

British Columbia
Patient Safety
& Learning System

Shaping Our Future
2014-2018 Strategic Plan

Making healthcare safer for all British Columbians...

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4. STAY RELEVANT
5. EMPOWER OUR TEAM TO EXCEL

Introduction

The BC Patient Safety & Learning System (BC PSLS) began as a creative idea among healthcare leaders with a passion for patient safety. Over time, we matured and evolved into the multi-health authority collaboration we are today – a comprehensive patient safety program that benefits all British Columbians.

In November 2013, we marked our five-year anniversary by sitting down with our provincial partners and stakeholders, reflecting on our journey together and establishing a shared direction for our future. This document describes our strategic vision and lays the groundwork for how we can achieve our goals together.

SO THAT ALL BRITISH COLUMBIANS CAN HAVE A SAFER, HIGHER-QUALITY AND MORE RESPONSIVE HEALTHCARE EXPERIENCE, BC PSLS WILL...

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Who We Are

ABOUT US

BC PSLs collect an array of patient safety data from healthcare organizations across the province of British Columbia (BC). BC's healthcare providers use this information to identify concerns about patient safety, target improvement strategies and influence system-wide change, all with the overarching goal to improve patient safety across the healthcare continuum.

Our Steering Committee comprises Vice Presidents responsible for quality of care and patient safety from the BC Health Authorities. The BC PSLs Central Office is located in Vancouver and provides system support, guidance and expertise to all users in the province.

VISION

Safe healthcare for BC: No needless harm

MISSION

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

LONG-TERM GOALS

- Foster and support a culture of safety and learning across the BC healthcare system.
- Improve communication and information-sharing across the continuum of care.
- Enhance productivity in BC's healthcare system.
- Develop methods to utilize resources more effectively.
- Reduce costs associated with safety events, hazards and near misses.

OUR VALUES

1. Commitment to quality and safety
2. Working together, building partnerships and sharing leadership
3. Honest, transparent and effective communication
4. Evidence-based analysis and decision-making
5. Innovation, creativity and vision

Past, Present, Future

The notion that a web-based system could raise awareness about patient safety, help to standardize healthcare processes and support continuous learning and improvement in healthcare settings arose in 2002.

A Feasibility Study in 2003 followed by two pilot projects in 2007 marked the beginning of the BC PSLS journey. By 2008, full provincial rollout was underway and in early 2011, BC PSLS was well established in all care settings in BC, with expansion to the BC Emergency Health Services in 2012.

Today, and for the foreseeable future, we are focused on:

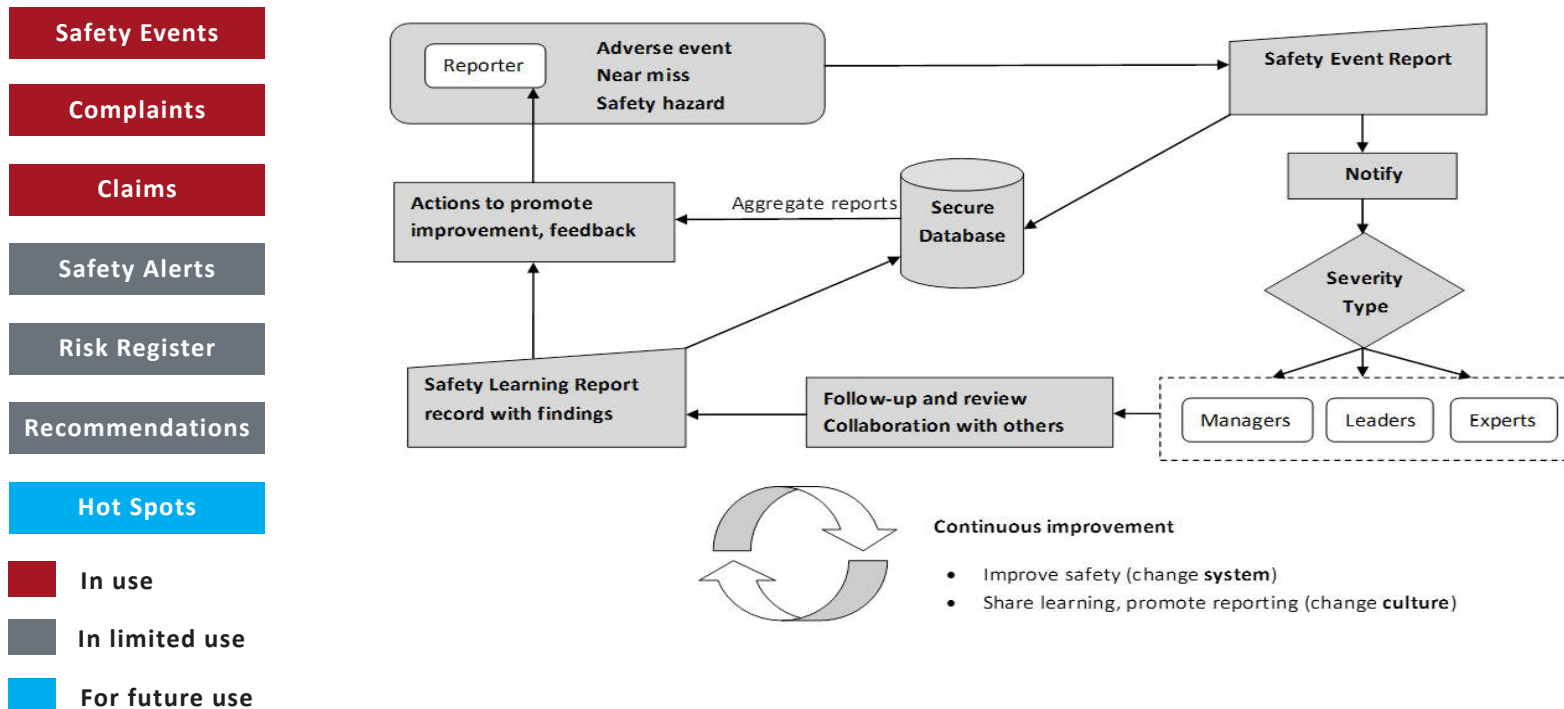
- streamlining data collection and information output to improve efficiency;
- defining and developing a reliable, valid taxonomy to enhance learning;
- aligning our system with other patient safety organizations to reduce duplication; and
- providing meaningful, actionable reports to BC's healthcare leaders to promote improvement and change.

WE AIM TO EMBED A CULTURE OF
SAFETY AND SHARED LEARNING
THROUGHOUT OUR ENTIRE
HEALTHCARE SYSTEM.

Our System

BC PSLS encompasses a collection of online tools and modules for use by all healthcare providers in the province. BC PSLS uses DATIX software (www.datix.co.uk). All BC PSLS data is managed and secured by our Central Office team, working in partnership with PHSA Information Management/Information Technology Services and Health Shared Services BC, and stored on a single shared database.

Safety Events is our primary module and is used to collect data about adverse events involving patients (including near misses), safety hazards and critical incidents. The diagrams below are an overview of *Safety Events* workflow and our modules.



- Safety Events**
- Complaints**
- Claims**
- Safety Alerts
- Risk Register
- Recommendations
- Hot Spots**
- In use**
- In limited use**
- For future use**

Our Operating Model

Along with this document, the BC PSLS Participation Agreement (PA) describes the overall strategic vision of BC PSLS, including the role of Central Office, our ongoing relationship with BC Health Authorities and our governance structure.

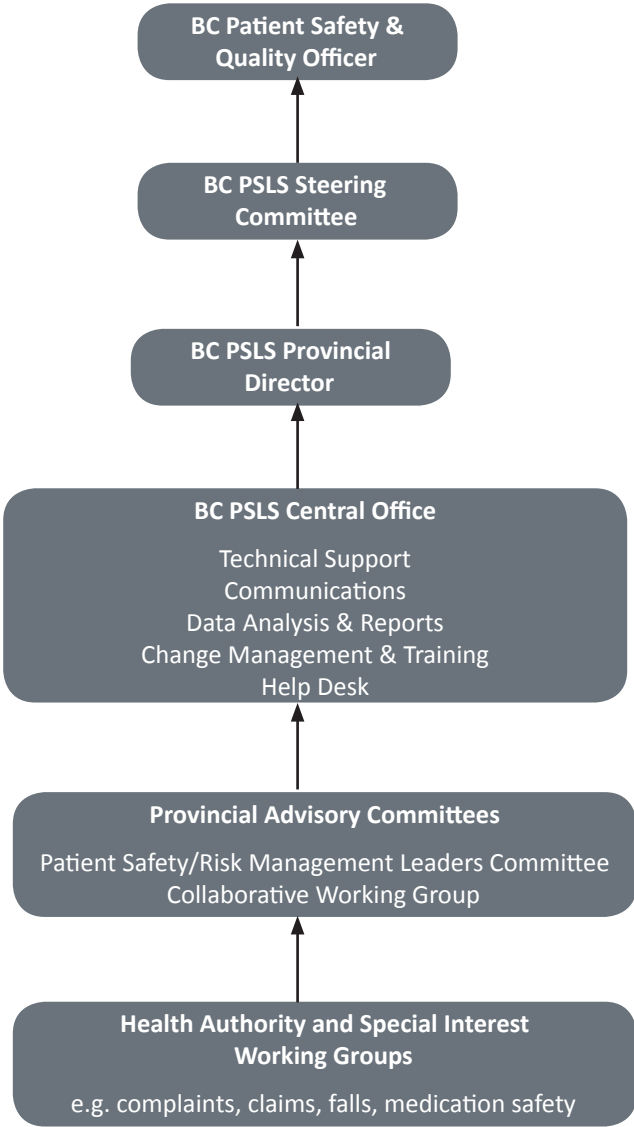
The BC PSLS Central Office team works collaboratively with three provincial committees:

1. BC PSLS Steering Committee
2. Patient Safety/Risk Management Leaders Committee (PSRMLC)
3. Collaborative Working Group (CWG)

The BC PSLS Executive Director reports to the Provincial Patient Safety & Quality Officer who reports to the BC Minister of Health Services, and also chairs the BC PSLS Steering Committee.

Our Central Office is located in Vancouver and is the home of the Central Office team, which provides guidance and leadership to all BC Health Authorities (HA). Each HA has a BC PSLS Coordinator to provide support to local BC PSLS users.

The SAP Business Objects Edge suite of tools is used by BC PSLS for advanced data analysis and aggregated reporting. Footprints software is used by the Central Office team and HA Coordinators to track and manage BC PSLS issues and developments.



Strategic Directions

1. MEASURE, ANALYZE, LEARN AND REPORT

Our strategy is to support healthcare leaders in their ability to obtain and access the information they need to apply safety science methods within their organizations, and to achieve a trustworthy system of healthcare delivery. We will continue to improve the tools available in BC PSLs, based on user feedback and industry best practices, so BC's healthcare leaders know that we are listening to them, learning from others, and improving the system to meet their needs.

We will know we have achieved this when:

- Our stakeholders see BC PSLs as a credible source of patient safety data based on the information we provide through our measurement activities.
- Our users believe our system has played an essential role in shifting safety culture in their organizations and in others across BC.
- We represent all aspects of the healthcare experience including the patient perspective.
- BC PSLs offers an expanding range of tools and reports to those who need our data.
- Requests for BC PSLs data increase and diversify.

How we will achieve this:

- Collaborating with subject-matter experts to obtain their input on BC PSLs data elements, forms, analytic reports and taxonomy.
- Actively seeking the patient's view on safety and quality.
- Continually evaluating, developing and offering a range of BC PSLs tools to ensure our system meet the needs of our users.
- Monitoring the activities of other patient safety organizations to align our system with national and international trends in patient safety and quality of care.
- Collaborating with primary care stakeholders to align measurement activities in acute, residential and community care to measure, analyze, learn and report about aspects of patient safety.
- Developing relationships with provincial and national patient organizations to create an integrated performance measurement system that will support benchmarking.

2. BUILD COLLABORATIVE RELATIONSHIPS, ENGAGE, COMMUNICATE AND SHARE

Our strategy is to foster our relationships with BC's healthcare providers and others in the larger patient safety community. We will work with our stakeholders to enhance patient safety for British Columbians, seek opportunities to learn from others and share our learnings to encourage transparency and champion change. We will find innovative ways to improve quality and safety and support our stakeholders in their efforts.

We will know we have achieved this when:

- Our stakeholders tell us they value their relationship with BC PSLs and our ability to facilitate those relationships.
- Healthcare leaders and organizations from across the patient safety spectrum approach us for potential partnerships and we are routinely sought for our expertise, encouragement and ability to work well with others.
- The number of visitors to our blog and website continues to grow and our stakeholders see value in sharing their stories for the development of a safer healthcare system.

How we will achieve this:

- Leveraging existing partnerships to inform others about BC PSLs activities, priorities and future directions.
- Fostering collaborative relationships to participate in initiatives that aim to advance quality and safety across the healthcare system.
- Participating in, or leading, conferences and meetings to build new networks, invite input and engage with others about common quality and safety goals both provincially and nationally.
- Continuing to develop our online presence and engagement tools by monitoring trends in social media to align our blog and website with other patient safety organizations.

3. PARTICIPATE IN, AND LEAD, RESEARCH, PROJECTS AND INITIATIVES

Our strategy is to look for, and be responsive to, opportunities where BC PSLS can add value in the pursuit of a safer healthcare system, or in the areas of information technology and change management. We will keep abreast of local, national and international research projects and improvement initiatives and consider how BC PSLS data and expertise can support these endeavours.

We will know we have achieved this when:

- We are routinely sought for our expertise in large-scale system change, province-wide system infrastructure, patient safety and quality of care.
- Our patient safety colleagues see BC PSLS as a credible, objective and valued source of information and expertise.
- BC PSLS plays a growing and important role in quality and safety initiatives across BC.

How we will achieve this:

- Collaborating with other organizations to participate in or lead initiatives or studies regarding patient safety, quality of care, information technologies and change management (provincially, nationally, internationally).
- Continuing to enhance and expand our use and knowledge of analytics and Business Intelligence tools.
- Using and building networks of people engaged in similar or related work to foster collaborative projects and initiatives.

4. STAY RELEVANT

Our strategy is to continue building BC PSLS into a well-recognized and highly respected patient safety organization. This means we must continually maintain an awareness of new developments and trends in the global patient safety movement, information technologies and change management, expand our knowledge and expertise and improve our business practices as we and others evolve.

We will know we have achieved this when:

- Health Authorities see value in our system and recognize our contribution to a safer healthcare system in BC.
- Our stakeholders tell us that the service and tools we provide have a direct impact on helping them meet their own strategic and operational goals.
- We nimbly develop, redefine and improve our business practices to meet the evolving needs of our stakeholders.
- Others look to BC PSLS as an innovative and forward-thinking organization.

How we will achieve this:

- Bringing value to our stakeholders through new developments, innovations, upgrades, tools and services.
- Following trends in patient safety and adapting BC PSLS to meet the demands of a changing patient safety landscape.
- Identifying, evaluating and recommending new and emerging technologies to meet the evolving needs and growing expectations of our users.
- Disseminating valuable patient safety information to others through established principles of effective communication best practices to meet the needs of target audiences.
- Evaluating BC PSLS operations, strategies and innovations to ensure objectives are achieved, results add value to our stakeholders and our team, and we continue to evolve to meet the needs of our users.

5. EMPOWER OUR TEAM TO EXCEL

Our strategy is to offer an environment where people committed to improving patient safety and enabling reporting and learning have opportunities to learn, to grow and to nurture each other. Our team and our stakeholders will understand where we want to go, how we are planning to get there, when we will know we've arrived and how we will plan what's next. People will also understand the roles and responsibilities they have as creative, capable individuals and as part of our high-functioning, cohesive team.

We will know we have achieved this when:

- Our employees feel BC PSLS is a great place to work.
- Our employees demonstrate how their work, responsibilities and skills contribute to and are a vital part of our organization's success.
- Our employees seek opportunities for development and are given new challenges to learn and grow and to contribute to the learning and growth of others.

How we will achieve this:

- Making BC PSLS a great place to work by providing employee feedback, performance and professional development programs.
- Offering an environment that encourages learning, creativity and innovation and supports development and nurtures a healthy work place.
- Making sure our people feel they have what they need to succeed.

...through shared learning and continuous system improvement.

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