

Special Memorandum

Date: For issue Monday March 23, 2015 11am

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

From: Carl Roy, President and CEO, Provincial Health Services Authority
Mary Ackenhusen, President and Chief Executive Officer, Vancouver Coastal Health
Dianne Doyle, President and Chief Executive Officer, Providence Health Care

Re: **Health Organizations and IBM have mutually agreed to end the current contract**

Recently discussions were held among senior leaders from the Health Organizations (VCH, PHSA and PHC) and IBM to resolve a difference of opinion about the project and the best way to conclude the design. After working to find a resolution, the Health Organizations and IBM have mutually agreed that at this stage of the project it is best to end the current contract.

The Health Organizations and IBM are both satisfied with this decision. They remain amicable and are fully committed to ensuring a smooth transition to support the ongoing success of the project.

What happens next?

The CST project is going ahead and remains a top priority for VCH, PHSA and PHC. Our organizations are committed to ensuring the CST project continues toward achieving the objective of delivering an integrated electronic health record and standardized clinical practices to meet the needs of clinicians and patients. It is in the best interests of our patients to have a single electronic health record, which requires a single instance of the Cerner system across VCH, PHSA and PHC.

A comprehensive transition plan has been created to ensure a smooth knowledge transfer from IBM to the Health Organizations.

We are also working on a plan for how best to continue to deliver the CST project, including securing additional vendor support as required. We are excited to move forward with this work and to continue with the preparatory work that is needed ahead of implementing CST at each site.

Our commitment to quality

The work completed since the beginning of the project is hugely valuable and will be utilized. The time and effort spent to date will not be wasted and we remain committed to delivering the project within the approved budget.

CST is one of the largest healthcare projects in Canada and is extremely complex. This will require that we make the necessary adjustments to timelines and approach along the way.

When will we know the new dates for rolling out to sites?

Phase three (the implementation phase) is scheduled to take place over a three-year period, beginning in 2016. Specific implementation dates will be determined closer to the end of design and build. At this stage it is too early to set specific go-live dates.

Improving patient care on a broad scale

CST is a project that reflects our commitment – and the commitment of our organizations – to improve patient care by making sure that clinical practices are consistent, evidence-based and supported by smarter technology including an electronic health record.

It is one of the largest healthcare projects in British Columbia's history and will deliver key benefits for our patients, healthcare providers and Health Organizations. It will positively affect care on a broad scale for more than 1.1 million BC patients who turn to us for care each year.

The benefits for our patients include: enhanced medication safety; faster access to results and medication therapies; and less time spent repeating themselves during consultations or undergoing duplicate tests. An increase in evidence-based care and an overall reduction in adverse events means we'll also have an overall safer environment for our patients.

CST is our path to smarter seamless care and is part of achieving our long-term goal of having 'one patient, one record'.

For more information

We will continue to provide regular updates on the project to keep you informed. If you have any questions or concerns, please email us at info@CSTproject.ca or contact:

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