

## Going paper-light is a huge leap forward: profile of Brenda McKnight



Brenda McKnight is a  
physiotherapist at Holy Family  
Hospital's Rehabilitation Centre

Whether it's simply being able to go home with supports or walking independently again, many patients in Holy Family Hospital's Rehabilitation Centre face tough roads ahead. Physiotherapist Brenda McKnight and her team have helped countless people achieve their goals.

"We have success with a lot of our patients; a lot of them do improve and overcome tremendous hurdles. If somebody is motivated and has family support, they often do really well despite their physical limitations," says Brenda, who's worked with Providence Health Care for over 16 years.

As the physiotherapy site leader for the facility, Brenda treats patients and has administration responsibilities. She primarily works with people who have had strokes; it's something she really enjoys.

"The effects of a stroke are really far-reaching," she says. "I enjoy seeing patients progress."

Brenda says it's the people who make the hospital such a great place to work.

"The people who work at Holy Family are so supportive and approachable. It's such a great feeling to come to work and be supported by the people you work with."

The CST project aims to make life easier for physiotherapists like Brenda. She motions to paper piled on her office desk and heavy charts hanging on the wall – work that will be entered and accessed electronically once CST goes live.



First published November 2014; updated November 2016

“It will replace all those little sticky notes we currently use because we’ll be able to do that in the system. It’s not going to be completely paperless, but it’s going to be paper-light – which is a huge leap forward.”

Brenda says it will take time to get used to the new clinical information system shared between PHC, VCH and PHSA, but it will be worth it.

“I think we needed to make this move and get on board with electronic documentation. It is the way to go,” says Brenda.

## Background information

The Clinical and Systems Transformation project is a joint initiative of three health organizations: Vancouver Coastal Health, Provincial Health Services Authority and Providence Health Care. The project is designed to transform health care delivery systems and processes to improve the quality and consistency of the patient and caregiver experience. CST will support the health organizations in establishing common clinical and process standards, including work flows, order sets, clinical guidelines integrated plans of care and a common electronic health record. This clinical transformation will be supported by the implementation of a clinical information system that will replace aging existing systems. The project will be implemented in stages across the health organizations.

**Website:**  
CSTproject.ca

**Email:**  
[info@CSTproject.ca](mailto:info@CSTproject.ca)

**CST Executive Directors & Transformation Leads:**

**VCH:** Elizabeth Stanger, [Elizabeth.Stanger@vch.ca](mailto:Elizabeth.Stanger@vch.ca)  
**PHSA:** Vicky Crompton, [Vcrompton@phsa.ca](mailto:Vcrompton@phsa.ca)  
**PHC:** Grant McCullough,  
[GMcCullough@providencehealth.bc.ca](mailto:GMcCullough@providencehealth.bc.ca)

**Chief Medical Information Officers:**

**VCH/PHC:** Eric Grafstein,  
[Eric.Grafstein@vch.ca](mailto:Eric.Grafstein@vch.ca)  
**PHSA:** Alain Gagnon,  
[Alain.Gagnon@phsa.ca](mailto:Alain.Gagnon@phsa.ca)