

Fact Sheet 4b: Tiers of Service Module Review & Update (Existing Module)

A standardized process is used to:

1. Develop new Tiers of Service modules (refer to Fact Sheet 4a).
2. Formally update existing modules:
 - a. Setting the Stage
 - b. Tiers in Brief/Tiers in Full
 - *Minor* updates to existing Tiers of Service (TOS) documents; and
 - *Major* updates to existing TOS documents

1. Updating the *Setting the Stage* documents

Frequency:

- Annually.

Triggers:

- Provincial Health Services Authority (PHSA) receives new provincial data from the Ministry of Health.

Process:

1. Child Health BC (CHBC) data analyst updates the *Setting the Stage* documents with new provincial data.
2. CHBC Tiers of Service (TOS) project manager reviews the updated *Setting the Stage* document and arranges posting to the CHBC website.

2. Tiers in Brief/Tiers in Full documents

a. Minor Update

Frequency:

- Up to four times per year (Jan 1, Apr 1, July 1 and Oct 1).

Triggers:

- Request received from users of the module to clarify a specific criterion or group of criteria. If criterion/criteria are changed, the original intent is maintained. Clarification is reviewed by relevant parties for accuracy and clarity.
- Completion or completing an update of another Tiers of Service module which impacts an existing module. Changes are made to the existing module to maintain the alignment between modules.

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Process:

1. Request for change brought forward to a member of CHBC TOS team.
2. CHBC TOS team reviews the request and adjusts the module, as appropriate. Team reviews clarification with relevant parties for accuracy and clarity.
3. Updated module is posted on the CHBC website with the date (Minor revision: Jan 1, Apr 1, July 1 or Oct 1) and overview of the changes (Change Log).

b. Major Update

Frequency:

- Every five (5) years, or more often if necessitated by changes in multiple areas of practice.

Triggers:

- Five (5) years since completing the initial module or since the last major update.
- Request from users of the module for a major update to align with changes in multiple areas of practice.

Process:

1. Request for a major update is brought forward to a member of CHBC TOS team; OR 5 years has passed since completing the initial module or since the last major update.
2. Project manager is assigned to support the module update.
3. Small group of advisors (3 - 4) is identified to (1) determine areas requiring an update; and (2) provide input on the initial draft of the proposed changes. Focus groups may be held on specific topic areas.
4. Research is conducted in the area of the proposed change(s) (e.g., internet/literature review of practice guidelines/standards, etc; review of relevant data).
5. Key individuals are identified to form a Provincial Module Update Working Group:
 - Focus of the group is to provide expert advice on updates to the module and to discuss issues that require clarification, discussion and/or resolution.
 - Membership crosses disciplines, geography & sectors, as relevant to the module (5 - 10 people).
 - Anticipate one full day, face-to-face meeting and 2 – 4 teleconferences/videoconferences to complete the work.
6. Once the Provincial Working Group completes the draft, the module is broadly circulated for feedback, including health authority and other leadership and provincial councils/committees. As appropriate, feedback is incorporated by the Provincial Working Group.

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7. *Tiers in Brief* is updated, based on changes in the Tiers in Full document. For some modules, Tiers and Brief and Tiers in Full are combined (e.g., Critical Care Services for Children).
8. Final draft of the updated module is submitted for "acceptance" and agreement to proceed with an updated self-assessment to:
 - Child Health BC Steering Committee; and
 - Relevant Provincial Committee(s) (if exists).

The focus of this final review is to confirm that appropriate processes were followed and that consultation was undertaken with the appropriate parties.

9. Updated module is posted on the CHBC website with the date (Approved Major revision: m finalized, including the date of approval, and posted to the Child Health BC website.
10. Updated module is posted on the CHBC module with the date (Approved: xxxxx) and overview of the changes (Change Log).