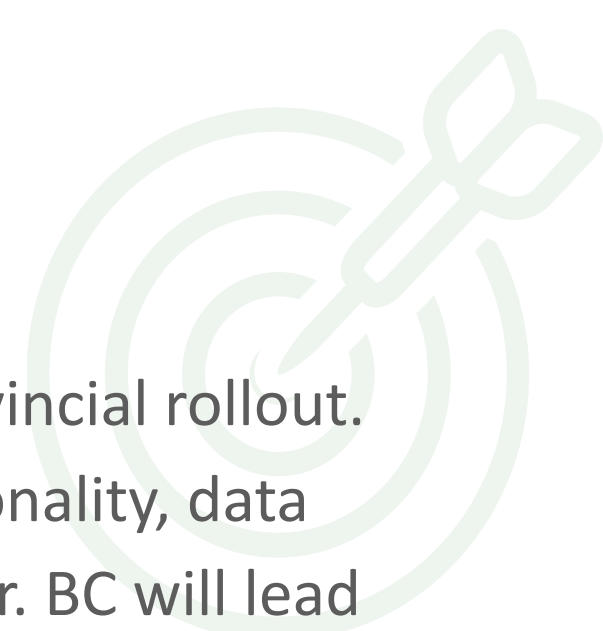


## AIM



To pilot the new BCPSLS in Northern Health, followed by a provincial rollout. The new system will improve user experience, system functionality, data quality, and forward BCPSLS's mission to make health care safer. BC will lead the largest implementation of the new, cloud-based software in Canada.

- BC Patient Safety & Learning System (BCPSLS) is BC's primary patient safety incident reporting system



## BACKGROUND

- BCPSLS is a partner in addressing Indigenous-specific racism by facilitating the identification of and response to feedback and incidents affecting Indigenous patients and families
- In addition to incident reporting, BCPSLS offers modules that support Patient Care Quality Offices (PCQOs), Risk Management, Adult Protection, and Trauma Services BC

## CHANGE MANAGEMENT APPROACH

BCPSLS is a grass-roots initiative funded and governed by the regional health authorities and PHSA



### Engaging partners

- Ongoing, regular update/feedback loop with provincial governance groups
- Ad hoc surveys to specific groups (e.g. handlers)
- Focus groups and focused interviews with specific groups (e.g. PSLS Coordinators)
- Go Live plan developed in collaboration with pilot site (Northern Health)



### Testing, testing, testing

- Demos of early software configurations with user groups
- Soft launches of modules with iterative feedback/configuration loop
- Extensive in-house software testing and forwarding issues to vendor

Your feedback	Our response
Can we use the handler field for the CHCP, HAD, HAD AAY?	A field can only be used for one purpose. These are different roles and should be captured in the Associated Persons contact section.
Can we add physician to the list of link roles?	Link roles are used to describe the role of the person in relation to a particular record, which enables a person to have different roles for different records or even the same one. For example, a physician for social worker, nurse, manager, etc. might have the role of CHCP for one record and HAD for another. The link role information is not attached to that physician contact but is used to link them to the record. "Physician" is the job title or occupation of the contact and doesn't change. That attribute is attached to the person's contact information. When you create the person in the system as a contact, you can then search and find them again, along with their information, and link them using the appropriate link role.
Can the link role list be "cleaned up"?	If there are options on the list that are not used in Safeguarding, this is because the link role field is used across all PSLs modules. Note that the only time the link role field will be shown or used by Safeguarding users is for

### Communicating

- Strategic approach designed to meet measurable objectives
- Stakeholder analysis to define who needed to know what and when
- Key messages and variety of tactics used to reach each audience



#### Report and learn from patient safety incidents in the new PSLs

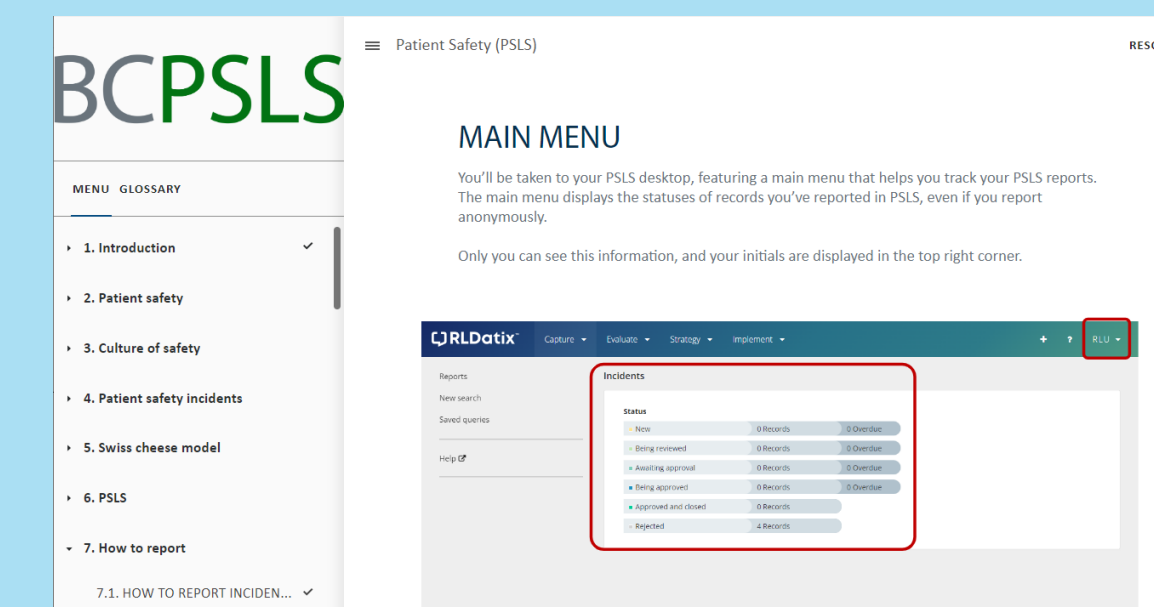
A new cloud-based Patient Safety Learning System (PSLS) was deployed across NH at 12 noon (PST) on March 4, 2024, replacing the previous web-based system. What does this mean for you? We asked the BCPSLS Central Office team everything you need to know to get the most out of the new system.

#### What is the new cloud-based PSLs?

The new PSLs uses software called Datix Cloud IQ (DCIQ). It offers several improvements, including better functionality, new features, and an enhanced user experience. The software suite's modules and tools were designed to support a strategic approach to reporting and learning from patient safety events.

### Educating

- One-to-one, on-demand support for BCPSLS leaders at pilot site, including hands-on data quality assurance
- Education materials for staff informed by stakeholder engagement, testing, and feedback
- Quick start guides, instructional videos, and updated e-learning course available on local intranet



### Evaluating

- Ongoing review of data pre- and post-Go Live to learn more about how staff use BCPSLS and how we can make it better
- Primary measurable objectives chosen to demonstrate what success looks like



## LESSONS LEARNED

Phone a friend!



- We reached out and learned from other jurisdictions that implemented the same software (e.g. Wales, UK).
- We temporarily engaged a consultant to work with the vendor to get software issues fixed

Be flexible



- Limitations of the software made it challenging for us to upgrade the whole province at once, so we pivoted our plan to start with a pilot then roll out, learning along the way
- We found creative yet practical solutions to minor software glitches, using existing resources, teamwork, and out-of-the-box thinking

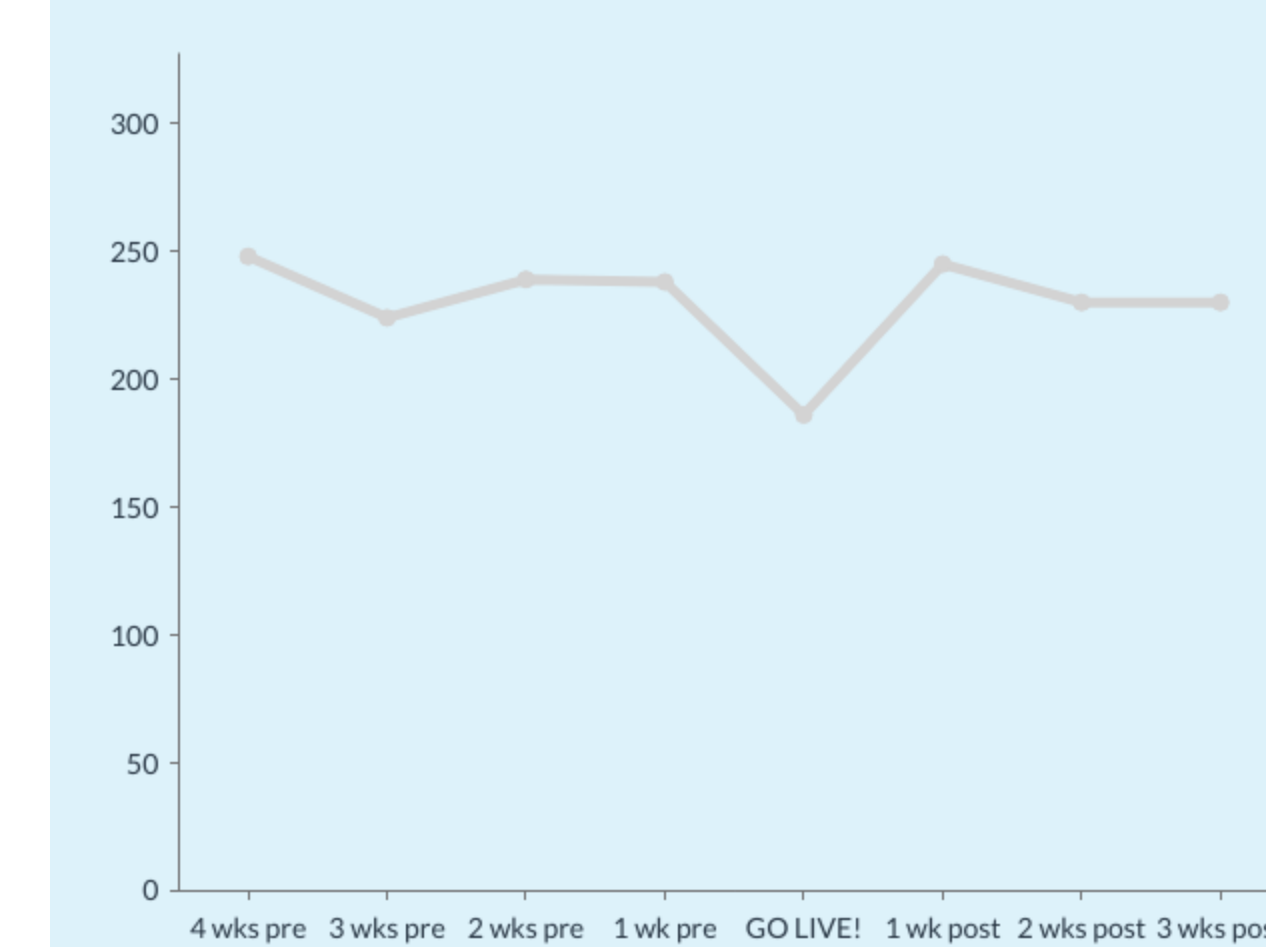
## RESULTS

- Reporting volumes in the new PSLs matched previous volumes, demonstrating both system functionality and staff adoption
- Some software issues and opportunities for improvement are only evident in a live system, so every other health authority in BC will benefit from Northern Health's willingness to go first!

"The transition to the new PSLs went smoothly and had the added value of renewing staff interest in patient safety and PSLs."

- Melanie Carlson, Lead, Accreditation and Patient Safety, Northern Health

# of PSLs Reports per Week  
Pre- and Post-Go Live



## CHALLENGES

- Maintaining the current system while preparing for and configuring the new system
- Reliance on the vendor to meet BC's business requirements in a timely manner

## NEXT STEPS

- Focus on presentation of data for analysis (e.g. business intelligence tool)
- Plan for implementation in remaining health authorities
- Formal evaluation at three months post-Go Live

bcpslscentral@phsa.ca  
bcpslscentral.ca

