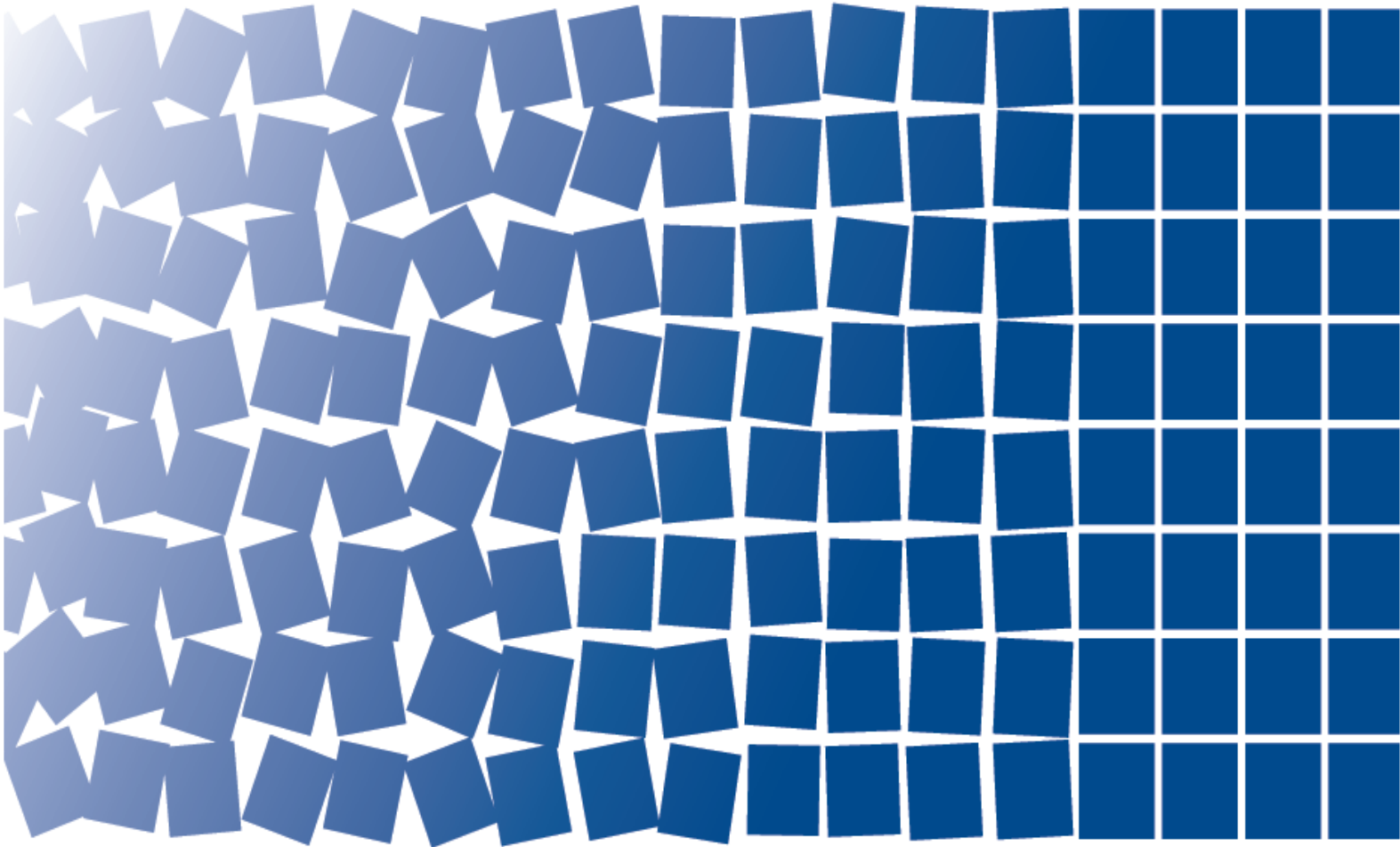


# PROVINCIAL HEALTH SERVICES AUTHORITY ADMINISTRATIVE RECORDS CLASSIFICATION SYSTEM



**GOVERNMENT RECORDS SERVICE**

**PROVINCIAL HEALTH SERVICES  
AUTHORITY**

**ADMINISTRATIVE RECORDS  
CLASSIFICATION SYSTEM**



**GOVERNMENT RECORDS SERVICE**

**RECORDS RETENTION AND DISPOSITION AUTHORITY**

This is a recommendation to authorize an administrative records classification system supplement.

Title: *Provincial Health Services Authority ARCS Supplement*

Provincial Health Services Authority

Description and Purpose:

The *Provincial Health Services Authority ARCS Supplement (PHAS)* covers records relating to administrative functions and activities that are unique to the Provincial Health Services Authority (PHSA), and therefore are not covered by the *Administrative Records Classification System (ARCS)*, the *Human Resources ARCS Supplement (HRAS)* or the *Operational Records Classification Systems (ORCS)* of central shared services agencies such as Integrated Workplace Solutions (IWS), formerly Accommodation and Real Estate Services (ARES), and the BC Public Service Agency (PSA).

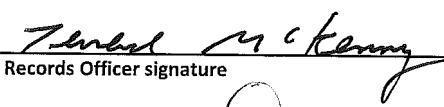
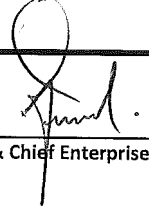
This includes records relating to the process of becoming an accredited health care organization with Accreditation Canada; PHSA Board of Directors meetings management; facilities construction and management; quality and risk management; and medical staff credentialization.

For more information, see attached schedule.

Start Date: 1940 - ongoing

Recommended retention and disposition: scheduled in accord with attached records schedule.

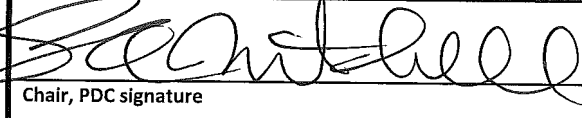
THE UNDERSIGNED ENDORSE THE RECOMMENDATIONS:

 Records Officer signature Terrence McKenny	<i>NOV 25, 2013</i> Date
 General Legal Counsel & Chief Enterprise Risk & Privacy Officer signature Leon Bresler	<i>NOV 27, 2013</i> Date

THE SELECT STANDING COMMITTEE ON PUBLIC ACCOUNTS APPROVES THE RECOMMENDATION OF THE PUBLIC DOCUMENTS COMMITTEE:

*March 12, 2014*  
Date

THE PUBLIC DOCUMENTS COMMITTEE CONCURS:

 Chair, PDC signature Gary Mitchell	<i>31 Jan 2014</i> Date
---	----------------------------

APPROVED BY RESOLUTION OF THE LEGISLATIVE ASSEMBLY:

*Apr. 10, 2014*  
Date

**RECORDS MANAGEMENT APPRAISAL:**

This appraisal documents the recommendation for active and semi-active retention periods.

These records are created and received under the authority of the federal *Canada Health Act* (RSC 1985, c. C-6), *Adult Guardianship Act* (RSBC 1996, c. 6), the *E-Health (Personal Health Information Access and Protection of Privacy) Act* (SBC 2008, c. 38), the *Health and Social Services Delivery Improvement Act* (SBC 2002, c. 2), the *Health Professions Act* (RSBC 1996, c. 183), the *Hospital Act* (RSBC 1996, c. 200), the *Patient Care Quality Review Board Act* (SBC 2008, c. 35), the *Safety Standards Act* (SBC 2003, c. 39) and the *Society Act* (RSBC 1996, c. 433).

The retention and final disposition guidelines specified in the attached ARCS Supplement meet the creating agency's information requirements, ensure fiscal and audit control, protect government's legal rights and liabilities, and provide for effective management of the agency's operational functions. Upon expiry of the active and semi-active retention periods, the records covered by this recommendation will no longer be of any primary value to government.

The retention and final disposition guidelines have been established in consultation with the Records Officer and staff and managers of all branches conducting operational functions in the creating agency.

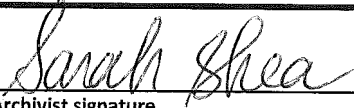
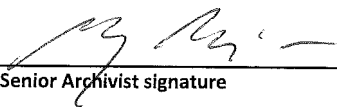
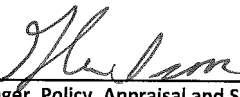
**ARCHIVAL APPRAISAL:**

This appraisal documents the recommendation for final disposition.

The final disposition recommendations protect records considered to have significant evidential and historical values. The specific reasons for retaining certain records are stated within the ARCS Supplement.

Record series or groups of records which will be retained in their entirety are indicated by "Full Retention."

The definition of full retention provides that records will be preserved in the government archives, and that unnecessary duplicates, transitory materials, and ephemera may be discarded.

 Archivist signature Sarah Shea	NOV 22, 2013 Date
 Senior Archivist signature Mary McIntosh	2013-11-25 Date
The undersigned endorses the appraisal recommendations:  Manager, Policy, Appraisal and Storage signature Government Records Service, Information Access Operations Glen Isaac	2013-11-25 Date

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

A SA FD

# PROVINCIAL HEALTH SERVICES AUTHORITY ARCS SUPPLEMENT (PHAS)

## EXECUTIVE SUMMARY

This *Administrative Records Classification System (ARCS)* Supplement establishes a classification system and retention and disposition schedule for the administrative functions and activities that are unique to the Provincial Health Services Authority (PHSA) and therefore not covered by *ARCS*, the *Human Resources ARCS Supplement (HRAS)* or the *Operational Records Classification Systems (ORCS)* of central shared services agencies such as Integrated Workplace Solutions (IWS), formerly Accommodation and Real Estate Services (ARES), and the BC Public Service Agency (PSA).

These records document the process of becoming an accredited health care organization with Accreditation Canada; PHSA Board of Directors meetings management; facilities construction and management; quality and risk management; and medical staff credentialization. These functions are performed under the federal *Canada Health Act* (RSC 1985, c. C-6), *Adult Guardianship Act* (RSBC 1996, c. 6), the *E-Health (Personal Health Information Access and Protection of Privacy) Act* (SBC 2008, c. 38), the *Health and Social Services Delivery Improvement Act* (SBC 2002, c. 2), the *Health Professions Act* (RSBC 1996, c. 183), the *Hospital Act* (RSBC 1996, c. 200), the *Patient Care Quality Review Board Act* (SBC 2008, c. 35), the *Safety Standards Act* (SBC 2003, c. 39) and the *Society Act* (RSBC 1996, c. 433).

The active and semi-active retention periods specified in the schedule meet all administrative, legal, fiscal, and audit requirements. The final dispositions have been reviewed to ensure that records having enduring evidential and historical values are preserved.

A large majority of the records covered by this *ARCS* Supplement were created and received after the establishment of the Provincial Health Services Authority in December of 2001. However, the absorption of facilities and properties by PHSA means that building records may date back to January of 1940.

The following summary describes the records covered by this *ORCS* and identifies their retention periods and final dispositions. In this summary, records are linked to the *ORCS* by primary and secondary numbers. Please consult relevant primaries for further information.

- |    |   |    |    |    |
|----|---|----|----|----|
| 1) | <u>Policy and procedures</u><br>(secondary -00 throughout PHAS) | SO | 5y | FR |
|----|---|----|----|----|

Throughout *PHAS*, the government archives will fully retain final versions of all policies, procedures, standards and guidelines created by offices having primary responsibility for their development and approval. These records have significant evidential value for documenting the functions covered by this *ARCS* Supplement.

- |    |   |    |     |    |
|----|---|----|-----|----|
| 2) | <u>Facility and property history and legal files</u><br>(secondary 9300-40) | SO | 15y | FR |
|----|---|----|-----|----|

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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A SA FD

These records document the historical and legal evidence related to a facility or property, including key records such as blueprints and ownership.

SO: when the facility or property is disposed of or lease is terminated and property vacated, and upon expiry of applicable warranties

15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the *Limitation Act* (SBC 2012, c. 13, s. 21).

FR: The government archives will fully retain facility and property history and legal files for their significant evidential and information values. These files provide a history of specialized health facilities and properties (e.g., the BC Children's and Women's Oak Street Site) owned or leased by the PHSA. These records have value in documenting how the design and construction of these types of specialized facilities and properties have evolved over time, in response to changing health care needs.

- 3) Accreditation survey reports SO 10y FR  
(secondary 9100-30)

These records document PHSA's participation in the Accreditation Canada survey process, by which it is able to demonstrate service delivery excellence and identify opportunities for ongoing improvement.

SO: when no longer required for reference purposes

10y: The ten-year semi-active retention period allows previous accreditations to be used in preparation of future accreditation reports.

FR: The government archives will fully retain accreditation reports because they provide evidence of organizational compliance with national standards. They outline each organization's overall strengths, opportunities for improvement, and challenges and include a response by the organization to areas identified as unmet standards.

- 4) PHSA Board and Board sub-committee files SO 10y FR  
(secondary 9200-20)

These records document the meetings and annual general meetings of the PHSA Board and BC Emergency Health Services as well as PHSA Board sub-committees.

SO: when board or board sub-committee is no longer active and/or file/volume has been closed for one year

10y: The ten-year semi-active retention period is consistent with the retention period in special schedule 102906 (*Executive Records*).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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	A	SA	FD
FR: The government archives will fully retain the board and board sub-committee files because they significantly document the decisions, issues, priorities, projects, and strategic directions of the BC Emergency Health Services, the PHSA, and the specialized agencies operated by the PHSA.			
5) <u>Program wide facility and property planning</u> (secondary 9300-60)	SO	7y	FR
These records document plans which are not specific to a single facility or property, but are program wide (e.g., BC Cancer Agency) or geographical (e.g., Vancouver Island) and typically anticipate multiple facilities.			
SO: when planning file is no longer required for reference purposes			
FR: The government archives will fully retain program wide facility and property planning files for their evidential and information values. These files document the planning models and needs-analysis undertaken to identify long-term facility requirements for the delivery of health care services (e.g., cancer services). The planning files provide contextual support to the specific facility and property construction projects undertaken and compliment the facility and property history and legal files fully retained under secondary 9300-40.			
6) <u>Medical staff credentialing files</u> (secondary 9400-20)	SO	35y	DE
These records document credentialing which establishes the qualifications of medical staff (physician, dentist, midwife, scientist and researcher) and assesses their background and legitimacy, include granting and reviewing clinical privileges. Privileges allow an individual to practice in a specific department of a specific PHSA hospital or facility and is granted by that department.			
SO: when the individual is no longer providing medical services through the PHSA			
35y: The thirty-five-year semi-active retention period is based on PHSA legal counsel concerns that medical staff credentialing records may be of potential legal value in defending medical claims. The thirty-five year period is based on the possibility of a medical staff member in their final year of service working on a patient who is a newborn child. Under this scenario, and applying current ultimate limitation periods and discoverability rules in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21), patients have fifteen years to make a claim once they turn nineteen.			
7) <u>Facility and property construction project files</u> (secondary 9300-30)	SO	15y	DE
These records document the process of construction, alteration or major repairs to PHSA facilities and properties.			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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	A	SA	FD
SO: For construction projects completed on or after June 1, 2013, the SO date is when the project is complete.  For construction projects completed before June 1, 2013, the SO date is fifteen years from the date of project completion.			
15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21).			
8) <u>PHSA risk management incidents</u> (secondary 9400-40)	SO	15y	DE
These records document incidents involving Provincial Health Services Authority (PHSA) and its agencies, programs and services, including patients, staff, facilities, finances, reputation, policies, contracts, and regulatory compliance. An incident is any event which may have legal implications, including accidents, potential claims, property events, events affecting the safety and security of patients or staff, and events which pose a possible media risk.			
SO: when the incident has been resolved as indicated by the health authority insurer or, in the case of children, when the patient has reached the age of majority			
15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21). This retention period is also based on PHSA legal counsel advice.			
9) <u>PHSA Board member recruitment files</u> (secondary 9200-40)	SO	10y	DE
These records document the activities involved in recruiting individuals to serve as PHSA Board members.			
SO: when recruitment project is complete			
10y: The ten-year semi-active retention period provides a long period of time for review and research of previous recruitment projects.			
10) <u>Volunteer personnel files</u> (secondary 9400-30)	SO	10y	DE
These records document the relationship of the PHSA with a volunteer.			
SO: when no longer acting as a volunteer			



## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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	A	SA	FD
10y: The ten-year semi-active retention period provides a reasonable length of time for consultation and reactivation of the files if the volunteer returns. It is consistent with the retention period for regular employees.			
11) <u>Facility and property maintenance files</u> (secondary 9300-50)	FY	7y	DE
These records document routine maintenance, minor repairs, utilities and services in PHSA facilities and properties, whether performed by external or internal sources.			
8y: The eight-year semi-active retention period is consistent with the retention period of financial records that relate to utility and maintenance records.			
12) <u>Systems</u> The Systems Section provides descriptions of electronic systems and classifications for the records residing on them. The data on the systems are described under the appropriate primary and secondary classifications.	SO	nil	DE
Unless otherwise noted, each system will be destroyed when the records/data on it have been migrated to a new system performing the same function, or when the relevant retention schedules have elapsed, or the information has been preserved elsewhere.			
13) <u>All Other Records</u>			DE
All other records are destroyed at the end of their semi-active retention periods. The retention of these records varies depending on the nature of the records and the function performed, but does not exceed seven years. Any information from these records that has ongoing value is adequately documented under secondaries with longer retentions and/or full or selective retention appraisals within the <i>ORCS</i> or in <i>ARCS</i> , such as summary reports, policy records, executive briefing notes ( <i>ARCS</i> secondary 280-20), and annual service plan reports ( <i>ARCS</i> secondary 400-02). These records have no enduring value to government at the end of their scheduled retention periods.			

END OF EXECUTIVE SUMMARY



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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**INTRODUCTION TO THE  
PROVINCIAL HEALTH SERVICES AUTHORITY ARCS  
SUPPLEMENT**

For further information, contact your [Records Officer](#).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### 1. **General**

This introduction provides an overview of the functions and activities documented in records classified and scheduled under the *Provincial Health Services Authority Administrative Records Classification System Supplement (PHAS)*.

For general information about the purpose, organization, and elements of *ORCS* in general, and of the *Administrative Records Classification System (ARCS)*, see the *ARCS and ORCS User Guide* available on BC Government's Records Management web site at [http://www.gov.bc.ca/citz/iao/arcs/admin/arcs\\_orcs\\_user\\_guide.pdf](http://www.gov.bc.ca/citz/iao/arcs/admin/arcs_orcs_user_guide.pdf). It is designed to help you understand, interpret and use *ARCS* and *ORCS*.

For special schedules that cover records that are not covered by *ARCS* and *ORCS*, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/special\\_schedules/index.html](http://www.gov.bc.ca/citz/iao/records_mgmt/special_schedules/index.html).

For legislation, policies, and standards for managing records in the BC Government, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/policy\\_standards/](http://www.gov.bc.ca/citz/iao/records_mgmt/policy_standards/).

For tips, guides, and FAQs on related topics, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/guides/](http://www.gov.bc.ca/citz/iao/records_mgmt/guides/).

For Records Officer contact information, see [http://www.gov.bc.ca/citz/iao/records\\_mgmt/rec\\_officers/](http://www.gov.bc.ca/citz/iao/records_mgmt/rec_officers/).

### 2. **Overview of PHAS Purpose and Structure**

The administrative records covered by the *PHAS* relate to the administrative operations and services your ministry or agency provides in accordance with statute, mandate, and/or policy.

This *PHAS* has the following parts:

- Executive Summary:
  - a copy of the signed records retention and disposal authority (ARS 008) form
  - a high-level overview of the *PHAS*
- Table of Contents
- Introduction (this section)<sup>1</sup>
- Section 1 and any other numbered sections with classifications and schedules for the records covered by this *PHAS*; see part 3 below for further information
- Systems Section: contains a comprehensive listing of electronic systems relevant to this *PHAS*, with detailed descriptions where warranted, and brief descriptions where not.
- Index

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<sup>1</sup> Pre-2011 *ORCS* have "How to Use" sections instead of the Introduction. Much of the information that used to be provided in the How to Use section is now available in the [ARCS/ORCS User Guide](#) available on the Records Management web site.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

### **ARCS Supplement KEY: the Key to your ARCS Supplement Codes and Acronyms**

The following codes and acronyms are used throughout the *PHAS*; their meanings are as follows:

Office information: **OPR** = Office of Primary Responsibility

Records life cycle: **A** = Active  
**SA** = Semi-active  
**FD** = Final Disposition

Active and semi-active periods: **CY** = Calendar Year  
**FY** = Fiscal Year  
**NA** = Not Applicable  
**SO** = Superseded or Obsolete  
**w** = week  
**m** = month  
**y** = year

Final dispositions: **DE** = Destruction  
**FR** = Full Retention  
**SR** = Selective Retention  
**OD** = Other Disposition

Special flags: **FOI** = Freedom of Information/Privacy  
**PIB** = Personal Information Bank  
**VR** = Vital Records

For further explanation of terms, see the [ARCS and ORCS User Guide](#).

### **3. The Functions and Activities Covered by PHAS**

<b>Section Number</b>	<b>Primary Numbers</b>	<b>Section Title</b>
Section 1	9000 - 9999	PROVINCIAL HEALTH SERVICES AUTHORITY ARCS SUPPLEMENT

Covers records relating to the administrative functions and activities that are unique to the Provincial Health Services Authority (PHSA), and therefore not covered by the *Administrative Records Classification System (ARCS)* or *Operational Records Classification Systems (ORCS)* of central shared services agencies. This includes records relating to the process of becoming an accredited health care organization with Accreditation Canada; PHSA Board of Directors meetings management; facilities construction and management; quality and risk management; and medical staff credentialization.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

---

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### 4. Legal Authority of PHAS

Under provisions of the *Document Disposal Act* (RSBC 1996, c. 99), *PHAS* has been reviewed and endorsed by the following authorities:

- government archivists
- your executive
- the Public Documents Committee
- the Select Standing Committee on Public Accounts

Upon approval by the Legislative Assembly, *PHAS* has statutory authority governing the retention and disposition of the records that it covers.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### SECTION 1

#### PROVINCIAL HEALTH SERVICES AUTHORITY

#### ARCS SUPPLEMENT

#### PRIMARY NUMBERS

9000 - 9999

Section 1 covers records relating to administrative functions and activities that are unique to the Provincial Health Services Authority (PHSA), and therefore are not covered by the *Administrative Records Classification System (ARCS)*, the *Human Resources ARCS Supplement (HRAS)* or the *Operational Records Classification Systems (ORCS)* of central shared services agencies such as Integrated Workplace Solutions (IWS), formerly Accommodation and Real Estate Services (ARES), and the BC Public Service Agency (PSA).

This includes records relating to the process of becoming an accredited health care organization with Accreditation Canada; PHSA Board of Directors meetings management; facilities construction and management; quality and risk management; and medical staff credentialization.

Legislation that directly affects or influences the *PHAS ARCS Supplement* functions includes the federal *Canada Health Act* (RSC 1985, c. C-6), *Adult Guardianship Act* (RSBC 1996, c. 6), the *E-Health (Personal Health Information Access and Protection of Privacy) Act* (SBC 2008, c. 38), the *Health and Social Services Delivery Improvement Act* (SBC 2002, c. 2), the *Health Professions Act* (RSBC 1996, c. 183), the *Hospital Act* (RSBC 1996, c. 200), the *Patient Care Quality Review Board Act* (SBC 2008, c. 35), the *Safety Standards Act* (SBC 2003, c. 39) and the *Society Act* (RSBC 1996, c. 433).

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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### SECTION 1 TABLE OF CONTENTS

#### PROVINCIAL HEALTH SERVICES AUTHORITY ARCS SUPPLEMENT

9000 - 9999

9000	PROVINCIAL HEALTH SERVICES AUTHORITY ARCS SUPPLEMENT - GENERAL
9100	ACCREDITATION
9200	BOARD OF DIRECTORS
9300	FACILITIES AND PROPERTIES
9400	MEDICAL STAFF AND VOLUNTEERS
9500	RISK MANAGEMENT



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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**9000 PROVINCIAL HEALTH SERVICES AUTHORITY ARCS SUPPLEMENT - GENERAL**

Records not shown elsewhere in the *Provincial Health Services Authority (PHSA) ARCS Supplement* section which relate generally to the process of becoming an accredited health care organization with Accreditation Canada; PHSA Board of Directors meetings management; facilities construction and management; quality and risk management; and medical staff credentialization.

NOTE: Only records that cannot be classified in a more specific primary or secondary may be classified under this primary.

The ministry OPR is Provincial Health Services Authority unless otherwise noted below. See specific secondaries for OPR retention schedules.

	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00 Policy and procedures</b>	SO	5y	FR

FR = Throughout this section, the government archives will fully retain all policy and procedure files created by offices having primary responsibility for policy and procedure development and approval. These records have evidential value.

---

<b>-01 General</b>	CY	2y	DE
--------------------	----	----	----

NOTE: Throughout this section, this secondary covers miscellaneous records that relate to the primary but do not document decisions and actions, and do not relate to topics that warrant specific classifications.

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END OF PRIMARY

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

**9100 ACCREDITATION**

Records relating to the Accreditation Canada surveys conducted at the Provincial Health Services Authority (PHSA) and its agencies. Accreditation is a nationally recognized evaluation process to assess how health care organizations meet national standards for quality and safety of patient care. By participating in the Accreditation Canada survey process, PHSA is able to demonstrate service delivery excellence and identify opportunities for ongoing improvement. Accreditation is voluntary; however, organizations such as the College of Physicians and Surgeons of BC require agencies designated as teaching facilities to be accredited.

The ministry OPR is Quality, Safety & Outcome Improvement unless otherwise noted below. See specific secondaries for OPR retention schedules.

	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00 Policy and procedures</b>	SO	5y	FR
<b>-01 General</b>	CY	2y	DE
<b>-20 Accreditation report working papers</b> (arrange by type of accreditation and year)	SO	2y	DE
SO: when the final accreditation survey report has been received by PHSA or its agency			
<b>-30 Accreditation survey reports</b> (arrange by type of accreditation and year) (also covers responses to the report by PHSA, recommendations, evaluations and presentations)	SO	10y	FR
SO: when no longer required for reference purposes			
10y: The ten-year semi-active retention period allows previous accreditations to be used in preparation of future accreditation reports.			
FR: The government archives will fully retain accreditation reports because they provide evidence of organizational compliance with national standards. They outline each organization's overall strengths, opportunities for improvement, and challenges and include a response by the organization to areas identified as unmet standards.			

END OF PRIMARY

[Key to ARCS/ORCS Codes and Acronyms](#)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

**9200 BOARD OF DIRECTORS**

Records relating to the establishment, organization, meetings and annual general meetings of the PHSA Board and BC Emergency Health Services as well as PHSA Board sub-committees (e.g., Research, Governance and Human Resources, Finance, Audit, and Quality and Access) and agencies (BC Cancer Agency Branch, BC Centre for Disease Control and Prevention Society Branch, BC Mental Health Society Branch, BC Transplant Society Branch, and Children and Women's Health Centre of British Columbia Branch). It does not cover any other boards of hospitals or agencies that report to the PHSA. Agencies of the PHSA which do not have boards report through senior management and as such are included in the regular business of the PHSA Board.

This primary also covers PHSA Board member files. PHSA Board sub-committee members do not require individual files.

For associations, clubs, and societies, see ARCS primary 160.  
For other boards and committees, see ARCS secondary 200-20.

The ministry OPR is Provincial Health Services Authority unless otherwise noted below. See specific secondaries for OPR retention schedules.

	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00 Policy and procedures</b>	SO	5y	FR
<b>-01 General</b>	CY	2y	DE
<b>-20 PHSA Board and Board sub-committee files</b> (arrange by board meeting date) (includes minutes, agenda packages and reports) (also covers BC Emergency Health Services Board minutes)	SO	10y	FR
SO: when board or board sub-committee is no longer active and/or file/volume has been closed for one year			
10y: The ten-year semi-active retention period is consistent with the retention period in special schedule 102906 ( <i>Executive Records</i> ).			
FR: The government archives will fully retain the board and board sub-committee files because they significantly document the decisions, issues, priorities, projects, and strategic directions of the BC Emergency Health Services, the PHSA, and the specialized agencies operated by the PHSA.			

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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<b>9200</b>	<b>BOARD OF DIRECTORS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
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PIB	<b>-30 PHSA Board member files</b>	SO	5y	DE
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(arrange by board member)  
(includes oaths, declarations, indemnity forms, copies of ministerial orders, biographical sketches and profiles)  
(also covers board appointments by ministerial order)  
(does not cover sub-committee board members)

SO: when the individual is no longer a board member

DE: Board appointment files have been appraised for destruction because ministerial orders are fully retained by the government archives under the *Order in Council Administration ORCS* (schedule 107559).

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	<b>-40 PHSA Board member recruitment files</b>	SO	10y	DE
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(arrange by recruitment project)  
(includes qualifications, applications, résumés, reference checks, assessment notes, and correspondence)

SO: when recruitment project is complete

10y: The ten-year semi-active retention period provides a sufficient period of time for review and research of previous recruitment projects.

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END OF PRIMARY

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

**9300 FACILITIES AND PROPERTIES**

Records relating to the planning, building, alteration and maintenance of Provincial Health Services Authority (PHSA) buildings and properties. This primary also covers the management of facilities leased by the PHSA, with the exception of Shared Services BC (formerly ARES) facilities. Section 16 of the *Hospital Act* (RSBC 1996, c. 200) requires proper planning with regards to licensed hospitals. Blueprints, drawings and plans are maintained in ARCHIBUS Space Inventory & Performance application.

- For the ARCHIBUS, see the Systems Section.
- For building and property directories and lists, see ARCS secondary 100-05.
- For contaminated sites, see ARCS secondary 525-45.
- For emergency response manuals, see ARCS secondary 275-02.
- For lease agreements, see ARCS secondary 525-50.
- For leased Shared Services BC facilities, see ARCS secondaries 525-30 and 545-20.
- For OSH inspections, see *Human Resources ARCS Supplement*, Schedule 206270, secondary 7560-06.
- For the purchase or sale of buildings and properties, see ARCS secondary 525-60.
- For security and security incidents, see ARCS primary 470.
- For ARCHIBUS, see the System Section.

The ministry OPR is the Facilities Management unless otherwise noted below. See specific secondaries for OPR retention schedules.

	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00 Policy and procedures</b>	SO	5y	FR
<b>-01 General</b>	FY	2y	DE
<b>-02 Emergency drills</b> (arrange by facility)	FY	2y	DE
NOTE: Section 4.14(3) of the <i>Occupational Health And Safety Regulation</i> (BC Reg. 296/97) of the <i>Workers Compensation Act</i> (RSBC 1996, c. 492) requires the maintenance of an annual record of emergency drills.			
<b>-20 ARCHIBUS data</b> (covers space inventory data in ARCHIBUS)	SO	nil	DE

SO: when space inventory data is superseded or obsolete

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

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<b>9300</b>	<b>FACILITIES AND PROPERTIES</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	<b>-30 Facility and property construction project management</b> (arrange by facility or property, then project) (includes committee minutes and working drafts) (also covers projects such as alterations and major repairs)	SO	2y	DE
	SO: when the construction project is complete			
	NOTE: This secondary covers those records which are only of short term value in managing the progress of a construction project. See -40 for the classification of longer term records.			
VR	<b>-40 Facility and property construction project files</b> (arrange by facility or property, then by project) (includes copies of building permits, contracts, agreements, reports, tender documents and change orders) (also covers projects such as alterations and major repairs)	SO	15y	DE
	SO: For construction projects completed on or after June 1, 2013, the SO date is when the project is complete.  For construction projects completed before June 1, 2013, the SO date is fifteen years from the date of project completion.			
	15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21).			
	NOTE: At the conclusion of a project, move substantive historical and legal records to secondary -50 (see the -40 "includes" statement for a list of examples).			
	NOTE: The SO rationale is based on the transition rules between the old and new <i>Limitation Acts</i> .			

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

9300	FACILITIES AND PROPERTIES	A	SA	FD
VR	<p><b>-50 Facility and property history and legal files</b>                      (arrange by facility or property)                      (includes building and occupancy permits, building code and safety inspections, site plans [legal surveys, rights of way, and easements], hazardous materials documentation, master program/plan, blueprints, design/specification manuals, issues for construction, and as-built plans, including electrical, mechanical, civil, landscape, structural and architectural plans)</p> <p>SO: when the facility or property is disposed of or lease is terminated and property vacated, and upon expiry of applicable warranties</p> <p>15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21).</p> <p>FR: The government archives will fully retain facility and property history and legal files for their significant evidential and information values. These files provide a history of specialized health facilities and properties (e.g., the BC Children’s and Women’s Oak Street Site) owned or leased by the PHSA. These records have value in documenting how the design and construction of these types of specialized facilities and properties have evolved over time, in response to changing health care needs.</p>	SO	15y	FR
	<p><b>-60 Facility and property maintenance files</b>                      (arrange by facility or property)                      (includes boiler/physical plant log books, reports from external sources and copies of contracts)                      (also covers routine maintenance, minor repairs, utilities and services, whether performed by external or internal sources)</p> <p>8y: The eight-year semi-active retention period is consistent with the retention period of financial records that relate to utility and maintenance records and vice versa.</p> <p>NOTE: For maintenance of equipment, see <i>ARCS</i> secondary 700-02.</p>	FY	7y	DE

(continued)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

<b>9300</b>	<b>FACILITIES AND PROPERTIES</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	<b>-60 Facility and property maintenance files</b> (continued)	FY	7y	DE

NOTE: Facility and property maintenance files include records relating to utilities and waste disposal services such as air conditioning, ventilation and heating, garbage disposal, compost, recycling, shredding, fire alarm systems, gas, lighting and electrical systems, and water and plumbing. The installation of such systems is covered by secondaries -20 and -30.

	<b>-70 Program wide facility and property planning</b> (arrange by planning project)	SO	7y	FR
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SO: when planning file is no longer required for reference purposes

7y: The seven-year semi-active retention period provides a reasonable period of time for review and research of previous program wide facility and property planning projects.

FR: The government archives will fully retain program wide facility and property planning files for their evidential and information values. These files document the planning models and needs-analysis undertaken to identify long-term facility requirements for the delivery of health care services (e.g., cancer services). The planning files provide contextual support to the specific facility and property construction projects undertaken and compliment the facility and property history and legal files fully retained under secondary 9300-50.

NOTE: This secondary covers plans which are not specific to a single facility or property, but are program wide (e.g., BC Cancer Agency) or geographical (e.g., Vancouver Island) and typically anticipate multiple facilities.

END OF PRIMARY



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

**9400 MEDICAL STAFF AND VOLUNTEERS**

Records relating to managing volunteers and the credentialing of medical staff. Credentialing establishes the qualifications of medical staff (physician, dentist, midwife, scientist and researcher) and assesses their background and legitimacy, include granting and reviewing clinical privileges. Privileges allow an individual to practice in a specific department of a specific PHSA hospital or facility and is granted by that department. Medical staff credentialing is managed by the Medical Affairs Provider System (MAPS).

Legislation that necessitates or influences the retention of credentialing records includes the *Adult Guardianship Act* (RSBC 1996, c. 6), the federal *Canada Health Act* (RSC 1985, c. C-6), the *E-Health (Personal Health Information Access and Protection of Privacy) Act* (SBC 2008, c. 38), the *Health and Social Services Delivery Improvement Act* (SBC 2002, c. 2), the *Health Professions Act* (RSBC 1996, c. 183), the *Hospital Act* (RSBC 1996, c. 200), the *Patient Care Quality Review Board Act* (SBC 2008, c. 35), and the *Safety Standards Act* (SBC 2003, c. 39).

This primary also covers the "personnel" files related to volunteers.

For MAPS, see the Systems Section.

The ministry OPR is the Provincial Health Services Authority unless otherwise noted below. See specific secondaries for OPR retention schedules.

		<b>A</b>	<b>SA</b>	<b>FD</b>
	All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00</b>	<b>Policy and procedures</b>	SO	5y	FR
<b>-01</b>	<b>General</b>	CY	2y	DE
PIB VR	<b>-20 Medical staff credentialing files</b> (arrange by surname) (includes curriculum vitae (CV), professional education proofs, professional history, reference form, application, malpractice insurance, checklists of due diligence, certificate of professional conduct, licenses, notifications, letters, and hearings and delineation of annual privileges) (also covers data in MAPS)	SO	35y	DE
	OPR: Medical Affairs			
	SO: when the individual is no longer providing medical services through the PHSA			

(continued)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

<b>9400</b>	<b>MEDICAL STAFF AND VOLUNTEERS</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
PIB VR	<b>-20 Medical staff credentialing files</b> (continued)  35y: The thirty-five-year semi-active retention period is based on PHSA legal counsel concerns that medical staff credentialing records may be of potential legal value in defending medical claims. The thirty-five year period is based on the possibility of a medical staff member in their final year of service working on a patient who is a newborn child. Under this scenario, and applying current ultimate limitation periods and discoverability rules in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21), patients have fifteen years to make a claim once they turn nineteen.	SO	35y	DE
PIB	<b>-30 Volunteer personnel files</b> (arrange by surname)  SO: when no longer acting as a volunteer  10y: The ten-year semi-active retention period provides a reasonable length of time for consultation and reactivation of the files if the volunteer returns. It is consistent with the retention period for regular employees.  NOTE: These files may include a volunteer's application and/or résumé, personal and emergency contact information, performance evaluations, training certificates, awards, criminal record checks and consent forms, and letters of recommendation, complaint, resignation and suspension.	SO	10y	DE

END OF PRIMARY

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

**9500 RISK MANAGEMENT**

Records relating to providing risk management advice and managing the risk associated with incidents involving Provincial Health Services Authority (PHSA) and its agencies, programs and services, including patients, staff, facilities, finances, reputation, policies, contracts, and regulatory compliance. An incident is any event which may have legal implications, including accidents, potential claims, property events, events affecting the safety and security of patients or staff, and events which pose a possible media risk. All risk management incidents are tracked using the British Columbia Patient Safety Learning System (BC PSLS).

This primary also covers quality and risk management projects, including responses to quality improvement recommendations and risk assessments.

Legislation that necessitates or influences the retention of quality and risk management records includes the *E-Health (Personal Health Information Access and Protection of Privacy) Act* (SBC 2008, c. 38), the *Health and Social Services Delivery Improvement Act* (SBC 2002, c. 2), the *Patient Care Quality Review Board Act* (SBC 2008, c. 35), and the *Safety Standards Act* (SBC 2003, c. 39).

For the BC PSLS, see the Systems Section.

The ministry OPR is the Quality, Safety & Outcome Improvement unless otherwise noted below. See specific secondaries for OPR retention schedules.

	<b>A</b>	<b>SA</b>	<b>FD</b>
All non-OPR offices will retain these records for:	<u>SO</u>	<u>nil</u>	<u>DE</u>
<b>-00 Policy and procedures</b>	SO	5y	FR
<b>-01 General</b>	CY	2y	DE
<b>-20 PHSA quality and risk management projects</b> (arrange by project) (also covers data in BC PSLS, quality and risk analysis, reporting and recommendations)	SO	7y	DE
SO:	when the project is completed, cancelled, or abandoned; and when no longer required for reference purposes		
7y:	The seven-year semi-active retention period provides a reasonable period of time for review and research of previous quality and risk management projects.		

(continued)

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

This records schedule is approved in accordance with the *Document Disposal Act* (RSBC 1996, c. 99) and constitutes authority for retention and disposition of the records it covers. Consult your Records Officer.

<b>9500</b>	<b>RISK MANAGEMENT</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
<b>-20</b>	<b>PHSA quality and risk management projects</b> (continued)	SO	7y	DE
	DE: These records have been appraised for destruction as significant quality and risk management project outcomes are adequately documented in the records of the Quality and Access Board Sub-Committee files, which are fully retained, and under special schedule 102906 ( <i>Executive Records</i> ), which are selectively retained.			
PIB	<b>-30 PHSA risk management advice and issues</b> (arrange by department, issue or name of patient) (also covers safety alerts)	SO	2y	DE
	SO: when the issue is no longer relevant and the file is no longer required for legal or reference purposes; in the case of risk management advice related to a patient, according to PHSA legal counsel advice, the file should be kept for a minimum of fifteen years			
PIB	<b>-40 PHSA risk management incidents</b> (arrange by name of incident or patient) (includes reports, forms, minutes and notes) (also covers inquests, complaints, investigations and resolution of some claims [see NOTE below]) (also covers data in BC PSLs)	SO	15y	DE
	SO: when the incident has been resolved as indicated by the health authority insurer or, in the case of children, when the patient has reached the age of majority			
	15y: The fifteen-year semi-active retention period is based on the possible need to pursue legal action against a contractor or to defend against a claim or lawsuit and, as such, is consistent with the ultimate limitation period in the <i>Limitation Act</i> (SBC 2012, c. 13, s. 21). This retention period is also based on PHSA legal counsel advice.			
	NOTE: If a complaint is made specifically against an employee, there may also be a file under the <i>Human Resources ARCS Supplement</i> , Schedule 206270, secondary 7480-30.			

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<b>9500</b>	<b>RISK MANAGEMENT</b>	<b>A</b>	<b>SA</b>	<b>FD</b>
	<b>-50 PHSA risk management incidents research data</b>	SO	Nil	DE

SO: when the PHSA no longer needs to track patient incident research data

NOTE: The data covered by this secondary has been "de-identified" (i.e., there is no personal information or names in this data). See BC PSLs in the Systems Section for more information.

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END OF PRIMARY

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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*PROVINCIAL HEALTH SERVICES AUTHORITY*

*ARCS SUPPLEMENT*

**SYSTEMS SECTION TABLE OF CONTENTS**

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SYSTEMS SECTION: COMMON SYSTEM NOTES

#### Retention Schedules for the Systems

The data on the systems are classified under appropriate secondaries in the *ORCS* and in *Administrative Records Classification System (ARCS)*, as indicated in the following descriptions. The systems themselves are all scheduled as follows:

Active	SO =	The system becomes superseded and obsolete when all data have been migrated to another system or documented elsewhere, or when all applicable retention schedules for the data have expired; see relevant classifications.
Semi-Active	nil =	There is no semi-active retention period assigned to systems.
Final Disposition	DE =	Each system will be destroyed when all data has been migrated to a new system performing the same function, or when the function it supports is no longer performed by the provincial government, and when the approved retention schedules covering the information on it have elapsed, or the information has been preserved elsewhere. For more information, see DE appraisal notes under the secondaries that cover the data.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### ARCHIBUS Space Inventory & Performance (ARCHIBUS)

#### SYSTEM OVERVIEW

##### **Creating Agency**

Provincial Health Services Authority (PHSA)  
Facilities Management

##### **Purpose**

The purpose of ARCHIBUS is to provide an integrated Web-based solution for creating, managing, and reporting on space inventory. With this application, managers can plan effectively for current and future space needs across the organization, increasing work efficiency by co-locating departments and identifying opportunities for consolidation.

##### **Information Content**

ARCHIBUS contains building data (e.g., address, dates, name, property code, contact person and comments), space data (e.g., spatial layout, floor area, vertical penetrations, service areas, floors and rooms), departmental data (e.g., name, code, location within the building, and occupied area) and it stores electronic files (e.g., plans, drawings and blueprints).

##### **Inputs, Processes, and Outputs**

###### **Inputs**

Facilities staff input data based on building specifications, blueprints and plans. Staff also upload plans, drawings and blueprints as well as other facility related documentation as needed.

###### **Processes**

ARCHIBUS calculates floor space, vertical space requirements and space usage. It can also calculate work space chargebacks.

###### **Outputs**

ARCHIBUS provides department managers with self-service access for up-to-date inventory reports, including floor plans. It also provides access to the plans, drawings and blueprints. ARCHIBUS data may also be used for other analysis, planning and facilities needs (e.g., security, emergency response and maintenance).



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**ARCHIBUS Space Inventory & Performance (ARCHIBUS)****Classifications of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
<b>Data in the System</b>					
ARCS	510-06	Space inventory and allocation	SO	nil	DE
143419	9300-20	ARCHIBUS data	SO	nil	DE
<b>Inputs</b>					
ARCS	510-03	Building floor plans and drawings	SO	nil	DE
ARCS	510-06	Space inventory and allocation	SO	nil	DE
ARCS	510-20	Organizational moves and space transfers	SO	2y	DE
143419	9300-40	Facility and property construction project files	SO	15y	DE
143419	9300-50	Facility and property history and legal files	SO	15y	FR
<b>Outputs</b>					
ARCS	510-03	Building floor plans and drawings	SO	nil	DE
ARCS	510-06	Space inventory and allocation	SO	nil	DE
ARCS	510-20	Organizational moves and space transfers	SO	2y	DE
143419	9300-40	Facility and property construction project files	SO	15y	DE
143419	9300-50	Facility and property history and legal files	SO	15y	FR
143419	9300-60	Facility and property maintenance files	FY	7y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6 102902	secondaries	special schedule ( <i>Transitory Electronic Data Processing (EDP) Records</i> )	SO	nil	DE

Schedule Code Key: ARCS = Administrative Records Classification System, schedule 100001

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### **British Columbia Patient Safety and Learning System (BC PSLS)**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Provincial Health Services Authority (PHSA)

##### **Purpose**

The purpose of BC PSLS is to make healthcare safer through shared learning and continuous system improvement ([www.bcBCPSLS.ca](http://www.bcBCPSLS.ca)). BC PSLS is a web-based tool that helps healthcare providers, leaders, and others collect and analyze information crucial for patient safety and quality improvement.

It consists of several modules which assist with the management of various aspects of quality and risk management. Although BC PSLS is in use across all BC health authorities in all care settings, not all modules are used by all authorities. Each authority is only able to access its own data.

##### **MODULES**

The Safety Events module helps identify, follow-up on, and learn more about adverse events such as near misses, safety hazards and critical incidents. Leaders are automatically notified when a safety event is reported and reporters receive an email notification after they submit the report form, if they choose to provide their contact information.

The Complaints module is designed to meet the specific requirements of the *Patient Care Quality Review Board Act* (SBC 2008, c.35). It allows Patient Care Quality Officers to respond to, track, and report on how they are managing complaints.

The Claims module supports health authority Risk Managers with handling risk and liability issues for their health authority and for communicating with the Health Care Protection Program (HCPP). It facilitates the timely response, workflow and tracking of actual and potential claims against a health authority.

The Recommendations module supports the management of recommendations and review processes arising from a specific event and its formal event review. It is able to track the changes recommended.

The Safety Alerts module is used by health authorities to distribute communications about alerts or recalls for products, drugs, and devices and other practice advisory information. It uses response tracking when an action is required. It is able to link to other BC PSLS modules to create an alerting and response system to promote accountability and close the loop on addressing system problems. [This module is not used by the PHSA.]

The Inquests module tracks, processes and captures findings and recommendations arising from Coroner's inquiries. [This module is not used by PHSA.]

The Risk Register module brings together high level strategic and operational risks identified through other BC PSLS modules and from other sources so they can be assessed, addressed and monitored. [This module is not used by the PHSA.]

##### **Information Content**

Depending on the module, BC PSLS contains incident data (e.g., dates, agency, facility, location, incident and description and notes) about events and complaints; data about the reporter/complainant (e.g., anonymous or not, program, role, notes, name and contact information); investigation data (e.g., dates, record metadata and status, location of care, and problems identified); actions taken data (e.g., type, priority, dates, description, and response); claims data (e.g., dates, handler, insurer, status, outcome, and

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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description); and recommendations data (e.g., dates of review, assignment and completion of recommendations, contributing factors, and recommended actions).

The Safety Events, Complaints, Claims and Inquests modules contain patient information (e.g., name, Personal Health Numbers, limited medical information, age, gender, and contact information). When the retention periods for Safety Events and Complaints expires (9500-30), the data in BC PSLs will be "de-identified" (i.e., any personally identifying data is permanently deleted) and any remaining data in these modules will be considered classified under 9500-90.

### **Inputs, Processes, and Outputs**

#### **Inputs**

Leaders, reporters and other staff input data based either on personal, first-hand involvement or gathered from reports, patient files, or other sources. Front-line staff do not have access to data once they have submitted a report of a safety event. Authorized leaders can log in to BC PSLs to access and add data based on their user permissions.

#### **Processes**

The BC PSLs workflow processing assists with follow up activities in the various modules. Authorized leaders can assign tasks, track the status and report about changes and improvements.

#### **Outputs**

Through the BC PSLs My Reports function, authorized staff can access a selection of reports templates (e.g., Aggregate Summary Reports and Safety Listing Reports). Ad hoc searching and reporting for particular information is also possible. Reports built using My Reports may include identifiable patient data.

Other tools are also used to build monthly and quarterly "dashboard" and larger ad hoc aggregated reports. Data used for these reports are always "de-identified".

### **Historical Note**

BC PSLs was implemented in February of 2008. The majority of information within it begins in 2007 with some legacy information preceding this. As of April 2013, it holds over 500,000 records in the Safety Events module with the addition of approximately 300 per day from across the province. The number of records in the Safety Events module belonging to PHSA is approximately 53,500 with additional records in other modules for a total of approximately 60,000 records.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### British Columbia Patient Safety and Learning System (BC PLS)

#### Classifications of Records that Relate to the System

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
<b>Data in the System</b>					
ARCS	350-20	Legal files	SO+1y	nil	SR
143419	9500-20	PHSA quality and risk management projects	SO	7y	SR
143419	9500-40	PHSA risk management incidents	SO	15y	DE
143419	9500-50	PHSA risk management incidents research data	SO	nil	DE
<b>Inputs</b>					
ARCS	350-20	Legal files	SO+1y	nil	SR
143419	9500-20	PHSA quality and risk management projects	SO	7y	SR
143419	9500-40	PHSA risk management incidents	SO	15y	DE
<b>Outputs</b>					
ARCS	350-20	Legal files	SO+1y	nil	SR
ARCS	400-02	Final annual reports	SO	nil	FR
ARCS	440-20	Reports and statistics	CY+1y	nil	DE
143419	9500-20	PHSA quality and risk management projects	SO	7y	SR
143419	9500-30	PHSA risk management advice and issues	SO	2y	DE
143419	9500-40	PHSA risk management incidents	SO	15y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6 102902	secondaries	special schedule ( <i>Transitory Electronic Data Processing (EDP) Records</i> )	SO	nil	DE

Schedule Code Key: ARCS = Administrative Records Classification System, schedule 100001

END OF OVERVIEW

## **OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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### **Medical Affairs Provider System (MAPS)**

#### **SYSTEM OVERVIEW**

##### **Creating Agency**

Provincial Health Services Authority (PHSA)

##### **Purpose**

The purpose of MAPS is to hold and manage credentialing and privileging information and documentation for medical staff (aka provider) in Provincial Health Services Authority (PHSA).

##### **Information Content**

MAPS contains provider information (e.g., name, status, identifiers, images, notes, demographics [country, gender, birth date, etc.], languages, malpractice insurance, and various contact data), credentialing information (e.g., credentials, academic appointments and roles, expertise types and details), privileging information (e.g., agency, site, department, status, headship, dates, types, conditions, and procedural privileges and limitations) and disciplinary actions.

##### **Inputs, Processes, and Outputs**

###### **Inputs**

PHSA staff enter all data into MAPS. Documents may be uploaded and stored in MAPS.

###### **Processes**

MAPS automatically alerts medical staff of the need to reapply or renew their medical staff appointment with an annual email.

###### **Outputs**

Ad hoc reports are created using data extracted and then manipulated using a tool such as Crystal Reports.

##### **Historical Note**

MAPS was implemented in February of 2006.

**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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**Medical Affairs Provider System (MAPS)**

**Classifications of Records that Relate to the System**

Schedule Code	Secondary No.	Secondary Title	Retention Schedule		
			A	SA	FD
<b>Data in the System</b>					
143419	9400-20	Medical staff credentialing files	SO	35y	DE
<b>Inputs</b>					
143419	9400-20	Medical staff credentialing files	SO	35y	DE
<b>Outputs</b>					
143419	9500-30	PHSA risk management incidents	SO	15y	DE
<b>Other Related Records</b>					
ARCS	6820-05	Back-up data	SO	nil	DE
ARCS	see appropriate	INFORMATION TECHNOLOGY			
Section 6	secondaries				
102902		special schedule ( <i>Transitory Electronic Data Processing (EDP) Records</i> )	SO	nil	DE

Schedule Code Key: ARCS = *Administrative Records Classification System*, schedule 100001

END OF OVERVIEW

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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SUBJECT HEADINGS

PRIMARY NUMBERS

*PROVINCIAL HEALTH SERVICES AUTHORITY*

*ARCS SUPPLEMENT*

### INDEX

This index is an alphabetical guide to *ORCS* subject headings and relevant primary number(s).

Use this index in the following ways:

- to locate the correct primary number to classify documents;
- to retrieve, by subject, documents which have been classified and filed; and
- to access the contents of your *ORCS*.

This index contains an alphabetical listing of:

- all keywords from primary titles;
- all keywords from secondary titles;
- keywords from primary scope notes;
- common synonyms for indexed keywords; and
- common abbreviations.

#### Cross-references:

"See" references indicate that the subject heading sought is indexed under an alternate entry (a more appropriate keyword, a full or official name, etc.).

"See also" references are used when additional information can be found in another entry.

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
- A -	
ACCREDITATION	9100
ADVICE, RISK MANAGEMENT	9500
AGREEMENTS	
- lease	ARCS 525
- other	ARCS 146
ALTERATIONS, FACILITIES AND PROPERTIES	9300
ARCHIBUS	9300
AS-BUILT PLANS, FACILITY AND PROPERTY	9300
- B -	
BC PSLs (BRITISH COLUMBIA PATIENT SAFETY AND LEARNING SYSTEM)	9500
BLUEPRINTS	9300
BOARD OF DIRECTORS	9200
BOARD SUB-COMMITTEES	9200
BOILER/PHYSICAL PLANT LOG BOOKS	9300
BRITISH COLUMBIA PATIENT SAFETY AND LEARNING SYSTEM (BC PSLs)	9500
BUILDING, FACILITIES AND PROPERTIES	9300
- C -	
CERTIFICATE OF PROFESSIONAL CONDUCT	9400
CLAIMS	
- requiring litigation	ARCS 350
- risk management	9500
COMMITTEES	
- BC Emergency Health Services Board	9200
- Facilities and property construction	9300
- PHSA Board	9200
COMPLAINTS, RISK MANAGEMENT	9500
CONTAMINATED SITES	ARCS 525

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[Key to ARCS/ORCS Codes and Acronyms](#)



**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
CREDENTIALS, MEDICAL STAFF	9400
- Medical Affairs Provider System (MAPS)	9400
- D -	
DESIGN/SPECIFICATION MANUALS, FACILITY AND PROPERTY	9300
- E -	
EDUCATION, PROOF OF PROFESSIONAL	9400
EMERGENCY	
- drills	9300
- response manuals	ARCS 275
EVALUATIONS, ACCREDITATION	9100
- F -	
FACILITY AND PROPERTY CONSTRUCTION	9300
- contaminated sites	ARCS 525
- emergency response manuals	ARCS 275
- purchase or sale of buildings and properties	ARCS 525
- G -	
GUIDELINES (See POLICIES)	
- H -	
HEARINGS OF PRIVILEGE	9400
HISTORY FILES, FACILITY AND PROPERTY	9300
- I -	
INCIDENTS	
- risk management	9500
- security	ARCS 470
INSPECTIONS	
- building	9300
- Occupational Safety and Health	HRAS ARCS 7560

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**OPERATIONAL RECORDS CLASSIFICATION SYSTEM**

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
INVESTIGATIONS, RISK MANAGEMENT	9500
ISSUE MANAGEMENT, RISK	9500
- J -	
- K -	
- L -	
LEASE AGREEMENTS	ARCS 525
LIBRARY MATERIALS	ARCS 358-20
- M -	
MAINTENANCE, FACILITIES AND PROPERTIES	9300
MAPS (MEDICAL AFFAIRS PROVIDER SYSTEM)	9400
MEDICAL AFFAIRS PROVIDER SYSTEM (MAPS)	9400
MEDICAL STAFF CREDENTIALING	9400
- N -	
- O -	
OCCUPANCY PERMITS, FACILITY AND PROPERTY	9300
OCCUPATIONAL SAFETY AND HEALTH (OSH) INSPECTIONS	HRAS ARCS 7560
- P -	
PERSONNEL, VOLUNTEER	9400
PLANNING	
- facility construction	9300
- program wide facility and property	9300-70
POLICIES (see secondary -00 throughout <i>ARCS Supplement</i> )	

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## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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<u>SUBJECT HEADINGS</u>	<u>PRIMARY NUMBERS</u>
PRESENTATIONS, ACCREDITATION	9100
PRIVILEGE, HEARINGS OF	9400
PROCEDURES (see secondary -00 throughout <i>ARCS Supplement</i> )	
PROFESSIONAL CONDUCT, CERTIFICATE OF	9400
PROFESSIONAL EDUCATION PROOFS	9400
PROJECTS	
- facility and property	9300
- risk management	9500
PURCHASE OR SALE, FACILITIES AND PROPERTIES	<i>ARCS 525</i>
- Q -	
QUALITY MANAGEMENT (See RISK MANAGEMENT)	9500
- R -	
RECOMMENDATIONS	
- accreditation	9100
- risk management	9500
RECRUITMENT, BOARD MEMBERS	9200
REFERENCE MATERIALS	<i>ARCS 358-20</i>
REPAIRS, FACILITY AND PROPERTY	9300
REPORTS	
- accreditation	9100
- risk management	9500
RISK MANAGEMENT	9500
- claims requiring litigation	<i>ARCS 350</i>
- S -	
SECURITY	
- incidents	<i>ARCS 470</i>
STANDARDS (See POLICIES)	

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[Key to ARCS/ORCS Codes and Acronyms](#)

## OPERATIONAL RECORDS CLASSIFICATION SYSTEM

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### SUBJECT HEADINGS

### PRIMARY NUMBERS

- T -

TEMPLATES (See POLICIES)

- U -

UTILITIES, FACILITY AND PROPERTY

9300

- V -

VOLUNTEER PERSONNEL FILES

9400

- W -

WASTE DISPOSAL SERVICES, FACILITY AND PROPERTY

9300

- X -

- Y -

- Z -