Best way, every day

Improve quality and consistency of care

→ Reduce variability in care pathways

→ Reduce inconsistency in documentation

→ Reduce uncertainty

Patients expect and deserve to have the same experiences, wherever and whenever they need our services.

We are designing safe, efficient care pathways, initially starting with standardized order sets, that reflect the latest evidence and will reduce unnecessary variations in care across our facilities and health care organizations. We are supporting a culture of continuous learning and quality improvement.

Our caregivers will make decisions based on reliable, consistent clinical information, and patients can have confidence they are being cared for the **best way, every day**.

What's driving the **CST project**?

Patient safety first
Reduce errors and adverse events

Face time, not chase time
Improve the health care experience for patients and care teams

Best way, every day
Improve quality and consistency of care

Draw on data
Make better information available to improve decision-making

Strengthen our core
Improve system reliability and sustainability

Delivering consistent, evidence-based care

■ Today, too much care is inconsistent with what medical science tells us patients should receive. When we all consistently use the same protocols and checklists, quality and patient safety improve as variation and miscommunication decrease.

■ Standardized practices will make it very clear what tasks need to be completed, and when – making it easier to meet consistently high standards of care.

■ Tools in the new clinical information system will be based on the most current research, such as order sets, clinical alerts and automatic dosing calculations. These tools will support health professionals in using their clinical judgement for the best outcomes at the point of care.

■ Shared policies and other reference materials will be accessible to everyone through direct, clickable links.

Order sets	The clinical information system will automatically suggest order sets based on documentation, diagnosis or results, bringing evidence-informed practice right to the care team. These will help coordinate care. The team can then consistently implement the care and customize it to meet the specific patient's needs as necessary.
Clinical alerts	Automated alerts based on stored medical information and predefined clinical rules will be used to notify caregivers of a possible adverse event or remind them of preventative care steps.

Improving clinical care

There are several clinical areas where we can make significant improvements by increasing adherence to evidence-based guidelines and tools. Examples include:

■ **Antimicrobial stewardship**: minimizing the emergence of antimicrobial resistance by using antibiotics only when necessary, and selecting the appropriate antibiotics to optimize outcomes while minimizing adverse effects.

■ **Venous thromboembolism (VTE) prophylaxis**: using prevention protocols and order sets to reduce morbidity and mortality related to VTE in adult hospitalized patients.

about CST

The Clinical & Systems Transformation project is a joint initiative of three health organizations: Vancouver Coastal Health, Provincial Health Services Authority and Providence Health Care. Find out more at CSTproject.ca or contact us at info@CSTproject.ca.