

Dedicated to Sea to Sky



Cindy Sellers loves what she does. She wouldn't have stayed with the same organization for nearly 40 years if she didn't. Being based in Squamish is a bonus – it's where Cindy grew up. It's also where she worked as a nurse for 28 years.

“Being in your own community certainly has its rewards, and it also has its challenges,” she says, “but I've also worked in BC Children's ICU and Lions Gate Emerg, so I know the other side too.”

Cindy is so invested in her community that she even works long hours on weekends, providing on-site care at the many music festivals held in the Sea to Sky corridor – and she doesn't miss a beat when it comes to her managerial duties, showing up bright and early for work on Mondays.

“I like the challenge and helping people,” she says.

Besides not shying away from a challenge, Cindy thrives on change. That's why she's looking forward to the changes that will be brought about by the Clinical & Systems Transformation (CST) project, which is designed to improve the quality, safety and consistency of patient care across VCH, PHSA and PHC.

The Sea-to-Sky sites – Squamish General Hospital, Whistler Health Care Centre and Pemberton Health Centre – and the Lions Gate Hospital campus will be the first to implement the large-scale changes, including the new shared clinical information system. For some, this might seem daunting. For Cindy, it's an opportunity to make positive improvements.

“The patient will be able to move seamlessly through our health organizations – that's the thing I'm probably the most excited about,” she says. “The care they receive will be there to see in the

system; we won't have to worry so much about people at other sites knowing what we did here in Squamish."

She's also on board with adopting consistent clinical and process standards.

"Making care consistent across our facilities will give us the best practice, instead of having to define practices for ourselves locally."

Clinicians in rural areas are used to a lot of change, she says, but CST is a challenge worth taking on.

"If it leads to less errors and improved quality of care, then I'm looking forward to it."

Background information

The Clinical & 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 safety, quality and consistency of the patient and caregiver experience. CST will support the health organizations in establishing common clinical and process standards, including workflows, 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.

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