

What is Tiers of Service?

Tiers of Service represents a systematic and collaborative approach to service planning within British Columbia's hospitals. The provincial Tiers of Service **framework** is a planning tool that details the interconnections between various clinical services, their distinct levels (i.e. tiers), and the resources needed to facilitate collaboration within hospitals and health centres.

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. Each level is increasingly specialized up to Tier 6, which entails highly complex, subspecialized services requiring coordination among multiple specialty teams often found in only a few hospitals. The framework extends across numerous clinical services within hospitals, including vital areas such as emergency, critical care, medical imaging, pharmacy, laboratory medicine, 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

As health systems worldwide face unprecedented resource challenges, planning hospital services thoughtfully and in a coordinated manner has become more important than ever. This framework is a tool to enhance equitable service access for rural, remote, and indigenous populations while tackling human health resource challenges and enhancing sustainability across B.C.'s hospitals. The Ministry of Health, health authorities and provincial partners will use the framework to inform decision-making related to system investments, expansion of services, and more. At the heart of this effort is a commitment to improving patient outcomes by refining and strengthening planning for 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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