



2012-2015  
**STRATEGIC PLAN**



**BC PATIENT SAFETY  
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

## VISION

A sustainable health care system built on a foundation of quality.

## MISSION

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



# VALUES

## EXCELLENCE

We believe excellence is guided by evidence-informed decision making, and that success will be found through mobilizing and energizing partners and stakeholders for change.

## INNOVATION

We will challenge the status quo and embrace new ways of thinking to support re-design within the health care system to achieve desired outcomes.

## COLLABORATION

We will foster an environment that embraces and celebrates the sharing of ideas to help us learn new and innovative ways of delivering care.

## TRANSPARENCY

We will build trust and respect by encouraging a culture of openness and accountability.

## RESPONSIVENESS

We will be responsive to the needs of the health care system and will embrace new opportunities to achieve a collective vision.

## CONTINUOUS IMPROVEMENT

We will support continuous improvement at the heart of our work and will nurture a culture of curiosity, learning and innovation to better assist the health care system in ensuring an improved patient experience.

## QUALITY IN ALL AREAS OF CARE

We will work across all areas of care so that our work positively influences the entire health care system.



## STRATEGIC PRIORITIES

- Fostering a Province-wide Perspective
- Advancing Capability and Capacity for Improvement
- Accelerating Improvement
- Improving Transparency
- Fostering our Quality Culture
- Creating Value



## FOSTERING A PROVINCE-WIDE PERSPECTIVE

### WE WILL ACHIEVE THIS BY...

- Providing recommendations to the Minister of Health on matters related to improving the quality and sustainability of health care.
- Working to align provincial and national initiatives with the strategic priorities and interests of British Columbia.
- Facilitating improvement through leadership, collaboration and shared learning utilizing existing networks.
- Building strong and effective partnerships.

### WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- Recommendations to the Minister of Health are accepted and implemented.
- National quality improvement activities align with and support the strategic health priorities of British Columbia.
- Reporting requirements to provincial and national organizations are aligned.
- Network members find value, energy and motivation for improvement through participation in our activities.
- Provincial efforts to improve quality are designed and implemented through dialogue and collaboration across relevant sectors.
- Resources to support improvement activities across the province are optimally utilized.

## ADVANCING CAPABILITY AND CAPACITY FOR IMPROVEMENT

### WE WILL ACHIEVE THIS BY...

- Developing new streams and leading implementation of the Quality Academy to achieve capability and capacity at multiple levels: physician and clinical leaders; quality and operational leaders; and boards and senior executives.
- Providing virtual learning opportunities to showcase health care innovations, quality improvement tools and techniques, and leading edge thinking on quality.
- Leading and providing access to regional, provincial, national and international learning opportunities on quality and system transformation.
- Integrating quality improvement and patient safety competencies into undergraduate and graduate curricula for health care providers.

### WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- Quality Academy participants demonstrate new skills and behaviours that support evidence-informed best practice improvement strategies.
- Health system partners tell us they find value in our learning programs.
- Health system partners request our leadership or development of learning opportunities both regionally and provincially.
- Health system partners have access to leading edge thinking on improvement through access to online international learning programs.

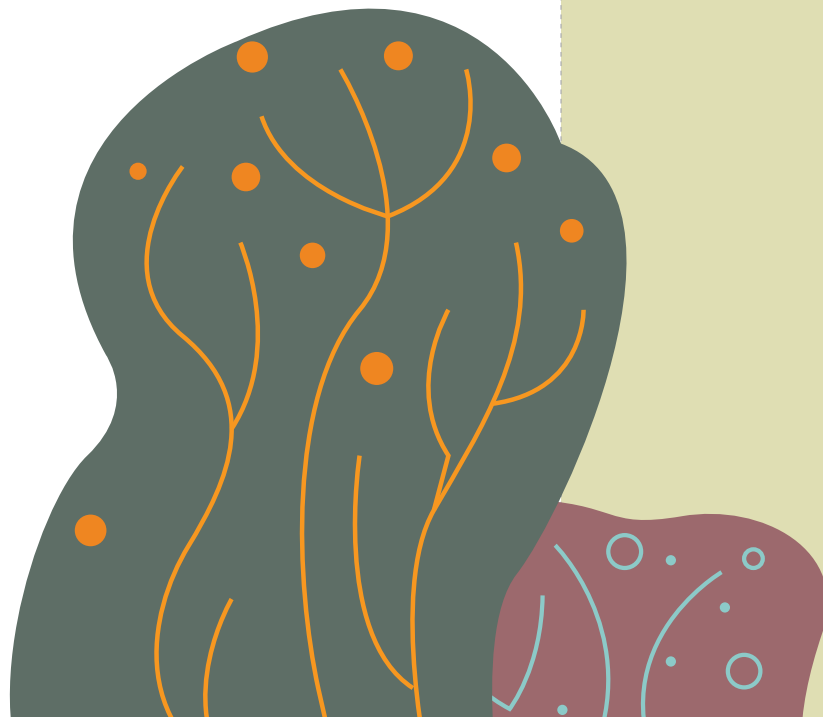
# ACCELERATING IMPROVEMENT

## WE WILL ACHIEVE THIS BY...

- Supporting the health system, patients and public in their continuing efforts to improve quality.
- Advising on the use of patient experience data in quality improvement activities.
- Sharing learning through the distribution of Patient Safety Alerts and Learning Summaries and other communication strategies.
- Providing leadership and implementation support to the province's strategic priorities in the areas related to improving quality of care.

## WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- Health system partners implement ideas based on our knowledge, perspective and advice.
- Implementation of the province's strategic health priorities will include new ways of thinking and efforts to re-design the system.
- The health system demonstrates use of evidence-based improvement methods, tools and data to improve quality of care.
- Health system partners state that their success would not have occurred without the support of the Council.





## IMPROVING TRANSPARENCY

### WE WILL ACHIEVE THIS BY...

- Conducting external reviews of critical incidents and issues as requested by the Minister of Health and/or health authorities.
- Supporting ongoing development of public reporting within BC.
- Encouraging disclosure of adverse events through training and raising awareness of best practice.

### WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- The public has access to the information it wants regarding quality of health care.
- Health system partners have access to the information they want regarding quality of health care.

# FOSTERING OUR QUALITY CULTURE

## WE WILL ACHIEVE THIS BY...

- Ensuring staff have access to leading edge learning opportunities that build skills and confidence to support the health system.
- Being a learning organization; providing resources and opportunities for collaborating and learning together and from others.
- Maintaining an open and honest working environment that encourages respectful internal debate.

## WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- Staff report that they have the confidence and resources necessary to be successful in their work.
- Staff enjoy their work and the environment in which they work.

# CREATING VALUE


## WE WILL ACHIEVE THIS BY...

- Conducting our work in a sustainable, efficient and cost-effective manner.
- Ensuring our stakeholders — the Minister of Health, those working within the health system, and patients and the public — have access to new ideas and the latest evidence to drive improvement.

## WE WILL KNOW WE HAVE BEEN SUCCESSFUL WHEN...

- We meet our operational goals and deliverables within a balanced budget.
- Our stakeholders express value in the perspectives we bring.
- Health system partners engage in work that we have designed or influenced, and are successful in meeting their goals and improving quality of care.





BC Patient Safety & Quality Council  
650 West 41st Avenue, Suite 610, North Tower  
Vancouver, BC V5Z 2M9  
T: 604.668.8210  
F: 604.668.8220  
Toll-Free: 1.877.282.1919

[www.bcpsqc.ca](http://www.bcpsqc.ca)