

## 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.

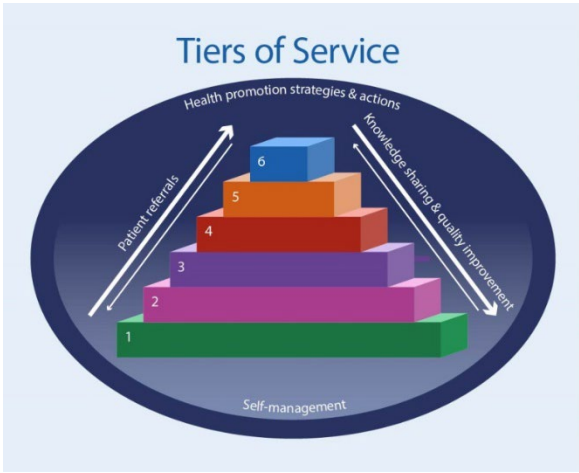
Utilizing a common language and methodology, the Tiers of Service framework:

- 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	Local 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. These modules include detailed descriptions of responsibilities and requirements for:

- (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.