



CLINICAL + SYSTEMS
TRANSFORMATION

Our path to smarter, seamless care

Backgrounder



“ This transformation will result in a more seamless experience for our patients. ”

Dr. James Kung
Emergency
Department physician,
Lions Gate Hospital

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Vancouver Coastal Health
Promoting wellness. Ensuring care.

Provincial Health Services Authority
Province-wide solutions. Better health.

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Mission Statement

Our mission: to transform the way care is delivered in our health organizations by improving patient safety, reducing unnecessary work, increasing consistency of care, providing better information and improving system reliability and sustainability.

Our Future

A connected health system that works – for our patients and the people who care for them.

What is the Clinical & Systems Transformation?

The Clinical and Systems Transformation (CST) project is a joint initiative of three health organizations: Vancouver Coastal Health (VCH), the Provincial Health Services Authority (PHSA) and Providence Health Care (PHC). The CST project is designed to transform health care delivery systems and processes to improve the safety, quality and consistency of patient care.

The CST project will support the three health organizations in establishing common clinical and process standards, including workflows, order sets, clinical guidelines, integrated plans of care and a common electronic patient record. This clinical transformation is being supported by the implementation of a new, shared clinical information system that will replace existing aging systems.

Together, we're building a future where we'll have the tools, information and processes we need to do our jobs better. For our patients, they'll experience a more connected healthcare system and receive safer, better, more consistent care.

The CST project will be implemented in phases over the next several years. Find out more at CSTproject.ca or contact us at info@CSTproject.ca.

What's Coming?

- ▶ Health professionals across VCH, PHSA and PHC will adopt common clinical and process standards, including workflows, order sets, clinical guidelines and integrated plans of care.
- ▶ Patient records will be updated and shared electronically via a shared clinical information system.
- ▶ Medication orders and other instructions will be entered directly into the information system and will immediately become part of the patient's record (computerized provider order entry).
- ▶ Health professionals in acute care facilities across VCH, PHSA and PHC will use a fully electronic "closed loop medication management" process. This will help improve patient safety by making sure each medication is prescribed and given to the right patient, in the right dose, at the right time, with the right documentation.



“ Our staff are amazing and we want to give them the tools that they need to be able to give the best care. ”

Shelley Kellner
Clinical Resource Nurse,
BC Children's Hospital

About the New Clinical Information System

A clinical information system is a computer system designed for collecting, storing, amending and retrieving information relevant to health care delivery. As part of CST, a new system – based on software developed by Cerner – will consolidate patient data from over 50 current systems into one electronic patient record.

What this means for health professionals:

- ▶ An electronic patient chart – no more searching for charts, writing orders on paper or deciphering handwriting.
- ▶ Easy-to-access information about the patient's condition, allergies, medications and previous medical history.
- ▶ Ability to see a patient's up-to-date chart while they're still in the Emergency Department, before they arrive on a hospital unit.
- ▶ Less unnecessary variations in care – consistent clinical practices across VCH, PHSA and PHC.



What this means for patients:

- ▶ Safer medication management
- ▶ More consistent care
- ▶ Faster access to lab results and medication therapies.
- ▶ Less time spent repeating information during consultations or undergoing duplicate tests.
- ▶ Knowing that care teams will have access to the information they need to provide the best possible care.

Training

Physicians, clinicians, staff and students who are impacted by CST will receive training prior to the implementation of the new Cerner clinical information system. Education will be based on roles and workflows, and there will be an opportunity to practice before transitioning to the new clinical information system. A variety of learning approaches will be provided to support each audience and their different needs. Users of the system will attend a combination of self-paced online learning sessions and specialized classroom training.

On-site User Support

During the implementation period, comprehensive support will be available around the clock at the point of care. Peer, technical and clinical teams will have the skills and expertise to answer questions and provide at-the-elbow support. This support will remain in place for as long as required to ensure a smooth transition. Additionally, a new support line will also be available to provide assistance related to the new system and workflows. Teams will also be supported by a 24/7 Clinical Support Command Centre with experts available to resolve any issues that arise.

CST-At-A-Glance



OUR FUTURE

A connected health system that works – for patients and the people who care for them.



PROJECT DRIVERS



Patient Safety First

Reduce errors and adverse events

Up to 24,000 Canadian acute care patients die every year because of preventable adverse events. That's why we're investing in a safer future.



Best Way, Every Day

Improve quality and consistency of care

We're designing safe, efficient care pathways that reflect the latest evidence to reduce unnecessary variations in care.



Face Time, Not Chase Time

Improve the health care experience for patients and care teams

Care teams won't have to chase charts and repeat questions or tests, and patients and families can be confident partners in their care.



Draw on Data

Gather better data to improve health system planning, research and proactive care

Fuller, richer information will give us a clearer picture of how we're doing and where we can improve.



Strengthen our Core *Improve information system reliability and sustainability*

Replace outdated systems with one clinical information system, which will connect with other key systems and make it easier to deliver quality care.

FOUNDATIONAL PRINCIPLES

Patient-centred

Improved patient experience and outcomes

Adoption

Full adoption of electronic record and clinical standards

Productivity

Overall neutral or positive impact on health system efficiency

HOW THINGS WILL CHANGE

Standardized Clinical Content

- Order sets
- Interdisciplinary plans of care
- Structured documentation standards
- Standardized nursing content
- Algorithms for proactive response to sepsis
- Structured terminology for diagnosis/problems

Shared & Improved Processes

- Patient intake, triage and admission
- Closed loop medication management
- Downtime processes and policies
- Discharge processes
- Rapid Response Team activation

Better Use of Technology

- Electronic medication reconciliation
- Computerized provider order entry
- Electronic bedside medication administration
- Electronic clinical documentation
- Shared electronic health record
- Automated dispensing cabinets
- Clinical decision support
- Results and reports distribution to primary and community care
- Automated monitoring with Bedside Medical Device Integration (BMDI) & FetaLink
- Shared data warehouse

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Approach and Timeline

Among the first major changes associated with CST is the installation of automated medicine dispensing cabinets at health care facilities across VCH, PHSA and PHC, and the establishment of a new Vancouver Pharmacy Production Centre (VPPC) at Vancouver General Hospital.

The VPPC automates the packaging and distribution of prescription medicine in unit dose format to facilitate the “closed loop medication management” process – a foundational component of CST implementation at all sites. It began operating in fall 2016 and provides services to acute and residential sites throughout VCH, PHC and some PHSA agencies. The VPPC went live with the Supply Chain module of the new Cerner clinical information system on April 4, 2018.

On April 28, 2018, Lions Gate Hospital and Squamish General Hospital were the first acute care sites to start using the new system. Following VCH-Coastal sites will be BC Cancer, which will be the first PHSA agency and first major ambulatory centre to implement CST.

The next major groups of sites to follow BC Cancer are: Providence Health Care sites, BC Children’s Hospital and BC Women’s Hospital & Health Centre, and then Vancouver General Hospital. Richmond, UBC, BC Mental Health and Substance Use Services, and the rest of the VCH-Coastal sites are yet to be firmly established.

Lions Gate Hospital

provides a full range of general and many specialized acute care services.

A recognized trauma centre, the hospital has 268 beds, seven operating rooms, and a variety of diagnostic services and equipment.

It is the fourth busiest hospital in Vancouver and one of only five neurosurgery centres in B.C.



Squamish General Hospital

Squamish General Hospital is a 21-bed hospital that provides general medicine and surgery, obstetrics, palliative care, physiotherapy, pharmacy, diagnostic imaging, laboratory, ambulatory care, chemotherapy, emergency.

CST Facts

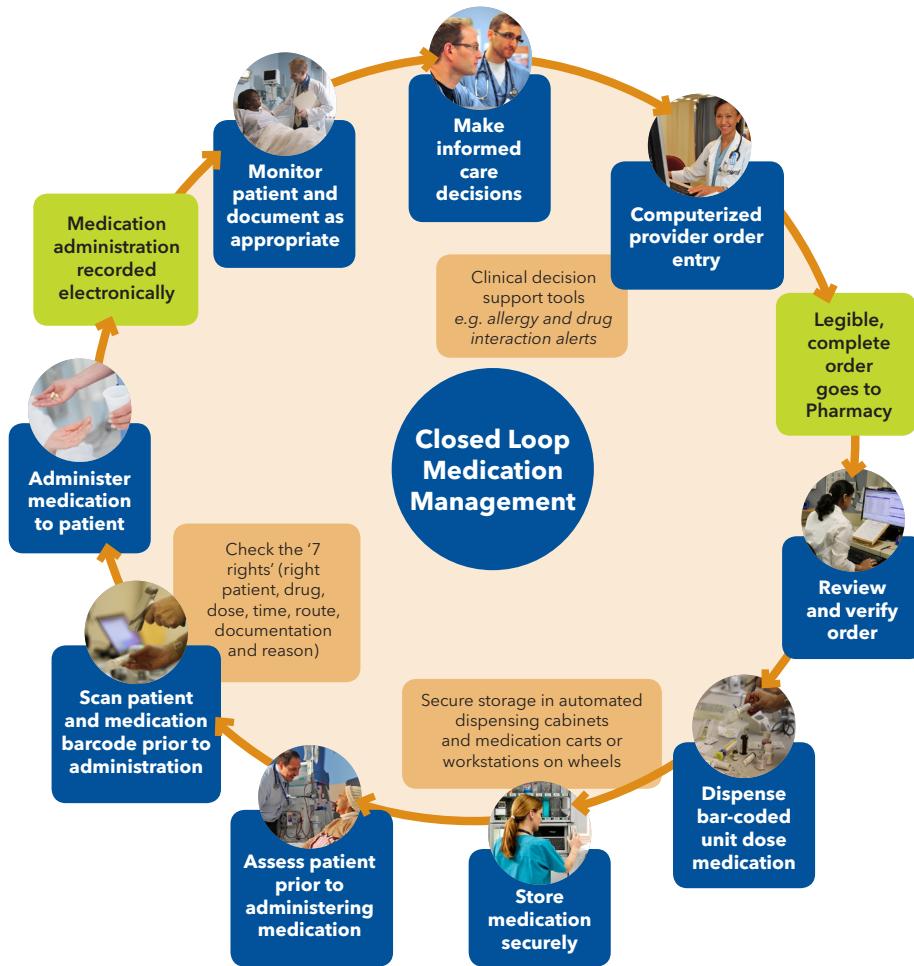
CST will be implemented at 35-40 facilities, including:

- » 3,416 acute beds
- » 2,148 long-term care beds
- » Tertiary/quaternary academic teaching hospitals
- » 8+ provincial referral services
- » Community hospitals
- » Residential care
- » Primary and community care integration services



...and will affect over 35,000 staff, including roughly:

- » 11,100 nurses
- » 5,800 physicians
- » 3,400 clerical staff
- » 3,200 care assistants
- » 2,800 allied health staff
- » 1,900 researchers and students
- » 600 lab staff
- » 500 health information management staff
- » 400 pharmacy staff
- » 400 managers
- » 3,600 other staff



Locations*

Banfield Residence
BC Cancer Agency,
inc. regional cancer centres, satellite clinics
and community oncology network clinics
BC Children's Hospital,
inc. child and youth mental health
BC Women's Hospital inc. Heartwood
Women's Centre
Bella Coola General Hospital
Brock Fahrni Pavilion
*Burnaby Centre for Mental Health
and Addiction*
Cedarview Lodge
Diamond Centre (ambulatory)
Dogwood Lodge
Evergreen Extended Care
Evergreen House
Forensic Psychiatric Services
George Pearson Centre
GF Strong Rehabilitation Centre
Hilltop House
Holy Family Hospital
Honoria Conway Residence
HOpe Centre
Kiwanis Care Centre
Lions Gate Hospital
Looking Glass Residence

Mary Pack Arthritis
(inc. clinics in Cranbrook, Penticton,
Vancouver and Victoria)
Minoru Residence
Mount Saint Joseph Hospital
North Shore Hospice
Pemberton Health Centre
Powell River General Hospital
R.W. Large Memorial Hospital (Bella Bella)
Richmond Hospital
Richmond Lions Manor
Sechelt Hospital
Squamish General Hospital
St. John's Hospice
St. Paul's Hospital
inc. seven community dialysis units
St. Vincent's Langara
Sumac Place
Sunny Hill Health Centre
UBC Hospital inc. Koerner and
Purdy Pavilions
Vancouver General Hospital
Whistler Health Care Centre
Willingdon Creek Village
Youville Residence

*Please note this list is subject to change. Locations in italics are not fully confirmed.

More Information

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