CLINICAL + SYSTEMS TRANSFORMATION

Our path to smarter, seamless care

The CST project – what we've learned so far, and what's to come

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Vancouver CoastalHealth

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

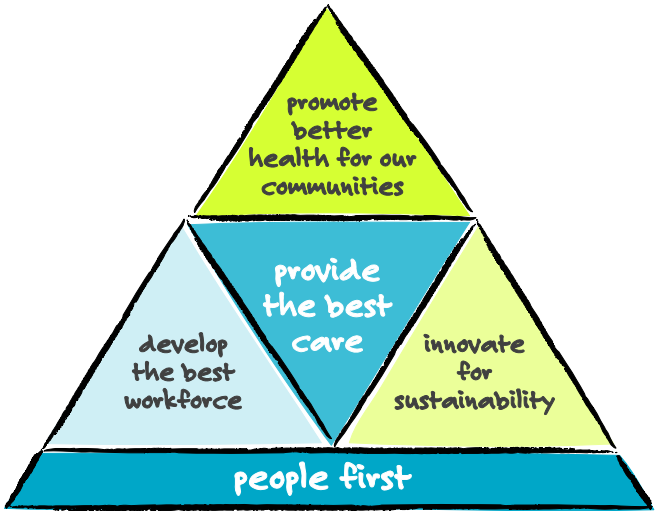
Providence HEALTH CARE
How you want to be treated.

What is the **Clinical & Systems Transformation** project?

Strategic Directions

Vancouver Coastal Health

Promoting wellness. Ensuring care.



Providence Health Care

How you want to be treated.

Provincial Health Services Authority

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PHSA Key Directions

1. Improve quality outcomes and value for patients
2. Promoting healthier populations
3. Contributing to sustainable health care system

Project Composition

Sabine Feulgen, Associate Deputy Minister, MoH

BC Ministry of Health

Carl Roy, President & CEO, PHSA

Provincial Health Services Authority

Vancouver Coastal Health

Mary Ackenhusen, CEO, VCH

Providence Health Care

Dianne Doyle, CEO, PHC

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Vancouver CoastalHealth — Promoting wellness. Ensuring care.

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

Providence HEALTH CARE — How you want to be treated.

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

From timely access to information, to barcode scanning of medications, to better care planning, 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.

Three Transformations

- **Clinical** – transforming processes such as work flows, order sets, closed loop medication management
- **Systems** – moving to an electronic medical record housed by a shared clinical information system
- **Quality Culture** – leveraging the power of our transformed processes and systems to continuously improve the patient and caregiver experience

BCRenal
an agency of the Provincial Health Services Authority

BC MENTAL HEALTH
& SUBSTANCE USE SERVICES
An agency of the Provincial Health Services Authority

Perinatal Services BC
An agency of the Provincial Health Services Authority

BC Cancer Agency
CARE + RESEARCH

- Comprehensive Cancer Centre
- Regional Chemotherapy Clinic
- Regional Pharmacy
- Community Cancer Centre
- Community Cancer Service

6 Regional Cancer Centres
19 Community Oncology Clinics
12 Consultative Clinics

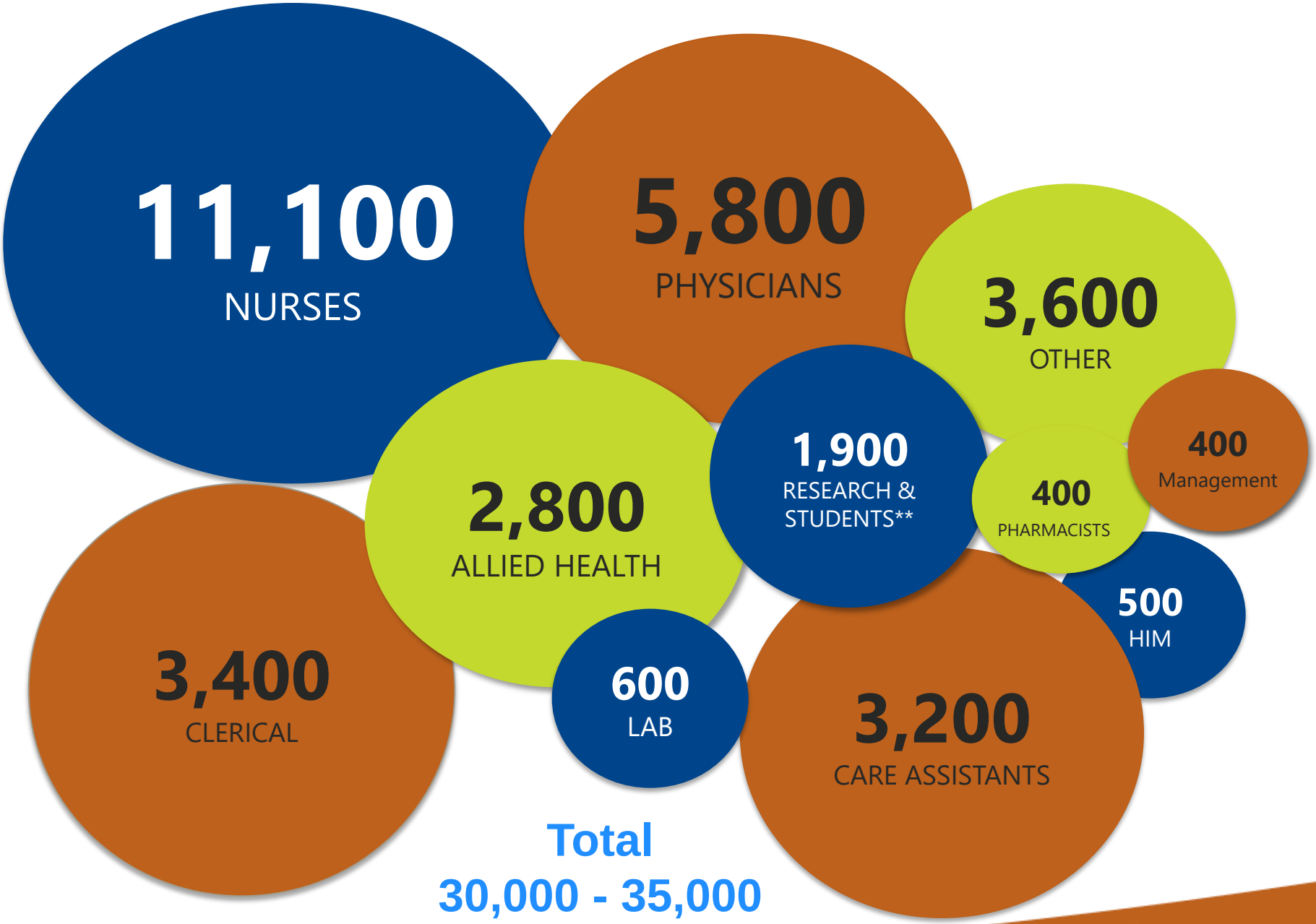
Vancouver Coastal Health
Promoting wellness. Ensuring care.

Providence HEALTH CARE

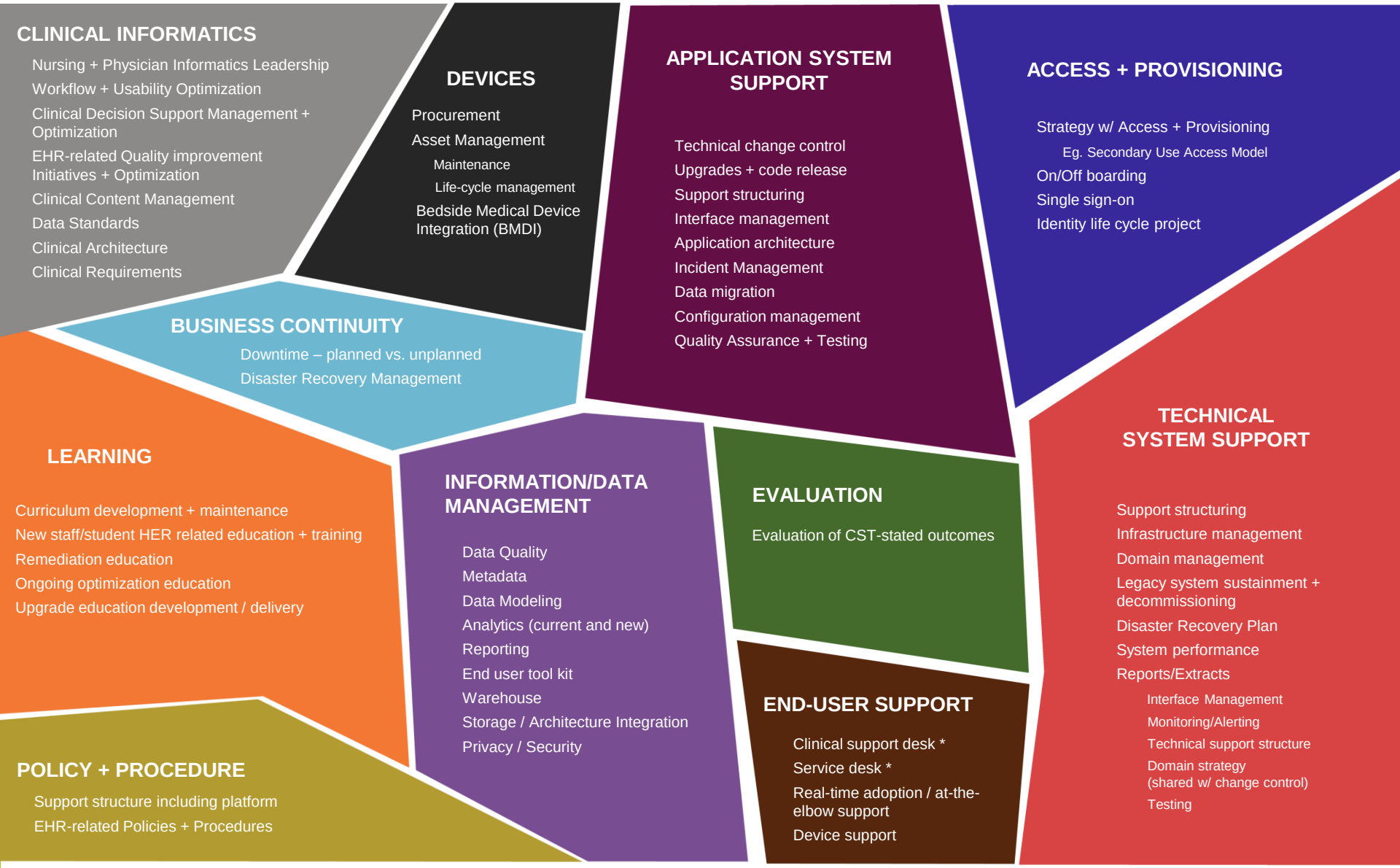
nt initiative of VCH, PHSA, and PHC

CLINICAL + SYSTEMS TRANSFORMATION
Our path to smarter, seamless care

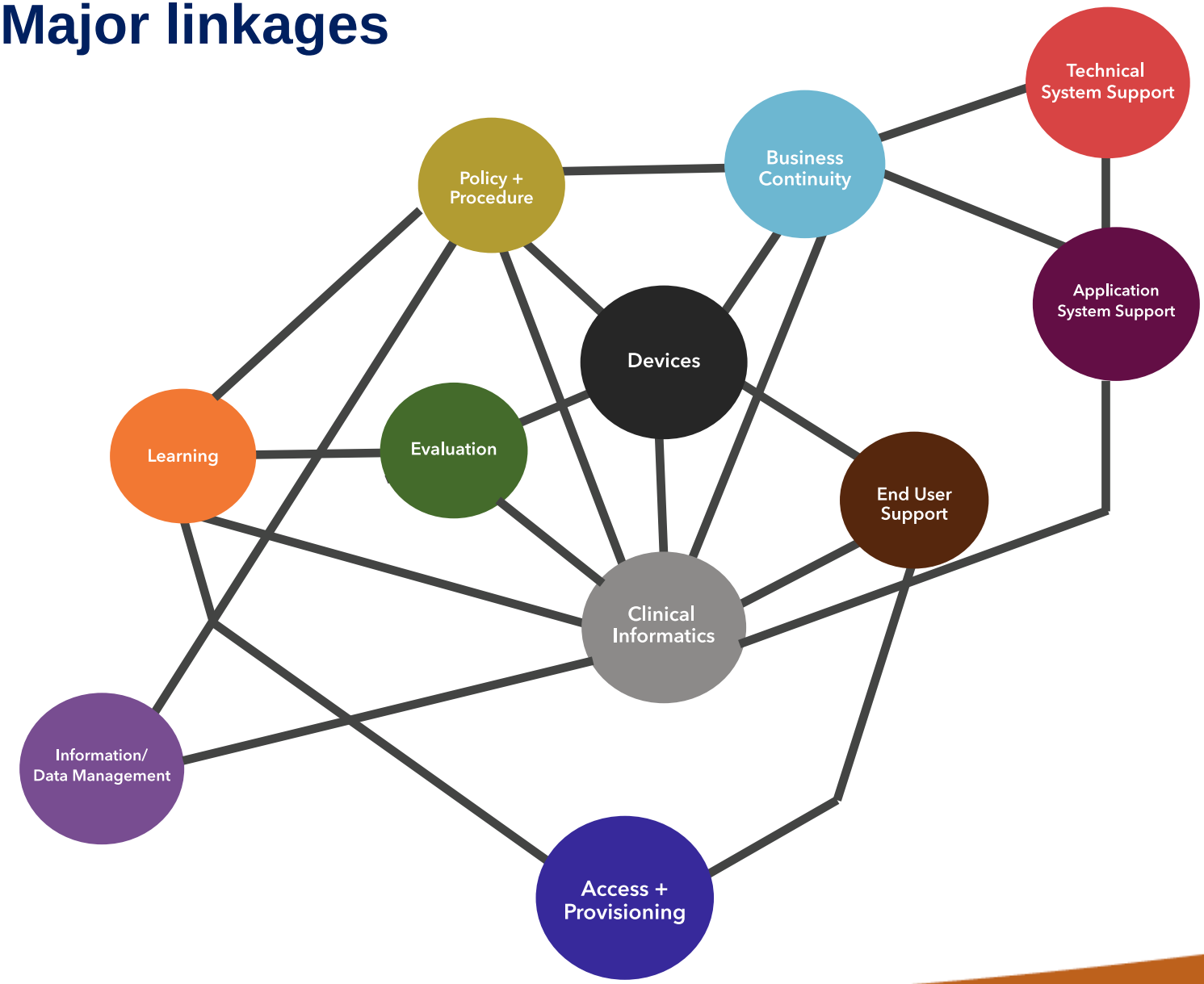
Vancouver General Hospital
35-40 Facilities
3,416 acute beds
2,148 LTC beds
• Tertiary/Quaternary academic teaching hospitals
• 8+ Provincial Referral Services
• Community Hospitals
• Residential Care
• Primary & Community Care Integration
St. Pauls Hospital
Lions Gate Hospital
BC Cancer Agency
UBC Hospital
BC Children Women's Hospitals
Powell River
Richmond Hospital
Forensic MH
LW Large Hospital
WHISTLER HEALTH CARE CENTRE
Squamish General Hospital
MAIN ENTRANCE
Squamish General Hospital


11,100
NURSES
5,800
PHYSICIANS
3,600
OTHER
400
Management
1,900
RESEARCH & STUDENTS**
400
PHARMACISTS
2,800
ALLIED HEALTH
500
HIM
3,400
CLERICAL
600
LAB
3,200
CARE ASSISTANTS
Total
30,000 - 35,000

A snapshot of the future state



Major linkages



How the transformation looks on the ground

Lions Gate Hospital Programs and Services

Inpatient Programs / Services

Medicine
General Medicine
Dermatology
ENT/Audiology
Rheumatology/Arthritis
Neurology
Respirology

Renal
Nephrology
Dialysis

Surgery/Anesthesia
General Surgery
Neurosurgery
Ophthalmology
Orthopedics
ENT
Gastroenterology
Spinal Cord
Plastics
Vascular
Urology
Dental

Critical Care
Adult Intensive Care
Pediatric Intensive Care
Neonatal Intensive Care

Inpatient Programs / Services

Maternity
Obstetrics
Midwifery

Rehabilitation

End of Life
Palliative Care

Pediatrics
General Pediatrics
Neonatology

Cardiac
Cardiac Care Unit

Mental Health & Addictions (HOpe Center & ED)
Tertiary Mental Health
Psychiatric Emergency
Adult Psychiatry
Older Adult Psychiatry

Ambulatory Clinics

Cardiac Rehab
Respiratory Therapy
Rehab Services
COPD Clinic
ECG
EEG
Geriatric Outreach
Joint Replacement
Mammography
Maternity
Neuro Rehab
Nutrition
Pediatric Asthma
Pre Surgical Screening
Rapid Access Spine

Outpatient Clinics

Oncology – Chemotherapy
Same Day Care Surgery
Cardiology
Endoscopy
IV Therapy
Pulmonary Function Lab
Medical Outpatient

Example: Lions Gate Hospital

Number of beds: 337

Number of ambulatory clinics: 38

Visits per year: approx 85k (including ambulatory visits)

Number of Users: 2,658

Clinical Support Services

Medical Imaging
Pharmacy
Lab
HIM

Emergency/Trauma

Associated Facilities

Evergreen House Residential Care

HOpe Center for Psychiatry & Education

North Shore Hospice

Transforming how we deliver patient care

Insights from other implementations

camh
Centre for Addiction and Mental Health

London Health Sciences Centre

NORTH YORK GENERAL
Making a World of Difference

Health PEI
One Island Health System

Frame the project as a Clinical Transformation, not an IT project.

With multiple sites, standardization of practices is critical

Engage all stakeholders

Provide an outlet for ongoing continuous quality improvement after go-live can help manage expectations

Learn from those who have experience

Do not underestimate the human resources needs

Have a nimble process for dealing with issues as they arise

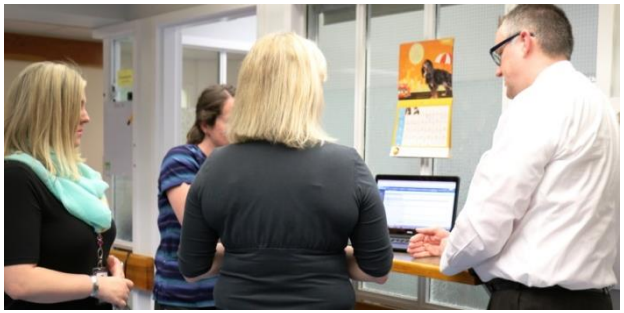
Applying what we've learned

The overall **strategy** for CST design is based on the following key tenets:

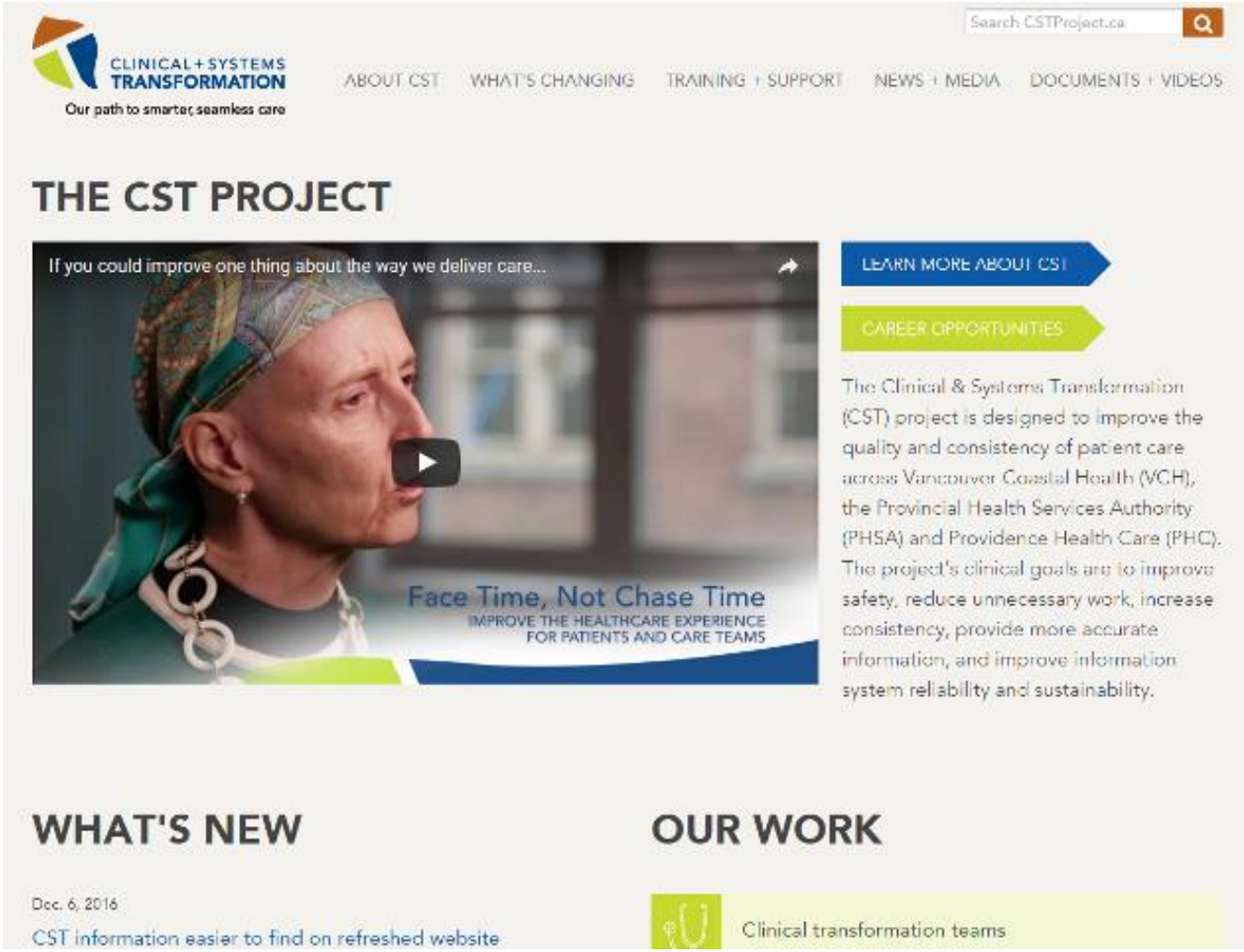
1. ***For clinicians by clinicians***
2. ***Efficiency***
3. ***Produce a product that can be clinically and operationally consumed***
4. ***Integration across the continuum of care***

Engagement with health professionals is key

- **Subject Matter Experts and Physician Champions** provide clinical input into system design
- **Road Shows and Product Demos** provide a sneak peek of the system and help raise awareness of the changes to come
- **Clinical transformation workshops** give front line health professionals a chance to take a test drive of the prototype system and provide feedback to design teams



CST Project Website – CSTProject.ca



Challenge questions

1. What are you doing to incorporate user feedback into the design and execution of your health IT project?

2. Based on what you've learned from this session, can you identify any opportunities to improve your approach?