



## Covering new ground with BC PSLS

### Message from Central Office

Since January, BC PSLS went live in several facilities across four Health Authorities. In this issue, we highlight **Richmond Health Services**, the first health services delivery area in the province to completely rollout the system in acute, residential and community care. We also welcome **Northern Health Authority**, and describe interesting work currently underway with the **Safety Alerts Module**. We hope you enjoy this issue.

### Richmond Health Services Go Live

Congratulations to **Vancouver Coastal Health (VCH)** and **Richmond Health Services** on a successful launch of BC PSLS!

VCH delivers healthcare to over one million people in BC's lower mainland. Richmond Health Services is one of four health service delivery areas and is comprised of an acute care hospital, extended care facilities, and community care. Launching BC PSLS across the full continuum of care in Richmond Health Services Delivery Area is a tremendous accomplishment for VCH and BC PSLS!



Left to Right: Caroline, Vince, Kerry, Terri, Gina

**Training for 2000+ staff** included drop-in auditorium sessions, on-site unit training, and instructor-led classroom sessions for managers and leaders. Unique to VCH is a call-in **Safety Centre**. The Centre gives all VCH staff the option to speak with a representative who is knowledgeable about staff and patient safety. The Safety Centre is currently staffed with trained nurses who are returning to work and averages over 300 consultations per month.

Richmond Health Services Site Lead, **Caroline Porter**, and her team played a key role in the Go Live. "BC PSLS is a relief to busy managers! As a former manager in Perioperative Services, I was accustomed to receiving huge amounts of paperwork every week. It was time consuming and frustrating to work through it all. With this system we have all the information we need in one place. It is much easier to do follow up, report back to the reporter and link other disciplines into the safety event."

Leadership support and enthusiasm from staff is providing the momentum to move forward with more sites across VCH. Congratulations!

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### How you can reach us:

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

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



Congratulations to Northern Health Authority (NHA) on joining BC PSLs and preparing to rollout the system across their region!

**Congratulations** to the team at **Fraser Health** on their very successful Go Live on February 9 at **Surrey Memorial Hospital**, the largest single implementation of BC PSLs to date.

“We are excited about BC PSLs coming to Northern Health,” says Ruby Fraser, Regional Director, Quality and Risk Management. “In NHA, we strive to continually provide quality healthcare to more than 300,000 people living in this region. BC PSLs will help us achieve that goal, and demonstrate our commitment to safety, quality and excellence in the care we provide.”

Staged implementations of BC PSLs in Northern Health will take place over the coming months. Look for more updates in future issues.

Site Leads, **Jeanne Foley** and **Pauline Cashmore** played a key role in this achievement by engaging staff, providing training, and promoting the new system. Well done!

### Safety Alerts

Pilot implementation of the BC PSLs **Safety Alerts Module** is currently underway at **Fraser Health**. The Safety Alerts module will allow product, drug and device alerts, recalls and other important risk and practice advisory information to be easily communicated to key stakeholders across the province, and enable response tracking when action is required. Once implemented, a comprehensive alert and response system will be in place to promote accountability and “close the loop” on addressing system problems. The FHA pilot will continue for the next few months and will inform further provincial rollout.

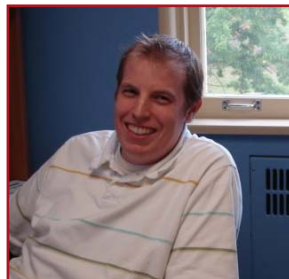
**RISK ALERT!**  
**Look-Alike Drugs**



### SMH Quick Facts

- 176 BC PSLs follow-up users trained
- 101 BC PSLs Champions trained
- Largest hospital in Fraser Health
- 4,000+ staff
- Emergency Department is the busiest in BC with 72,000 visits per year

### Central Office Staff Changes



Best wishes to **Dean Bruce**, who is leaving at the end of March to travel and enjoy a well-deserved break. As Provincial Lead, Business Application Delivery, Dean provided expertise to Central Office and provincial users for over two years, and was integral to development of the BC PSLs software. He will return to Central Office on an ad hoc basis in April to assist with QA and other specialized work. Dean will be greatly missed for his leadership, many skills and sense of humor. Good luck, Dean!



Central Office welcomes **Darren Frizzell** and **Jyoti Ladhar**, Provincial Leads, Business Development and Information Systems Analysis. Darren and Jyoti will offer technical, reporting and information systems expertise to Central Office and BC PSLs users across the province. They can be reached at [dfrizzell@phsa.ca](mailto:dfrizzell@phsa.ca) and [jladhar@phsa.ca](mailto:jladhar@phsa.ca).