


Island Health Performance Measures

Patient Safety Events with Completed Reviews



Year to Date Performance	61.9%	Performance Assessment	 Yellow
Island Health Target	Greater or equal to 70%	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

At Island Health, patient safety events are recorded in the Patient Safety and Learning System (PSLS). PSLS is a web-based patient safety event reporting tool used by healthcare providers to report and learn from patient safety concerns. At Island Health, the expectation is for patient safety event (Levels 0-3) reviews to be completed within 30 days. When the review is completed, we can assume the data has been confirmed and there has been follow-up with the person who reported the event.

This indicator measures patient safety events assigned to Level 0-3 (i.e., no harm, minor harm, or moderate harm) that had reviews completed within the 30-day timeline, as a percentage of the total number of patient safety events reported in the system.

What is the target?

Island Health's target is 70% or more of patient safety event reviews be completed within 30 days. Rates below 60% will be flagged as red, requiring action. The target is based on historical data and internal discussions.

No comparator data is available from other Health Authorities, nor are national/provincial benchmark data available.

How are we doing?

As of December 2018, the PSLS team completed 61.9% of Level 0-3 patient safety event reviews within 30 days, which is not meeting the target. Between September and December 2018, over 6,600 patient safety event reviews were completed.

What actions are we taking?

The PSLS team has been working collaboratively with stakeholders and since Spring 2017 have increased the training and support sessions available throughout Island Health. The PSLS team also has an additional temporary member to work directly with staff to reduce and manage the number of PSLS reviews.