

Fougere, Brianna HLTH:EX

From: Powell, Wynne HLTH:EX
Sent: Friday, April 27, 2018 12:51 PM
To: Dix, Adrian HLTH:EX
Cc: Brown, Stephen R HLTH:EX; Feulgen, Sabine HLTH:EX
Subject: URGENT memo to staff from medical doctors
Attachments: Memo to staff - CST go-live.pdf

Importance: High

Good Afternoon Minister:

I thought this letter might give us all some comfort on the point we are at with the medical staff.

When you read this letter I think it is the closest one can get to an "endorsement".

I was delighted to receive a copy of this.

Regards

Wynne

G. Wynne Powell, CPA,FCPA,FCGA,D.Tech (hons) CST CHAIR & Special Advisor to Health Minister
office: 4580 Cowley Crescent,
Richmond, B.C. V7B 1B8
mobile 1-604-209-3210
e-mail: Wynne.Powell@gov.bc.ca

—

MEMORANDUM

DATE: April 25, 2018
TO: LGH Staff
FROM: LGH Physicians and Providers
RE: CST Go-Live

We are now 3 days from Go-Live.

Over the last months the commitment and effort by the staff at LGH put in to preparing for and training in Cerner is truly staggering. 430 physicians and providers and 2400 staff have been involved in building the system, customizing it to LGH workflows and training to use it.

On Saturday LGH will change forever as we move onto this computerized platform that promises to increase quality and safety for the patients we all care for.

We know this change will be difficult and the days ahead will be challenging and at times confusing, but we, the medical staff are committed to doing the best we can to make this transition as smooth as possible. We recognize the critical roles nurses, allied health providers and clerical staff play in the care of patients and we will do all we can to support you as we go through this time together.

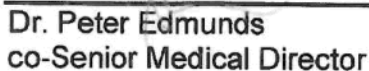
We wish you all good luck.



Dr. Lance Patrick
Chair, NS Medical Advisory Committee



Dr. Bella Hugan
President, Medical Staff Association



Dr. Peter Edmunds
co-Senior Medical Director



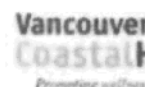
Dr. Ross Brown
co-Senior Medical Director

Fougere, Brianna HLTH:EX

From: CST Coastal <CSTCoastal@vch.ca>
Sent: Saturday, April 28, 2018 7:52 PM
Subject: CST Coastal Site Implementation Daily Update - April 28, 2018
Attachments: Memo CST Coastal Memo Update 28 April 2018 VCH & CST Leadership.pdf

Sent on behalf of Karin Olson, COO, VCH Coastal Community of Care, and Peter Edmunds, Co-Senior Medical Director, VCH Coastal Community of Care

CST Coastal



Date: April 28, 2018

To: Vancouver Coastal Health Senior Executive Team, CST Project Board, CST Steering Committee, CCOAT

From: Karin Olson, Chief Operations Officer, VCH Coastal Community of Care
Peter Edmunds, Co-Senior Medical Director, VCH Coastal Community of Care

Re: CST Coastal – Site Implementation Daily Update

Overview

At 6:15am this morning, we flipped the switch and started using our new clinical information system (Cerner) at Lions Gate Hospital and Squamish General Hospital.

There's still more work to be done, but we paused briefly this morning to celebrate this moment and acknowledge the huge effort it took to get us here. We couldn't have done this without providers, clinicians and staff at Coastal, the CST project team and the leadership and staff from other sites across VCH and beyond who stepped up to help support us.

Clinical Operations

- We know that these first few weeks will not be easy, but providers, clinicians and support staff remain positive. Several hundred additional resources from our region, other health authorities and Cerner are providing at-the-elbow support at LGH and SGH.
- Our clinical support centres are fully operational and specialized roamers are being dispatched to address both clinical and technical issues.
- In advance of the activation, our cutover team worked tirelessly through the night to register and manually enter orders and medication profiles for more than 230 patients.
- Throughout the day today, technical issues have come up – as they always do during these kinds of changes – and we are addressing them. We are thankful to the provider champions and the peer mentors for their efforts to alert us about issues quickly so they can be resolved rapidly.
- Our leadership teams have also been visible on all the patient areas of the two hospitals to provide our staff with support and to ensure any clinical or technical issues are resolved quickly

Date: April 28, 2018

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Fougere, Brianna HLTH:EX

From: CST Coastal <CSTCoastal@vch.ca>
Sent: Sunday, April 29, 2018 8:05 PM
Cc: Olson, Karin [CORP]; Edmunds, Peter [NS]
Subject: CST Coastal Site Implementation Daily Update - April 29, 2018
Attachments: Memo CST Coastal Memo Update 29 April 2018 VCH & CST Leadership.pdf

Sent on behalf of Karin Olson, COO, VCH Coastal Community of Care, and Peter Edmunds, Co-Senior Medical Director, VCH Coastal Community of Care

CST Coastal



CLINICAL + SYSTEMS
TRANSFORMATION

Our path to smarter, seamless care

Vancouver
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Promoting wellness

Date: April 29, 2018

To: Vancouver Coastal Health Senior Executive Team, CST Project Board,
CST Steering Committee, CCOAT

From: Karin Olson, Chief Operations Officer, VCH Coastal Community of Care
Peter Edmunds, Co-Senior Medical Director, VCH Coastal Community of Care

Re: CST Coastal – Site Implementation Daily Update

Overview

One day after go-live, providers, clinicians and staff are continuing to adapt to the new clinical information system. Technical and clinical issues are being resolved rapidly and efficiently thanks to the timely communication of our at-the-elbow support staff. Examples include issues with access and provisioning, FESR (resolved) and Omnicell viewing (resolved).

We continue to encourage our providers, clinicians and staff to report any problems they may be experiencing during this transition so we can respond to any issues quickly. We have also increased the number of phone lines and call takers to facilitate a smoother onboarding of services tomorrow (Monday).

The teamwork and the willingness of everyone from leadership to frontline staff to roll up their sleeves and get things done has been commendable and we are definitely off to a great start.

Clinical Operations

- Providers and clinicians from many units and departments at Lions Gate Hospital and Squamish General Hospital are sharing positive feedback on the quality and level of at-the-elbow support.
- Our leadership teams continue to be visible on all the patient areas of the two hospitals to provide our staff with support and to ensure any clinical or technical issues are resolved quickly.

Thank you for your continued support during this transition.

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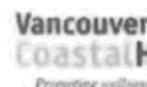
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CST Coastal



Date: April 30, 2018

To: Ministry of Health, Regional Health Care Leaders, Organizations and Partners

From: Vancouver Coastal Health Senior Executive Team, CST Project Board, CST Steering Committee, CCOAT

Re: CST Coastal – Site Implementation Daily Update

Overview

We're now on Day 3 and, with most of our services at LGH and SGH fully operational again after the weekend, we are continuing to adjust and learn.

We are encouraging physicians, nurses and staff to talk to at-the-elbow support teams or to call the command centres with any technical and clinical questions or concerns so we can respond to them quickly, and we have increased the number of callers and triage staff at the sites.

Clinical Operations

- Our leadership teams continue to be visible on all the patient areas of the two hospitals to provide our staff with support and to ensure any clinical or technical issues are resolved quickly.
- The oncology clinic went live today as did outpatient care centre, rapid access spine clinic and other ambulatory services.
- ORs are also fully functional with reduced capacity and successful completion of all cases.

Adoption Metrics – April 30, 2018

- Computerized Provider Order Entry (CPOE):
 - 89% (up from 75%)
 - LGH – 89%
 - SGH – 91%
- Barcode Scanning:
 - Wrist band 67%
 - Medication 59%

Providers, clinicians and staff – from acute care to community – have expressed enthusiasm about the change and we are so proud of the effort they are all making.

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Fougere, Brianna HLTH:EX

From: Saunders, Joan [CORP] <Joan.Saunders@vch.ca>
Sent: Wednesday, May 2, 2018 8:39 AM
To: XT:Ackenhusen, Mary HLTH:IN; XT:Roy, Carl EHS:IN; Dalton, Fiona [PH]; John Bethel; [PHSA] Long, Michael; Paul Palmer; Feulgen, Sabine HLTH:EX; Vandenberg, Tena [VC]; Powell, Wynne HLTH:EX
Cc: Crowell, Holly [VC]; [PHSA] Dailly, Janet; Megan Simpson; Office of the CEO [PH]; XT:HLTH Price, Winnie; Walsh, Sara M HLTH:EX; XT:Saunders, Joan HLTH:IN; susie.to@ca.ey.com
Subject: CST Project Board - May 9th Agenda Package
Attachments: 1.2 CST Project Board Agenda - May 9, 2018.pdf; CST Project Board - Proposed Motions May 9, 2018.pdf; 1.3 CST Project Board - Draft Minutes April 4 2018.pdf; 3.0 CST Coastal Communications Summary - 2018 04 30.pdf; 4.0 Finance Update - CST Project Board - May 9 Update (FINAL).pdf; 5.0 Roadmap Planning Update - 201800501.pdf
Categories: Printed

Hi:

Please find attached the agenda package for the May 9th CST Project Board meeting. Thanks.

Joan



CST PROJECT BOARD

Wednesday, May 9, 2018

9:00 am – 12:00 pm

10th Floor Board Room

601 West Broadway

Vancouver

Board Members:

Wynne Powell, Chair

Sabine Feulgen, Vice- Chair (by phone)

Mary Ackenhuisen

Carl Roy

Ex-Officio:

Fiona Dalton

Invited Guests:

John Bethel, E&Y

Paul Palmer, E&Y

Staff:

Michael Long

Tena Vandenberg

Invited VCH Staff

Patrick O'Connor

AGENDA

	Item	Information/ Decision	Attachment	Lead
9:00 (5 min)	1.0 Call to Order			
	1.1 Motion to Hold Meeting In-Camera			Wynne Powell
	1.2 Approval of the Agenda	Approval		Wynne Powell
	1.3 Approval of the Minutes of the Previous Meeting – April 4, 2018	Approval	Attachment	Wynne Powell
9:05 (60 min)	2.0 Project Go-Live Status and Feedback <i>(including Risks and Issues)</i>	Information		Karin Olson/ Peter Edmunds/ Ron Quirk
	• What is going well?			
	• What is going badly?			
	• Any support needed from Board?			
10:05 (20 min)	3.0 Communications Update	Information	Attachment	Ron Shewchuk
10:25 (15 min)	4.0 Financial Update	Information	Attachment	Paul Palmer

10:40 (20 min)	5.0	Roadmap Planning Update	Information	Attachment	Michael Long
11:00 (15 min)	6.0	Other Business			
11:15	7.0	Adjournment			
	8.0	Next Meeting – June 13, 2018 9:00 am to 12:00 noon 10 th Floor Board Room 601 West Broadway Vancouver			
11:15	9.0	In-Camera Session - - Board Members only			



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Our path to smarter, seamless care

590 West 8th Avenue
Vancouver, BC
Canada V5Z 1C5
T 604.675.2510
E info@CSTproject.ca

CST PROJECT BOARD

Wednesday, May 9, 2018
0900 – 1200 Hours
10th Floor Board Room
601 W. Broadway

Proposed Motions

Agenda Item #	Matter	Proposed Motion
1.1	Declare In-Camera Meeting	It was MOVED by , THAT the meeting be declared in-camera.
1.2	Approval of Agenda	It was MOVED by , THAT the agenda be approved as circulated.
1.3	Minutes of April 4, 2018	It was MOVED by , THAT the minutes of the in-camera meeting held on April 4, 2018 be approved.

Page 15 to/à Page 20

Withheld pursuant to/removed as

s.12



CST Coastal Communications Summary

Presented by: CST Communications
May 9, 2018

CST is a joint initiative of VCH, PHSA and PHC



Summary Overview

1. Go-live support communications
2. Patient communications
3. Communications with external stakeholders
4. CST Coastal general communications
 - Inside CST Coastal magazine
 - CST Coastal general e-bulletin
 - CST Coastal provider update
 - CST Coastal update newsletter
5. CST enterprise communications
 - Recent videos + explainer video
 - Podcasts
 - Transformation Central statistics
6. Engagement



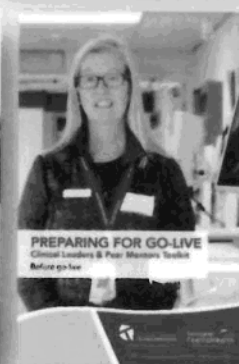
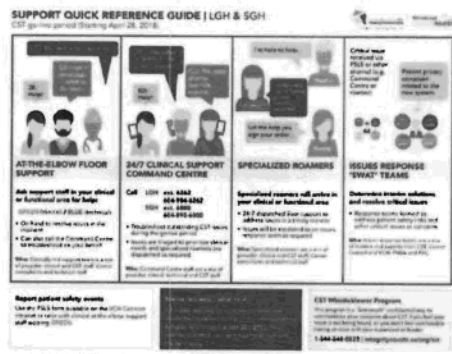
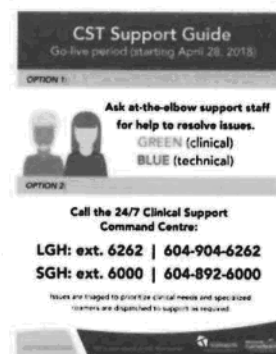
Go-live support communications

Front-line staff

- Posters (all units)
- Lanyard cards

SUDs Managers, Providers and Peer Mentors

- Preparing for Go-live toolkit for clinical leads/peer mentors and provider version
- Support Quick Reference Guide one-pager



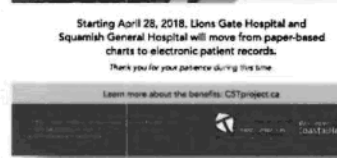
Patient communications

Around LGH & SGH

- Posters
- Table toppers
- Pamphlets
- TV at LGH reception

For support staff

- Talking points and links to all patient communications materials



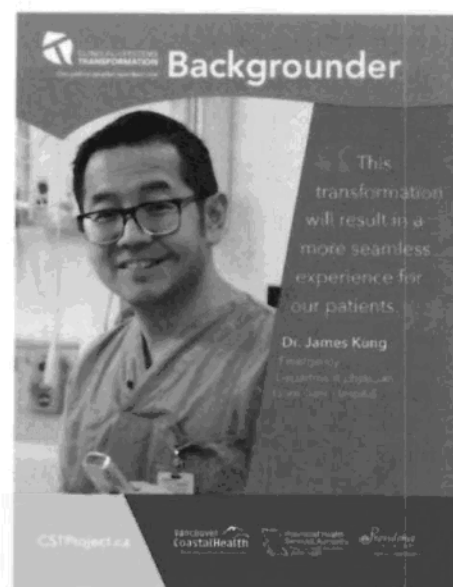
Communication with external stakeholders

External stakeholders were provided information about the project in face-to-face meetings and via email. In addition to tailored information relevant to members of their organizations, they received:

- Project backgrounder
- At-a-glance infographic (PDF and animated video)
- Get in the loop video
- The future of clinical care: Mark's patient journey video
- If you could improve one thing video

Total outreach: 20+ groups had been communicated with as of April 28

- Unions
- Doctors of BC
- Division of Family Practice
- Local universities with health care students
- North Shore MLA constituency offices
- Other health authorities (Fraser Health, First Nations Health Authority, Northern Health, Island Health, Interior Health)
- College of Registered Nurses of BC
- College of Registered Psychiatric Nurses of BC
- BC Nurse Practitioner Association
- BC Patient Safety & Quality Council
- College of Pharmacists of BC
- BC Pharmacy Association
- BC Care Providers Association



Note: Analytics are pulled from
May 1, 2017 – April 25, 2018

Inside CST Coastal Magazine

Bi-monthly from December 2017 – April 2018



Vol. 1 – Dec. 2017



Vol. 2 – Feb. 2018



Vol 2.1 – March 2018



Vol 3 – April 2018



Note: Analytics are pulled from
May 1, 2017 – April 25, 2018

CST Coastal General E-Bulletin

Bi-weekly from December 2017 – March 2018

Weekly from April 2018 – May 2018

Issue 1 – Jan 18, 2018
Issue 2 – Jan 30, 2018
Issue 3 – Feb 13, 2018
Issue 4 – Feb 27, 2018
Issue 5 – March 6, 2018
Issue 6 – March 20, 2018
Issue 7 – March 27, 2018
Issue 8 – April 3, 2018
Issue 9 – April 10, 2018
Issue 10 – April 17, 2018
Issue 11 – April 24, 2018
Issue 12 – April 27, 2018
Issue 13 – April 28, 2018

Digital distribution

- **Email lists:**
NS LGH Staff All
STS SGH Staff
CST Peer Mentors LGH
CST Peer Mentors SGH



We did it! CST is live at LGH & SGH

At 6:15 am this morning, we flipped the switch and started using our new clinical information system (Cerner) at Lions Gate Hospital and Squamish General Hospital.

There's still more work to be done, but each of us should take a minute to celebrate this moment and acknowledge the huge effort it took to get us here. Thank you to the providers, clinicians and staff at Coastal, the CST project team and the support staff from other sites across VCH and beyond. In particular, I want to thank the cutover team – we wouldn't be at this point if they

A joint initiative of VCH, PHSA, and PHC



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Note: Analytics are pulled from
May 1, 2017 – April 25, 2018

CST Coastal Provider Update

Bi-weekly from December 2017 – March 2018

Weekly from April 2018 – May 2018

Jan. 17, 2018
Jan. 31, 2018
Feb. 20, 2018
March 15, 2018
March 28, 2018
April 5, 2018
April 13, 2018
April 19, 2018
April 25, 2018



CST Coastal PROVIDER UPDATE
What you need to know right now about CST

www.cstproject.ca

April 28, 2018

From: Peter Edmunds, Co-Senior Medical Director, VCH Coastal
Rose Brown, Co-Senior Medical Director, VCH Coastal

3 DAYS TO "GO-LIVE"

THANK YOU

"On behalf of the senior medical leadership, I want to thank you all for your hard work and support through the implementation of CST. It has been a long and hard road but we are reaching the end of the journey and the training you have put into it will ensure we finish strong."

- Dr. Peter Edmunds

THE TO-DO LIST! Are you ready?

For access to use the system at go-live, please ensure:

1. E-learning is completed
2. You attend a personalization session
3. You have an updated photo ID - available in CST Hub until May 10 and at SGH on May 3 and 10.

Contact Dan.Sommer@vch.ca for help.



Note: Analytics are pulled from
May 1, 2017 – April 25, 2018

CST Coastal Update Newsletter

Bi-weekly from May 2017 – December 2017

Issue 1 – May 2, 2017
Issue 2 – May 16, 2017
Issue 3 – May 30, 2017
Issue 4 – June 13, 2017
Issue 5 – June 27, 2017
Issue 6 – July 25, 2017
Issue 7 – Aug 8, 2017
Special Ed. – Aug 29, 2017
Issue 8 – Sept 6, 2017
Issue 9 – Sept 19, 2017
Issue 10 – Oct 4, 2017
Issue 11 – Oct 24, 2017
Issue 12 – Nov 9, 2017

Print distribution

- CST Hub

Digital distribution

- **Email lists:**
NS LGH Staff All
STS SGH Staff
CST Peer Mentors LGH
CST Peer Mentors SGH
Providers
- Transformation Central



Note: Analytics are as of
April 25, 2018

Recent Videos

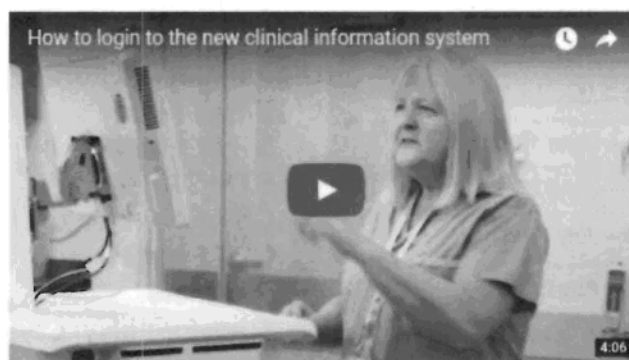
How to WOW: Introducing
workstations on wheels



Upload time: March 9, 2018 at 3:17 PM

Views: 487

How to log in to the new clinical
information system



Upload time: April 6, 2018 at 1:53 PM

Views: 217



Explainer video

The Future of Clinical Care: Mark's Patient Journey



Upload time: November 2, 2017

Views: 844 views

Featured on: CSTproject.ca, Transformation Central, VCH News, screenings for staff and more

Podcasts

The Doctors Are In



Total downloads: 834

*unique downloads beginning from Nov 1, 2017

Downloads (from Jan. 30 – April 30, 2018):

Pilot: What it was like to go live at North York General Hospital - **69**

Episode 1: Cornwall's go-live experience part 1 - **61**

Episode 2: Cornwall's go-live experience part 2 - **66**

Episode 3: Cornwall's go-live experience part 3 - **92**

Episode 4: Dr. Jeremy Theal's go-live tips for MDs – **106**

Episode 5: Dr. Eric Grafstein talks about going live at Lions Gate and Squamish hospitals - **79**

[Listen to the podcasts here.](#)



Note: Analytics are as of
April 25, 2018

Transformation Central

our.cstproject.ca

Jan 1, 2018 - Apr 11, 2018

All Users
100.00% Pageviews

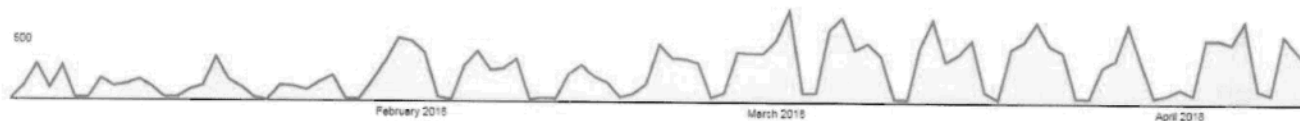
+ Add Segment

Overview

Pageviews ▾ VS. Select a metric

Hourly Day Week Month

Pageviews
1,000



Pageviews
22,733

Unique Pageviews
13,438

Avg. Time on Page
00:01:18

Bounce Rate
47.91%

% Exit
23.16%

Jan. 1 – 31, 2018

Users: 610

New users: 530

Page views: 3,762

Sessions: 1,200

Feb. 1 – 28, 2018

Users: 612

New users: 513

Page views: 5,868

Sessions: 1,257

Mar. 1 – 31, 2018

Users: 976

New users: 803

Page views: 9,639

Sessions: 2,106

Apr. 1 – 31, 2018

Users: 811

New users: 616

Page views: 7,881

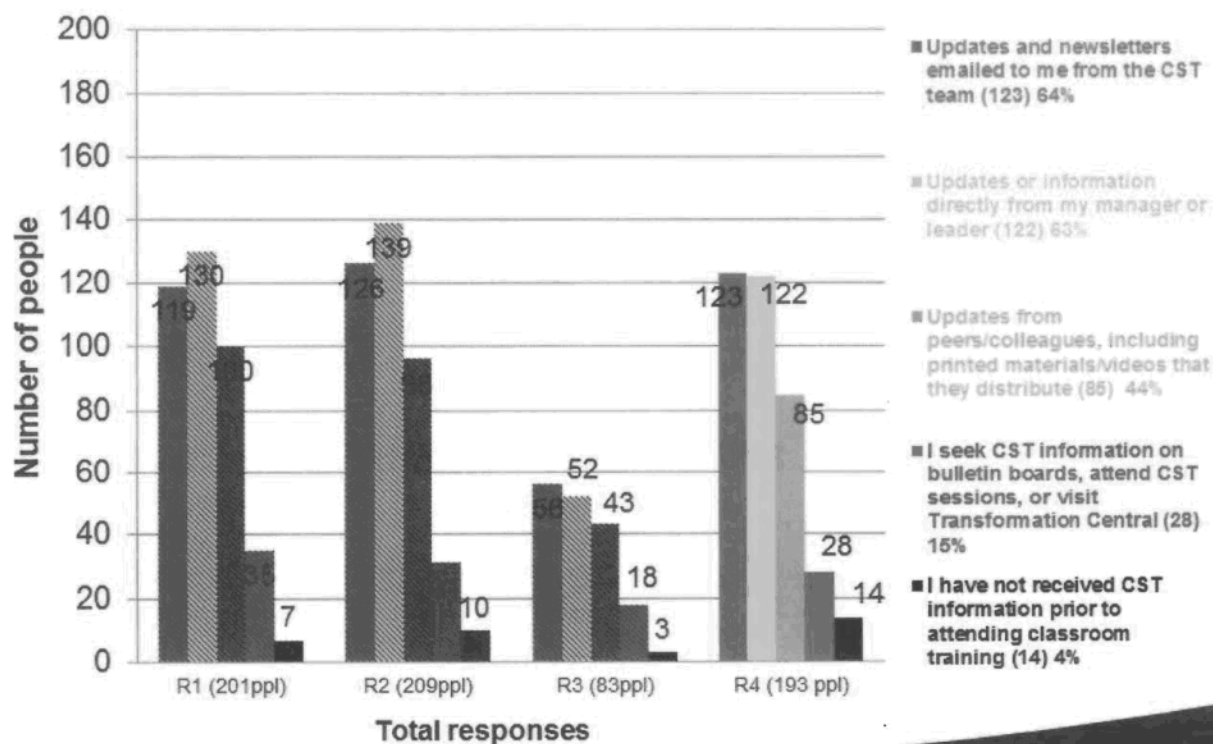
Sessions: 1,663



Engagement

Results from survey – Round 4

Q3: How do you receive information about the CST project? (Tick all that apply.)



CST Project Board

9 May 2018

Agenda Item 4: Financial Update

CONFIDENTIAL



Contents

CONFIDENTIAL

Financial Update - **Paul Palmer**

- ▶ 4.1 Financial Update - Life-to-Date and Year-to-Date
- ▶ 4.2 Expenditure Analysis
- ▶ 4.3 Accounting Handbook Update

4.1 Financial Update – Life-to-Date View

CONFIDENTIAL

As of Period 13 F'17/18

Highlights

- Actuals: \$330m has been incurred to-date (59% of \$557m budget), with \$227m budget remaining.
- A sample of invoices of actual spend to-date have been reviewed. No gaps were identified compared to expected practices and principles.

s.17

A. Actual Spend, Budget, and Forecasts (\$ millions)

Category	(a) Actuals <i>(to-date)</i>	(b) Budget <i>(total)</i>	(b-a) Remaining Budget	(c) Nov 2017 Forecast ¹ provided to MOH (total)	(d) Adjusted Forecast ² (total)	(b-d) Budget vs Adjusted Forecast
Design & Build	289.3	320.4	31.1	s.17		
Implementation	14.9	165.0	150.4			
Support	18.6	72.1	53.2			
Contingency	7.5	<i>Included above</i>	-7.5			
Total	330.3	557.5	227.2			

1. The November 2017 Forecast was the forecasted spend reported to the Ministry of Health.

2. The Adjusted Forecast represents changes to align the November 2017 Forecast with the principles of the original approved budget.

NOTE: Negative values, shown in red, indicate amounts that are over budget.

B. Budget vs Adjusted Forecast Analysis (\$millions)

s.17

actuals

actuals

actuals

4.1 Financial Update - Life-to-Date View (cont'd)

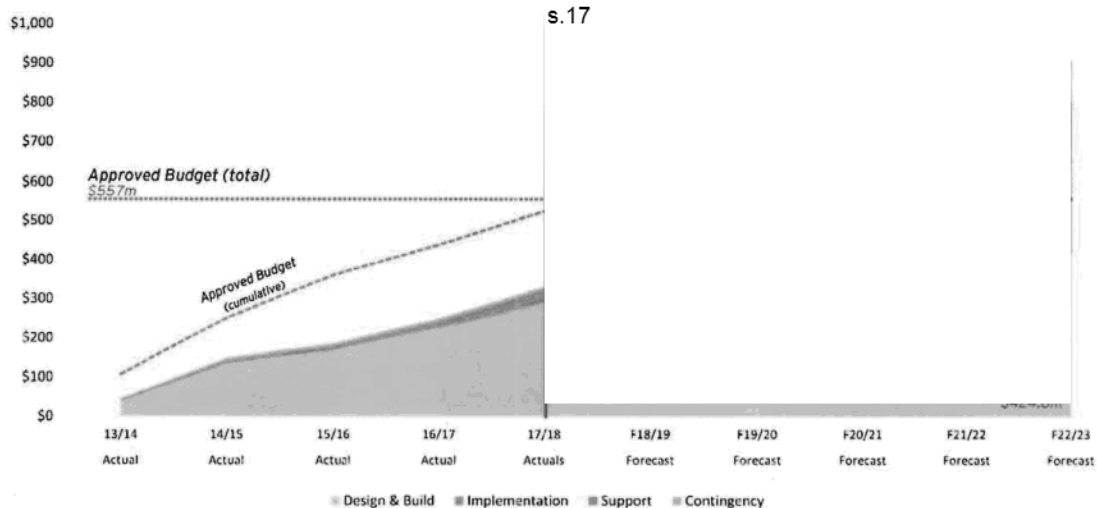
As of Period 13 F'17/18

CONFIDENTIAL

Highlights

s.17

C. Actual Spend & Forecast vs. Budget (\$ millions)



s.17

NOTE: The visual above shows prorated Adjusted Forecast by fiscal year from F18/19 onwards, in proportion to the Nov 2017 Forecast provided to the Ministry, over the full 10-year period of the original budget.

4.1 Financial Update – Year-to-Date View

As of Period 13 F'17/18

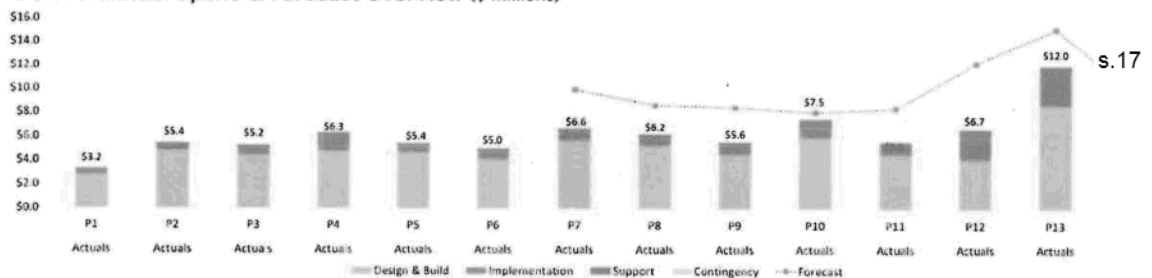
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Highlights

- Period 13 was 37 days in duration compared to 28 day duration of P2-12. Normalized to 28 days per period, spend in P13 was \$9.0m. This is a \$2.3m increase vs P12 spending.

s.17

A. YTD Actual Spend & Forecast Overview (\$ millions)



NOTE: For FY18, Period 13 covered 37 days, compared to the 28 day period reflected in periods 2 through 12 (with Period 1 having a 20 day duration). The Nov 2017 forecast for Period 1 of FY19 was based on a 28 day period, but is now known to be 33 days in duration; this forecast is in the process of being updated by CST Finance.

B. Rolling Variance Analysis (\$ millions)

Category	Period 13			Three Period Cumulative		
	Actuals	Nov. 2017 Forecast	Variance	Actuals	Nov. 2017 Forecast	Variance
Design & Build	\$8.7	\$7.5	\$1.1	\$17.3	\$19.0	\$1.7
Implementation	\$2.8	\$6.4	\$3.6	\$5.7	\$14.8	\$9.0
Support	\$0.5	\$0.9	\$0.5	\$1.0	\$1.4	\$0.4
Contingency	\$0.0	\$0.2	\$0.2	\$0.0	\$0.5	\$0.5
Total	\$12.0	\$15.1	\$3.1	\$24.1	\$35.6	\$11.5

NOTE: Negative values, shown in red, indicate amounts that are over forecast.

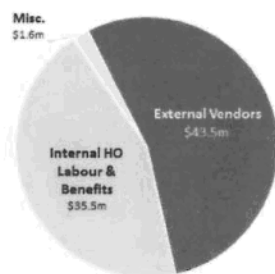
NOTE: The forecast amounts on this page are from the Nov 2017 Forecast that was provided to the Ministry of Health.

4.2 Expenditure Analysis

Highlights

- YTD costs are comprised primarily of external vendor costs (54%) and internal HO labour and benefits costs of personnel involved in the CST project (44%).
- The top vendor in terms of total YTD costs was Cerner (50% of total consultant costs).
- As the first site prepares for go-live, expenditures in connection with implementation, learning, and related activities continued to remain in the top 10 expenditure areas in P13.
- Expenditures in connection with PMO increased to the top expenditure area in P13 due to the re-baseline work as well as additional PMO support in preparation for go-live.

A. YTD - Nature of Costs (\$millions)



B. YTD - Top 10 Vendors (\$millions)

Vendor	Total Spend	% of Total Vendor Spend
1 CERNER CANADA ULC	\$21.5	50%
2 TEEMA SOLUTIONS GROUP INC	\$3.3	8%
3 ITIQ TECH RECRUITERS	\$2.2	5%
4 TEKSYSTEMS CANADA INC	\$1.3	3%
5 ORACLE CANADA ULC	\$1.1	3%
6 UPMC CANADA TECHNOLOGIES LIMITED	\$1.1	2%
7 ERNST & YOUNG LLP	\$1.0	2%
8 BC CLINICAL AND SUPPORT SERVICES SOCIETY	\$0.9	2%
9 S.I. SYSTEMS LTD.	\$0.6	1%
10 PALORANTA HOLDINGS INC	\$0.5	1%

NOTE: The top 10 vendors represent over 75% of total YTD spend associated to external vendors, which includes licenses, support/maintenance, consulting, and other costs.

C. Period 13 Top Ten Expenditure Areas (\$millions)

	Spend Area	Category	P13 Spend	Change from P12	Rank
1	PMO Resources	Design & Build	\$1.9	▲ 3	
2	Vendor Fees & Travel	Design & Build	\$1.4	▼ -1	
3	Learning (including Enterprise and Site)	Implementation	\$1.4	▼ -1	
4	Data Analytics	Design & Build	\$0.7	▲ 16	
5	Site Implementation	Implementation	\$0.6	▼ -2	
6	Enterprise Implementation/Activation Support	Implementation	\$0.4	▲ 3	
7	HIM/Doc Imaging	Design & Build	\$0.4	▲ 24	
8	Infrastructure	Design & Build	\$0.4	▲ 10	
9	Clinical Informatics	Design & Build	\$0.4	▲ 2	
10	Architecture & Application Management	Design & Build	\$0.3	▲ 45	

4.3 Accounting Handbook Update

- ▶ **The CST Accounting Handbook is substantially complete** in documenting policies and practices that currently exists and it is ready for use by CST and HO Finance teams.
 - ▶ The HO and CST Finance teams have developed and revised three drafts of the CST Accounting Handbook. EY has provided and discussed our feedback and comments on two drafts of the CST Accounting Handbook with the HO and CST Finance teams.
 - ▶ The third draft was received on April 27. EY is in the process of reviewing this latest draft and discussing any remaining edits with the HO and CST Finance teams.
- ▶ **The CST Accounting Handbook is a comprehensive manual developed in collaboration with CST, PHSA, and VCH Finance teams** that documents the key accounting principles and practices regarding CST project costs.
- ▶ The HO Finance teams have provided samples of entries and/or invoices from project inception to date for EY's review to corroborate that the accounting policies and procedures are properly documented in the CST Accounting Handbook and are being followed in practice. **To date, no specific gaps have been identified.**
 - ▶ EY has substantially completed the review of invoices, with minor follow-ups outstanding. EY is in the process of reviewing the sample of payroll entries provided.
- ▶ **The CST Accounting Handbook can now be considered a "living" document** that is maintained and updated on a regular basis, including when new areas of judgement arise or as practices change. At present, EY has identified two additional areas for further discussion with the CST and HO Finance teams which may represent opportunities for continued improvement:
 - ▶ Documentation and performance of controls with respect to verifying that the coding of CST cost centers are assigned to costs in accordance with the handbook.
 - ▶ More accurate classification of costs as capital or operating for invoices/POs comprised of a combination of costs that are capital or operating in nature in order to work around system limitations.

Moulton, Holly HLTH:EX

From: Feulgen, Sabine HLTH:EX
Sent: Monday, April 30, 2018 8:52 PM
To: Brown, Stephen R HLTH:EX; Barclay, Corrie A HLTH:EX
Subject: FW: CST Coastal Site Implementation Daily Update - April 30, 2018

Status still ok.

From: CST Coastal [<mailto:CSTCoastal@vch.ca>]
Sent: Monday, April 30, 2018 8:09 PM
Subject: CST Coastal Site Implementation Daily Update - April 30, 2018

Sent on behalf of Karin Olson, COO, VCH Coastal Community of Care, and Peter Edmunds, Co-Senior Medical Director, VCH Coastal Community of Care