



BC PATIENT SAFETY
& QUALITY COUNCIL

Working Together. Accelerating Improvement.

Looking Back, Planning Ahead

Impact Report

January 2023



The BC Patient Safety & Quality Council, who do their work throughout the province, would like to acknowledge that we are living and working with humility and respect on the traditional territories of the First Nations peoples of British Columbia. We specifically acknowledge and express our gratitude to the keepers of the lands of the ancestral and unceded territory of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and sə́lilwətaʔt (Tseil-Waututh) Nations, where our Vancouver office is located.



The Council also recognizes Métis people and Métis Chartered Communities, as well as the Inuit and urban Indigenous peoples living across the province on various traditional territories.



Bert Azok

Introduction

We are emerging from an unprecedented time in history. In addition to a global pandemic, our province has endured devastating wildfires, floods, heat domes and polar vortexes. We face an ongoing toxic drug crisis, and we're working to eliminate Indigenous-specific racism in our communities.

Throughout it all, the goal and purpose of the BC Patient Safety & Quality Council has remained constant: We relentlessly pursue the provision of quality health care that is sustainable for all British Columbians.

Through our unique position as an advisor, convener and educator, and despite the many pressures around us, we've led the work to reduce sepsis in our hospitals, supported a safer process for Indigenous patients and families to share concerns about their health care experiences, and improved outcomes and experiences for people working and living in long-term care. We are engaging patients and their families in co-designing the health care system, and educating care providers through our Quality Academy. Read on to see more of our successes, and the value that we bring to health care in BC.

And we're not finished. We are embarking on new work that will support BC's transition from response to recovery – ensuring that recovery is built on a foundation of quality.

We will remain responsive and continue to do work informed by [our mandate](#) to support our care partners, patient partners and the public, and contribute to building a quality health system.

We invite you to continue on this journey with us. We know it isn't easy, given the pressures facing health care today, but we are confident we can collectively make a difference. Together, we can make an impact on BC's health system, for the better.



Christina Krause
Chief Executive Officer



Devin Harris
Council Chair

Our Story

It sounds simple, but it's true – our work leads to better health care for British Columbians.

We are uniquely positioned as BC's health quality experts – the ones others turn to when they want to ensure patients receive the safest, highest-quality care, every time.

In our pursuit of quality, we champion a person- and family-centred, innovative and inclusive approach. These are essential ingredients in achieving high-quality and sustainable health care for everyone. Drawing on our relationships and the diverse expertise of our staff, we are leaders, advisors, partners, facilitators, educators and supporters of improvement across all areas of care.

We bring people together, build meaningful relationships and strong partnerships between patients, care providers, health organizations and academic institutions, to create transformational, system-wide improvement in patients' outcomes and experience of care, and in the environment in which providers work. This requires creativity and inventive thinking, combined with evidence-informed strategies to shift culture, improve clinical practice and accelerate our partners' improvement efforts.

These connections enable us to engage patient perspectives in care, nurture networks, recognize needs in our health care system, and build capacity where it's needed most. We help make high-quality care a reality.

Our vision is high-quality and sustainable health care for all.

Every day, every time, for everyone in British Columbia.

We are the **BC Patient Safety & Quality Council**.

Our Values

Responsiveness

We are nimble and adapt to the evolving needs of our partners and the health care system.

Transparency

We build trust and respect through a culture of openness and accountability.

Excellence

We strive for excellence in everything we do.

Humility

We seek feedback from others and value opportunities for learning and growth.

Sharing

We share widely the knowledge and learning created through our work.

Our Impact

For the past 15 years, we have been committed to improving health quality. Our focus did not waver during the pandemic. During an unprecedented time in our health system, we continued our quality improvement work, and pivoted to new areas to address needs that arose due to COVID-19. Highlights of some of our recent accomplishments include:

We reduced **sepsis** morbidity and mortality in BC from the highest in Canada to the lowest.

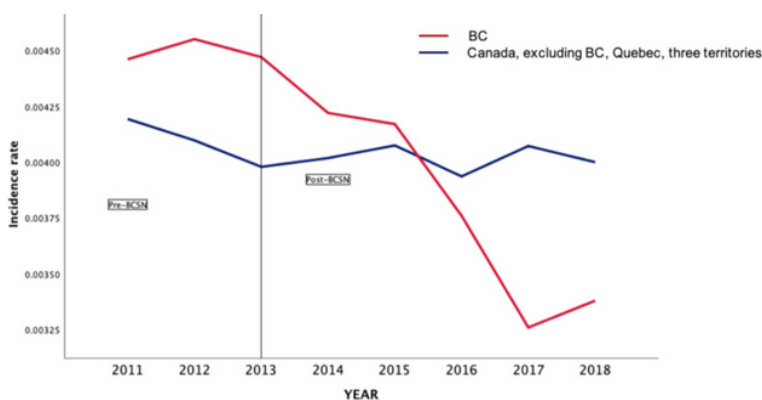


1,150

People prevented from acquiring or dying from sepsis from 2012 - 2017. Read the study [here](#).

\$51M

Health care dollars saved: For every \$1 the Council invested to reduce sepsis, there was a \$112.50 savings to the health care system.



Incidence of in-hospital sepsis

A first of its kind in Canada, we developed **Indigenous Patient Feedback Principles** to support a safer process for Indigenous people to share concerns about their health care experience, as recommended in the *In Plain Sight* report.

Health authorities, regulatory bodies and other health care organizations are now revising and improving their complaints processes, an important step forward to reducing Indigenous-specific racism in health care.



We provided quality improvement training* during the COVID-19 pandemic to 198 **long-term care** homes to help people in care stay healthier, longer.

198

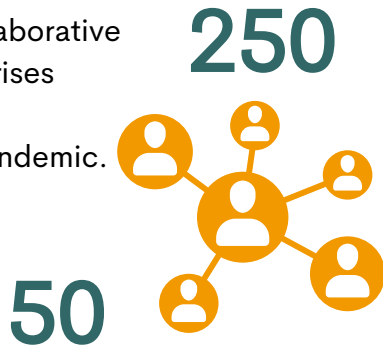
*In partnership with *Healthcare Excellence Canada*

We reimagined the **Quality Academy** to a virtual environment over the

course of the pandemic to continue the important work of equipping participants to lead quality initiatives within their organizations. Since 2021, 99 people have completed Quality Academy Online, bringing the total number of graduates of the program to 685 since 2010.



We built a new provincial **Critical Care Network** of 250 health care professionals, to improve knowledge sharing across BC and ensure a coordinated and more collaborative response to crises including the COVID-19 pandemic.



We provided **Learning about Opioid Use Disorder in the Emergency Department (LOUD in the ED)** training to 24 teams of ED providers across BC. Participating teams saw a 28% increase in clinicians prescribing suboxone to eligible patients.



We supported the formation of the **BC COVID-19 Clinical Therapeutics Committee**, which included 50 clinician scientists who provided **evidence-based guidelines for the management of COVID-19 in BC**.

More Highlights and Achievements

Cultural Safety and Humility

- Created the Council's first **Indigenous Health Team** to foster quality care in BC's health system that is safe and appropriate for Indigenous Peoples.
- Launched **Culturally Safe Engagement: What Matters to Indigenous (First Nations, Métis and Inuit) Patient Partners Companion Guide**, a guide to creating culturally safe engagements. Developed with Indigenous patient partners, it won an **IAP2 Canada Indigenous Engagement Award**.
- Welcomed **Syexwáliya** to our team as a Knowledge Keeper to share ancestral knowledge and traditional teachings and help guide our ongoing journey towards cultural safety and humility.

Physician Support

- Providing project management, communications, research, and analysis support to **Measurement System for Physician Quality Improvement (MSPQI)**, a Doctors of BC and Ministry of Health initiative to provide physicians and health system leaders with the information they need to improve the health system.

Clinical Tools

- Developed BC's **Stroke Quality Standard** to improve the quality of care for people experiencing or living with stroke, increase their chance of survival, maximize recovery and reduce risk of another stroke. Developed in partnership with Stroke Services BC, health authority stroke leaders, BC Emergency Health Services, First Nations Health Authority, UBC Research and patient partners.
- Updated the **BC Health Quality Matrix** to establish a more inclusive and strengthened definition of health care quality to enable better care experiences for everyone in the province.

Education & Training

- Launched the Council's first **Clinical Fellowship in Health Care Quality** to help physicians or nurse practitioners to advance their expertise in quality and patient safety, while contributing to initiatives designed to improve the quality of care in BC.
- Equipped 32 post-secondary students since 2020 with quality improvement knowledge and tools through our **Summer Student Internship Program**, bringing the total number of interns to 108 since the program launched in 2011.

Bearing Witness



Caring Unmasked

Our province has been through crisis after crisis in recent years – few have felt this more than health care workers.

To express our immense appreciation and honour their experiences, we reached out to hear their stories. They shared what it has truly been like to work on the front lines through these tragedies. With support from the Rural Coordination Centre of BC, we unveiled their stories at Quality Forum 2022 in the video *Caring Unmasked*. It had a far greater impact than we imagined. We heard from many who said this film made them feel seen, acknowledged and appreciated.

Since its launch, people have been sharing the video with colleagues, friends and family. We hope this film continues to be shared widely and used as a meaningful tool for teams to reflect on the past few years and heal.

While watching this film can be incredibly healing for some, it can also be difficult for others. *Caring Unmasked* raises a range of emotions, and it may be useful for audiences to know this ahead of time. Through *Caring Unmasked*, not only did we want to bear witness to the past few years, we were also seeking a way to say thank you – we hope that message comes through loud and clear.

Together we will heal, and we will emerge stronger.

Looking Ahead

In recent years, the BC health care system has been tested like never before.

It will take time to heal and recover, but as we emerge and rebuild our health care system, we have an opportunity to do things better. As we move forward, we will continue to support BC's transition from response to recovery – ensuring that recovery is built on a foundation of quality.

We will continue to listen to patients and people who work in health care. Through our consultations with them, they've told us the areas most in need of specific attention right now. We've listened – the work we're embarking on over the next couple of years reflects what they've told us.



Enthusiasm, optimism, curiosity, and dedication are required to improve care – the Council has that. We love what we do and are passionate about supporting our health care system to provide care to everyone that aligns with the BC Health Quality Matrix's dimensions of quality: respect, safety, accessibility, appropriateness, effectiveness, equity and efficiency.

As the past few years have taught us, we don't know what the future holds. We'll remain flexible and ready to support our system where it's needed most.

As always, we'll do that by listening to patients and the people who work in health care every day.

We're confident that in partnership with the many incredible health care providers and organizations throughout the province, our work will result in higher-quality care for people in BC.

