

March 25, 2022

File #: 515020 - 30

CLIFF: 1063815

Lisa Lapointe
Office of the Chief Coroner
PO Box 9259 Stn Prov Govt
Victoria BC V8W 9J4

Re: BCCS Case File #2016-0380-0004 – GAUTHEIR, Lindsey Harvey

Dear Ms. Lapointe,

Thank you for your letter of February 3, 2022 addressed to Leanne Heppell, Chief Ambulance Officer for British Columbia Emergency Health Services (BCEHS), regarding the Coroner's Inquest and the recommendation made in regard to the death of Lindsey Harvey Gauthier that occurred in Chilliwack, BC on April 6, 2016. BC Emergency Health Services (BCEHS) acknowledges the sad circumstances surrounding Mr Gauthier's death. We thank the jury for considering this matter to provide their feedback and recommendations

BCEHS has reviewed the verdict of the Inquest and the jury recommendation directed to BCEHS. As a result of this review, we provide the following response.

Recommendation 1: To develop a standardized form of documentation to ensure the full transfer of information of circumstances of why an individual is brought to the emergency room in order to ensure that the attending physician has all the relevant background information.

Although we acknowledge that patient handover is an area in which we still have further opportunities to improve, since the incident on April 6th, 2016, BCEHS has implemented several changes have been made to our processes, practice and systems for documentation and patient handover. These include the following:

- Development and introduction of a standardized electronic patient care record (ePCR) to replace paper charts. This includes information such as the patient's demographics, past medical history, clinical assessment, and care provided. Mandatory data fields have also been incorporated to ensure this data is collected for every patient and is a requirement of ePCR completion.
- Introduction of an electronic handover of care through SIREN notice board (SNB), which allows access to patient care records of patients transported to emergency departments with health authority regions. All emergency departments in the Fraser Health authority region now have this installed, including Chilliwack.

- Development and introduction of the following clinical practice guidelines relevant to this case:
 - A03 – Clinical Handover and communication, which includes a handover tool
 - A04 – Duty of care
 - A13 – Patient care planning for handover

- BCEHS has partnered with Northern Health to implement joint handover tools within the emergency department and is currently developing a provincial approach for wider implementation with the remaining health authorities.

BCEHS is committed to ensuring we are a learning system to improve patient experience and the standard of care provided. The recommendation and actions above will continue to be improved and developed in partnership with our external stakeholders.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Christian". The signature is fluid and cursive, with a large initial "M" and "C".

Michael D. Christian, MD, MSc, FRCPC, DRCPSC, CCPE
Chief Medical Officer
BC Emergency Health Services