



Improve the health care experience for patients and care teams

- More time to plan
- More time to care
- More time to assess

When care teams have the information they need at their fingertips, it means more time for patients.

Transitions across health care 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. Attention can be paid to the right things without impacting productivity.

Patients and families can be confident that care teams know their story, and can be informed partners in their care.

Instead of chasing charts, care teams can focus on what's important: the patient.

What's driving the CST project?



Patient safety first

Reduce errors and adverse events



Face time, not chase time

Improve the health care experience for patients and care teams



Best way, every day

Improve quality and consistency of care



Draw on data

Make better information available to improve decision-making



Strengthen our core

Improve system reliability and sustainability

Transformation in action: Harnessing the power of accurate, timely information



Reducing the time it takes for a patient to receive therapy

- **Sepsis:** Early treatment of high-risk infections can make the difference between life and death. Access to real-time patient data and results, combined with automatic alerts in the system, will allow care teams to identify and treat septic patients earlier and more effectively. For example, clinicians will be alerted as soon as a culture result comes in, meaning they will know much earlier if it doesn't match the antibiotic a patient is taking.
- **Early warning signs** (such as systolic blood pressure, heart rate, respiratory rate, body temperature and level of consciousness) will be easier to monitor, so care teams can alert Rapid Response Teams or other staff trained in critical care to respond to in-hospital emergencies. Access to real-time vitals will allow Rapid Response Teams to track patients, from anywhere in the hospital, and prioritize care more effectively to help patients who are not responding well to treatment.
- **Allergy and contraindication alerts** at the point of care will allow care providers to prescribe appropriate medications the first time around, rather than waiting for orders to be processed and returned for correction.

Reduce the amount of time spent by care providers on activities that don't add value

- Care teams will spend less time processing, transcribing and clarifying orders, which will be entered directly into the clinical information system. This will eliminate problems with illegible handwriting and delays caused by waiting for paper orders.
- The patient's chart will be immediately accessible to their entire care team – no more running around looking for a paper chart, or waiting for someone else to finish using it.
- Care providers will be able to quickly find relevant patient information, without hunting through several pages of a paper chart.

Building a better patient experience

- Patients will experience fewer interruptions in care when they move within departments or between facilities, because care teams will have better access to patient information.
- Patients won't have to repeat their information as much, because care teams will have up-to-date records and can focus on validating information to make sure it's still accurate, rather than re-collecting it.
- Patients and their families will experience better continuity of information sharing across VCH, PHSA and PHC during transfer and readmission, and patients' wishes will be recorded in their electronic health record in a more consistent way.

I want to just interact with the patient, knowing that right next to me, is their complete history that's up-to-date, accessible, available, and that I can share.



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about CST

The Clinical & Systems Transformation project is a joint initiative of three health organizations: Vancouver Coastal Health, Provincial Health Services Authority and Providence Health Care. Find out more at CSTproject.ca or contact us at info@CSTproject.ca.