

# Renewing Health Care **FOR PATIENTS**

**Standards and Guidelines for  
Improving Patient Care**



## Renewing Health Care FOR PATIENTS

### New Era Vision

- **High quality public health care service that meet all patients' needs where they live and when they need it.**



# Renewing Health Care FOR PATIENTS

## Goals

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- **High quality patient-centred care**
- **Improved health and wellness for British Columbians**
- **A sustainable, affordable public health care system**



### Current Health System Challenges

- **Fragmented system**
- **Lack of focus on patients**
- **Lack of health planning**
- **Little accountability for patient outcomes**
- **Sustainability**



## Renewing Health Care FOR PATIENTS

### New Era Commitment

- **Establish provincial health standards that ensure all citizens in every part of the province are entitled to equitable, reliable, high-quality health services**



## What are Standards?

- **Standards are yardsticks to govern how health authorities deliver quality patient care**
- **Minimum requirements that Health Authorities must meet**



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### Why do we need Standards?

- **To improve quality and access to health care for patients**
- **To enable Health Authorities to make evidence-based decisions**
- **To improve accountability and patient outcomes**



## Renewing Health Care FOR PATIENTS

### Where do Standards Come From?

- **Principles for quality patient care**
- **Analysis of current patient care in British Columbia**
- **Experience in other provinces and countries**





## Renewing Health Care FOR PATIENTS

### A. Principles for Quality Patient Care

- **Accessibility**
- **Safety**
- **Sustainability and appropriateness**



## Renewing Health Care FOR PATIENTS

### B. Analysis of Current Patient Care

- **Population and Demographics**
- **Professional Competence**
- **Critical Mass of Providers and Resources**
- **Distance and Geography**



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## Provincial Access Standards

- **Emergency Services**
  - Access on a 24/7/52 basis within 1 hour or 50 km for 98% of residents within Health Authority
- **Acute In-Patient Services**
  - Access within 2 hours or 100 km for 98% of residents within Health Authority and 95% of residents in Health Services Delivery Area
- **Core Specialty Services**
  - Access within 4 hours or 250 km for 98% of residents within Health Authority and 95% of residents within Health Service Delivery Area



## Renewing Health Care FOR PATIENTS

### Why Do We Need Guidelines?

- **Recommendations for best practices and improved health service delivery**
- **Assist Health Authorities with decision-making during re-design of health care delivery**



## Provincial Guidelines: examples

- **Acute-Care Physician Services**
  - 1 GP for every 1,000 people in a rural community
- **Hospital-based services**
  - 1 local bed for every 1,000 people in smaller communities



## Renewing Health Care FOR PATIENTS

Request approval in principle to develop provincial standards and guidelines for:

- **Mental Health**
- **Home and Community Care**
- **Surgical Services**
- **Emergency Care**