



**INTEGRATED  
PROTECTION SERVICES**  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

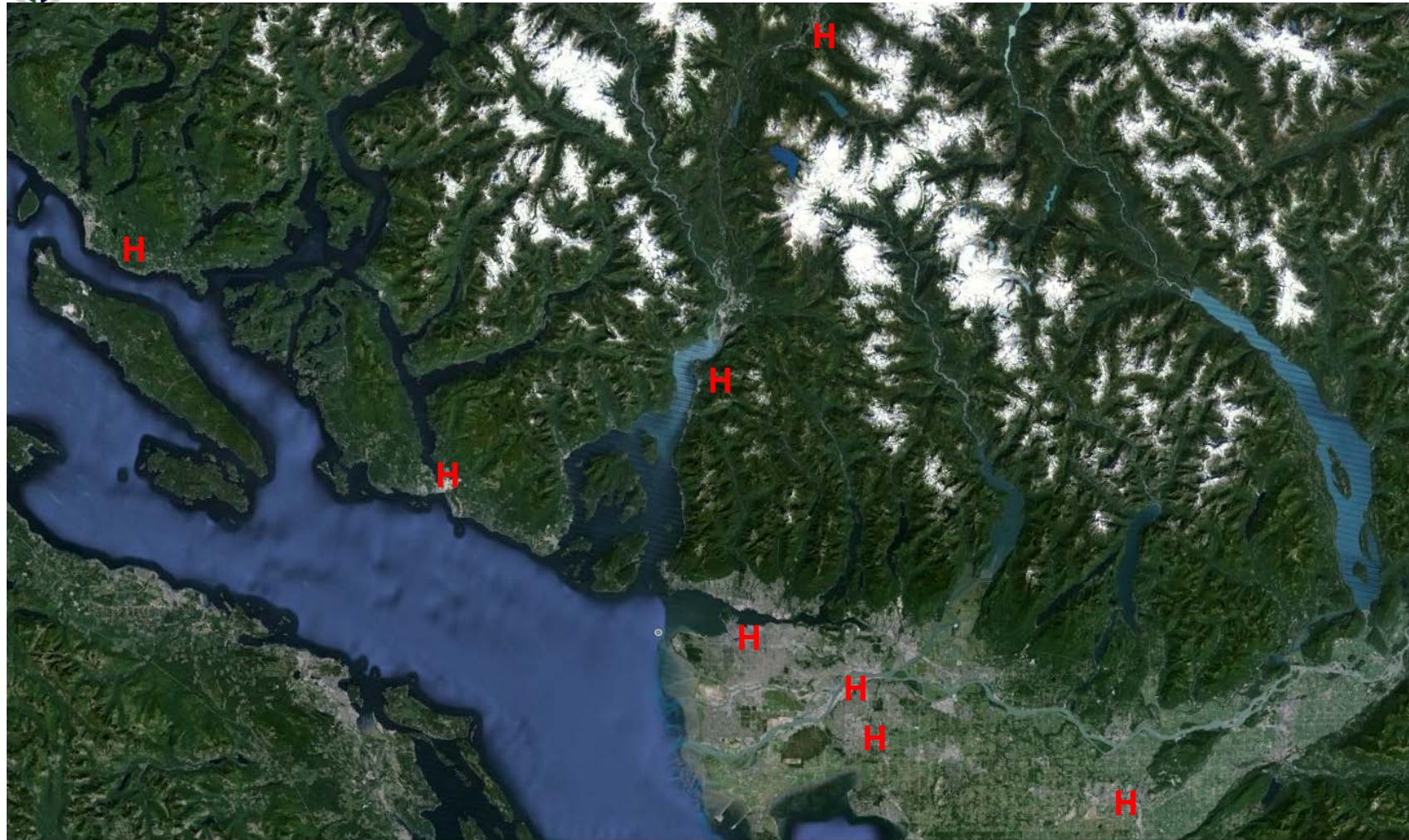
# Heliport Management Consolidation

**How SMS has improved heliport management across LMC**



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

# Heliport Overview



# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Prior to consolidation under IPS

- Heliport sites managed separately by various local departmental programs (Facilities, Clinical Staff, Security)
- No standardized program or approach to managing heliports
- Significant gaps in Transport Canada Regulations compliance

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Prior to consolidation under IPS

- No official heliport safety personnel training
- No identified heliport safety personnel
- No regular monitoring of heliport activities
- Limited policies or procedures

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Rationale for Consolidation

### Why consolidate?

- Transport Canada becoming significantly more stringent on compliance and regulatory enforcement
- To eliminate or reduce gaps in compliance
- Why consolidate?
  - Integrated Protection Services has historically had a good working relationship with Transport Canada
  - One point of contact for Heliport Operations for 4 Health Authorities

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Post Consolidation under IPS

- Dedicated position created
- IPS Heliport Management is built on the foundation of the Transport Canada Safety Management System (SMS)
- Online training program created >250 personnel have been trained and used by others including Interior Health and VIHA
- Standardized electronic heliport reporting
- Standardized heliport operation and management activities

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Post Consolidation under IPS

- Regular audits of heliport program publications to ensure accurate and up-to-date information
- Site-specific heliport operation / management training
- Regular monitoring of heliport activities to ensure Transport Canada Regulations compliance
- Regular heliport site audits to ensure safety and regulatory compliance

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Post Consolidation under IPS

- Strengthened relationship with BCAS, Transport Canada, NavCanada and other external stakeholders
- Inspected heliport sites by Transport Canada have been passing with no major issues
- Outside Agencies have posed queries regarding our program



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

# Heliport Management Program

## Accreditation Canada

- Accreditation Canada accredits health and social services organizations in Canada and internationally, and helps them improve the quality and safety of their services.
- The Accreditation Canada Leading Practices database supports organizations in their quality achievement goals through knowledge exchange.



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

# Heliport Management Program

## Accreditation Canada

- Leading Practice Criteria:
  - Innovative & Creative (SMS referenced)
  - Client/Family Centred (SMS referenced)
  - Evaluated (SMS referenced)
  - Demonstrates Intended Results (SMS referenced)
  - Sustainable
  - Adaptable by Other Organizations
- IPS response referred to the SMS in 4 of 6 criteria responses
- Challenge: online submission does not allow for attachments or other documentation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

# Heliport Management Program

## Accreditation Canada

- Submission submitted on September 17, 2015.
- It has been reviewed by the Accreditation Decision Committee, a “panel of external reviewers”, and “sent for an additional review to a targeted EMS panel for their input.”
- Review process completed on December 7, 2015.
- Decision expected any day; we are crossing our fingers!

# Heliport Management Consolidation



INTEGRATED  
PROTECTION SERVICES  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

## Challenges

- Resources (as always)
- Small administrative challenges still faced at different acute hospital sites (P3)
- Implement the updated Transport Canada regulations



**INTEGRATED  
PROTECTION SERVICES**  
SAFE • SECURE • ACCESSIBLE • HEALTHCARE

# Thank You