

Giving nothing less than excellence: Profile of Shelley Fraser



Shelley Fraser, now at VCH, worked in Professional Practice at Providence Health Care and is adjunct professor with the UBC School of Nursing

Providence Health Care’s mission, vision and values were always a good fit for Shelley Fraser.

In 1989, Shelley started at St. Paul’s as a student nurse. In the years that followed, she moved around a lot, took time off to have twin boys – now 15 – and earned her Master’s degree in nursing. But she always found herself gravitating back to Providence.

Her role in Professional Practice focuses on education strategy. This has allowed her to focus on her passion for teaching and creating strong cultures of learning.

“I think there is a strong link between a culture of learning and excellence in patient care,” she says.

Recently, Shelley was asked to join the Clinical & Systems Transformation (CST) project’s Transformational Learning Advisory Group. The CST project will result in a “new normal” for point of care staff by moving from a largely paper-based to a primarily electronic patient health care record.

“It’s been a great experience meeting and working with colleagues across PHSA, VCH and PHC,” she says.

Shelley is determined to ensure staff are prepared for the change. From people who need the basics to those who have worked with electronic systems before, she is part of a team contributing to an education program that supports everyone.

“Having an excellent process of preparing people can make the biggest difference,” she says.

Shelley is excited about what CST will deliver – starting from the moment a patient walks through the door. With the new clinical information system, staff will have improved access to patient data in real time, with less time spent chasing charts or results. Patients won’t have to repeat their information over and over.

It also means safer care. With things like closed loop medication management, a fully electronic process for ordering, verifying, preparing and administering medication, Shelley says the risk of medication errors should go down substantially.

“It will completely transform the way we deliver care. It’s exciting to be part of the team supporting the change.”

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.

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