

# Special Memorandum

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To: Extended Leadership Teams including LMC areas; Physician Leaders; Physicians and Medical Staff

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Re: **CST Update: 23-Week Design Extension Plan Complete and Being Validated**

Following the recent design extension, a small task force consisting of senior leaders from our Health Organizations and Team IBM has developed a plan that outlines the additional work required to finish and validate design. It's estimated to take approximately 23 weeks to complete this work, including six weeks' preparation to ensure the relevant staff members, processes and foundations are in place. This plan is currently being evaluated to ensure feasibility.

Meanwhile, as part of project governance, senior leaders from the Health Organizations and Team IBM are meeting regularly to confirm scope and responsibilities for both parties in an attempt to avoid a formal escalation process. **Mutual agreement is needed before the 23-week plan can officially start.** In-line with the contract, if the parties are not able to reach an agreement, our options will be mediation (negotiating a settlement that will satisfy both parties) or arbitration (deciding the outcome based on evidence and law). We expect to know more in the next week or so.

## What does this extension mean for the project schedule and implementation dates?

This extension to the design stage means no sites will go live with CST in 2015. This is a change for Rollout Group One (St Mary's, Shorncliffe and Totem Lodge) and Rollout Group Two (BC Women's Hospital, BC Children's Hospital, Sunny Hill Health Centre, BC Mental Health & Substance Use Services and Forensic Psychiatric Services). No new timelines will be announced until the design stage of the project has been completed.

## What does this mean for sites working towards a September 2015 go live?

This extension means we have more time to complete the extensive preparatory work that is needed ahead of implementing CST at a site. Site readiness work will continue as planned with teams responsible for clinical, technical and organizational readiness continuing to work with the site teams to prepare for this large-scale transition.

### What work are the design teams continuing with currently?

Design teams continue to identify and move forward with any work that can be started now. This includes work on event set hierarchy (the sequence that documents will appear), iView (documentation of vital signs and other frequent/recurrent nursing and allied professional assessment), lab design and order catalogue, and provider order sets and documentation.

Work is underway to identify the expertise, including subject matter experts, that is needed to complete design and design validation. The project team will follow the standard recruitment process of reaching out to relevant departments. We commit to providing as much notice as possible to minimize impacts to departments and programs.

The priority is to ensure that we have well-designed workflows and a well-designed system that meet our expectations of quality and improving patient care.

### For more information

We will continue to provide regular status updates for the project to keep you informed and if you have any questions or concerns, please email us at [info@CSTproject.ca](mailto:info@CSTproject.ca) or contact:

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