

How we will evaluate our success



Beth Snow is CST's
Evaluation Lead

“Has Clinical & Systems Transformation (CST) achieved its project goals?” As CST gets closer to implementation at sites across VCH, PHSA and PHC, we will be evaluating the answer to this important question.

“Ultimately, this project is about improving patient care,” says Beth Snow, Program Evaluation Lead. She is leading a complex process that will evaluate CST’s effectiveness. “Every one of us – and our family and friends – are patients of the health care system. Knowing that their care could be safer and more effective, and staff could have the tools they need to do their job well, is exciting.”

Beth and her team will gather and analyze information that could lead to modifications to the project, decisions about its future and the development of other programs. “We’re helping to identify which things need to either be promoted or modified in order to achieve project goals,” says Beth, adding that unless this information is tracked, it’s not known if CST is doing what it’s supposed to do – and why or why not.

The first thing the evaluation team did was ask CST leaders what goals they wanted to achieve through the project. The goals are those that are seen to be most important in defining CST's success. They also gathered a broad representation of people to work through how the project is expecting to get to those goals. Now, the team is planning what data they need to measure to find out if the goals have been achieved, and to understand what factors helped or hindered their achievement.

As sites get ready to go live, the team will be collecting baseline data so they can see the magnitude and direction of changes once the new clinical information system is implemented. This means using information that is already electronically available, doing

chart audits, observing work, interviewing staff and more. “It’s not just about having the numbers; we need to understand the story behind the numbers. We need to get that from talking to people,” says Beth.

The team will identify what can be improved so CST can be as successful as possible, as well as learn what’s going well so those things can continue or be increased. Lessons learned are key, says Beth. She adds that CST has looked to other organizations to see what can be learned from them. Sharing our wins is important too. Although it will be challenging, the team is looking forward to contributing to the success of the project.

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

CST Executive Directors & Transformation Leads:

VCH: Elizabeth Stanger, Elizabeth.Stanger@vch.ca
PHSA: Vicky Crompton, Vcrompton@phsa.ca
PHC: Yoel Robens-Paradise, YParadise@providencehealth.bc.ca

Chief Medical Information Officers:

VCH/PHC: Eric Grafstein,
Eric.Grafstein@vch.ca
PHSA: Alain Gagnon,
Alain.Gagnon@phsa.ca