



ACAT 2-4 MARCH 2021

WE ARE ALL **STARS**®

OUTLINE

- The Safety Office
- Reporting & Investigation
- Safety Recommendations (CAPs)
- Safety Promotion
- Quality Assurance
- Trend Monitoring
- Risk and Hazard Management
- Quality Management Committee

SAFETY OFFICE

- Not an actual office!
- Provides day-to-day reporting to our Operational leadership
- Means of harmonizing practice
- Interdepartmental Safety Team
 - Patient Safety
 - OH&S
 - Aviation
- Safety Report Review
 - All members contribute to initial treatment of all reports
- Issues Management
 - Air Safety Investigations yield findings for Patient Safety
 - Often Paramedics/Nurses submit reports that aviation investigates

REPORTING & INVESTIGATION

- Q-Pulse is our system of record
- Only one full time position – Program Lead, Aviation Safety (Me!)
- Investigators (4) are line pilots and engineers
 - Compensated by use of admin days that constitute an FTE credit
- Closure Process
 - Investigators provide their completed reports to Program Lead
 - Findings are presented at the weekly Aviation Safety Management Meeting
 - Safety Recommendations (CAPs) are raised by consensus

SAFETY RECOMMENDATIONS (CAPS)

- Q-Pulse is also our system of record for Safety Recommendations
- Reviewed on the 3rd Aviation Safety Management Meeting of every month
- Secondary Assurance provided by the Quality Management Committee
- Once Implemented, a system of verifying effectiveness is used
- Quarterly reporting to the Executive Leadership Team is provided

SAFETY PROMOTION

- Weekly sharing of findings (investigations closed during a given week)
- Monthly Newsletter that expands upon items of interest
- Monthly Recognition Program
- Use of Yammer

QUALITY ASSURANCE

- Second Layer of monitoring for Aviation Ops (Flight Ops Quality Assurance) and Engineering (Maintenance Ops Quality Assurance)
- FOQA
 - Comprised of a FOQA Manager and base reps who conduct peer reviews on Missions of Interest
 - Data collected via Skytrac, pilot notes, and the journey log
 - Flagging system for tracking items such as flying weather aborts, flying over built up areas, etc
 - Items that are flagged are reviewed by reps, and categorized as tracking/trending, internal review, or requiring an Air Safety Investigation

QUALITY ASSURANCE

- MOQA
 - Conducted at a biweekly Maintenance Review Board
 - Conducted by Engineering Quality Assurance Manager, Safety Program Lead, and Engineering leadership
 - Data collected via Quality Control reports, Audits and Reliability Data
 - Flagging system for tracking items such as missed inspections, reoccurring defects, etc
 - Items that are flagged are reviewed by reps, and categorized as tracking/trending, internal review, or requiring an Air Safety Investigation

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TREND MONITORING

- Program is being built out
- Data is being collected through MOQA, FOQA and Air Safety Programs
- Trends to be presented to the Air Safety Management Team at the beginning of each month
- Information shared through the Safety Promotion Program
- Informs the Risk & Hazard monitoring process

RISK AND HAZARD MANAGEMENT

- Program is being built out
- Multi-perspective Risk Matrix used
 - People
 - Assets
 - Compliance
 - Delay in Care
 - Patient outcomes
 - Reputation
 - Communication
- Register of existing hazards listed as a classification field in Q-Pulse

RISK AND HAZARD MANAGEMENT

- In development:
 - Process of review of hazards and risks
 - Process to request Risk and/or Hazard Assessments to be conducted
 - Review of Risk Controls (QM Committee)

QUALITY MANAGEMENT COMMITTEE

- STARS is a member of CAMTS, whose accreditation standard has requirements for Quality Management
- Interdepartmental meeting once a month. Co-Chaired by Clinical Quality Lead & Aviation Safety Program Lead
- Secondary Assurance of all aspects of Quality & Safety, including Quality Planning, Improvement and Assurance
- Rolling Schedule of three themes:
 - Enterprise Metrics
 - Oversight of Safety Recommendations
 - Monitoring of Hazard Controls

QUESTIONS

Open Discussion