



## BC PSLS continues to spread in BC

### Message from Central Office

BC PSLS is gaining momentum across BC with more sites in four Health Authorities going "Live" with the reporting and learning tool. As we receive feedback from our users, we work with them to develop the system to ensure it meets their needs. In this issue, we introduce the team who will pilot our Actions Module, share the first Go Live in labs, and describe a new reports feature coming soon to assist leaders in their quality improvement work. Welcome to all our new users, and enjoy our September issue!

### Actions Module pilot at Children's & Women's

A team at Children's & Women's Health Centre of BC was looking for a way to manage information about hazards identified during their Safety Huddles. C&W Quality & Safety Leader Irene Matsui thought this was an ideal opportunity to pilot the Actions Module! This module allows actions to be created and attached to events or hazards. It works much like a 'To Do' list, helping leaders track what needs to be done, who is expected to do it, when it is due, and when it has been completed. Examples of actions are: provide education to staff, update policy, discuss with committee, meet with family, and review patient's chart. Reports show outstanding and completed actions. The pilot begins in September, and the results will inform future provincial use of the Module. For more information contact Irene Matsui [imatsui@cw.bc.ca](mailto:imatsui@cw.bc.ca).



*"The BC PSLS Actions Module will help us track and trend the changes made in response to safety hazards identified in Safety Huddles, and will provide us with a to-do list for outstanding follow-up and planning,"* says Kathy Brouwer (far left). Next to Kathy are Elena Felgar, Irene Matsui and Linda Prince. Not shown are Lesley Boden and Sheena Mavis.

### Inside this issue

Actions Module is piloted at Children's & Women's Health Centre of BC

IHA labs first to implement BC PSLS

'My Reports' feature coming in next release of BC PSLS

New additions to Central Office

### How you can reach us:

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

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



### Interior Health Authority (IHA) leads the way for BC PSLS in labs

Lab safety events typically involve specimens or lab processes, but from a patient safety point of view, the specimen IS the patient! BC PSLS will give labs greater ability to identify safety issues and initiate quality improvement projects unique to lab environments, and will support communication between the lab, nursing and other allied health professionals. IHA stepped up to be the first to Go Live in labs, and six IHA lab facilities are now using BC PSLS to report safety events. Regional Laboratory Quality Managers provided input and advice to develop the BC PSLS lab report form, which can be adapted for use by other labs across BC. For more information, contact Kelly Mendes [Kelly.Mendes@interiorhealth.ca](mailto:Kelly.Mendes@interiorhealth.ca).

## Safety Events reported in BC PSLs include:

### Safety Hazard

A set of circumstances or a situation that could harm a person's interests such as their health or welfare.

### Near Miss (Good Catch!)

An event that could have caused harm but is caught before it reaches the patient.

### Adverse Event

Unexpected and undesired incident directly associated with the care or services provided to the patient.

### Critical Incident

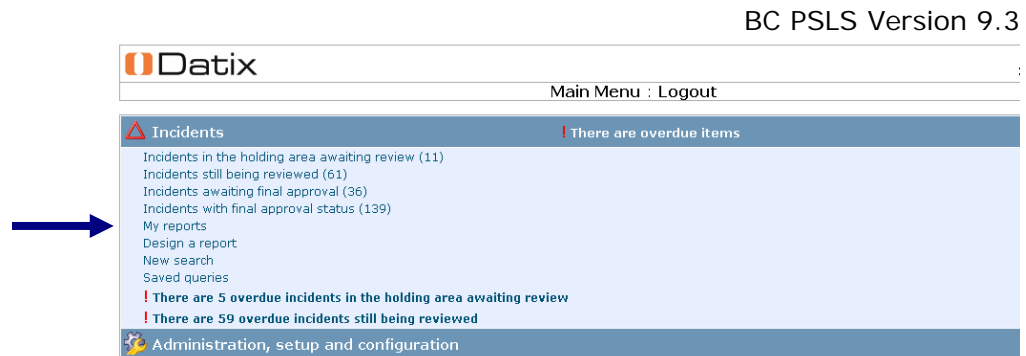
An incident resulting in serious harm (loss of life, limb or vital organ) to the patient, or significant risk thereof. Incidents are considered critical when there is an evident need for immediate investigation and response.

To learn more about DATIX, the UK patient safety and risk management software chosen for the BC PSLs, visit [www.datix.co.uk](http://www.datix.co.uk)  


## BC PSLs data offer learning and opportunity for improvement

The BC PSLs database is becoming a valuable source of information for patient safety and quality improvement at BC Health Authorities. To help managers and leaders easily extract the data and use it in a meaningful way, a package of standard reports will be available in the next release of the BC PSLs, due later this fall. Users will be able to choose from a list of specific reports, or they will have the option to run a query and design their own.

The "My reports" section will allow authorized users to view their safety events and hazards to easily identify trends using run charts, pie charts, bar charts and crosstab reports. Areas with an interest in a particular safety event type, such as falls, can easily view data related to these events to pinpoint areas for improvement and track response to system changes over time.



Work is underway to assist each of the Health Authorities in identifying their specific reporting need and requests, so they can be incorporated into the packaged reports in preparation for the new release.

## Central Office would like to welcome...

**Winnie Fan**, who recently joined the Central Office team to focus on reports development and to lead the development of the package of reports for the new 'My reports' feature in the upcoming release of BC PSLs (version 9.3). Winnie brings a wide range of expertise in decision support services including healthcare performance measurement, developing indicators and balanced scorecard.

To contact Winnie for more information about reporting with BC PSLs, or to discuss your reporting needs, email her at [wfan2@phsa.ca](mailto:wfan2@phsa.ca)

**Erina James**, who is working with Central Office to configure the Complaints Module to meet the requirements of Bill 41, the Patient Care Quality Review Board Act. Erina will be delivering training on the Module to Health Authority representatives beginning in October. Erina brings expertise in application configuration, testing and training as well as project coordination skills.

To contact Erina, email her at [ejames@phsa.ca](mailto:ejames@phsa.ca)