

BCPSLS Patient's View

What's *Your* View?

Patient safety is important to all of us

As parents, relatives, and guardians, you spend a lot of time at your child's bedside and may notice ways we could make care safer.

If you are a patient, you may have some thoughts to share.

We invite you to share your observations and ideas by participating in the "Patient's View" survey.

Look out for a Patient's View surveyor for an opportunity to share your thoughts and concerns!



For more information, visit our blog: www.bcpsls.ca

Tel: 604-877-6420

Patient Safety...

It's about forming a culture of safety

PHSA believes in the importance to talk about how to **speak up** about issues that could cause harm...



...and to talk about how to stop the issues from occurring

Reporting & Learning

What is **BCPSLS** ?

Vision: To make BC healthcare more safe by fostering a culture of safety & learning



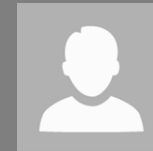
Electronic web-based system



Province wide initiative



Share learning across the healthcare system



Can report anonymously



Traditionally, healthcare workers report adverse events

Impetus for Patient's View

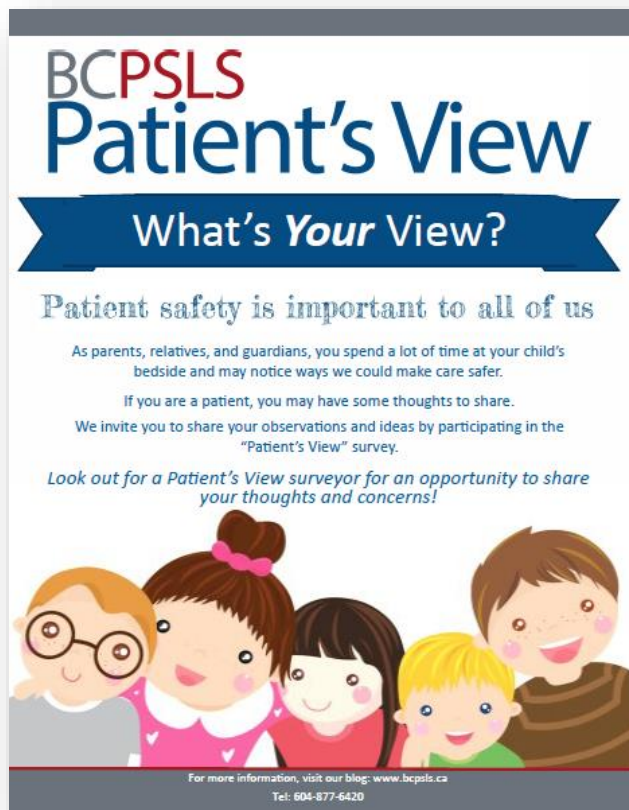
Bedside Observer Project

BC Children's Hospital 2007 - 2008



Pilot Project

Patient's View



BCPSLS
Patient's View

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- Bedside Observer rebranded to Patient's View
- Launched on 1 inpatient unit at BCCH
 - Families of patients to be discharged within 48 hrs were interviewed
 - Volunteer enters report into BC PSLs
 - Reports assist to identify improvement opportunities
- Real value is in the stories patients & families tell us about the quality of care received

Pilot Project

Evidence of Success

Patient's View Feedback

Standardize post-op
pain control for
tonsillectomy/
adenoidectomy

Medication
Reconciliation &
family involvement in
transfer of care

Communication
opportunities for staff

Update MRSA
screening policy

Revisit process for
calling families back
to bedside for
procedures/rounds

Standardize process
for obtaining urine for
R&M

Patient's View Success

- Patient's View has been shared nationally & internationally
 - Successful launch at Victoria General in 2016
 - Hospital for Sick Children, Great Ormond Street Hospital & National Health Institute of Health Research
- Partnering with patients & families has informed quality improvements & initiatives
 - Involving Translation Services from the start
 - Presence of family during shift handover
 - Large scale change: Whiteboard communication tool



Patient's View Interview



Patients & Families

What did they tell us?

BC Children's Hospital:

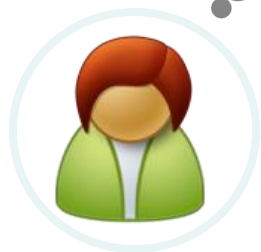
- “Nurse hung a bag of meds for IV that my daughter was allergic to, despite the large sign on the door and allergy warning on her bracelet.”
- “Wound developed due to an intravenous line.”

BC Women's Hospital:

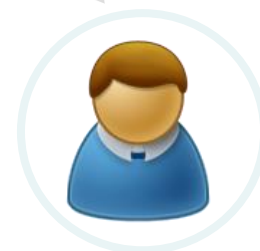
- “Information was not sufficiently shared among staff, especially around shift change time. I almost got a duplicated test but the mistake was caught on time.”
- “The information we were given was inconsistent at shift change & everyone had slightly different information for us.”

Family Satisfaction

"This conversation is one example of the unbelievable level of engagement with families within BC Children's Hospital."



"I am a business man and have been doing surveys with customers for years. It is excellent you are initiating this at Children's; I believe it will make care safer. Thank you!"



*"One mother actually thanked me after doing the survey because she found it very therapeutic. I have never had a parent turn me down or not be appreciative for what we do."
(Patient's View volunteer)*



Next Steps



2012

2016

2017



Provincial Health Services Authority

