



About the Clinical & Systems Transformation Project



Our health system has thousands of talented and committed health professionals who come to work every day to deliver the best care they can – despite things that get in the way. Sometimes processes let them down or they don't have access to the information they need. Often they feel rushed when providing valuable care because too much of their time is wasted on unnecessary tasks.

The Clinical & Systems Transformation (CST) project is designed to improve the safety, quality and consistency of patient care across three British Columbia health organizations: Vancouver Coastal Health (VCH), the Provincial Health Services Authority (PHSA) and Providence Health Care (PHC).

CST is our connection to the future of health care. As we work to improve the patient experience, a new shared clinical information system will give us the tools we need to deliver better, safer care across our health organizations, every day.

What's Coming?

- Health professionals across VCH, PHSA and PHC will adopt common clinical and process standards, including workflows, order sets, clinical guidelines and integrated plans of care.
- Medications and other instructions will be entered directly into the information system and will immediately become part of the patient's record (computerized provider order entry).
- Patient records will be updated and shared electronically via a shared clinical information system.
- Health professionals in acute care facilities across VCH, PHSA and PHC will use a fully electronic "closed loop medication management" process. This will help improve patient safety by making sure each medication is prescribed and given to the right patient, in the right dose, at the right time, with the right documentation.

Project Drivers

CST is our path to smarter, seamless care. These drivers represent our clinical goals and set the standard for measuring our performance:

First, Do No Harm

Reduce errors and adverse events

Up to 24,000 Canadian adults die every year because of preventable adverse events in acute care hospitals – and those are just the incidents we can measure. We can do better. That’s why we are investing in a safer future.



Draw on Data

Make better information available to improve decision-making, research and proactive care

Fuller, richer information will give us a clearer picture of how we’re doing and where we can improve across health disciplines and organizations. Data will be used to anticipate the needs of at-risk populations and individuals today, and inform plans that will benefit the patients of tomorrow.



Best Way, Every Day

Improve quality and consistency of care

We are designing safe, efficient care pathways that reflect the latest evidence and will reduce unnecessary variations in care across our facilities and healthcare organizations. These changes will be supported by a culture of continuous learning and quality improvement.



Strengthen our Core

Improve information system reliability and sustainability

Right now, we use over 200 systems and programs. Many of our outdated systems will be replaced with one clinical information system, which will connect with other key systems. This will make it easier to deliver quality care and improve the overall reliability and sustainability of the systems we count on.



Face Time, Not Chase Time

Improve the healthcare experience for patients and care teams

When care teams have the information they need at their fingertips, it means more time for patients. Transitions across healthcare settings will be smoother; everyone will be on the same page. Care teams won’t have to ask the same questions over and over or repeat tests.



When is the Transformation Happening?

On April 28, 2018, Lions Gate Hospital and Squamish General Hospital were the first acute care sites to start using the new system. CST implementation will continue in phases across VCH, PHSA and PHC over the next several years.

How can I find out more?

To find out more about the CST project, visit CSTproject.ca or contact us at the email addresses listed below.

General Inquiries	CST Executive Directors & Transformation Leads	Chief Medical Information Officers/ Chief Nursing Officer
CSTproject.ca info@CSTproject.ca	PHSA: Vicky Crompton VCrompton@phsa.ca PHC: Grant McCullough GMcCullough@providencehealth.bc.ca	VCH/PHC: Dr. Eric Grafstein Eric.Grafstein@vch.ca PHSA: Dr. Alain Gagnon Alain.Gagnon@phsa.ca Nursing/Allied: Barb Lawrie Barb.Lawrie@vch.ca

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