of the system at various sites across four BC health authorities has been possible thanks to the collaboration and commitment by everyone involved. Other achievements this year include rollout of the Complaints Module to support the requirements of Bill 41, enhancements to the system based on user feedback, and development of standard reports for quality and safety leaders and managers. Our final newsletter this year features three of our most recent implementations. We are proud of what has been achieved in 2008 – congratulations to all!

## Inside this issue

2008...a year of activity and accomplishments for BC PSLS!

First mental health facility implements BC PSLS

Fraser Health launches largest site to date

BC Centre for Disease Control goes live in two divisions

## Go Live at BC Mental Health and Addiction Services

BC Mental Health and Addiction Services, an agency of the PHSA, provides a diverse range of one-of-a-kind, specialized mental health services to people across BC. Forensic Psychiatric Services (FPS) located at Forensic Psychiatric Hospital in Coquitlam, plus six regional clinics across the province, provides psychiatric assessment, treatment and case management for adults with mental illness who are referred by the court system. FPH is the first facility of its kind to Go Live with BC PSLS as of September 23<sup>rd</sup>, with the six regional clinics coming on board on October 1<sup>st</sup>.



Christine Chrapko, Danielle Dussault (Roamers), Duncan Rice, Erin Wallsmith (Patient Safety Champions)

*"Our 'Go Live' celebration day was very successful," says Rommel Catalan, Site Lead for BCMHAS. "We took our posters and information throughout the entire hospital and we were met with enthusiasm and interest by all staff. We have had great success with training staff thanks to the combined efforts of the Patient Safety Champions and the Roamers."*



Go Live at Riverview Hospital took place on November 12<sup>th</sup> and staff training continues.

For more information contact Nancy Kwast [nkwast@forensic.bc.ca](mailto:nkwast@forensic.bc.ca) or Rommel Catalan [rcatalan@forensic.bc.ca](mailto:rcatalan@forensic.bc.ca)

Rommel Catalan (Site Lead), Danielle Dussault (Roamer), Nancy Kwast (Site Lead) and Christine Chrapko (Roamer)

## How you can reach us:

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

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

## BC PSLS Complaints Module

The BC PSLS Complaints Module supports many of the requirements of Bill 41 and the Patient Care Quality Review Board Act for BC health authorities.

Training is complete at BC Health Authorities.

For more information contact:

Annemarie Taylor,  
Provincial Director

ataylor@phsa.ca  
604-875-3007

**Best wishes  
for the  
Holiday  
Season from  
all of us at  
BC PSLS  
Central Office**

## Go Live at BC Centre for Disease Control

BC Centre for Disease Control (BCCDC) started using BC PSLS in their TB and STI/HIV Divisions the week of October 20<sup>th</sup>. Front line staff in these areas received training on how to input an event into the system, and participated in discussions about the culture of quality, and the importance of reporting safety events. The next BCCDC areas planning to rollout BC PSLS include Immunization and Pharmacy and the Hepatitis, Environmental Health and Epidemiology Divisions. Training for these areas begins in mid November. BCCDC Labs will continue to be linked through a point person until full rollout of PHSA labs is implemented in 2009. For more information contact Susan Widera at [susan.widera@bccdc.ca](mailto:susan.widera@bccdc.ca).

*"We are excited about the launch of the BC PSLS in BCCDC," says Susan Widera, Director of Quality, Patient Safety and Accreditation. "This system will help support data collection in a more efficient manner; expanding the detail of information that we currently can collect and analyze. This will greatly improve the quality of our improvement initiatives. This rollout has allowed the BC PSLS to forge ahead into new service delivery areas and new concepts such as population safety incidents and public health services."*

## Go Live at Burnaby General Hospital



*Tammy Simpson (PSLS Coordinator), Judi Moscovitch (Consultant), Chris Windle (Director), Kashmiro Kainth (Site Lead), and Cathy Weir (Director)*

Burnaby General Hospital (BGH) is a 271 bed acute care facility and the largest Fraser Health site to launch the BC PSLS. Planning for the October 27<sup>th</sup> Go Live began in June when the dedicated and enthusiastic team came together for the first time to map out a plan for BGH. Kashmiro Kainth (Site Lead) together with Judi Moscovitch (QI/PS) and Jennifer Grover (Communications) contributed a tremendous amount of valuable work that will be used to pave the way for future sites at Fraser Health.

*"The staff finds BC PSLS extremely user-friendly because they can easily access the system on the FH Intranet," says Kashmiro Kainth, Site Lead for BGH. "They also like the feedback they receive about the safety event they just reported. This type of feedback confirms that we are all part of a system aimed at improving the culture of patient safety at Fraser Health."*



The next Fraser Health sites planning to launch the BC PSLS are Peace Arch, Eagle Ridge, Langley and Surrey Memorial Hospitals. For more information contact Kashmiro Kainth at [kashmiro.kainth@fraserhealth.ca](mailto:kashmiro.kainth@fraserhealth.ca).