



STRATEGIC PLAN 2019-2023

British Columbia
Patient Safety
& Learning System

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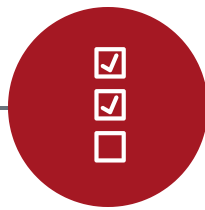


Introduction

Our 2019-2023 Strategic Plan is the result of extensive stakeholder consultation and represents many voices. It reflects our changing priorities and future directions as we evolve along with a health care system that thrives on continuous quality improvement.



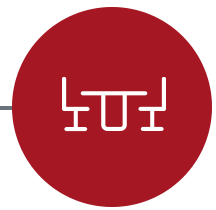
Central Office
review of previous
strategic directions
and SWOT analysis



Stakeholder survey
administered
across province



Focus groups and
interviews



World café style deep
dive with key
stakeholders at Annual
Governance Meeting

The last five years

Our previous directions led us here. From 2014-2018 we measured, analyzed, learned, and reported; built collaborative relationships; participated in and led initiatives; stayed relevant; and empowered our team to excel.



Who we are

The BC Patient Safety & Learning System (BCPSLS) is a tool used by health care professionals across British Columbia to report and learn from a variety of data, including patient safety incidents, hazards, patient and family feedback, and claims.

Our data offers information to health care leaders so they can identify safety concerns, promote a culture of safety, and encourage continuous learning—all in support of our collective goal to improve patient safety and care quality in the province of BC.

On February 25, 2018 we celebrated the tenth anniversary of the launch of BCPSLS. Later that year in June, we toasted the fifth anniversary of our blog, BCPSLS Central.

We are optimistic, committed, and looking forward to the next five years of safer health care in BC.



Vision

Safe health care for BC: No needless harm.

Mission

To make health care safer for all British Columbians
by fostering a culture of safety, shared learning,
and continuous system improvement.

Values



Commitment to
quality and safety



Working together, building
partnerships and sharing
leadership



Honest, transparent, and
effective communication



Evidence-based analysis and
decision-making



Innovation, creativity,
and vision

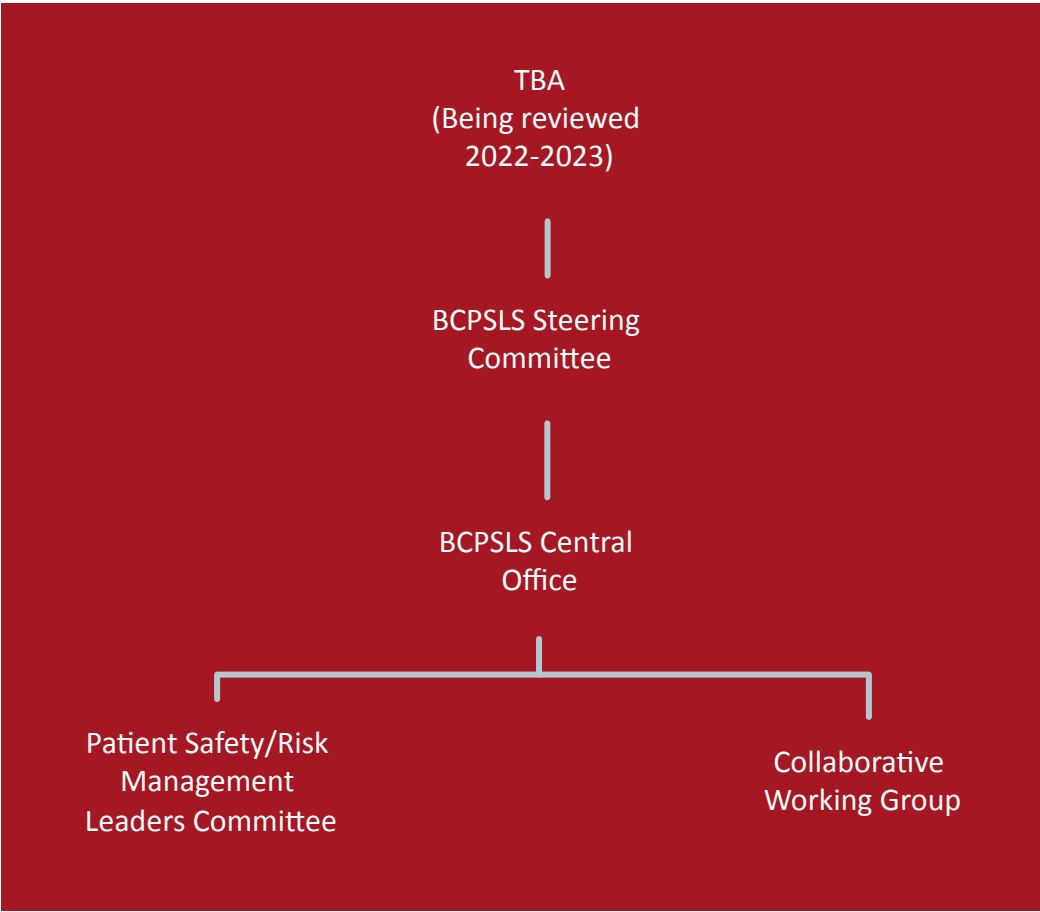
Governance structure

BCPSLS is governed, supported, and administered by provincial committees and our Central Office.

Our relationship with BC’s health authorities is vital to our success and outlined in our BCPSLS Health Authority Participation Agreement, established and adopted in 2008.

The BCPSLS Central Office team administers our reporting and learning system and provides guidance and leadership to BC's health authorities.

The team works collaboratively with three provincial governance groups: BCPSLS Steering Committee, Patient Safety/Risk Management Leaders Committee, and Collaborative Working Group. The role of Chair for the Steering Committee is being reviewed in 2022-2023.



Strategic priorities 2019-2023



Transition to cloud-based
software platform



Inform decision-making at the
provincial level



Support organizational
learning and improvement



Expand user base

Transition to cloud-based software platform



BCPSLS is regarded as a trusted source of patient safety information in BC.

Our system has been recognized as one that functions with integrity, reliability, and security.

As technology progresses, it is important that we leverage enhancements and innovations.

Migrating to a cloud-based software platform will enable BCPSLS to continue to adhere to and facilitate best practices, enhance our user experience, and allow for future expansion.

How we will act on this priority:

- Exercise our passion for innovation by leading the first implementation of Datix Cloud IQ in Canada.
- Partner with our vendor to influence and inform development of the new cloud-based platform.
- Use the transition as a culture carrier to elevate the focus on patient safety and improvement.
- Apply best practices in change management including education, support, and sustainability.
- Leverage technology for quicker, easier reporting (e.g. mobile app) and better summary reports.

Inform decision-making at the provincial level

BCPSLS is uniquely positioned within BC to provide a provincial perspective on patient safety.

As the primary source of data on patient safety incidents and care quality feedback, BCPSLS offers a macro-level view of issues, trends, and improvements.

BCPSLS will leverage this provincial outlook to facilitate information sharing, learning, and action.



How we will act on this priority:

- Promote better use of data to proactively identify issues and drive improvement.
- Participate in the creation of a provincial forum that identifies system-level issues, facilitates reviews, makes recommendations, and shares learning.
- Strengthen relationship with Ministry of Health, BC Patient Safety & Quality Council, and other key partners to align provincial goals and initiatives.
- Represent BC in national and international initiatives.

Support organizational learning and improvement



Continuous quality improvement is a hallmark of a learning health care system.

Our stakeholders have told us that putting data to action and closing the loop to reporters is essential.

As a patient safety reporting and learning system, BCPSLS is well positioned to strengthen its role in fostering a culture of safety at local and regional levels.

How we will act on this priority:

- Support standardization of analysis, prioritization, and investigation.
- Explore opportunities for recognizing outstanding achievements in patient safety.
- Seek ways to make reports more meaningful and illuminate risk associated with trends.
- Strengthen education for reporting and learning across the province.
- Increase involvement in patient safety improvement work by collaborating with key partners.

Expand user base

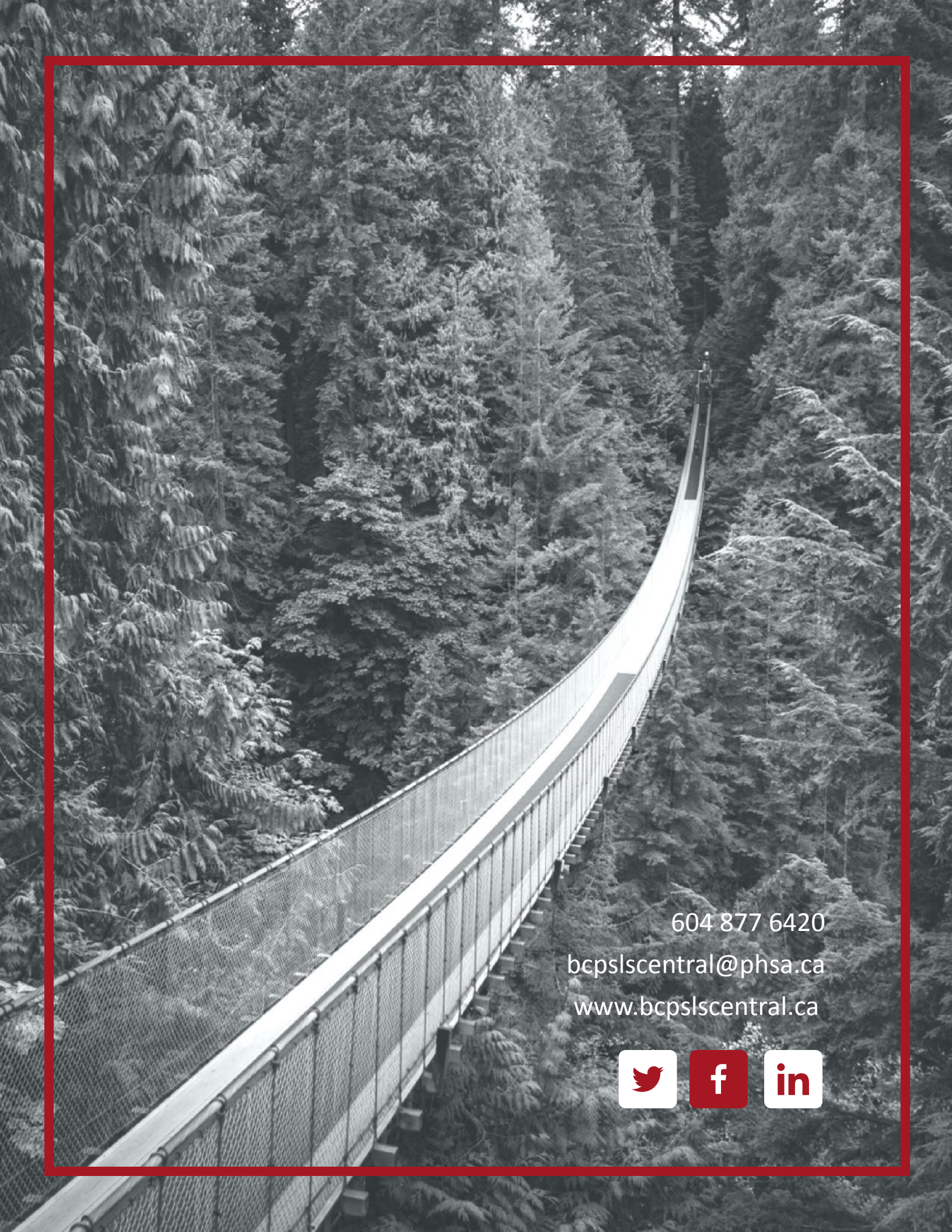
BCPSLS offers health care leaders comprehensive patient safety information that helps identify concerns, promote a culture of safety, and encourage continuous learning.

Engaging users both within and outside of BC's health authority network will provide a more comprehensive reflection of patient safety and help individual user groups establish and work toward their goals for patient safety reporting and learning.



How we will act on this priority:

- Expand patient and family reporting by promoting adoption of Patient's View across province.
- Seek opportunities to engage patient voices to ensure our system is meaningful for both health care partners and patients.
- Take a multi-faceted approach to engaging physicians, including physician-focused education and the development of physician champions.
- Identify potential expansion opportunities with organizations outside the health authorities.



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