British Columbia Patient Safety & Learning System

Patient safety event reports and accreditation: How can BC PSLS data help with ROPs?

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Context

Fostering safety culture across BC's healthcare system

The British Columbia Patient Safety & Learning System (BC PSLS) is a web-based safety event reporting and learning tool used by healthcare providers across the province. BC PSLS collects information about adverse events and near misses to support quality and safety improvement.

Implementation of BC PSLS began in 2008 and was completed in 2011. Today, nearly 1,000 hospitals, long-term and residential care facilities and provincial laboratories use BC PSLS to report safety events, analyze trends and support learning.
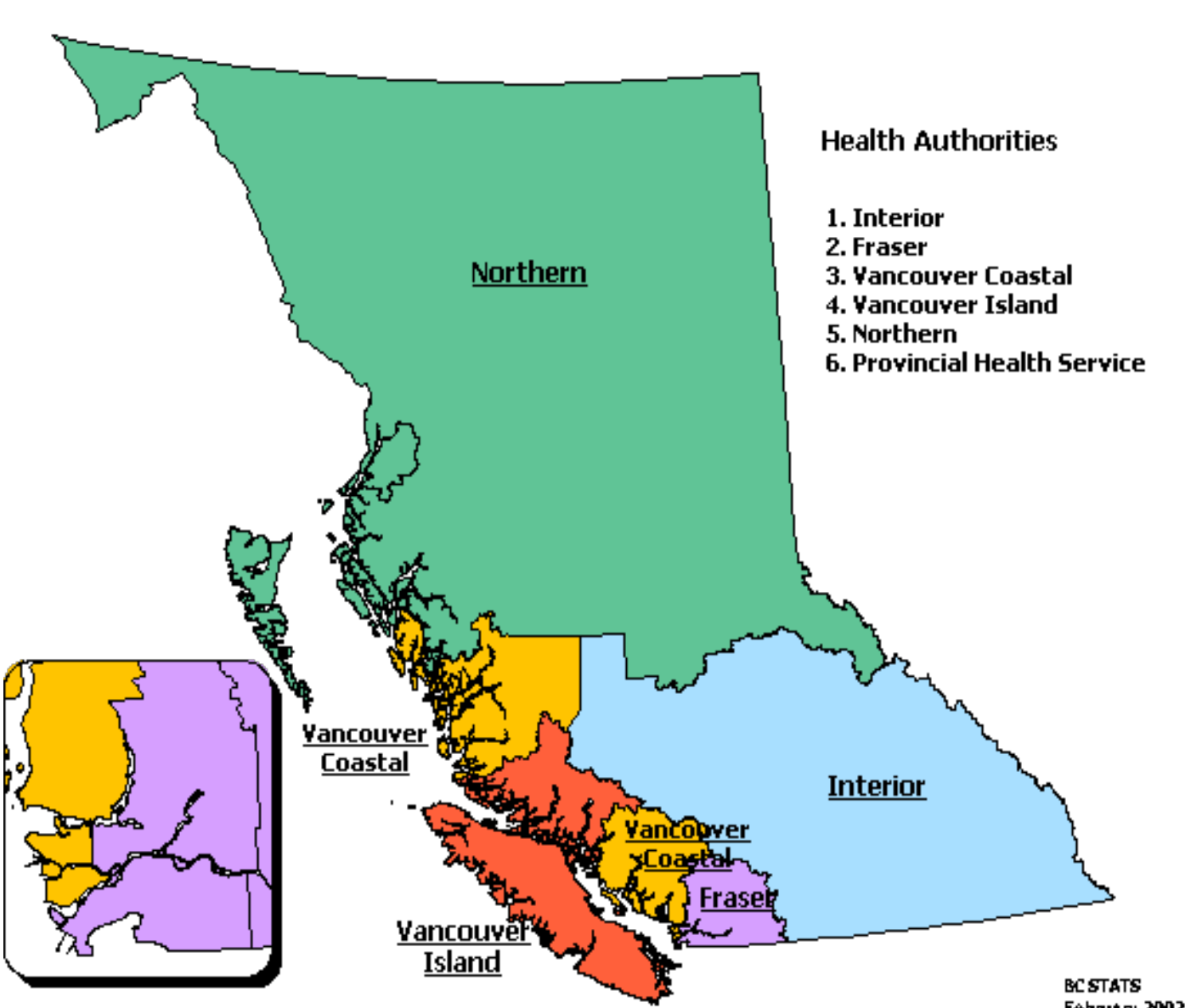

Figure 1. Five geographic BC health authorities

Health Authorities
1. Interior
2. Fraser
3. Vancouver Coastal
4. Vancouver Island
5. Northern
6. Provincial Health Service

In addition to the geographic health authorities, the Provincial Health Services Authority administers specialty services throughout the province of BC. BC PSLS is in operation across the continuum of care throughout the province.

The goal of BC PSLS is to make healthcare safer for British Columbians through shared learning and continuous system improvement.

In the short- to medium-term we aim to:
• Improve safety event reporting
• Provide effective reporting tools
• Support more efficient processes
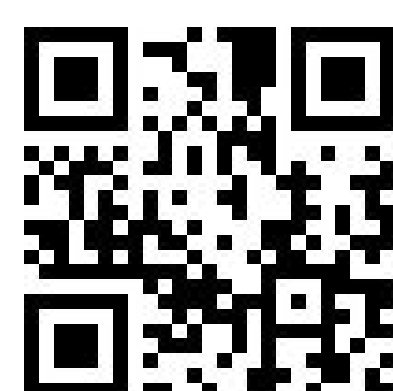• Encourage teamwork and collaboration

In the long-term we aim to:
• Foster a culture of safety
• Improve information-sharing
• Promote learning and improvement
• Reduce healthcare costs associated with patient safety events

More information
Please visit our website or contact us for information about this and other initiatives.

www.bcpsls.ca
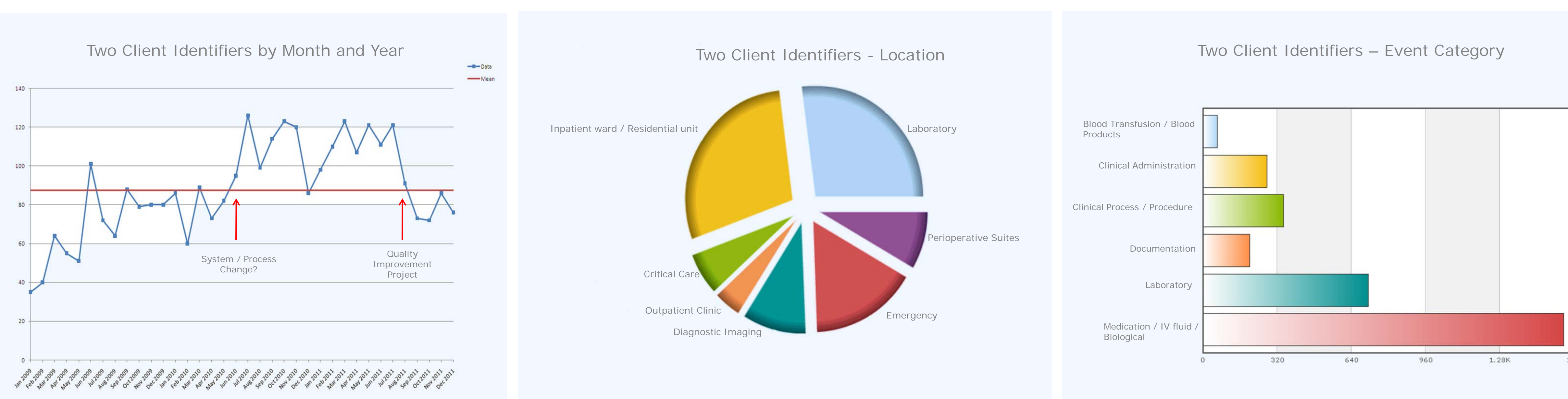bcpslscentral@phsa.ca

Results

BC PSLS reports assist health authorities with accreditation

Quality and safety leaders across the province can create custom reports using the tools available in BC PSLS. These reports will assist BC health authorities to meet specific Accreditation Canada Required Organizational Practices.

Examples:
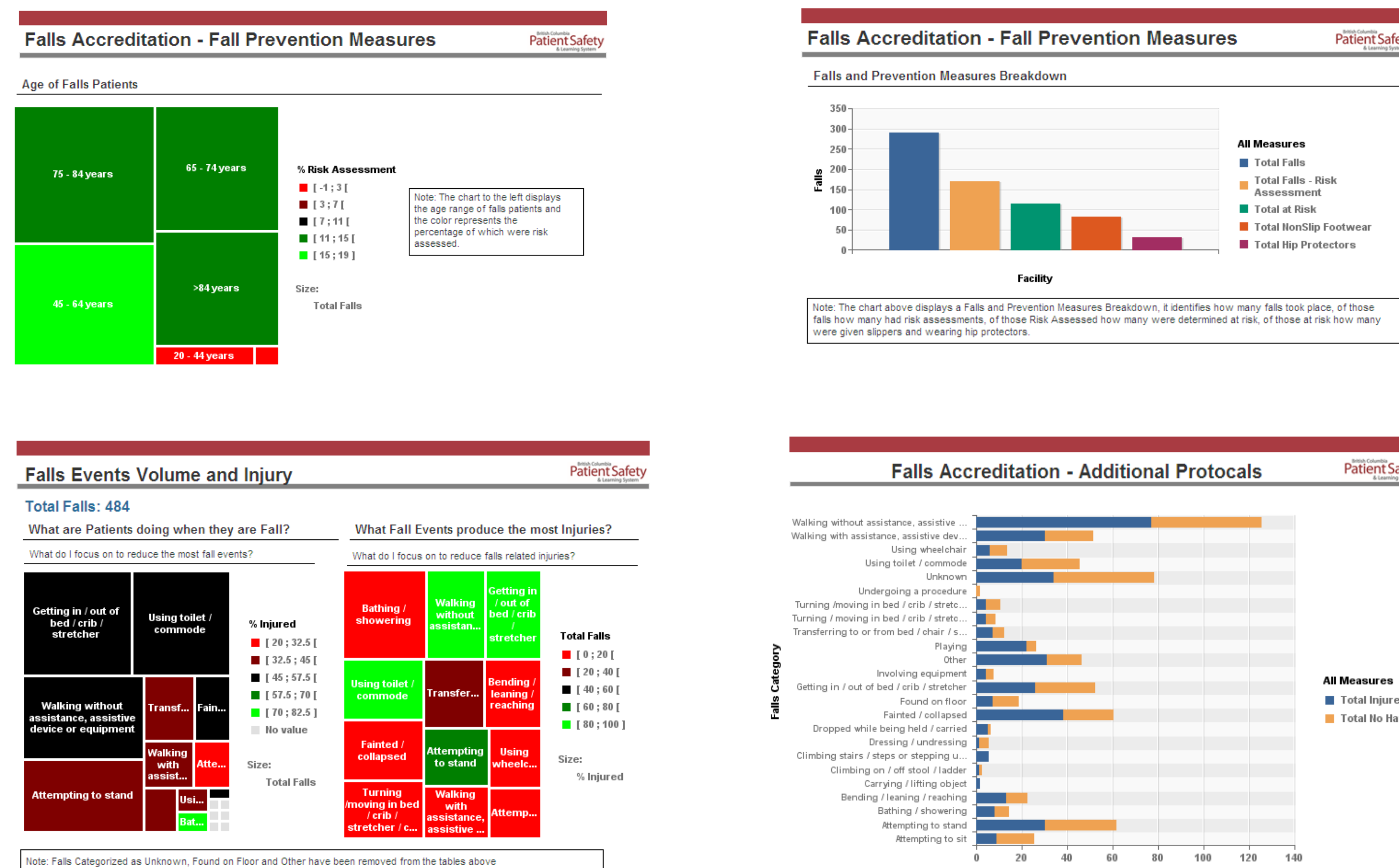
Two Client Identifiers - Test for Compliance

• The team uses at least two client identifiers before providing any service or procedure
• The team uses at least two client identifiers before administering medications

Falls Prevention Strategy - Test for Compliance

• The team establishes measures to evaluate the falls prevention strategy on an ongoing basis
• The team uses the evaluation information to make improvements to its falls prevention strategy

The "falls" reports shown below are examples created with a new reporting tool available from BC PSLS Central Office.

Problem
Accreditation Canada has a number of Required Organizational Practices (ROPs) that must be in place to enhance patient safety and minimize risk. Healthcare organizations are sometimes challenged to provide evidence of their efforts to incorporate these ROPs into their everyday activities.

Aim
To support the BC health authorities in their accreditation preparation work by offering reports relevant to safety ROPs using BC PSLS data.

Strategy for change
The ROPs were reviewed and reports developed to align with several streams. BC PSLS uses a modified version of the World Health Organization's International Classification for Patient Safety to categorize events, and a number of the categories align well with ROPs. For example, the "Falls" category consistently has the highest reporting volume BC-wide, comprising over 30% of the database records. Specific questions about falls based on standards developed by the Agency for Healthcare Research and Quality were added to BC PSLS after consultation with the provincial Falls Working Group. This information relates well to the falls prevention ROP. BC PSLS data can also be used to inform other ROPs such as those related to two patient identifiers, disclosure of and workplace safety.

Lessons learned
Additional functionality to support more robust and interactive data analysis is required. Using business intelligence tools, work is underway at BC PSLS Central Office to enable the creation of additional reports that organizations can use to support ROPs.

Sustainability
BC PSLS Central Office will continue to develop reports to support evolving ROPs. The establishment of our new visual analytics tools will allow designated health authority users to have more control over their BC PSLS data, its analysis and reporting to meet specific ROP needs as well. As the BC PSLS database grows, the data will be increasingly useful to organizations both to prepare for accreditation and between surveys as they work to continually improve safety and quality.

Acknowledgements
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