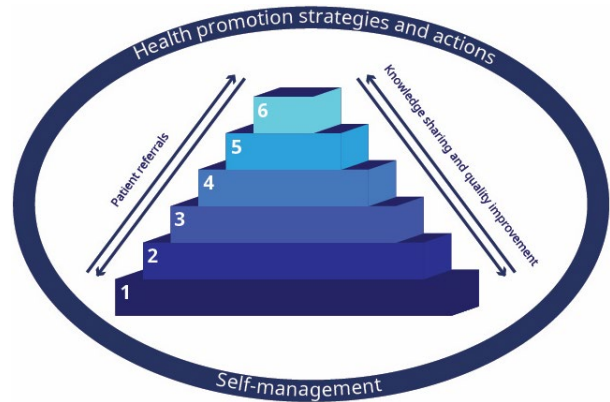


What are the Tiers of Service?

Tiers of Service is a systematic approach guiding the future of clinical service planning in B.C. hospitals to best meet the needs of patients across our province. Ensuring patients and their families can easily access the right level of care is essential. Understanding how clinical services fit within clinical networks and the broader health system is key to ensuring equitable distribution and access.


Establishing a common language

It begins by engaging clinicians and healthcare leaders to define each clinical service, categorizing them into six tiers, specifying workforce requirements and identifying interdependencies for care delivery. Tier 1 represents the broad, comprehensive services found in many hospitals, and moving up to Tier 6, which entails high-complexity subspecialized services requiring coordination among multiple specialty teams often found in only a few hospitals. The framework extends across the entirety of clinical services within hospitals, including vital areas such as emergency, critical care, medical imaging, pharmacy, lab & pathology, and more.



Empowering long-term strategies and system investments

This framework stands as one of the system responses aimed at enhancing access for rural, remote, and indigenous populations while tackling human health resource challenges and ensuring sustainability across BC's hospitals. Working with the Ministry of Health, the Tiers of Service approach will inform decisions on capital planning, infrastructure, and service expansion. At the heart of this effort is a commitment to improving patient outcomes by refining and strengthening the planning of BC's healthcare system.

 Scan me to watch a 4-minute intro video about Tiers of Service



For frequently asked questions by clinicians, visit the [Tiers of Service webpage](#).

Help us shape the future of Tiers of Service in BC. We invite you to share your thoughts, experiences, and suggestions with us. Email: tiersofservice@phsa.ca