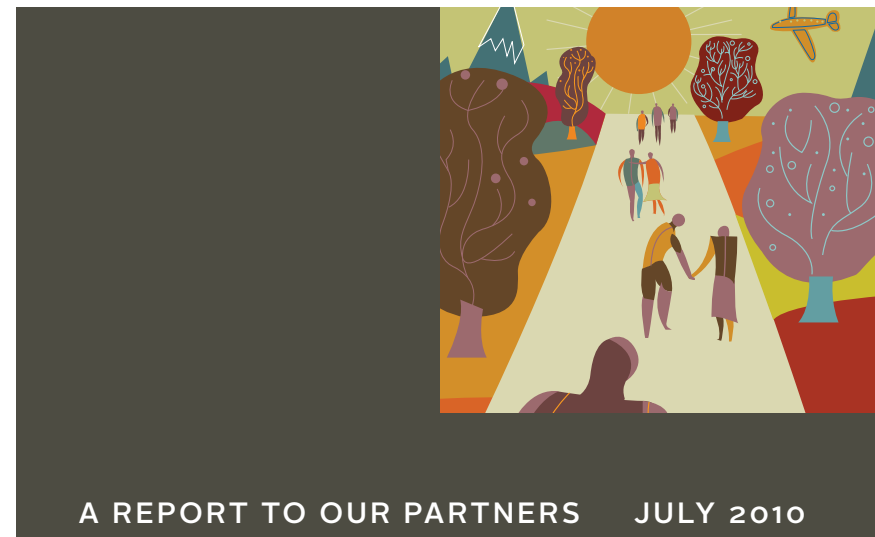


# GREAT STRIDES ON THE PATH TO QUALITY



A REPORT TO OUR PARTNERS    JULY 2010



BC Patient Safety  
& Quality Council



Douglas Cochrane, MD FRCS  
BC Patient Safety & Quality Council

## MESSAGE FROM THE PROVINCIAL PATIENT SAFETY & QUALITY OFFICER

On behalf of the British Columbia Patient Safety & Quality Council, I'm pleased to present *Great Strides on the Path to Quality: A Report to Our Partners*.

In the past decade, BC has made important strides in specific areas of health quality, most notably in access to surgery and in operational efficiency. However, there are clearly areas where the system can and should improve. Quality is an ongoing, dynamic process that requires leadership in the face of competing demands.

Quality is a cornerstone of BC's health care system. Health quality is a key component underpinning the four major goals of the BC Ministry of Health Services:

- Improved health and wellness for British Columbians.
- British Columbians have the majority of their health needs met by high quality community based health care and support services.
- British Columbians have access to high quality acute care services when they need them.
- Improved innovation, productivity and efficiency in the delivery of health services.

For many years, patient groups and organizations throughout British Columbia

have been travelling a path towards improved health quality. Individually, they have all made significant contributions to ensuring a high level of quality throughout the health system. But in BC, few health organizations have had the opportunity to travel on the path together. We have missed out on opportunities to help each other along and share our knowledge and resources.

In establishing the BC Patient Safety & Quality Council, the Government of British Columbia has made it possible for all of us in BC to travel that path together. BCPSQC is able to provide key infrastructure that brings together people and organizations from across the province in the common pursuit of health quality. Working collectively, we can accelerate and improve our best efforts for the benefit of all British Columbians.

I'm very proud of the great strides BC's health quality community has made over the past 18 months, and I thank all of our partners for their many contributions along the way. I look forward to our efforts making an even greater impact on the provision of safe, quality health care in the years to come.

Dr. Douglas Cochrane

### CONTENTS

01	Introduction
02	The Path to Quality
04	The BC Health Quality Network
06	Strategic Direction: Building a Provincial Perspective
08	Strategic Direction: Building Capacity and Expertise
10	Strategic Direction: Supporting the Health System
12	Strategic Direction: Transparency and Accountability
14	Looking Back
16	Looking Forward
17	Our Partners in Quality

## PROGRESS ON THE PATH TO HEALTH QUALITY

The BC Patient Safety & Quality Council is leading the way to health quality in BC. Through collaborative partnerships with health authorities and other health care providers, we are working towards a system-wide, patient-centred approach to patient safety and quality improvement throughout the province. This inaugural report chronicles the progress we've made on the path so far.





# THE PATH TO QUALITY

**BC’s health system strives to provide lifelong care for all British Columbians. It’s responsible for helping BC residents stay healthy and prevent injuries, recover from an acute illness or injury, live with chronic illness or disability, and cope with the end of life. In our communities and facilities, BC’s health care providers have a strong commitment to providing high quality care.**

At the same time, the health system is continuously challenged by changing population needs, the emergence of new treatments and technologies, and increasing costs. In order to maintain and improve standards of care within a shifting landscape, care providers must continually adapt the way they work. The system also has to adapt in the face of change. As a result, decision makers are placing more and more emphasis on strategies to improve the quality of care, including identifying quality indicators and putting ongoing measurement strategies in place to ensure that change doesn’t adversely affect the quality and safety of patient care.

BC’s health authorities and service delivery partners pursue patient safety and quality improvement as part of their mandate for delivering health care. Individually, they

are responsible for selecting and implementing improvement initiatives in their facilities and programs. With collaboration, there is an opportunity to learn from each other and amplify the scope and volume of these initiatives in our province.

**THE COUNCIL ALIGNS ITS ACTIVITIES UNDER FOUR STRATEGIC DIRECTIONS MANDATED BY THE BC MINISTRY OF HEALTH SERVICES:**

- 01 Bring a provincial perspective to patient safety and quality improvement activities;
- 02 Facilitate the building of capacity and expertise for patient safety and quality improvement;
- 03 Support health authorities and other service delivery partners in their continuing efforts to improve the safety and quality of care; and
- 04 Improve transparency and accountability to patients and the public for the safety and quality of care provided in British Columbia.

**About the BC Patient Safety & Quality Council**

In 2008, the BC Minister of Health Services established the British Columbia Patient Safety & Quality Council. This action recognized the importance of providing provincial leadership and resources with the aim of accelerating quality improvement across BC’s health system.

BCPSQC provides system-wide leadership that brings a provincial perspective to patient safety and quality improvement activities. Through collaborative partnerships with health authorities and other health



care providers, BCPSQC promotes and informs a provincially coordinated, patient-centred approach to patient safety and quality improvement. The Council also provides advice and makes recommendations to the Minister of Health Services.

### **The Council's Role**

BCPSQC undertakes a variety of activities in support of its mandate, consulting extensively with its stakeholders to determine where it can best add value. Drawing on its resources, stakeholder relationships and the diverse expertise of staff, the Council is at once a leader, an advisor, a partner, a facilitator, an educator and a supporter. Activities range from advising the Minister of Health Services on public reporting principles for the health system, to helping ensure that best practices in quality are shared across the health authorities.

Outside the province, BCPSQC provides a bridge to the best knowledge in health quality available across Canada and beyond. The Council seeks out international innovation of value to BC, adapts these new ideas to meet the needs of our health system, and works with partners to put them in place.

### **BCPSQC'S VALUE TO THE HEALTH SYSTEM**

- Unprecedented connections between health quality stakeholders across BC through BCPSQC networks and partnerships;
- More clarity and consensus across the province regarding areas of focus for health quality;
- The emergence of common understanding among health quality stakeholders of what health quality is, how it can be measured, and how it can be improved;
- Better coordination of quality initiatives across the province, including the reduction of duplication and better allocation of resources;
- Enhanced working relationships between the BC Ministry of Health Services and the health quality community on issues of common interest;
- On-the-ground expertise and support for adapting innovative quality initiatives from other jurisdictions to make them work in BC;
- Better alignment of local health quality initiatives with high-level provincial health goals;
- New strategies and resources to educate health quality leaders and others at the front line; and
- Enhanced public and patient interest and engagement in issues of patient safety and quality of health care.



# TRAVELLING TOGETHER

## THE BC HEALTH QUALITY NETWORK

When the BC Patient Safety & Quality Council officially launched the BC Health Quality Network (HQN) in 2009, the paths of many of its members had never crossed before. United by a common interest in patient safety and quality, the network's 30-plus organizations were excited to be linked into a province-wide community of practice.

An environmental scan of BC's health community had revealed that while there was a real need to help organizations take a more proactive approach to improvement of quality and safety of care, there lacked a structure to provide province-wide leadership and coordination. BCPSQC responded by establishing the HQN to encourage collaboration between organizations across BC's health authorities, universities, professional associations and health quality groups.

Through the HQN, members meet four times a year to talk about their work and share best practices. Since forming, the group has undergone a natural evolution from an information-sharing network into one that actively works towards shared vision and problem solving. For example, the HQN recently advised the Ministry of Health Services on strategies to improve clinical care.

**“We can't be going madly off in all directions; we need to learn from each other and focus on what's most important. The Council has helped us learn from each other, prioritize our quality efforts, integrate initiatives across the health authorities, and align our activities to the Ministry of Health Services' provincial mandate.”**

Wrae Hill, Corporate Director of Quality Improvement and Patient Safety, Interior Health

The HQN is a valuable resource for members, according to Dr. Julian Marsden, co-Acting Head of Emergency Medicine at UBC. He is also Chair of Evidence 2 Excellence, a not-for-profit academic organization established to improve patient care and operational outcomes for emergency departments across the province.

“One of the real values of BCPSQC and the forming of the Health Quality Network is that they have been able to understand who the players are and bring those players to the table,” he explains. “The Network is a good opportunity to interact formally and informally with other like-minded people—it's been very educational for me, and at the same time motivational.”

### PROVINCIAL HEALTH PLANNING

Drawing on a practice model successfully used by other high-performing health systems, the BC Ministry of Health Services is developing an approach to support the provision of health care across the province. This approach will embed standardized best practices, measurement systems, and practitioner support for delivering a well-coordinated continuum of care throughout BC.

During development of this new clinical model, the Ministry engaged BCPSQC's Health Quality Network for input. "Network members gave us a lot of helpful advice on addressing the barriers to implementing this approach, as well as ways to fully leverage the opportunities," says Liv Brekke, Lead, Corporate Clinical Care and Professional Practice, Ministry of Health Services. "Members were focused on creating a shared vision for the program that embraces front-line perspectives." The Network will continue to be involved as the Ministry moves forward with its plans.

### LEARNING FROM OTHERS

Not only does a focus on health quality save lives, it makes good business sense. In BC, it's estimated that a 15 per cent reduction in surgical site infections alone could save more than \$2.7 million annually in reduced bed days<sup>1</sup>.

In June 2009, BCPSQC participated in and supported a symposium led by Dr. Dan Horvat of UBC's Northern Medical Program. Representatives from high-performing health organizations in Sweden, the UK and US shared their experiences and accomplishments in using quality as a key driver for system sustainability.

Insights from this two-day meeting were shared with health organizations across the province through BCPSQC's Health Quality Network. They also formed the foundation for developing BCPSQC's provincial plan to use quality as a business strategy across BC's health system.

[1] Provincial Infection Control Network. 2007. PICNet's proposal for SHAIP-BC (Surveillance of Health Care Associated Infection Program for BC). Accessed: <http://picnetbc2.xplorex.com/publications.htm>



# STRATEGIC DIRECTION: BUILDING A PROVINCIAL PERSPECTIVE

## BC HEALTH QUALITY MATRIX

What exactly is health quality and how is it best measured? This question was on the minds of BC's quality and safety community when BCPSQC consulted with them in 2008—and they were eager for a provincial approach.

Bringing clarity to this issue was the very first challenge for BCPSQC's Health Quality Network. More than 30 organizations collaborated to develop a common language of quality across the province, to define quality in the context of its various dimensions, and to reflect the various areas of care within which health care professionals operate.

### STEPS ON THE PATH

#### COLLEAGUES IN QUALITY

BCPSQC chairs the Quality & Safety Directors' Network, a group of eight patient safety and quality experts working across BC's health authorities. Through its regular meetings, the network has significantly increased collaboration and sharing on quality and safety topics.

#### CANADA-WIDE COLLABORATIONS

BCPSQC regularly meets with Western Quality Organizations—the Health Quality Council of Alberta, the Saskatchewan Health Quality Council, and the Manitoba Institute for Patient Safety—as well as nationally with all provincial health quality councils, the Health Council of Canada, Accreditation Canada, and the Canadian Patient Safety Institute.

The result is the BC Health Quality Matrix, a framework for understanding and measuring quality in health care (right). The matrix is based on the Alberta Quality Matrix for Health<sup>2</sup> and similar frameworks published in the health literature.

“The value of the matrix is that it can be used in multiple ways, including strategic planning, program evaluation and development, and development of measures,” says Christina Krause, Executive Director of BCPSQC. “It has formed a critical framework for orienting all of the Council's work—and it's a valuable tool for other health organizations.”




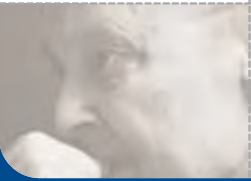
At Fraser Health, the tool is informing the development of the authority's Performance Accountability System. “The matrix is providing a quality framework for us to use as we set up our leadership structures, our clinical programs and our Quality Councils under the new system,” describes Dr. Andrew Webb, Vice-President Medicine at Fraser Health. “We'll also develop a scorecard that monitors quality indicators in each of the matrix's dimensions of quality.”

Not only is the matrix useful for clinical program management, Webb acknowledges its value with health authority leaders. “There's an increasing focus on quality accountability at the leadership and board level,” he explains. “Using the matrix framework, we can quantitatively measure our performance across all the dimensions of quality, and produce regular reports for executive meetings—just like we do with financial accounting information.”

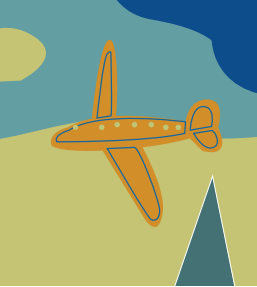
[2] The Alberta Quality Matrix for Health was developed by the Health Quality Council of Alberta and can be found at [www.hqca.ca](http://www.hqca.ca)



# BC HEALTH QUALITY MATRIX

		DIMENSIONS OF QUALITY				
AREAS OF CARE		ACCEPTABILITY	APPROPRIATENESS	ACCESSIBILITY	SAFETY	EFFECTIVENESS
		Care that is respectful to patient and family needs, preferences, and values.	Care provided is evidence-based and specific to individual clinical needs.	Ease with which health services are reached.	Avoiding harm resulting from care.	Care that is known to achieve intended outcomes.
<b>STAYING HEALTHY</b>	Preventing injuries, illness, and disabilities.					
<b>GETTING BETTER</b>	Care for acute illness or injury.					
<b>LIVING WITH ILLNESS OR DISABILITY</b>	Care and support for chronic illness and/or disability.					
<b>COPING WITH END OF LIFE</b>	Planning, care and support for life-limiting illness and bereavement.					
		<p><b>EQUITY</b> Distribution of health care and its benefits fairly according to population need.</p> <p><b>EFFICIENCY</b> Optimal use of resources to yield maximum benefits and results.</p>				

The BC Health Quality Matrix was developed in collaboration with the members of the BC Health Quality Network which includes health authorities, the Ministry of Health Services, the Ministry of Healthy Living and Sport, academic institutions and provincial quality improvement groups and organizations.



# STRATEGIC DIRECTION: BUILDING CAPACITY AND EXPERTISE

## EDUCATION STRATEGY

Thanks to BCPSQC's Education and Capacity Building Working Group, BC now has a multi-level strategy to bring quality and patient safety education opportunities to workplaces and educational institutions.

The provincial strategy recognizes that quality and patient safety education is not just for professionals who have formal accountability for quality in their job descriptions. It also reflects the importance of supporting front-line quality initiatives involving people from different disciplines, as well as the need to integrate quality improvement and patient safety themes into the curricula at universities.

Working group member Linda Dempster is Executive Director, Patient Safety and Quality at Vancouver Coastal Health. She stresses the importance of using education to increase the capacity for quality and safety initiatives within the health care system, noting that BCPSQC's unique role was key to bringing a provincial approach to fruition.

"We needed a body that had a philosophy of engaging people and facilitating people coming together in the network. It's a wonderful philosophy because it's not a top down approach. Rather, it is building upon and utilizing the expertise we already have, truly increasing our internal capacity."

The strategy was informed by an educational needs assessment survey conducted by the working group, as well as an environmental scan of approaches to patient safety and quality training in key programs from Canada, the US and the UK.

The resulting report – *Education for Quality and Safety Leaders: A Needs Assessment and Program Review* – identified a number of needs. These ranged from access to broader curriculum programs where learners could work toward a formal certification, to more knowledge about safety and quality improvement tools.

As a direct result, a new program to develop leadership skills for quality is now being offered. BCPSQC has also put resources into supporting a variety of other educational opportunities, including conferences and workshops.

### STEPS ON THE PATH

#### UNDERGRADUATE EDUCATION

BCPSQC provided funding for the *ConCourse* project, which is led by the Academic Chair in Patient Safety at UBC. *ConCourse* develops online educational resources to support patient safety and quality as a major theme in the medical school's undergraduate curriculum.

#### MEDICATION RECONCILIATION EDUCATION

BCPSQC led a three-part Medical Reconciliation virtual learning series to help BC health care providers improve their efforts in preventing adverse drug events. Forty-two learners participated, representing front-line staff in mental health, home care, long-term and acute care.

The background of the page is a stylized illustration. On the left, there are brown, branching tree-like structures with purple circular accents. The top right features a red sky with two stylized trees. The middle section is dominated by blue, wavy lines representing the sea. A brown and orange ship is visible on the right side of the sea. The bottom right corner shows a dark green area with orange branching lines and a circular sun-like shape.

### GLOBAL TRIGGER TOOL

BCPSQC is supporting the province-wide uptake of a tool that enables hospitals to identify adverse events, assess levels of harm and track the effectiveness of their improvement efforts.

Vancouver Coastal Health and Providence Health Care were the first organizations in BC to adopt the Global Trigger Tool for Measuring Adverse Events, which was developed by the US Institute for Healthcare Improvement. With the support of BCPSQC, leaders from Vancouver Coastal and Providence are now working to educate and support their peer health authorities, helping users develop skills to use the tool consistently.

By supporting webinars, education sessions and the development of a community of practice around the trigger tool, BCPSQC has helped BC's health authorities capitalize on their internal capacity and contributed to a provincially consistent approach to identifying adverse events.

### BCPSQC LEADERSHIP CHALLENGE

Developing a culture of quality improvement requires commitment and strong leadership within BC's health system. But while health leaders may have impressive credentials in a particular discipline, they often haven't had any education or hands-on experience focusing on patient safety and health quality.

An environmental scan and stakeholder consultation conducted by BCPSQC identified a need for more comprehensive collaborative learning and development opportunities for health care leaders. BCPSQC worked with Royal Roads University, as part of the Health Care Leaders' Association of BC *Leaders for Life* program, to provide a "Leadership Challenge" on health care quality and patient safety. *Leaders for Life* is a learning program that gives health leaders the key skills, abilities, and knowledge required to lead at all levels of the health system.



# STRATEGIC DIRECTION: SUPPORTING THE HEALTH SYSTEM

## SAFER HEALTHCARE NOW!

A national effort is underway to improve health care delivery by focusing on patient safety. *Safer Healthcare Now!* (SHN) is a collaborative effort aimed at reducing the number of injuries and deaths related to preventable adverse events, such as hospital-acquired infections and medication incidents. Currently, there are 123 BC teams enrolled in the initiative.

SHN focuses on a set of 10 targeted, evidence-based interventions that improve patient safety. Health care teams wishing to implement one or more of these interventions can access a number of resources to support their patient safety initiatives.

### STEPS ON THE PATH

#### SAFE SURGERY SAVES LIVES

BCPSQC has been instrumental in the planning and execution of two key initiatives within BC to support implementation of the Surgical Checklist: the Safe Surgery Saves Lives workshop held in Vancouver and led by the Canadian Patient Safety Institute (CPSI), and the Safe Surgery Saves Lives Collective, led by Safer Healthcare Now! and CPSI.

#### PATIENT SAFETY IN PRIMARY CARE

In partnership with the Canadian Patient Safety Institute, BCPSQC has spearheaded the development of a nationwide collaboration of primary care experts to advance research and promote information exchange around patient safety in primary care.

BCPSQC supports the Western Node of SHN. The Node provides teams with collaborative opportunities, workshops, on-line learning, and both telephone and face-to-face consultation.

It's a contribution that Geoff Schierbeck has valued greatly as he works to introduce SHN initiatives at Interior Health in his role as Patient Safety Coordinator. "The Council has provided our link to national expertise, bringing in speakers and educational opportunities," he describes. "They've also helped us build our regional connections, especially with patient safety groups in Alberta who are at a similar stage of development. We can share data and experiences that are relevant to us locally, which is very important."

An important initiative for SHN's Western Node has been an MRSA (methicillin-resistant *Staphylococcus aureus*) prevention initiative targeting hand hygiene and cleaning behaviours in hospitals. Eight teams in BC participated in a 16-team collaborative project of the Western provinces, which achieved overall gains of 35 per cent in hand hygiene compliance and an 80 per cent rate of appropriate environmental cleaning using fluorescent markers.

Of particular note was a team from Vancouver General Hospital, which was able to achieve 100 per cent compliance with appropriate hand hygiene. In addition, teams from Vancouver General Hospital, Kelowna General Hospital and Kootenay Boundary Regional Hospital each achieved a greater than 90 per cent appropriate environmental cleaning success rate.

The background of the page is a stylized illustration. At the top, there are dark blue and teal clouds. Below the clouds are dark blue mountain peaks. A small orange airplane is flying in the sky. On the right side, a large orange sun with rays is partially visible. In the foreground, there are rolling hills in shades of orange and red. Three stylized human figures are walking across the hills: one in a yellow shirt and dark pants, one in a purple shirt and dark pants, and one in a green shirt and dark pants. The overall style is modern and graphic.

### POSITIVE DEVIANCE PROJECT

In fall 2009, a Canada-wide research project was launched to pilot Positive Deviance (PD) for reducing the incidence of hospital-acquired infections. The PD methodology enlists front-line staff to develop and lead improvement initiatives that are acceptable and sustainable within their own specific work environment. “We don’t just invite them on the bus—we give them the keys to the bus,” explains Project Lead Dr. Michael Gardam, of the Ontario Agency for Health Protection and Promotion.

The two BC hospitals in the project—Vancouver General Hospital and Kelowna General Hospital—are supported by one of BCPSQC’s Quality Leaders, who helps teams follow the PD methodology by providing ongoing coaching and mentoring. “This support is very critical to our whole success in BC,” says Gardam.

### COLLABORATIVES

BC health authorities are working together to improve care at the front-line. BCPSQC supports a number of collaboratives for improving health outcomes.

A collaborative is a project where improvement teams from many hospitals, facilities or sites work together on a specific health care improvement goal following an evidence-based set of steps. Teams learn from experts and from each other as they implement and refine the steps.

BCPSQC supports collaborative projects spearheaded by other quality organizations, including:

- Leadership and support for the Western Node MRSA Collaborative;
- BCPSQC expertise and funding for the Evidence 2 Excellence collaborative, which aims to improve Emergency Department flow and improve care for septic patients.



# STRATEGIC DIRECTION: TRANSPARENCY AND ACCOUNTABILITY

## IT'S GOOD TO ASK

What is my health problem? What do we need to do? Why do we need to do this?

These questions are at the core of *It's Good to Ask*, a BCPSQC program designed to help patients communicate more effectively with their health care providers. The new program was announced by BCPSQC during Patient Safety Week in November 2009.

About 60 per cent of Canadian adults do not have adequate skills for accessing, understanding and using health information. This is called low health literacy.

By starting with the three simple *It's Good to Ask* questions, patients and family members can ensure they know about taking medications, preventing infections and other important information critical to their health.

The program was adapted for BC based on two similar Canadian initiatives: *It's Safe to Ask* from the Manitoba Institute for Patient Safety, and the Health Quality Council of Alberta's *It's Okay to Ask* program.

Launching *It's Good to Ask* in BC was a major focus of the Patient and Public Engagement Working Group, whose role is to work with BCPSQC toward strategies that encourage the health care system to more fully involve patients and families as partners in care. The group is chaired by Ed Kry, a member of the public and a patient advocate.

Kry stresses the value of communication and education in bringing the patient perspective to health care. "It's absolutely the right program at the right time," he says. "Our advantage here in BC is that we get to learn from other provinces (with similar programs) what they did right, and what they need to correct. That will make the BC program better."

The *It's Good to Ask* tools are available in English, French, Chinese and Punjabi and can be downloaded from the BCPSQC website at [www.bcpsqc.ca](http://www.bcpsqc.ca)

**"Talking about quality to build improvements requires us to not only talk about successes in health care, but also to focus on failures. Measuring and publicly talking about failures is tough work. The Council is creating the framework and the tools to help us measure and learn from these experiences, and ultimately improve patient care."**

Dr. Patrick O'Connor, Vice President, Medicine, Quality and Safety,  
Vancouver Coastal Health



#### **BEST PRACTICES IN MEASUREMENT AND PUBLIC REPORTING**

Measurement is foundational to the quality of health care, enabling health care providers to assess their performance and set priorities for improvement.

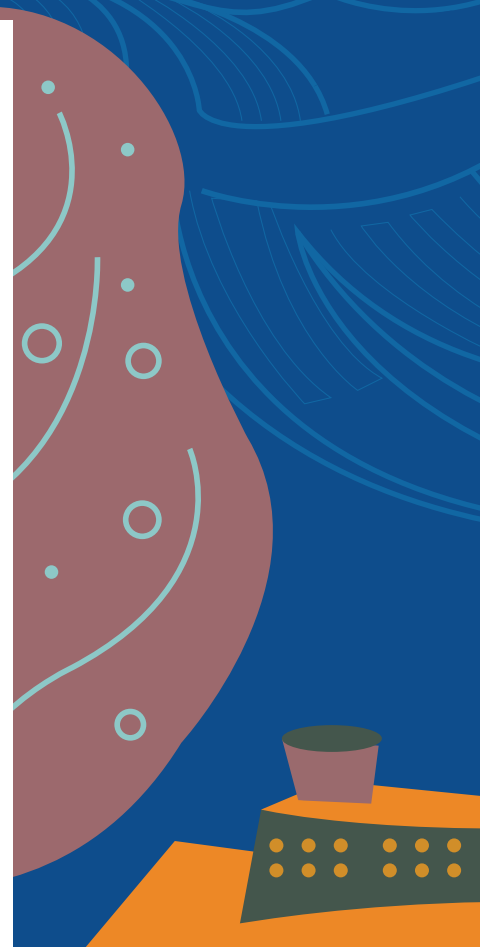
To help inform a provincial approach to measurement, BCPSQC formed a Working Group on Measurement and Indicators with representatives from all health authorities, the Ministry of Health Services, the Ministry of Healthy Living and Sport, the Provincial Infection Control Network, Impact BC, the University of BC and BC Ambulance Services. The group's initial work contributed to the development of *Measurement Strategies for Improving the Quality of Care: A Review of Best Practice*, intended for use by those working within the BC health system to help inform their own quality measurement systems.

In support of BCPSQC's mandate to promote greater transparency and accountability in the health system, members have also contributed to the body of knowledge on best practices in public reporting.

#### **BCPSQC AWARDS PROGRAM**

It takes expertise, passion and leadership to drive innovation in health quality and patient safety. Through its Quality and Patient Safety Awards program, BCPSQC is shining a spotlight on the people and teams who are making positive changes across BC's health system. The awards program recognizes individuals, health care teams and facilities that have implemented measures or engaged in initiatives to improve the quality and safety of care in BC. It also serves to promote patient safety and quality to a broader audience.

BCPSQC is using BC's Health Quality Matrix as the framework to offer awards in four areas of patient care: Staying Healthy, Getting Better, Living with Illness or Disability, and Coping with End of Life. Awards are also offered to recognize achievement in the use of patient survey satisfaction data and leadership in quality and patient safety.



# LOOKING BACK: BCPSQC ACCOMPLISHMENTS

## REPORTS AND PUBLICATIONS

- BC's Quality and Safety Community: Findings from an Environmental Scan and Stakeholder Consultation
- BC Health Quality Matrix
- BC Health Quality Matrix Handbook
- Education for Quality and Safety Leaders: A Needs Assessment and Program Review
- Measurement Strategies for Improving the Quality of Care: A Review of Best Practice

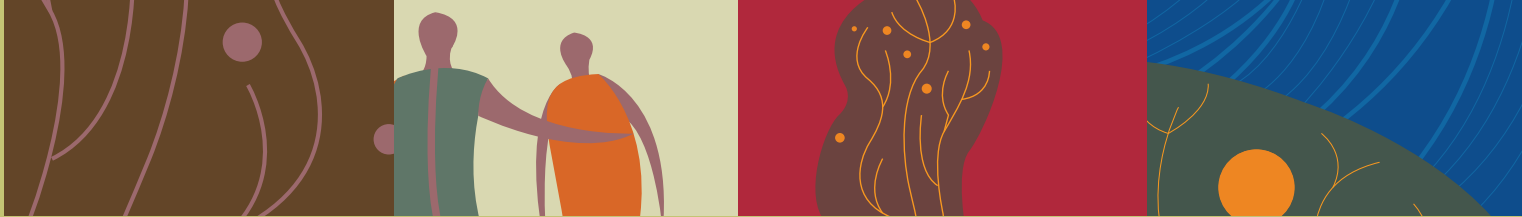
## BUILDING PROVINCIAL PERSPECTIVE

- Development and dissemination of the BC Health Quality Matrix
- Development of the BC Health Quality Network, comprising more than 50 individuals representing 30+ BC organizations
- Leadership of BC Quality & Safety Directors' Network
- Participation in and sponsorship of *Achieving Sustainable, World Class Health Care: A Consensus Building Dialogue*, which resulted in a formalized ongoing relationship with representatives from internationally-recognized high performing health systems in the US, UK and Sweden
- Participation in quarterly meetings with the Health Quality Council of Alberta, the Saskatchewan Health Quality Council, the Manitoba Institute for Patient Safety and the Canadian Patient Safety Institute (CPSI)
- Participation in twice-yearly meetings with Quality Councils/Accreditation Canada
- BC representation on various national health quality committees and initiatives

## BUILDING CAPACITY AND EXPERTISE

- Support for Vancouver Coastal Health and Providence Health Care to educate peer health authorities on the Global Trigger Tool
- Support for Surgical Safety Workshop, held in partnership with the Canadian Patient Safety Institute, to support implementation of Surgical Safety Checklist
- Development of Leadership Challenge module on quality and patient safety within *Leaders for Life* education program at Royal Roads University
- Support for the *ConCourse* project at the University of BC
- Funding/sponsorship of educational opportunities in quality and safety, including:
  - Canada's Forum on Patient Safety & Quality Improvement
  - Canadian Healthcare Safety Symposium - Halifax Series
  - Halifax Series webcast for BC
  - Western Healthcare Improvement Network annual conference
  - Institute for Healthcare Improvement National Forum webcast for BC
  - Pediatric simulation workshop





## SUPPORTING THE HEALTH SYSTEM

- Partnership with the Canadian Patient Safety Institute to commission a background research paper and host a national roundtable on Patient Safety in Primary Care
- Development of comprehensive quality framework for surgical services in BC, including both measurement and improvement strategies, and presentation to the Provincial Surgical Advisory Council and the Acute Care Council
- Planning and implementation support for the Safe Surgery Saves Lives program led by CPSI, and the Safe Surgery Saves Lives Collective, led by Safer Healthcare Now! and CPSI
- Evaluation of the BC Children's Hospital pediatric safe surgery checklist
- Support for collaboratives to improve quality at the front-line, including:
  - Evidence 2 Excellence Sepsis Care and Emergency Department Triage projects
  - Surgical Care Collective—Checklist Action Series
  - Positive Deviance Project
  - MRSA (methicillin-resistant *Staphylococcus aureus*) Collaborative
- Completion of environmental scan, review of best practices, and development of a template for a “learning summary” for patient safety event reporting
- Participation in the Provincial Suicide Clinical Framework Steering Committee
- Development of a primer on legislated responsibilities for Health Authority Board members that complements the Canadian Patient Safety Institute/ Canadian Health Services Research Foundation toolkit for Governance for Patient Safety and Quality

## TRANSPARENCY AND ACCOUNTABILITY

- Active engagement of members of the public towards strategies for patient/family involvement in improving quality of care through the Patient & Public Engagement Working Group
- Launch of initial phase of *It's Good to Ask* program
- Development of framework and principles for public reporting on health quality
- Establishment of BCPSQC awards for excellence and leadership in quality and safety
- Launch of BCPSQC website
- Communication with safety and quality community through the *Provincial Connector* e-newsletter



# LOOKING FORWARD

## ON THE HORIZON

Since its creation in 2008, BCPSQC has mapped out a clear path for accelerating improvement in health care in BC and made many initial steps along the way. The Council will continue to work collaboratively with its many partners, supporting their efforts to align to the Ministry of Health Services' Strategic Directions. A number of initiatives will be rolled out in the coming months. They include the following:

### **Increasing access to patient safety and quality improvement learning opportunities**

In September 2010, BCPSQC will launch its *Quality Academy*, a six-month professional development program for health care professionals who are passionate about improving the quality of care in BC.

The aim of the *Quality Academy* is to provide participants with the capability to effectively lead quality and safety initiatives, including teaching and advising others in the process of improving health care quality. The program couples residency sessions with the completion of a real-life quality improvement project.

The program is seen as a key enabler to supporting the Ministry of Health Services' Strategic Directions. "The *Quality Academy* will be pivotal in building the local expertise to help us improve the quality of care across the province," says Brenda Canitz, Chief Nurse Executive & Executive Director of Corporate Clinical Care & Professional Practice, Ministry of Health Services.

To reach a wider audience, BCPSQC is also expanding its Virtual Learning Opportunities program through webinars that introduce broad topics relevant to quality and safety, demonstrate the application of specific practical tools for quality improvement, and highlight successful innovations in BC.

### **Supporting health literacy and communication**

On the heels of launching *It's Good to Ask* to help patients communicate more effectively with their health care providers, BCPSQC's Patient and Public Engagement Working Group is developing the next phase of the initiative. They plan to reach out to a much wider variety of stakeholders with an expanded program that addresses all aspects of patient/provider communication.

**"The Council's work in patient safety—including support for initiatives in hand hygiene and surgical checklists—has already made a positive difference in BC. This leadership sends a strong message that patient safety is not a choice, but a fundamental requirement for our health system."**

Dr. Jack Chritchley, Senior Chair, Patient Care Quality Review Boards

# OUR PARTNERS IN QUALITY

## Health Quality Network Members

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BC Academic Health Council  
BC Ambulance Service  
BC Cancer Agency  
BC Coroner's Office  
BC Medical Association  
BC Patient Safety & Learning System  
BC Perinatal Health Program  
BC Pharmacy Directors' Group  
College of Pharmacists of BC  
College of Physicians and Surgeons of BC  
College of Registered Nurses of BC  
Deans & Directors Group  
Evidence 2 Excellence  
Fraser Health Authority  
Guidelines & Protocols Advisory Committee  
Health Care Leaders' Association of BC  
Health Care Protection Program  
Hospitalist Program  
Impact BC  
Interior Health Authority

## Ministry of Health Services:

- Acute Care and Performance Accountability
- Corporate Clinical Care and Professional Practice
- Corporate Policy, Research and Library Services
- Drug Use Optimization
- Home & Community Care and Performance Accountability
- Management Information
- Mental Health & Addictions and Performance Accountability
- Primary Health Care

## Ministry of Healthy Living and Sport

Northern Health Authority  
Patient Representative  
Providence Health Care  
Provincial Health Services Authority  
Provincial Infection Control Network

## University of British Columbia:

- College of Health Disciplines
- Faculty of Medicine

## University of Victoria

Vancouver Coastal Health  
Vancouver Island Health Authority

## Key Provincial and National Partners

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Health Quality Council of Alberta  
Manitoba Institute for Patient Safety  
New Brunswick Health Council  
Ontario Health Quality Council  
Saskatchewan Health Quality Council  
Accreditation Canada  
Canadian Patient Safety Institute  
Health Council of Canada

## Council Members

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Dr. Douglas Cochrane, Chair  
Evelyn Carroll  
Brian Stamp  
John Taylor  
Kimberly van der Woerd  
Heather Davidson, Ex-Officio Member  
Malcolm Maclure, Ex-Officio Member

## BCPSQC Staff

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Dr. Douglas Cochrane, BC Patient Safety & Quality Officer  
Christina Krause, Executive Director  
Melanie Rathgeber, Quality Leader  
Andrew Wray, Quality Leader  
Katie Procter, Quality Leader  
Elsie Chan, Executive Assistant  
Kerianne Poulsen, Program Assistant

# THE BC PATIENT SAFETY & QUALITY COUNCIL

provides system-wide leadership to bring a provincial perspective to patient safety and health care quality improvement activities. Through collaboration with partners, BCPSQC promotes and informs a provincially coordinated, patient-centred approach to patient safety and quality improvement.

Drawing on its resources, stakeholder relationships and the diverse expertise of staff, the Council is at once a leader, an advisor, a partner, a facilitator, an educator and a supporter to many organizations with an interest in patient safety and health quality.



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