



BC PATIENT SAFETY & QUALITY COUNCIL **STRATEGIC PLAN**



**BC PATIENT SAFETY
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

2017-2020



WHAT'S INSIDE

WHO WE ARE

VISION,
MISSION &
VALUES

OUR
FOUNDATION

STRATEGIC
PRIORITIES
1, 2, 3 and 4

LOOKING
AHEAD

WHO WE ARE

The Council provides system-wide leadership to efforts designed to improve the quality of health care in British Columbia. Through collaborative partnerships with health authorities, patients, and those working within the health care system, we promote and inform a provincially-coordinated, patient-centred approach to patient safety and quality.

We also provide advice and make recommendations to the Minister of Health.

In support of this mandate, we undertake activities that are determined through extensive consultation with our partners to define where we can best add value. Drawing on our resources, stakeholder relationships and the diverse expertise of our staff, we are at once a leader, an advisor, a partner, a facilitator, an educator, and a supporter.

We also provide a bridge to the best knowledge in health care quality available across Canada and beyond. We seek out national and international innovation of value to BC, adapt these new ideas to meet the needs of our health care system, and work with our partners to put them in place.



We work throughout our province's health care system

Our work takes its shape from the priorities of British Columbia's health care system. We move to where we are needed, collaborating with patients, caregivers, the public and those working across all areas of care in our relentless pursuit of quality.

We have seen an increasing number of individuals and organizations become engaged in creating a patient-centred health care system and improving the quality of care. We are thrilled and motivated by the growth of this improvement community, and will continue to provide leadership and build connections for these dedicated stakeholders.

We help make high quality care a reality

Quality care is acceptable, appropriate and accessible. It is safe and effective. It is equitable and efficient. It recognizes that every patient has a unique journey, that local context is key, and that everyone touched by the system needs to be engaged in collaborative partnership to achieve high quality and sustainable health care for all. We help make quality care a reality by partnering with each of British Columbia's health authorities, with health organizations and academic institutions, and with many more who share our passion.

We believe a patient-centred and inclusive approach is essential to improving quality of care

Better health care is achieved through engaging patients, caregivers and the public as partners in care. We engage patients and caregivers in our work, and provide support and resources so that they are meaningfully included in activities led by health care organizations throughout the province.

VISION, MISSION & VALUES

Our Vision

High quality and sustainable health care for all.

Our Mission

Provide system-wide leadership through collaboration with patients, caregivers, the public and those working within the health care system in a relentless pursuit of quality.

Our Values

Our values shape our strategic priorities, but also our day-to-day decision making and operations. We hold ourselves accountable to them and have sought to embed them throughout this plan.

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| Collaboration | We engage with our partners to co-create and achieve a collective vision. |
| Transparency | We build trust and respect through a culture of openness and accountability. |
| Responsiveness | We are nimble and adapt to the evolving needs of our partners and the health care system in efforts to improve quality of care. |
| Excellence | We strive for excellence in everything we do. |
| Innovation | We challenge the status quo and embrace new ways of thinking. |
| Sharing | We share widely the knowledge and learning created through our work, and value opportunities to learn from others. |

1. Our relationships and partnerships

Engaging with a wide range of health care system partners, patients, families and caregivers is essential to achieving our vision. Co-creation and collaboration are core components of our work, ensuring that the voice of everyone involved is heard.

2. Our people

Each of our team members brings a unique perspective and expertise. We work in a networked manner, across teams and in collaboration to take advantage of the strength provided by such diversity. We strive to maintain an open and honest working environment that encourages respectful debate. This culture – based upon a nimble, innovative, dynamic and collective way of working – is the basis for our work.



OUR FOUNDATION

3. Our continuous learning

We are a learning organization, constantly seeking leading edge learning opportunities to build the skills and knowledge of our team members so that they, in turn, can support and teach others. We test new ideas on a small scale so that we can refine, adapt, and spread them. When we fail, we learn from the experience and use it to guide our future work.

We consider continuous learning integral as we evolve in tandem with the priorities of the health care system, patients and the public.

4. Our communications

Our work requires a common vision and language on quality in British Columbia. It needs resources and supports that enable change to be led locally. It also relies upon peoples' experiences voiced through storytelling to engage care providers, patients and the public. To help this happen, we connect with a diverse and growing group of people with a variety of offline and online tools.

We use social media and newsletters to spread our work widely, to help us start conversations, and to join conversations which are already taking place. Using intelligent design strategies we create resources that display data and information effectively. We build resilience and sustainability within the health care system by providing ways for people with similar interests to connect with each other. And we remember that a personal connection is invaluable and irreplaceable.

Four foundational elements are essential as we work to achieve our vision and deliver on our strategic priorities.

STRATEGIC PRIORITY

1 2 3 4

Provide system-wide leadership on quality, in collaboration with stakeholders

Engaging patients, caregivers and the public as partners in their health care system

Build capability for health care system transformation and improvement

Support improvements in the quality of care

▶ The Council is looked to as an expert on matters related to health care quality, and on what it takes to achieve change in complex systems. Our unique skillset and position in the health care system enable us to provide an outside and informed perspective to our partners, and to provide advice and recommendations regarding quality care. As both a trusted partner and an independent voice, we work towards better care for all.

Throughout BC, dozens of organizations are actively working to improve quality across the health care system. We support many of these efforts by bringing people together to collaborate on common issues. We also develop and support strong networks by offering a forum for people and organizations from across the province to share, learn and celebrate their achievements together.

Fostering collaboration and sharing provides opportunities for individuals and organizations to discover and leverage each other's resources, knowledge and expertise. We work with national and international partners to understand and learn from other jurisdictions, with the aim of supporting better care here at home.



► ***Some of the ways that we will act on this priority:***

Providing advice and recommendations to the Minister of Health and health system partners on matters related to improving the quality of care.

Facilitating forums and opportunities to bring health system stakeholders together around key issues to advance the goals of the health care system.

Contributing our time, expertise and energy to support initiatives to improve quality of care, in alignment with the priorities of the health system.

Seeking new innovation and ideas that advance our understanding of change management and strategies to improve care.

Building strong and effective partnerships both locally and internationally in order to create a conduit for the spread of international best practices and innovations.

Serving as a thought leader on matters related to health care quality.



STRATEGIC PRIORITY

1 2 3 4

Provide system-wide leadership on quality in collaboration with stakeholders

Engaging patients, caregivers and the public as partners in their health care system

Build capability for health care system transformation and improvement

Support improvements in the quality of care

Together with our stakeholders, we have a responsibility to engage patients, caregivers and the public in improving the quality of care. These voices are critical to re-designing and improving the quality of our health care system.



We will coordinate and facilitate the development of connections locally and across the province to support sustained engagement efforts. Incorporating the voices of patients, caregivers and the public requires skill development so that engagement is meaningful and beneficial for all involved. We are well positioned to accelerate the spread of engagement through networking, shared goals, the development of resources and providing educational opportunities.



► ***Some of the ways that we will act on this priority:***

Building relationships with diverse networks of engaged patients, caregivers and health care partners.

Supporting skill development for engagement of patients, caregivers and health care partners.

Fostering system-level strategies to advance patient-centred care.

Developing processes for collaboration and co-creation with patients and caregivers so that they are meaningfully engaged across the health care system.

Celebrating accomplishments that result from engaging patients, caregivers and the public in health care system planning, improvement and re-design.

Demonstrating outcomes resulting from patient and caregiver engagement in health care system planning, improvement and re-design.



STRATEGIC PRIORITY

1 2 **3** 4

Provide system-wide leadership on quality in collaboration with stakeholders

Engaging patients, caregivers and the public as partners in their health care system

Build capability for health care system transformation and improvement

Support improvements in the quality of care

We have been given the opportunity to contribute to the creation of a more patient-centred health care system, one that delivers high quality care in the most appropriate setting. Executing this transformation will be a challenge and will require strong leadership, a clear and compelling vision, an engaged workforce and skilled change management. Having the capability and capacity to improve and guide change, at all levels of the system, requires people with the knowledge, skills and confidence to effectively implement new ways of working in a complex system.



We will build this capability by delivering learning programs for a wide variety of audiences, from board and executive teams to those providing care directly to patients. Our learning programs will support participants to lead change and transformation in any setting in which they work. We will take a broad view of what is required for improvement, including but not limited to: change management, leading and engaging people, delivering on cost and quality, innovation, improving culture, measuring performance, engaging patients, caregivers and families, and improving their care experience. By focusing on how to improve, we build sustained capability to lead transformation and improvement within the health system.



► ***Some of the ways that we will act on this priority:***

Offering in-depth learning programs that cover the full spectrum of improvement science, and supporting participants in the application of this content to real projects.

Producing and delivering learning opportunities that incorporate the latest research and evidence, emerging trends in change and transformation, and the fundamentals of improvement.

Creating a series of learning opportunities that are easy to access and provide information on a variety of topics related to improving quality of care.

Developing and delivering an annual conference, the Quality Forum, to showcase leading practices, celebrate achievements and build skills for improvement.

Supporting our partners in their efforts to build improvement capability by collaborating on learning programs and contributing our expertise.



STRATEGIC PRIORITY

1 2 3 **4**

Provide system-wide leadership on quality in collaboration with stakeholders

Engaging patients, caregivers and the public as partners in their health care system

Build capability for health care system transformation and improvement

Support improvements in the quality of care

Delivering quality health care requires comprehensive, adaptive, and well-designed solutions to complex problems. This requires the use of both technical and collaborative skills as well as a patient-centred perspective.

Enhancing providers' technical skills gives them knowledge and tools to improve quality of care. Strengthening their collaborative skills helps to build healthy environments with strong communication and cohesive teamwork. Delivering care that is respectful of the diverse and unique needs, preferences, culture and values of patients and their families helps to ensure that optimal health outcomes are met.

▶ Through initiatives designed to support improvements in the quality of care, we will contribute to improved outcomes and acceptability of care that is provided.



► ***Some of the ways that we will act on this priority:***

Providing leadership, implementation and improvement support to priority health care improvement activities.

Supporting teams in building the capability to interact and work together effectively.

Advising on measuring and reporting within the health care system to assure and improve care delivery, outcomes and experience.

Providing frameworks, tools and resources to support the development of technical and collaborative skills.

Advancing evidence-informed best practices through initiatives designed to improve the quality of care.

Engaging all those within the health system in improvement activities.

Furthering culturally safe care for all.



LOOKING AHEAD

We are excited to put this plan into action. We are also excited to find out what we have not planned for. Responsiveness is not simply one of our values – as the health care system continues to pursue quality care we will be right beside it, evolving our work to provide the greatest value to the health care system.

Our people, our communications, our continuous learning, and our relationships and partnerships are essential to delivering upon the strategic priorities outlined above. Providing high quality care is a complex endeavour. We embrace this challenge whole-heartedly alongside our partners and stakeholders by providing leadership, connections, expertise and support.



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