

Clinical and Systems Transformation Project Update June 6, 2013

Transformation Through Consultation & Collaboration

Research, clinical experience and common sense have long demonstrated the need for improved access to information, consistent application of best practice and work processes that ensure the best possible outcomes for our patients. The challenge is how to do this across three health organizations, more than fifty facilities, dozens of services and programs and in a way that supports care providers to deliver, safe, high quality care and service. This is what the Clinical and Systems Transformation (CST) Project aims to achieve.

Together, we will create standardized ways of working, consistent methods of collecting and managing data and a common approach to patient safety and quality management. All of this will be supported by a new clinical information system (Cerner) that also takes into account the particular needs of clinical specialties.

Patient Safety and Quality Care

CST links providers to best practice protocols to ensure consistent delivery of evidence-based care across all sites, services and programs. Other facilities across North America that have embarked on this journey include the University of Pittsburgh Medical Center in the US and North York General in Canada. Each has reported significant reduction or elimination of serious medication errors. A new integrated clinical information system in all three health organizations will support the workflows and best practices, ensuring a patient at Lion's Gate Hospital is delivered the same level of quality care as another patient at BC Children's Hospital. It will also ensure this information can be easily shared.

Improved Decision-Making, Research Opportunities

Consistent data collection/management will ensure researchers have access to clinical data to support research activities to improve health outcomes. Decision-makers will have access to better quality data to support improved utilization and resource management.

Improved Efficiency, Reduced Costs

The three health organizations, working together, will standardize processes, order sets, protocols, and clinical documentation, making it easier for providers to access the information they require when delivering care. Evidence indicates reduced waste and associated costs, improved workflows/productivity, and an increase in employee satisfaction with quality and safety improvements.

Multi-disciplinary Approach to Planning

The project governance model includes two key committees – The Physician Advisory Committee and the Clinical Advisory Committee. Details of each are currently being defined, but the key responsibilities are clear. These groups will ensure multi-disciplinary oversight and decision-making to ensure a successful project outcome. Representatives will be selected from all three health organizations. Participants will be expected to represent their organization (not a unit or site) with a focus on the patient and best practice implementation.

If you are interested in more information, please contact the Clinical Transformation Lead for your health organization.

Clinical Transformation Leads and Chief Medical Information Officers Appointed
Three Clinical Transformation Leads (CTL) and two Chief Medical Information Officers (CMIO) have been appointed to provide perspective and leadership to the CST Project.

Their appointment to these roles was based on their experience, vision, and commitment to creating a solution that will work across all health organizations to improve the patient and provider experience.

Grant McCullough, Corporate Director, CST, Providence Health Care (PHC)

Grant's career has spanned over 22 years. He has held several clinical operations roles at PHC and most recently has worked in the Professional Practice Office as a Practice Consultant. He has led a number of key organizational initiatives for PHC including medication reconciliation.

GMcCullough@providencehealth.bc.ca

Vicky Crompton, Executive Director, Provincial Health Services Authority (PHSA)

Vicky's career spans 28 years and three continents, most recently as the Senior Director, Critical Care, Surgical Suites, Emergency and Access at BC Children's. She helped lead the implementation of the first CERNER application (FirstNet).

Vicky.Crompton@phsa.ca

Karin Olson, Executive Director, CST, Vancouver Coastal Health (VCH)

Karin has more than 30 years experience, most recently as Acute Care Director, VCH. She planned and managed the renovation of the Lions Gate Hospital renovation project and has led several change initiatives for VCH.

Karin.Olson@vch.ca

Dr. Bruce Long, Chief Medical Information Officer, VCH/PHC

An ER physician, practicing on the North Shore for more than 35 years, Bruce has provided leadership and clinical insight

Bruce.Long@vch.ca

Dr. Alain Gagnon, Chief Medical Information Officer, PHSA

Alain has been with BC Women's Hospital for 20 years and is currently Medical Director, Ambulatory Programs. He has provided clinical leadership to support a number of standardization and quality assurance initiatives. Alain.Gagnon@phsa.ca

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