

Handler Engagement

2021 FOCUS GROUP REPORT

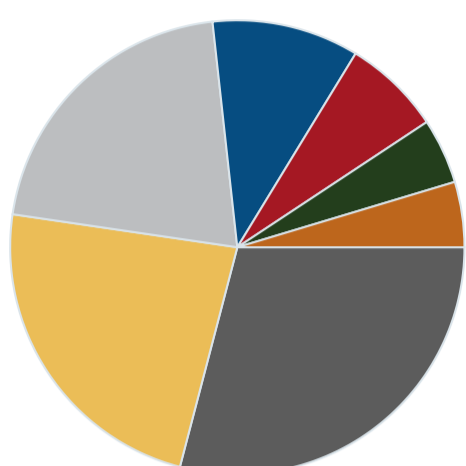


PSLS will be transitioning to new cloud-based software called Datix Cloud IQ (DCIQ).

Instead of simply copying over the current system, BCPSLS Central Office reached out to handlers to find out how to make it better.

PARTICIPANTS BY HEALTH AUTHORITY

SECTORS REPRESENTED



- | | |
|----------------------|-------------------------------|
| Laboratory | Long-term care |
| Transfusion medicine | Home care |
| Surgical care | Pre-hospital care |
| Medical care | Primary care |
| Emergency care | Mental health & substance use |
| Critical care | |

- ~ 85% of records in holding and being reviewed are **overdue**
- ~ 85% of events reported in PSLs result in **no harm**

WE ASKED:



WHAT CONTRIBUTES TO OVERDUE RECORDS?



WHAT IS CHALLENGING ABOUT USING PSLs?

WE HEARD:



Workload

- No vacation coverage for PSLs work
- Strong reporting culture = high volume of reports to follow up



No-harm incidents

- Lower priority than harmful incidents
- Follow-up actions largely unnecessary



Reassigning records

- Challenging to choose a handler
- Can't share records with BCEHS or other health authorities



Connecting with staff

- Challenging when staff work shifts
- Anonymous reporters



Software

- System is not user-friendly
- Challenging to pull specific data



Redundancies

- Some fields seem irrelevant
- Learning takes place right away so PSLs feels like "paperwork"

DCIQ

Faster, easier, more user-friendly, and with improved features and functionality

Training

New e-learning courses on LearningHub and iLearn and new video demos on YouTube

Reassigning

Central Office is exploring ways to make it easier to assign a record to a different handler



OUR PLAN

Follow-up

Streamlined forms and fields to reduce redundancies and align with your work

No harm

New approach focuses on learning from no-harm incidents in aggregate vs. case-by-case

Data

New, customizable dashboards display up-to-date data for your area