

### What is the Tiers of Service framework?

Tiers of Service represents a systematic and collaborative approach to service planning within British Columbia's hospitals. Understanding how clinical services interconnect is key to ensuring patients and their families can access the right level of care.

### Establishing a common language

It begins by partnering with clinicians and health-care leaders across the province to clearly define each clinical service through a common language, the six tiers. Tier 1 represents the broad, comprehensive services found in many hospitals, with increasing specialization 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.




### Integrating for provincial, system-level understanding

Each clinical service module will be integrated into the Tiers of Service framework, by detailing how the clinical services connect to each other and fit within clinical networks and the broader health system. This integration supports service and system planning work with a unified provincial understanding.

### 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 B.C.'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 B.C.'s health-care system.

 [Watch a 4-minute intro video](#) about Tiers of Service



For frequently asked questions, 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.  
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