


Island Health Performance Measures

Patient Safety Events with Completed Reviews



Year to Date Performance	48.4%	Performance Assessment	 Red
Island Health Target	Greater than or equal to 70%	Performance is significantly outside acceptable range; take action and monitor progress.	

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 health care 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.

This measure only includes Level 0-3 Patient Safety Event reviews. Level 4 (severe harm) and Level 5 (deaths) events follow a separate review process and are not included in this measure.

What is the target?

Island Health's target is that 70% or more of patient safety event reviews be completed within 30 days. The target is based on historical data and internal discussions.

Higher rates are better.

How are we doing?

As of third quarter of 2022/23, this measure did not meet target and remained in the "red zone".

What actions are we taking?

The PSLS team monitors the system daily for events that require immediate attention. The team also continues to work collaboratively with stakeholders, including providing training sessions and support across the Island. Staff shortages throughout the organization impact this measure.