

## Making a difference with CST: Profile of Eric Starr



From a hush that's conducive to recovery to a sense of urgency when patients need it most, Eric Starr says the Intensive Care Unit at St. Paul's Hospital is never the same from day to day.

Eric has worked at St. Paul's for over nine years. He chose St. Paul's for its staff, patients and culture of caring.

During 2014, he worked on the CST project as a full-time member of the Clinical Documentation team, and he

stayed involved through the next phase as an Associate Lead.

"My hope is for CST to be a foundation for continued collaboration between VCH, PHSA and PHC to build best practice initiatives and a new clinical information system that will really support good quality, safe patient care," he says.

When asked if he can see the difference CST will make in his job, Eric doesn't miss a beat before responding, "Absolutely."

Starting with handover at the beginning of each shift, there will be a more structured approach and a consistent communication tool that will span VCH, PHSA and PHC. When he does a patient assessment, he will have consistent documentation, so more measurable data can be pulled from it.

Eric explains that the new clinical information system will streamline patient data and update it in real time. It will also include safeguards that will help prevent critical errors, including medication errors. With more consistent documentation, Eric will also be able to see the charting trail, especially when patients move between hospitals.



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“Documentation will be available to everyone taking care of the patient. They won’t be asking, ‘Who’s got the chart?’” says Eric. “It will also reduce the repetitive questions we often ask patients.”

## 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 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.

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