



## The Follow-Up

### You've submitted a PSLS event report...now what?

#### ● The PSLS Handler

People who are designated to follow up incidents reported in their areas are called "handlers."

Handlers are often managers, but they may also be coordinators, directors, physician leaders, educators, or quality leaders.

##### Handler responsibilities:

- **Reviewing the Incident:** May involve interviewing staff, reviewing patient charts, and examining relevant policies and procedures.
- **Conducting Investigations:** May conduct investigations on their own, with the support of a Patient Safety Consultant, or as part of a review team.
- **Providing Feedback:** Ensure feedback is given to the person who reported the incident, detailing the follow-up actions taken.
- **Implementing Improvements:** Based on their findings, they may recommend and implement changes to improve patient safety and prevent similar incidents in the future.

#### ● What to Expect

- **Feedback:** You should receive feedback from the PSLS handler or your supervisor. This feedback can come through direct discussions, emails, or meetings.
- **Updates on Actions Taken:** The handler will inform you about the investigation process and any actions taken to address the issue.
- **Involvement in the Process:** Sometimes, you might be asked to provide additional information or participate in follow-up discussions.
- **Access to Reports:** You may have access to summary reports or updates shared during safety meetings or through internal communications.

#### ● Who is my handler?

- **Ask Your Manager:** They often have information about who is handling specific reports.
- **Check Notifications:** Look for any email notifications or messages you received after submitting the report, as they might include the handler's contact information.
- **Contact the PSLS Coordinator:** Reach out to the PSLS coordinator or the patient safety department in your organization. They can provide details about the handler assigned to your report.
- **Follow Up with the Patient Safety Team:** If you have access to the PSLS system, you might be able to see the handler's details directly in the system or through follow-up communications.

#### ● Need help?

For more information or help, contact your health authority PSLS Coordinator:

- [psls@interiorhealth.ca](mailto:psls@interiorhealth.ca)
- [vchpsls@vch.ca](mailto:vchpsls@vch.ca)
- [psls@phsa.ca](mailto:psls@phsa.ca)
- [psls@providencehealth.bc.ca](mailto:psls@providencehealth.bc.ca)
- [psls@fraserhealth.ca](mailto:psls@fraserhealth.ca)
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