



System upgrade, new tools & more!

Message from Central Office

We are pleased to provide our users with a new and improved version of BC PSLS this fall. Version 10.0 of our software offers improved functionality for tracking, trending and analyzing safety issues, meaning better support for patient safety improvement initiatives across our healthcare system. In this newsletter, we describe new tools developed to support the upgrade, highlight work underway in Northern Health and share findings from our data quality review of the provincial database. We hope you enjoy the September issue!

What's new with BC PSLS?

The big news is the upgrade to version 10.0, which will provide our users with improved searching and reporting, easier navigation and more! In addition, three new, exciting offerings from BC PSLS are highlighted below:

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What's new with BC PSLS?

- Actions module
- eLearning tools
- Dashboard reports

Classifying medication events

Spotlight on Northern Health

Good catch, Richmond Hospital!

How you can reach us:

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

bcpslscentral@phsa.ca

1. Actions module

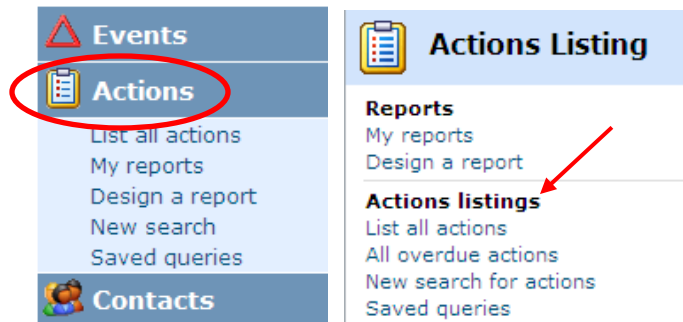
With the Actions module, handlers and leaders can:

- assign tasks (actions) for follow-up on or in response to a safety event or hazard
- track the status of actions through completion
- manage and report on changes and improvement initiatives arising from learning from event analyses or Safety Huddles.

Check with your BC PSLS Coordinator to see when the Actions module will be available in your Health Authority.

2. eLearning tools

Central Office has created two new eLearning courses to help BC PSLS users reap the full benefits of the version 10.0 improvements. Aimed at handlers, the courses offer interactive learning about 'My reports' (Module 3) and the 'Actions module' (Module 4). Access the new tools on your Health Authority's BC PSLS intranet page beginning September 23rd.



Actions will be available on the **Main Menu** after the Version 10.0 upgrade.



Medication events

Our data quality work tells us most medication events are simple to report, but some can be difficult to classify. Some helpful tips:

IV fluid or medication?

Classify events involving IV fluids containing additives (e.g. potassium or magnesium) as *Medication-Medication* not *Medication-IV fluid*.

Narcotic count discrepancies

Categorize narcotic count problems as *Hazard-Medication-Medication-Narcotic count discrepancy*. But, if a patient missed a dose of narcotic due to a count issue, choose *Patient Safety Event-Medication-Medication-Omitted dose*.

Problems with patches

Categorize events involving medication patches not removed when indicated as *Medication-Medication-Incorrect frequency*.

Finally...

Handlers and managers, please review categories assigned by the reporter and correct as needed before giving your *Final approval*.

Questions?

lcook2@phsa.ca

3. Dashboard reports

Since June, Central Office has worked with Health Authority Patient Care Quality Officers to develop the first of several dashboards that will be offered to Health Authority leaders. The BC PSLs PCQO Dashboard displays data from the Complaints module. Project leaders **Darren Frizzell** and **Jyoti Ladhar**, with support from **Inderpal Chani**, developed the dashboard design using SAP/Business Objects products to create an interactive tool. **Mary MacKillop** and **Kirby Smith** of PHSA's PCQO were invaluable collaborators on the innovative project.

Questions?

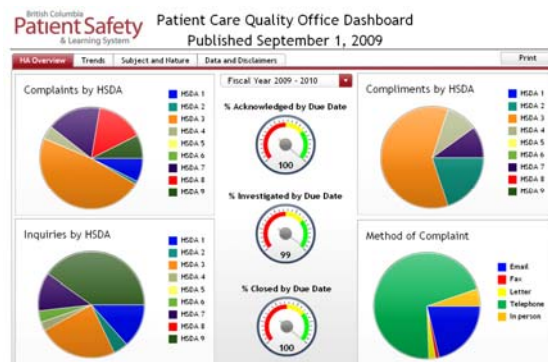
For more information, contact BC PSLs Central Office bcpslscentral@phsa.ca.

Spotlight on Northern Health

Congratulations to Northern Health! Their small but mighty team has worked very hard these past few months to implement BC PSLs at 54 sites since their first Go Live in May 2009. Another 17 facilities, including Prince George Regional Hospital, the largest NHA site, will be live by the end of September. Leading the effort and travelling the region to train staff is the dynamic and energetic trio of **Ruby Fraser**, **Marie Hunter** and **Lexie Gordon**. Northern Health is the largest BC Health Authority by land mass stretching from the Queen Charlotte Islands in the west, Dawson Creek in the east and Fort Nelson in the north and has a population of 300,000. Way to go, NHA!



Marie Hunter trains new BC PSLs users in NHA



BC PSLs PCQO Dashboards available now!
BC PSLs Safety Dashboards coming soon!

Good Catch!

Congratulations to staff at **Richmond Hospital** who identified and prevented a potentially serious patient safety event when a patient in a surgical ward nearly received a **morphine overdose**. Had the medication been given, it could have caused serious harm, such as acute respiratory depression, in the already compromised patient. *Well done, Richmond Hospital staff!*