



The Provincial Health Services Authority strives to provide the best patient care possible through leading treatments, programs and services, and through research and innovation to improve the health and care of British Columbians.

Working collaboratively with the Ministry of Health and the regional health authorities, PHSA has a vital role to play to enable a population-specific and patient-centred approach to care, in support of BC's health care system goals:

- Support the health and wellbeing of British Columbians.
- Deliver a system of responsive and effective health care services across British Columbia.
- Ensure value for money.

How we serve BC

With a focus on specialized and sustainable care, we serve patients by providing specialized health care services on behalf of populations of care. In particular:

- We lead numerous provincial health services including the Indigenous Health Program, BC Autism Assessment Network, the BC Early Hearing Program, Health Emergency Management BC, the Mobile Medical Unit, the Provincial Infection Control Network of BC, the Provincial Language Service, Stroke Services BC, Trans Care BC and Trauma Services BC;
- We also work in partnership with the First Nations Health Authority to ensure coordinated planning and service delivery efforts in support of the BC First Nations health and wellness objectives.

We lead provincial planning and evaluation for specialized care, together with the Ministry of Health and the five regional health authorities, including:

- Public health emergency leadership to decrease the number of drug related overdoses and deaths in BC.

The majority of our patients have complex, chronic conditions requiring highly specialized assessment and care. We embrace a broad definition of health, provide specialized treatments for illness when it occurs, and develop strategies to promote wellbeing and the highest quality of life.

- A provincial Cancer Policy Paper including a five-year cancer control plan.
- BC Emergency Health Services 2020 Action Plan with key innovations and strategic investment to help improve patient care and ensure our provincial service is more sustainable moving forward.
- Trans Care BC peer and community supports to increase equitable access to resources, support and gender-affirming and supportive primary health care for gender-creative children and trans youth and adults, their families and communities.
- The Patient and Workforce Experience Movement, including a redesign of our provincial networks and systems of care to improve the patient and family journey and overall experience.
- The strategy to assume health services for inmates in ten Correctional Centres across the province, assuming responsibility from the Ministry of Public Safety and Solicitor General. The focus is to provide primary care to inmates with physical, mental health and/or substance use issues.

19,000+

employees across the province



4,000

students train at PHSA facilities annually



Patient-centred, specialized, sustainable care.

- ➔ Our employees love where they work, and love what they do: PHSA is one of Canada's Top 100 Employers and has held this distinction four years in a row. PHSA is also recognized as one of BC's Top Employers, Canada's Greenest Employers and Canada's Top Employers for Young People.
- ➔ PHSA's board and agencies have commendable or exemplary standing with Accreditation Canada, which provides an important measure for our patients and families in that they can have confidence in the care they receive. Accreditation Canada is an independent, non-profit organization that monitors the quality of our service to patients and clients.
- ➔ The Regional Trauma Program is the first in Canada to ever be awarded 'Distinction in Trauma Services' by Accreditation Canada. The Regional Trauma program includes trauma centres in Vancouver Coastal Health, Providence Health Care and PHSA facilities.
- ➔ PHSA was named one of Canada's Top 40 Research Hospitals for 2015 and 2016, ranking as the fifth largest research hospital in the country, and the largest outside Ontario. In 2015/16, PHSA had 770 researchers and nearly \$160 million in funding grants.
- ➔ PHSA Laboratories (at BC Centre for Disease Control) were the first laboratory in Canada to detect Pandemic Influenza H1N1 and develop a test to detect it within 24 hrs and then use that test to track the spread of pandemic influenza in its jurisdiction.
- ➔ The first of its kind in Canada, San'yas Indigenous Cultural Safety Training improves cultural safety for Indigenous people cared for by non-Indigenous health care professionals. Future doctors are better equipped to care for Indigenous patients, as it's now part of the required curriculum in the UBC Medical program.
- ➔ Children, families and professionals were the driving force behind the design and function of the newly-opened BC Children's and BC Women's Teck Acute Care Centre. Their input, together with major advances in medical technology, will improve care and treatment for patients and families and enhance the work environments for our health professionals.

Research and Education

PHSA and its agencies lead research that improves health outcomes for patients and families and strengthens the sustainability of our health care system. Our progress relies on researchers, staff and trainees, academic partnerships and participation from volunteers across BC.

PHSA currently has the largest health research enterprise in the province, focused on knowledge translation and education across each of the populations we serve. We are a research-intensive, academic health sciences organization with a mandate for:

- Basic and clinical research to inform health care and health service decision making;
- Multidisciplinary, integrated research programs that support translational science;
- Education and training of more than 4,000 students per year in the specialized health and human services provided by our agencies.

More than 2,400

investigators, researchers and students involved in lab-based, clinical and community health research

\$2.7B

total annual budget



Over 1,900

publications with at least one PHSA author

\$131M

research conducted by PHSA



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