



Providence Health Care Launch - Final Report
August 2025

Acknowledgements

SWITCH BC humbly and respectfully acknowledges the unceded, traditional lands of approximately 200 distinct First Nations in British Columbia. We further acknowledge the profound harms of colonialization on First Nations, Inuit and Métis peoples, and the ongoing, intergenerational trauma people are living with today.

In our work and in our lives, we are committed to listening and learning, to truth and reconciliation, and to finding better ways of being on this land.

About SWITCH BC

SWITCH BC (Safety, Wellbeing, Innovation, Training and Collaboration in Healthcare) is an organization focused on the health, safety, and wellbeing of everyone working in healthcare in B.C. SWITCH BC brings health unions, employers, and physicians together to make consensus decisions to invest and influence in provincewide innovation, prevention, and training programs and initiatives with the ultimate goal of enhancing a culture of health and safety in all healthcare workplaces in B.C. SWITCH BC is building the OHS Resource Centre with the Provincial Health Services Authority's (PHSA) Occupational Health and Safety (OHS) Solutions team.

Executive Summary

This report outlines the launch of the OHS Resource Centre at Providence Health Care (PHC), conducted from October 2024 to May 2025. A key driver of this initiative was the Soft Launch Implementation Committee, composed of representatives from Bargaining Associations, Providence Health Care, SWITCH BC, and OHS Solutions. The committee provided ongoing leadership throughout the planning, launch, and sustainment phases, beginning in early 2024. It met weekly, and multiple times per week during peak stages, to guide implementation, resolve issues, and champion the OHS Resource Centre, ensuring that the perspectives of frontline partners were reflected throughout.

The rollout began with a soft launch aimed to evaluate platform functionality, user adoption, data migration integrity, and system scalability. Eighteen Joint Occupational Health and Safety Committees (JOHSCs) participated in this pilot initiative, generating critical insights to inform broader implementation across the province.

Key outcomes included strong user engagement, valuable product enhancements, improved training materials, and the successful development of a scalable implementation and support model. Based on these positive results, a phased rollout at Vancouver Coastal Health is underway as of June 2025, with broader provincial deployment starting with Island Health and Interior Health scheduled to launch in fall 2025.

Message from the CEO

It takes courage to go first - to trial and support new technology, especially in healthcare where people are already facing high workloads. I want to thank all of the JOHSC members who supported the introduction of the OHS Resource Centre at PHC. And a special thank you to the Implementation Committee - a true tripartite collaboration between employers, both at PHC and PHSA, union health and safety leaders, and SWITCH BC. Countless hours were invested by the committee to ensure a successful rollout and a quality product.

This innovation to support worker safety was over 12 years in the making, and SWITCH BC is grateful for the vision and determination of union and employer partners who have the foresight to begin this journey, and we are humbled by their trust in SWITCH BC to bring the vision to reality. We are far from a final product, but the scaffolding has been created, and the opportunity to continue to build with our partners to further support safer work environments across the B.C. health sector is exciting.

OHS Resource Centre: Purpose, Benefits, and Funding

The OHS Resource Centre is a first of its kind digital tool that supports JOHSCs across the B.C. health sector to manage, escalate and analyze safety issues in the work environment. It enables efficient committee meeting management, standardized documentation, and enhanced collaboration. It also enables escalation of safety issues, data analysis of trends, and provincial sightlines into the functioning of JOHSCs.

Key Benefits:

- ✓ Centralized platform for JOHS activities
- ✓ Standardized processes and documentation
- ✓ Streamlined scheduling and meeting tracking
- ✓ Scalable, modern technology infrastructure
- ✓ Better data insights to inform safety improvements
- ✓ Escalation of safety issues

Funded by:

- ✓ Ministry of Health
- ✓ Nurses' Bargaining Association
- ✓ Facilities Bargaining Association

Soft Launch Overview

Providence Health Care was the first organization to implement the platform. The soft launch, conducted in two phases with 18 JOHSCs, aimed to:

- Test system usability and functionality
- Refine training materials and user support
- Collect real-time user feedback
- Identify and resolve key issues for future scale

Implementation Strategy and Approach

Phase 1: Initial rollout to four JOHSCs to validate core functionality

Phase 2: Expansion to 14 additional JOHSCs to assess scalability

The project initially planned a full-scale launch but shifted to a phased Minimal Viable Product (MVP) launch due to product readiness delays, resource constraints, a lag in establishing the provincial data-sharing agreement (CIPA) mitigated by an interim agreement (LOA), and the need for expanded user testing. This measured approach enabled iterative improvements and reduced rollout risk.

Key Product Features:

- User Management
- Committee Management
- Meeting Management
- File Management and Notifications

Governance

- **Board/CEO:** Strategic accountability
- **Executive Director/Steering Committee:** Executive oversight and alignment
- **Technical Advisory Committee (TAC):** Technical guidance and risk oversight
- **Working Group:** Oversight of product development based on end-user feedback
- **Implementation Committee:** Leadership of rollout and execution

Risk Management

Proactive risk management helped maintain launch stability. Weekly risk reviews and adaptive mitigation strategies were key to project resilience.

Risk	Impact	Mitigation	Status
Product Readiness	High	Adopted phased MVP model	Mitigated
LOA Signoff Delay	High	Adjusted timelines; escalated approvals	Resolved
User Resistance	Medium	SWITCH team provided live support for first two JOHS meetings at each committee	Ongoing
Scalable Training and Support	Medium	Created video tutorials, quick reference guides, recorded sessions, and hosted drop-in sessions	Resolved
Data Accuracy	Medium	Introduced validation and backup checks	Resolved

Challenges and Resolutions

- Navigation issues → Resolved via enhancements
- Scalable training needs → Expanded initial training tools with user-focused resources
- Mobile limitations → Flagged for future development
- Resource shortages → Significant dependency on PHC OHS team without added resourcing; SWITCH BC resourced with additional staffing

Key Success Factors



Lessons Learned: Key Themes

To strengthen future initiatives, the following process-driven strategies were identified, providing valuable insights that now guide corrective actions and informing future project planning.

Area	Key Lesson	Next Time
Resources and Governance	Proper resourcing and governance are essential for execution.	Use resource modeling to optimize team structure, prevent fatigue, and ensure dedicated time for both Employer and Bargaining Association OHS staff.
Agility and Adaptability	Iterative approaches help manage changing requirements effectively.	Build flexibility for rapid adjustments and ongoing issue resolution.
Quality Assurance	Early testing enhances product quality and readiness.	Integrate robust testing and automation early in the lifecycle.
Evaluation and Continuous Improvement	Ongoing evaluation strengthens collaboration and product alignment.	Engage technical teams in real-time feedback loops to improve transparency.
Preparedness and Process Readiness	Early planning is critical for smooth implementation.	Develop the project plan, communications, training, and legal documents well ahead of kickoff, and address key dependencies early.

User Feedback

Feedback from PHC users emphasized:

- Highly positive response to live training sessions and video tutorials
- Requests for role-specific job aids (fulfilled by our Quick Reference sheets)
- Appreciation for responsive support during early adoption, especially at JOHSC meetings

Final Assessment

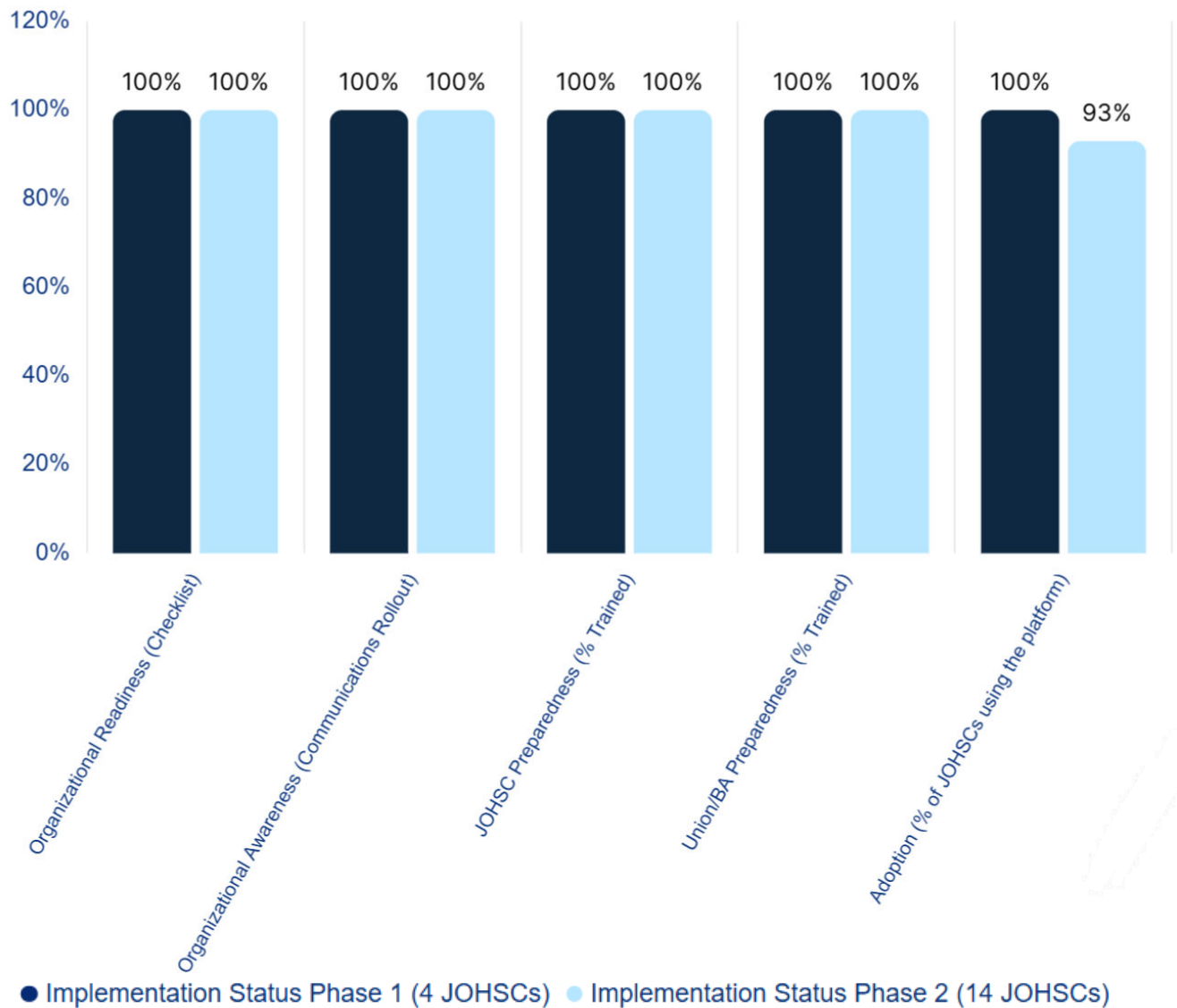
The soft launch successfully validated the platform's core functionality and user value, with the phased approach allowing time to mitigate risks, address delays, and prepare for scale. Key outcomes included:

- ✓ 94% JOHSC adoption at Providence
- ✓ Priority enhancements implemented; further improvements planned
- ✓ SWITCH BC expanded training and onboarding resources for users
- ✓ Implementation and sustainment ready to scale
- ✓ Product operated without any critical system failures

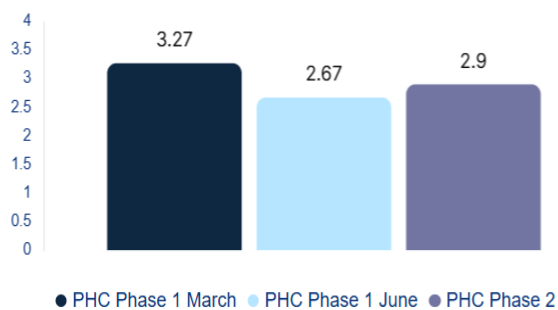
Metrics

Adoption	Training and Support
<ul style="list-style-type: none">• 100% of PHC JOHSC members are aware of the OHS Resource Centre.• 94% of PHC JOHSCs (Phase 1 and 2 combined) are using the OHS Resource Centre monthly for committee functions.	<ul style="list-style-type: none">• 234 PHC JOHSC members received training on OHS Resource Centre functionality.• 100% of union/Bargaining Association Health and Safety Advisors received training on the platform.

PHC OHS Resource Centre Implementation Status



User Experience Survey Results (MVP)



Consolidated User Experience Survey Results

Consolidated Average 2.94667
Current Consolidated Rating Fair

Rating Scale

- 1 - Poor: Unsatisfactory – needs significant improvement
- 2 - Fair: Needs improvement
- 3 - Good: Satisfactory
- 4 - Very Good: Effective and works well with minor improvements needed
- 5 - Excellent: Exceeds expectations

General OHS Resource Centre Implementation Status

18

Total JOHSCs in Scope

17

JOHSCs using the OHS Resource Centre

1

of Delayed Committees

Fall 2025

Delayed Committee Go-Live Plan

234

Total users on the OHS Resource Centre



PHC Committees



PHC Users

Sustainability and Long-Term Vision

The OHS Resource Centre will be continuously improved, guided by user feedback and supported by SWITCH BC and OHS Solutions. Future features and enhancements will incorporate user feedback, support informed data-driven decision making, and align with health authority safety strategies.

With the evolution of OHS Resource Centre 2.0, planning will focus on establishing a centralized hub for JOHS committees across B.C., offering tools and resources to support reporting, training, coaching, and collaboration.

Next Steps: Provincewide Rollout

Vancouver Coastal Health (launching in 3 waves):

- Summer 2025

Island Health:

- Fall 2025

Interior Health:

- Fall 2025

Remaining health authorities and organizations

- Begins winter 2026

Contributions

We gratefully acknowledge the leadership and support of:

- SWITCH BC Board of Directors
- Providence Health Care Soft Launch Implementation Committee
- OHS Solutions Team
- OHS Resource Centre Working Group
- Technical Advisory Committee
- SWITCH BC staff

Learn more: [OHS Resource Centre - SWITCH BC](#)

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SWITCH BC, incorporated under Societies Act as the British Columbia Health Care Occupational Health and Safety Society, was established in November 2020