

DEPARTMENT OF MIDWIFERY

Quality Assurance Process for Reviewing Reportable Outcomes / PSLS Events

Reportable Outcomes: BC Women's Hospital

1. Department receives notice of a reportable outcome: report submitted by the midwife or received through Patient Safety & Learning System (PSLS)
2. Information gathering:
Depending on details of event, Department Head/Assistant Head may:
 - Acknowledge receipt of communication only, if no follow-up required
 - Request chart review by Quality Assurance & Improvement Committee
 - Review chart prior to meeting with midwife/midwives
 - Review chart with midwife/midwives involved
3. Evaluation/Actions:
Assess for systems error, communication error and/or clinical error:
 - Participate in Critical Patient Safety Event Review if indicated
 - Recommend systems changes if indicated
 - Recommend/develop clinical remediation plan if indicated
 - Report to College of Midwives of British Columbia if indicated
 - If PSLS event, follow-up with response to handler for communication

Reportable Outcomes St. Paul's Hospital, PHC

1. Department receives notice of a reportable outcome: report submitted by the midwife, received by the Maternal Safety and Quality Committee (MSQC), or through PSLS
2. Information Gathering:
Depending on details of event, Department Head/Assistant Head will:
 - Acknowledge receipt of communication only as no follow-up required
 - Request chart review by Quality Assurance & Improvement Committee
 - Review chart prior to meeting with midwife/midwives
 - Review chart with midwife/midwives involved
 - Review chart at MSQC

Quality Assurance Process for Reviewing Reportable Outcomes / PSLS Events

Reportable Outcomes St. Paul's Hospital, PHC cont'd

3. Evaluation/Actions:

Assessment of systems error, communication error and/or clinical error:

- Participate in Root Cause Analysis review if indicated
- Recommend systems changes if indicated
- Recommend/develop clinical remediation plan if indicated
- Report to College of Midwives of British Columbia if indicated
- If event brought forward by MSQC, determine if appropriate for presentation at M & M rounds
- If PSLS event, follow-up with response to handler for communication