



## Fact Sheet 1: Tiers of Service Overview

## A Provincial Approach to Defining and Planning Services

Planning and coordinating children's health services is a major area of focus for Child Health BC and provincial partners (health authorities, ministries, provincial organizations). The **Tiers of Service** framework provides a tool to define and plan such services.

Utilizing a common language and methodology, the Tiers of Service framework:

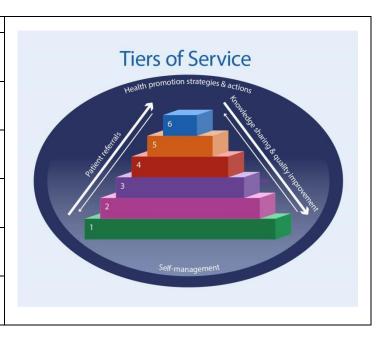
- Recognizes that health services, while important, are one of several factors that contribute to child and youth well-being overall.
- Is informed by a review of frameworks/tools in other jurisdictions around the world (e.g., Queensland, UK).
- Facilitates system planning for clinical services, knowledge sharing/training and quality improvement/ research. The responsibilities and requirements in each of these three areas are defined within the Tiers framework.

Tiers of Service describe the level of a *service* to be delivered, not the hospital or health facility as a whole. A *hospital* or *health facility* generally operates a number of services which may have different Tiers.

## **Defining Tiers of Service**

Within the Tiers of Service framework, services are categorized as Tier 1 through Tier 6, with Tier 1 offering a wide breadth service and Tier 6 offering specialized service, often requiring multiple critical interdependencies. The tier identified for a given service represents the highest tier of that service which is available at that site.

Tier	Description
Tier 1	Prevention, primary & emergent health service
Tier 2	General health service
Tier 3	Child-focused health service
Tier 4	Children's comprehensive health service
Tier 5	Children's regional enhanced & subspecialty health service
Tier 6	Children's provincial subspecialty health service



*Clinical* services (e.g., Emergency Department, Medicine, Surgery and Mental Health) are described using Tiers 1 through Tier 6. *Clinical Diagnostic and Therapeutic Services* (e.g., Laboratory) are described using Tiers A through F.





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# **Using the Tiers of Service for Service Planning**

Child Health BC in collaboration with health authorities and other provincial partners, including patients and families, completes the following steps to support provincial system planning:

### 1. Creation of a series of modules:

For each of the major areas of health services - such as Children's Medicine, Children's Surgery, Children & Emergency Department Services. Children & Critical Care Services - a Tiers of Service module is created.

### Each module has 3 parts:

- Setting the Stage: Summary of data and literature used to create the module.
- \*Tiers in Brief to Support System Planning: High-level description of the tiers, including responsibilities and requirements.
- \*Tiers in Full to Support Operational Planning: Detailed description of responsibilities and requirements:
  - (1) Clinical service;
  - (2) knowledge sharing/training; and
  - (3) quality improvement & research.

Within the Clinical Service section, *service description*, *responsibilities* and *requirements* are identified within each of the specified tiers in the module.

Description of the service: Target geographic area, service focus and setting and types of patients served (e.g., low or high complexity/acuity).

Responsibilities: Major tasks/functions associated with the service (e.g., care planning, nutrition management, child and family teaching, management of deteriorating/emergency conditions).

Requirements: Resources required to perform the service at the specified tier.

- a. Providers
- b. Facilities
- c. Clinical diagnostic and support services (refer to appropriate module, if available)
- d. Volumes per year
- e. Specialty/subspecialty physician interdependencies
- f. Other

#### 2. Self-assessment based on the modules:

Once a module is finalized and accepted by the key partners in the province, CHBC works with the health authorities and provincial partners to complete self-assessments of relevant services at each site.

3. System planning and service planning based on self-assessment results:

Using the self-assessment analysis, provincial, regional, and local planning is undertaken in collaboration with CHBC and provincial partners. The Tiers assist in guiding the provision of an appropriate level of specified service.

<sup>\*</sup>Tiers in Brief and Tiers in Full are combined in some modules (e.g., Children & Critical Care Services).