

## Fact Sheet 5: Using Tiers of Service Modules for Service Planning

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The Tiers of Service modules provide a guide to the responsibilities, requirements, and critical mass to provide a safe, sustainable, and appropriate level of a specified service. These modules, when used in combination with the self-assessment analysis of the relevant module, facilitate the planning and development of services appropriate to meet the needs of local, regional and/or provincial catchment areas.

Upon completion of the self-assessment process for a given Tiers of Service module (see Fact Sheets 4a, 4b, 4c), results are communicated as follows:

- **HA/regional reports:** Shared with HA/regional leadership. Summarize the results for the HA and individual facilities/organizations (individual facilities/organizations are "numbered" and the HA is provided the key). If desired by the HA, numbers may be substituted for facility/organization names in the final report.
- **Facility/organization reports:** Shared with facilities/organizations at the direction of 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.

**HA/regional** and **Facility/organization reports** are intended to support planning at an HA/regional and individual facility/organization level. **Provincial summary** is intended to support planning at a provincial level. Specifically:

1. **HA/regional reports** support **system planning**, including:

*Citing of services:*

- a. What are the needs of the population served by the HA for a given service?
- b. How do these needs translate into the needs within a HA for a given service (i.e., numbers and locations of Tier 1 services? Tier 2 services? etc)?
- c. How is a given service currently offered within the HA? (i.e., numbers and locations of Tier 1 services? Tier 2 services? etc)?
- d. Can the needs of the population and the service offering for a given service be better aligned?

*Quality improvement initiatives:*

- a. What are the areas of strength for a given service within the HA? What are the areas of opportunity?
- b. What can the HA do to address the areas of opportunity within a given service?

2. **Facility/organizational reports** support **operational planning** including:

- a. What are the areas of strength for a given service within the facility/organization? What are the areas of opportunity?
- b. What can the service do to address the areas of opportunity?

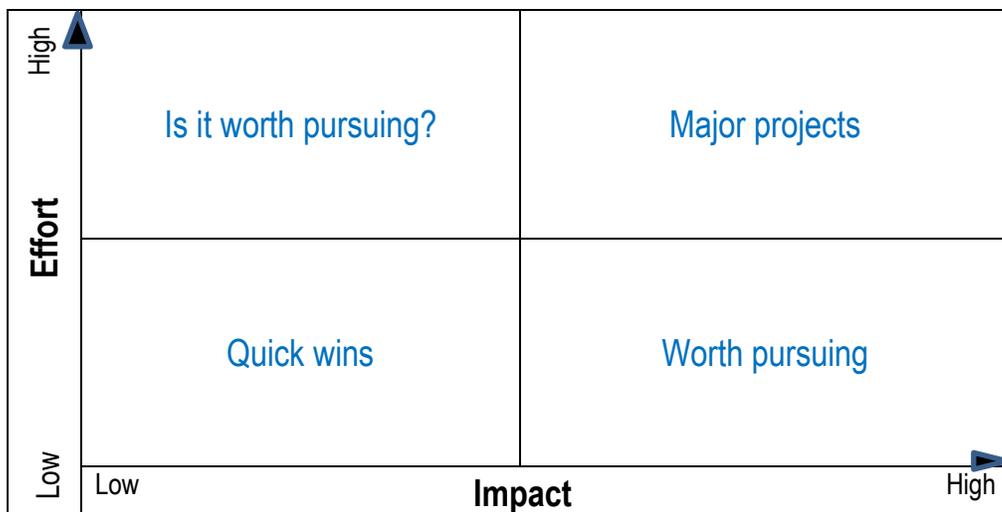
**Provincial summary** is utilized by Child Health BC and its partners to identify and prioritize **provincial quality improvement initiatives**. An overview of a typical process is provided below.

1. Provincial Committee/Group is identified to lead the identification and prioritization process. The role may be fulfilled by an existing committee/group, or a committee/group established specifically for the task. Membership crosses disciplines, geography & sectors, as relevant to the module and includes representatives from the

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Provincial Module Development and Self-Assessment Working Groups. Patients/families, including Indigenous partners, are included in the membership.

2. The provincial summary of the self-assessment results is analyzed by the Provincial Committee/Group and quality improvement priorities are identified and prioritized.
  - a. Chart below is utilized to identify provincial themes (opportunities), with consideration given to criteria which were consistently not met (i.e., met <70% of time), crossing one or more tiers and affecting multiple (3 or more) health authorities/regions.
  - b. Provincial themes (opportunities) are reviewed by the Provincial Committee/Group to determine priorities for provincial action (focus on impact).
  - c. Priorities for provincial action are discussed with health authorities/provincial partners (focus on effort). Based on this review, priorities for action are confirmed.



- d. Provincial priorities for action are submitted for “acceptance” to the Child Health BC Steering Committee and relevant Provincial Committee(s) (if exists).