



## Reduce errors and adverse events

- Right patient
- Right treatment
- Right transitions

There are up to 24,000 preventable adverse events in acute care hospitals – and those are just the incidents we can measure. We can do better.

From timely access to information, to barcode scanning of medications, to better care planning, we're investing in a **safer future**.

### 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: Charting the path to a safer future



## Reducing medication-related adverse events

- Closed loop medication management, a fully electronic medication management process, has been shown to decrease order-related and administration-related medication errors (transcription errors, drug-allergy interactions, wrong patient, wrong dose, etc.).
- Care teams will be able to access **electronic health records** that include a lifetime medication and dose summary.
- More orders will be verified by pharmacists.

## Reducing non-medication-related adverse events

- The clinical information system will prompt clinicians when **patients are at risk** for falls, pressure ulcers etc., including reminders to re-assess as appropriate. When a risk is identified, it will be displayed prominently in the clinical information system. All care providers who need to see it will be able to do so, and respond safely and appropriately to the patient's needs.
- To help **reduce the incidence of urinary tract infections**, clinicians will be able to see up-to-date information on when catheters were inserted and changed, and re-assess ongoing need for a urinary catheter.
- Care providers will have **timely access to one shared problem and diagnosis list**, including health history, surgical history and chronic conditions. Having a complete picture of the patient's health record will make it easier to make the best and safest clinical decisions for that patient.
- More efficient communication between care teams will make **patients' transitions between care settings** smoother and safer; everyone who needs to see the care plan will have access to it.
- **Order sets** will allow clinicians to provide evidence-based standardized care where applicable.



*We can increase patient safety by introducing checks and balances at the point of order entry, rather than relying on checks that come later. Such tools allow you to rely less on your recollection of events, and you can use your brain for other things*

Dr. Alain Gagnon,  
CST Chief Medical Information Officer, PHSA

### 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](http://CSTproject.ca) or contact us at [info@CSTproject.ca](mailto:info@CSTproject.ca).