

# Clinical and Systems Transformation Project Update May 2013

## Right Care, Real Time – Delivering Best Practice

*In May 2013 the Provincial Health Services Authority (PHSA), Vancouver Coastal Health (VCH) and Providence Health Care (PHC) announced a multi-year partnership to implement the Clinical and Systems Transformation Project. Team IBM was contracted to lead this initiative with the local Project Management Team to create a common, end-to-end clinical information system across all three organizations.*

Over the past decade there have been numerous initiatives to improve patient care through better information management. These have been program-specific, site-wide, and disease-focused, and have crossed over primary care, acute care, community care, mental health, chronic disease management, and beyond. They have involved clinical and non-clinical staff, administrators and support staff, and in some cases, patients and families. All of these initiatives have brought important learnings and improvements to our organizations, but one obvious lesson stands out: Patients move across all these programs, services, and sites, but the information and practices required to deliver safe, comprehensive, quality care do not keep pace.

A commitment to safe, high quality care that is based on best practice and real-time access to clinical information is the key driver behind the Clinical and Systems Transformation Project that was officially launched in May across PHC, PHSA and VCH. This project will build upon previous work, and involves the implementation of a single Clinical Information System (Cerner) across all PHC, PHSA and VCH acute, ambulatory and residential settings.

Providers, patients, residents and families have long expressed concerns over inconsistencies between programs, the need to provide the same information over and over again and frustrations when transitioning from one service/program to another. For providers, the need to repeat processes, adapt to different system requirements, program protocols and workflows is inconvenient and leaves too many opportunities for error or omission. For patients and residents, the risks associated with care plans based on inaccurate, outdated or incomplete information can be significant.

The Clinical and Systems Transformation Project is aimed at developing consistent processes, protocols and procedures as well as technical systems and capability to ensure clinicians have accurate, consistent and up-to-date information when required. This includes centralized and standardized processes such as ordering procedures and medications; as well as administrative functions like referrals, scheduling and registration.

A Project Management Office (PMO) has been established and will work with Team IBM, the consultants hired to lead this initiative, the largest of its kind in BC health care history. This same system has been successfully implemented in several large, complex health organizations in Canada and the US, and has delivered numerous benefits. This experience, along with the involvement of multiple clinical and non-clinical stakeholders will be key factors in the project's success.

Questions regarding the Clinical and Systems Transformation Project can be emailed to: [Michelle.Perrault@vch.ca](mailto:Michelle.Perrault@vch.ca). Regular updates will be provided as this project unfolds.

## Quick Facts About the CST Project

**Multi-year clinical and system transformation project, enabled by technology**

### Phase 1 Strategy & Verification

April – August 2013

- Surveys & focus groups
- Data collection, info gathering
- Advisory groups established
- Project Charter approved
- Project Plan developed

### Phase 2 Design, Build & Integrate

September 2013 – February 2015

- Clinical Teams established to participate in system design process
- Technical teams focus on system integration

### Phase 3 Implementation, 2014 – 2016

- Site/service order tbd
- Training/change management
- Ongoing evaluation/improvement

### Phase 4 Optimization, 2016 and beyond...

## Key Benefits of CST

### Improved patient safety & quality

- Consistent application of best practice across all sites/services
- Real-time access to clinical information

### Improved provider & organizational efficiency

- Access to information when/where required
- Consistent practices, protocols and processes across all sites/services

### Improved system performance/quality mgt

- Faster access to more, accurate data
- Better performance monitoring and decision-making (i.e. wait lists)

### Single clinical information system (CIS)

- Enables access to information across system of care (no more barriers due to incompatible systems)
- System upgrades without service disruption or costs associated with multiple integration requirements (no more end of life systems)