

## Tiers of Service Self-Assessment after a Major Module Update (Existing Module)

---

After the development of a new module or after a major update of an existing module, a standardized self-assessment process is utilized with the following objectives:

1. **New modules:**
  - a. **Identify the tier to which a particular service most closely aligns.**
  - b. **Identify areas of strengths and opportunities for improvement.**
2. **After a major update<sup>1</sup> of an existing module (this document):**
  - a. **Confirm or adjust the tier to which a particular service most closely aligns.**
  - b. **Assess progress on opportunities for improvement identified during the previous self-assessment.**
  - c. **Identify new areas of strengths and opportunities for improvement.**

The description that follows is the standard process that is utilized for updating the self-assessment **after a major module update**. It is intended as a **guideline only** and is modified as appropriate for individual modules.

1. Agreement to update the self-assessment is provided by:
  - Child Health BC Steering Committee; and
  - Relevant Provincial Committee(s) (if exists).
2. Key individuals and groups are identified to support the self-assessment update process:
  - *Executive Sponsor(s):*
    - Provides overall direction & support for the self-assessment process.
  - *Project Team:*
    - Leads the self-assessment update process.
    - Membership includes a Project Manager, Analyst & other representatives as relevant to the module.
  - *Self-Assessment Advisory Group:*
    - Provides advice throughout the self-assessment update process on the development of the self-assessment interview/survey process, analysis of the results and format of the reports. The Advisory Group will consult with those who will be participating in the self-assessment as they develop the self-assessment process and plans to communicate the results (e.g., health authorities, ministries, and Indigenous partners).
    - Membership includes the Project Manager, Analyst and at least 1-2 individuals who participated in the update of the module.

---

<sup>1</sup> Major module updates are done every five (5) years, or more often if necessitated by changes in multiple areas of practice.

## Tiers of Service Self-Assessment after a Major Module Update (Existing Module)

---

3. An interview/survey tool is developed in survey and database tool to assess the status of:
  - Tier-defining criteria; and
  - Notable criteria; and
  - Progress on opportunities for improvement identified during the previous self-assessment.
4. Interviews/surveys are conducted in-person and virtually. Relevant service specific data (where available) is provided (e.g., volume data).
  - Facility/organization reps (operational and clinical lead at a minimum) are identified to participate in the self-assessment update.
  - Interviewer asks the representatives questions relevant to the service at their facility/organization: i.e., tier defining criteria & progress on provincial (if applicable), health authority (if applicable) and site-level opportunities for improvement identified during the previous self-assessment).
  - At the end of the interview, the representatives are asked to select which overall tier they think their organization/facility most closely aligns. If different from the tier alignment identified in the previous self-assessment, rationale is discussed.
5. All of the responses are captured in survey and database tool. Responses are sent to each facility/organizational rep(s) to validate and are updated in survey and database tool as needed.
6. Self-assessment survey results are analyzed. Tier alignment is confirmed for each facility/organization. New areas of strengths and opportunities for improvement are identified at a facility/organization, HA and provincial level. Progress on opportunities for improvement identified during the previous self-assessment is reviewed.
7. Results of the self-assessment are communicated as follows:
  - **HA/regional reports:** Shared with HA/regional leadership. Summarize the results for the HA and individual facilities/organizations.
  - **Facility/organization reports:** Shared with facilities/organizations by the HA/regional leadership. Identifies the tier alignment and summarizes the results for an individual facility/organization in comparison to the average achievement for facilities/organizations within the HA/region/province within the same tier group.
  - **Provincial summary:** Shared with the Child Health BC Steering Committee and relevant Provincial Committee(s) (if exist). Data is provided at the HA level only.