Integrating Technology

Defining and prioritizing ACT requirements

Healthcare technology has evolved at a rapid pace over the past three decades. From paper charts and electronic health records, to robots in the ORs, few could have predicted the important role technology would play in the delivery of safe and efficient, quality care. Recently, more than 50 physicians, managers and frontline staff participated in engagement sessions to look ahead and identify technology priorities for the new Acute Care Tower (ACT), which, upon approval of plans, is targeted for completion in 2026.

The engagement sessions looked at baseline and optional technologies in six key areas:
- Patient monitoring
- Real time location system
- Supply robots
- Digital wayfinding
- Self serve registration kiosks
- Humanoid robots

Participants discussed the benefits of each technology and provided high level recommendations for what to include in the new ACT. They also considered how technologies, such as telehealth, could be integrated across the entire Richmond Community of Care. While it will be a few more years before any decisions are made, feedback from these sessions will be reflected in the Business Plan that will go forward to the Ministry of Health for approval later this year.

“There are so many considerations as we plan for the future,” said Rich Dillon, Director, Richmond Hospital Redevelopment Project. “Initial planning helps focus how we move forward and identifies planning priorities. The further along we get the more specific the work becomes. For now it is still very high level but we can’t move forward without this guidance from our stakeholders.”

Consultation is key

Stakeholder engagement has been a priority throughout the planning process. More than a hundred staff have participated in over 50 planning sessions to provide input and perspective on the development and design of the ACT. Steve Chong, Coordinator, Distribution, Lower Mainland Pharmacy Services has attended numerous sessions.

“For me, it is important that allied health voices are heard,” he said. “Rich and his team have been great, they’ve really listened to our input and responded to our concerns. For example, in the ORs and ICU they have created space for pharmacy staff and automated dispensing cabinets.”

Next Steps

The Project Team is currently preparing the Business Plan so it is ready to submit to the Ministry this summer. Once approved, the team will move forward with the next planning phase.

Read more about Richmond Acute Care Tower Redevelopment Project