

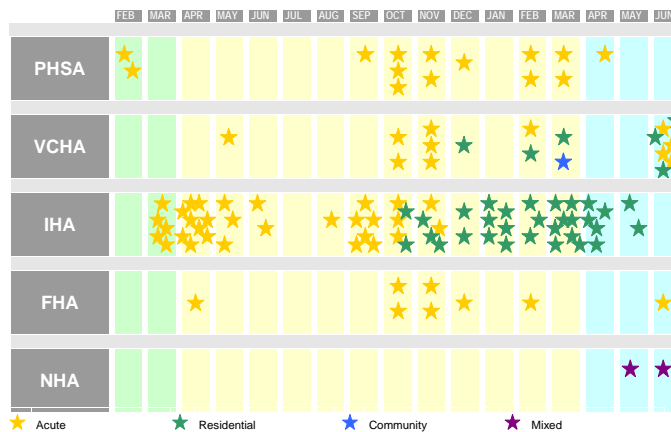


# BC PSLs spreads across province!

## Message from Central Office

February 25, 2008 marks the day of the first Go Live for BC PSLs at Children's & Women's Health Centre of BC (PHSA). Since then, the system has steadily rolled out to over 100 acute, community and residential care facilities across five BC Health Authorities. Our goal is to implement BC PSLs across the entire BC healthcare system by the end of 2010. We look forward to continuing to collaborate with our stakeholders to achieve this goal, while enhancing BC PSLs to meet the needs of our users and working together to improve patient safety and quality across BC healthcare settings.

## Provincial Implementation Update



BC PSLs Go Live activity has reached extraordinary levels this past year in five BC Health Authorities! Each star in this diagram represents a single facility or group of facilities that are now using the system. HA implementation teams work hard to promote the benefits of BC PSLs, and share their enthusiasm for improving patient safety. **Congratulations to all!**

### Inside this issue

#### Provincial Update

Database continues to grow!

Three trends identified in provincial database

#### VCH Spotlight

Good Catch! Eagle Ridge Hospital

Training Tip for Follow-up Users

#### Staff Update

### How you can reach us:

We welcome your questions and comments. Please contact Central Office at:

bcpslscentral@phsa.ca



**PHSA** completed BC PSLs implementation at all agencies in April 2009. Their focus now is on sustainment, obtaining and responding to user feedback, analyzing data and making improvements.



**VCH** is planning to Go Live across the region this summer and fall. Their goal is to substantially complete implementation by the end of October 2009.



**IHA** have now completed implementation at all acute care and most residential care facilities. They are hard at work completing rollout to the remaining residential and community sites.



**FHA** now uses BC PSLs in over half of their acute care sites and plans to complete the rest of the rollout to acute this fall. They also led pilot projects for several BC PSLs modules.



**NHA** completed implementation at Northeast HSDA (15 sites) in May 2009. Northwest HSDA (7 sites) is next to Go Live, followed by the remaining areas through the fall months.

## Data Quality

In May we started our data quality work on the BC PSLs database.

### Three trends noted to date:

#### FALLS incorrectly categorized as ACCIDENTS

38% of FALLS were incorrectly entered as ACCIDENTS. FALLS should be entered in their own category.

#### OTHER category used incorrectly

90% of events categorized as OTHER were changed to provide more details of the safety event. OTHER should only be used if no other appropriate option is available.

#### GOOD CATCH used incorrectly

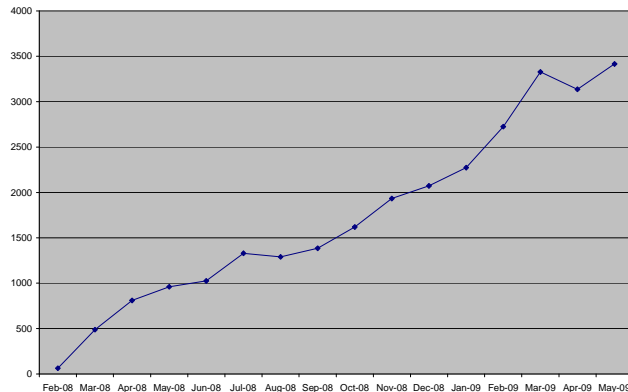
86% of GOOD CATCHES (NEAR MISSES) actually reached the patient. They should be reported as actual events by selecting NO as the answer in the GOOD CATCH field instead of YES.

Questions?  
Please contact:

**Laura Cook**  
[lcook2@phsa.ca](mailto:lcook2@phsa.ca)

## Database Continues to Grow Since First BC PSLs Go Live!

The number of safety event reports in the provincial database has steadily increased since February 2008, as shown by this line graph. The database now holds nearly 30,000 records with an average of over 100 new events reported daily. At Central Office, we are developing robust summary reports to ensure that healthcare leaders at all levels have access to meaningful, actionable information to inform and support quality and safety improvement efforts.



'My reports' offers front-line leaders a package of reports within the Safety Events module. We are continuing to build on these reports based on user requests and feedback. 'Dashboard reports' will soon be provided to senior leaders to give them a visual snapshot of their organizations. For more information about reports, please contact Central Office.

## Vancouver Coastal Health Spotlight

VCH is moving forward with additional implementations of BC PSLs at numerous acute, community and residential facilities over the coming months. Richmond Health Services was the first health service delivery area in BC to implement the system across the full continuum of care. Congratulations to the VCH team!



VCH Implementation Team  
Evergreen Community Health Centre

## Good Catch! Eagle Ridge Hospital

We congratulate **Laura Szulczyk**, a nurse at Eagle Ridge Hospital, for identifying and preventing a potential safety event. She discovered that if her patient received the prescribed dose of acetaminophen, it would exceed the maximum daily dose and could cause harm. She reported the problem so it could be addressed before it reached the patient. Good catch, Laura!

## BC PSLs Staff Update

Welcome back **Dean Bruce**! Dean has returned to Central Office to offer his expertise on several special projects.

Welcome **Evelyn Bundang**! Evelyn is the new PHSA BC PSLs Coordinator as of July 2, 2009. Evelyn has worked in PHSA Corporate Human Resources since 2006.

## Training Tip!

When adding a participant, be sure to use the notes section of the follow-up screen to ask your question or share your thoughts regarding their involvement in the event follow-up.