

Physician Engagement in the Patient Safety and Learning System

Increasing patient safety reporting involvement amongst physician groups

Aim

To increase the volume of physicians accessing the BC Patient Safety and Learning System (PSLS) – both as reporters of patient safety incidences as well as reviewers of submitted safety incident reports.

Context

BCPSLS is the tool used by BC's health authorities to report patient safety incidences. Historically, PSLS use by physicians/physician leaders has been limited, with reviews primarily being considered the responsibility of operational managers/nurse leaders/coordinators. While physicians have been involved in consultative roles, this limited involvement notably affects the quality of reviews and overall perception of PSLS utility. To increase use, the Island Health PSLS team developed a strategy to engage physicians. As the engagement strategy continues to roll out we expect to see an increase in physician reported events, an improvement in review timelines, and an increase in the quality of reviews.

Strategy for Engagement

1. Understanding the Environment for Change

Island Health Strategic Priorities

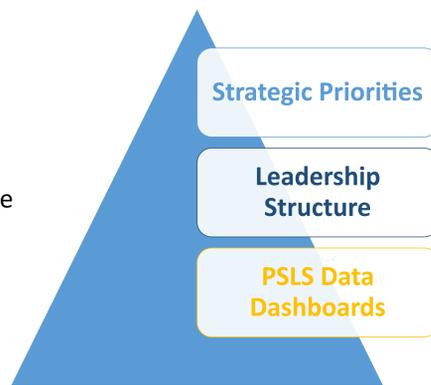
- Improving patient safety
- Strengthening physician leadership

Quality Structure Leadership

- Quality Council co-chair leadership structure includes medical lead and operational lead

Quality Council Dashboards

- PSLS monthly reports provide increased awareness of patient safety reporting



2. Establishing a Baseline



January 2019: **69 physician handlers** listed in Island Health's Patient Safety and Learning System.

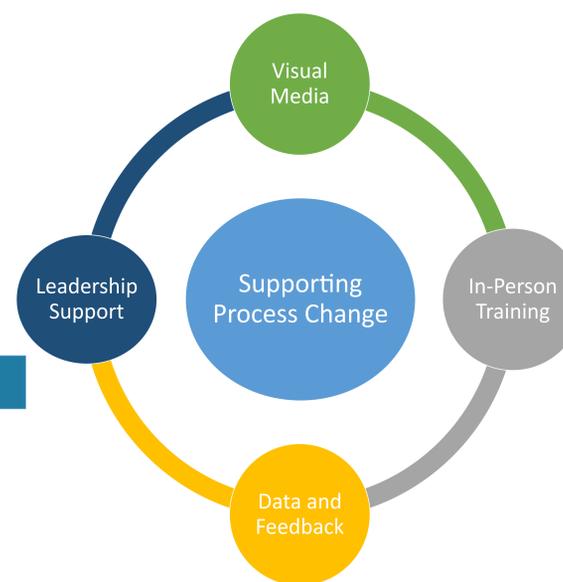


February 2018 – January 2019: **154 physician-reported events** in PSLS.



Historically handler education was delivered on an "as needed" basis in a 1:1 format when requested by a manager or director to support reviews. There was no formal education for physician reporters.

3. Identify and Create Tools for Change



Visual Media: Physician specific reporter training video and guide for new Island Health physician orientation created in consultation with medical leadership

Visual Media: "FAQ" sheet for new medical leaders/directors to support PSLS handler training

Leadership Support: Work with Medical Staff Engagement Manager to identify physician leaders as PSLS handlers

1:1 Training: Physician leaders proactively offered 1:1 training to support PSLS onboarding

Leadership Support: Connect with departmental leaders to offer reporter training sessions at departmental meetings

Leadership support/Data Feedback: Present reports on physician reported events to Health Authority Medical Quality Council (HAMQC) to garner support in promoting PSLS

Data Feedback: Provide medical leadership with reports to demonstrate trends in PSLS reporting

4. Initiating the Strategy



- **March 2019:** Begin proactively adding new Medical Leads and Medical Directors as handlers
- **June 2019:** Attend first departmental meeting to present PSLS reporter training
- **September 2019:** Post PSLS training video to Medical Staff website



- Increase visibility of PSLS events to medical leadership by providing monthly dashboards to the Island Health Quality Councils (ad hoc reports also available by request)



- **July 2019:** Connect with Medical Staff Engagement Manager to coordinate rolling out new engagement strategy
- **October 2019:** Present at HAMQC to demonstrate current levels of physician reporting and to gain increased support for a culture where being a PSLS handler is the norm for medical leadership
- **December 2019:** Include mandatory physician reviewer on all PSLS reported events that are determined to be a Level 5 – Death event

Results

Increase in Physician Handlers

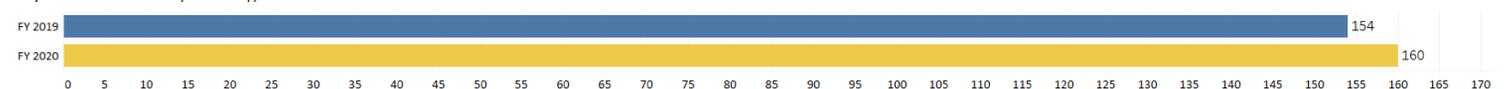
Through proactively connecting with new physician leadership the number of physician handlers increased by **29%**, as there are now **89 physician handlers** listed in Island Health's PSLS. There were 20 new handlers added between February 2019 – January 2020.



Increase in Physician Reporting

By offering new training resources for physician reporters and increasing awareness of PSLS across Island Health there has been a small increase in physician reporting. **160 physician-reported events** were submitted February 2019 – January 2020.

PSLS Physician Reported Events
(One year of data: February - January)



Lessons Learned

- ✓ Creating handler accounts was prioritized as they were a pre-requisite to reviewing physician-reported events
- ✓ Finding computer resources to deliver training was an initial challenge as dedicated office space is limited
- ✓ Providing relevant data and reports increased user buy-in

Next Steps

1. Increase efforts to educate all physician groups on use of PSLS as a reporting tool. This includes attending more departmental meetings and working with the Medical Staff Engagement Manager to promote training at orientation.
2. Set up a pilot project with one specific unit to monitor effectiveness of both handler and reporter training. When completed, use pilot project to gain feedback on current training tools and incorporate feedback to improve the training that is offered.