Health Information Management

Enabling Health Care Innovation through Business Leadership and Project Collaboration

Presented by: Shelley Browne, Executive Director, Health Information Management

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Who Am I?

- 20 + years in Health Care

- Bachelor degree in Health Information Science, Master's Degree in Health Administration

- Worked for Ministry of Health, Health Authorities, Consulting Firm and Private Software Company

- Information Technology – 15 years (Programmer Analyst, Business Analyst, Operational Manager, Project Manager, Data Analyst)

- Health Information Management – 5+ years

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Agenda

- Introduction to HIM

- Partnership Approach

- Key Initiatives Supporting the Provincial Strategy for Health Information Management and Technology
  - Client Identity
  - Health Information Exchange
  - Patient Centred Technologies
  - Information Governance

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About HIM

HIM'S HISTORY

August 5, 2011, Health Information Management becomes a Lower Mainland Consolidated service.

HIM provides service to **4 Health Authorities**.

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Providence Health Care is the single employer of HIM

HIM staff: **1,300**

5 SERVICE AREAS

- Registration Services
- Records Management Services
- Transcription Services and Health Information Exchange
- Coding and Informatics Services
- Business Operations

NUMBER OF LOCATIONS WITH HIM STAFF

39 sites including 5 regional cancer centres

HIM By The Numbers

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| PATIENT DATA | REGISTRATION SERVICES | Patient Population Totals: | 4,056,000 |
| | RECORDS MANAGEMENT | Release of Information Requests: | 230,000 |

CLINICAL SERVICE & ANALYTICS

TRANSCRIPTION & HEALTH INFORMATION EXCHANGE

Close to **10,000** clinicians use a standardized dictation system

1.4 million dictated reports processed in 2015

CODING & INFORMATICS SERVICES

Coding submitted data for:
257,000 Acute Care visits
259,000 Surgical Day Care visits
1,052,000 Emergency visits

Statistics provided by the from HIM Data Mart.

HIM Business Leadership

- Advise on and implement **policy** regarding compliance with legislation, regulations and Ministry of Health information directives

- Establish, implement and monitor **best practices** for the capture, storage and distribution of health information

- **Standardization** of document content , templates, nomenclature, minimum data sets and record completion requirements

- Ensure the **quality** (e.g. completeness, timeliness, accuracy, relevance) of patient information

- Support **clinical documentation improvement** through monitoring, education and follow up

- Providing **subject matter expertise** regarding Electronic Health Record design, development and use

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About HIM

Mission

To provide client-focused health information services to enable quality patient care throughout British Columbia.

Vision

Driven by integrity, excellence, and innovation, we are the leading health information experts for exceptional health care delivery.

Values

- Integrity
- Client Focused
- Innovation And Excellence
- Systems Thinking

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Our Partnership Approach

- Leverage existing assets and work toward common solutions where possible

- Base solution decisions and design on objective requirements

- Focus on long term strategies but be flexible - pilot solutions where possible to determine value!

- Consider initiatives with positive ROI which can be reinvested into clinical care or future IM/IT solutions

- Keep the patient in mind with everything we do!

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Client Identity

"You came through the delivery with flying colors, Mrs. Lewis."

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Client Identity

BC Services Card

- A photo identity smart card with both a magnetic stripe and embedded digital chip that provides a high level credential of an individual's identity

- Used at point of care registration but can also be used to support internet based government self service applications

- Relies on identity infrastructure to provide a high degree of assurance and authentication of an individual's credentials:
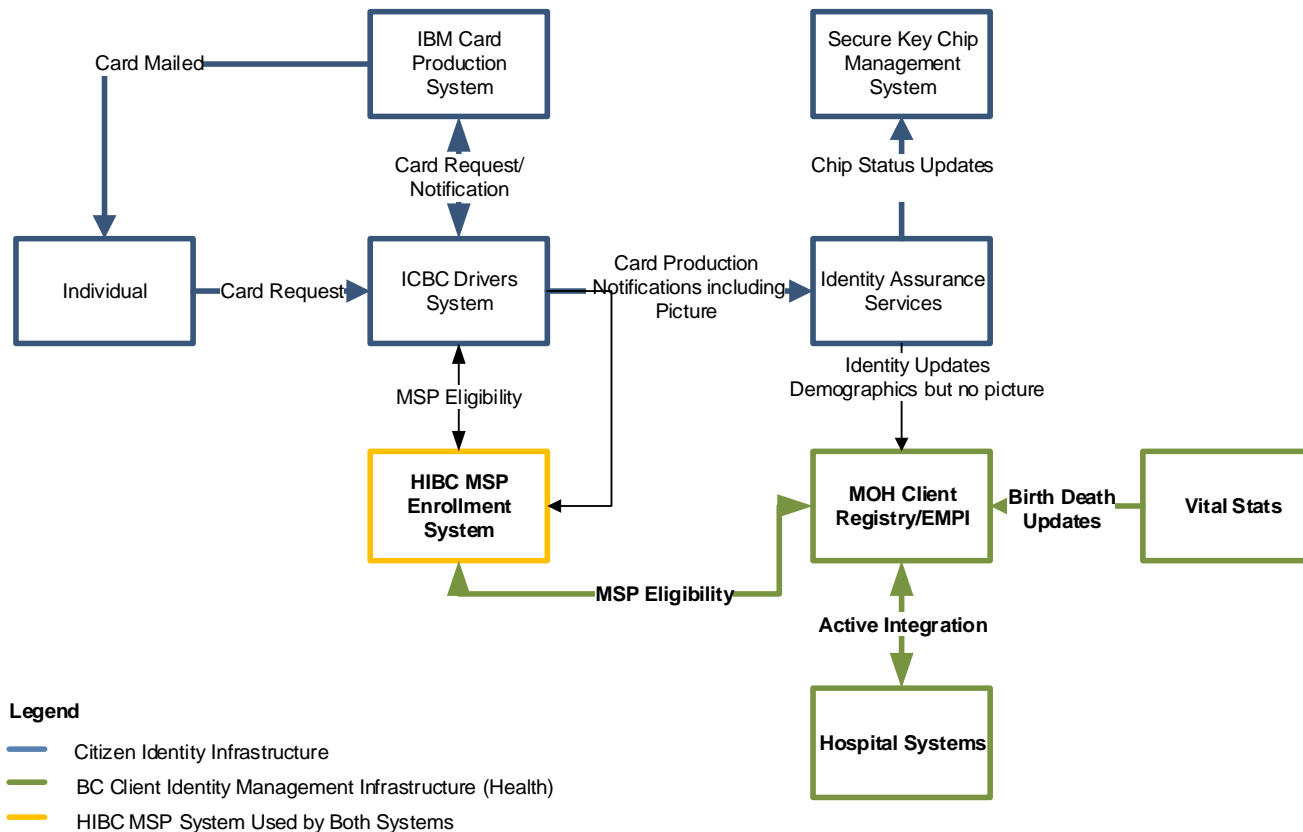
  ICBC Drivers System - records and authenticates citizen identity after proofing the individual and checking MSP eligibility with HIBC

  Identity Assurance System (IAS) - registration and management of BC Services Card data; activation of the digital chip; updates client identity data in the EMPI

  Secure Key Chip Management System - authenticates the digital chip to determine the unique identity that was registered to the BC Services Card

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Client Identity

Client Identity

EMPI

- The Enterprise Master Patient Index (EMPI) is a Provincial asset for source of truth patient/client/resident information

- Links an individual's identity through the assignment of a PHN and other key demographic data and integrates with clinical systems in order to update the information as patient presents

- HIM working with Lower Mainland Health Authorities and MoH for active integration with Paris, Profile, Meditech and Cerner

- Discussions underway with the MoH and Health Authorities regarding the inclusion of photo for improved client identity
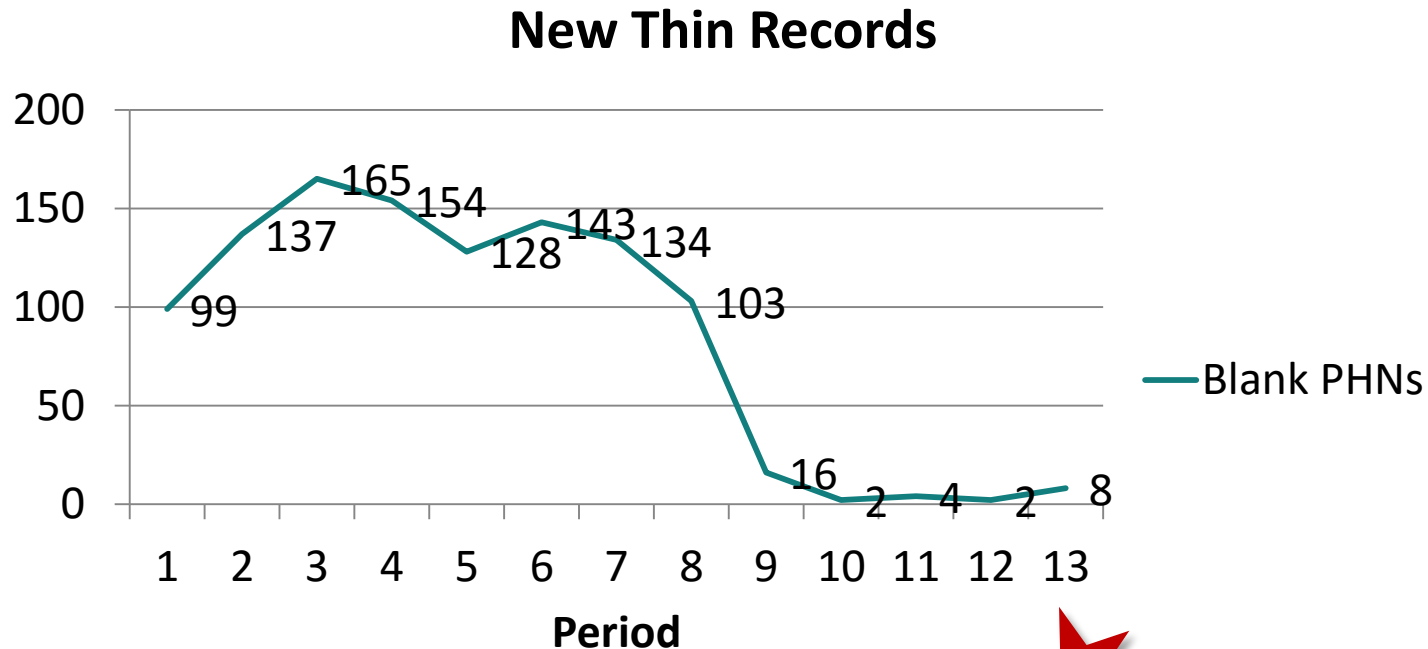
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Client Identity

EMPI

- No longer need to use HealthNet Application (eliminating access coordination for 850 staff at PHSA & 2000+ staff at FH)
- Insurance eligibility checked automatically
- New PHN issued instantly
- New patient registration quicker as client is pulled from EMPI
- Patient demographic information more up to date
- Manual data entry is reduced, thus reducing data entry errors
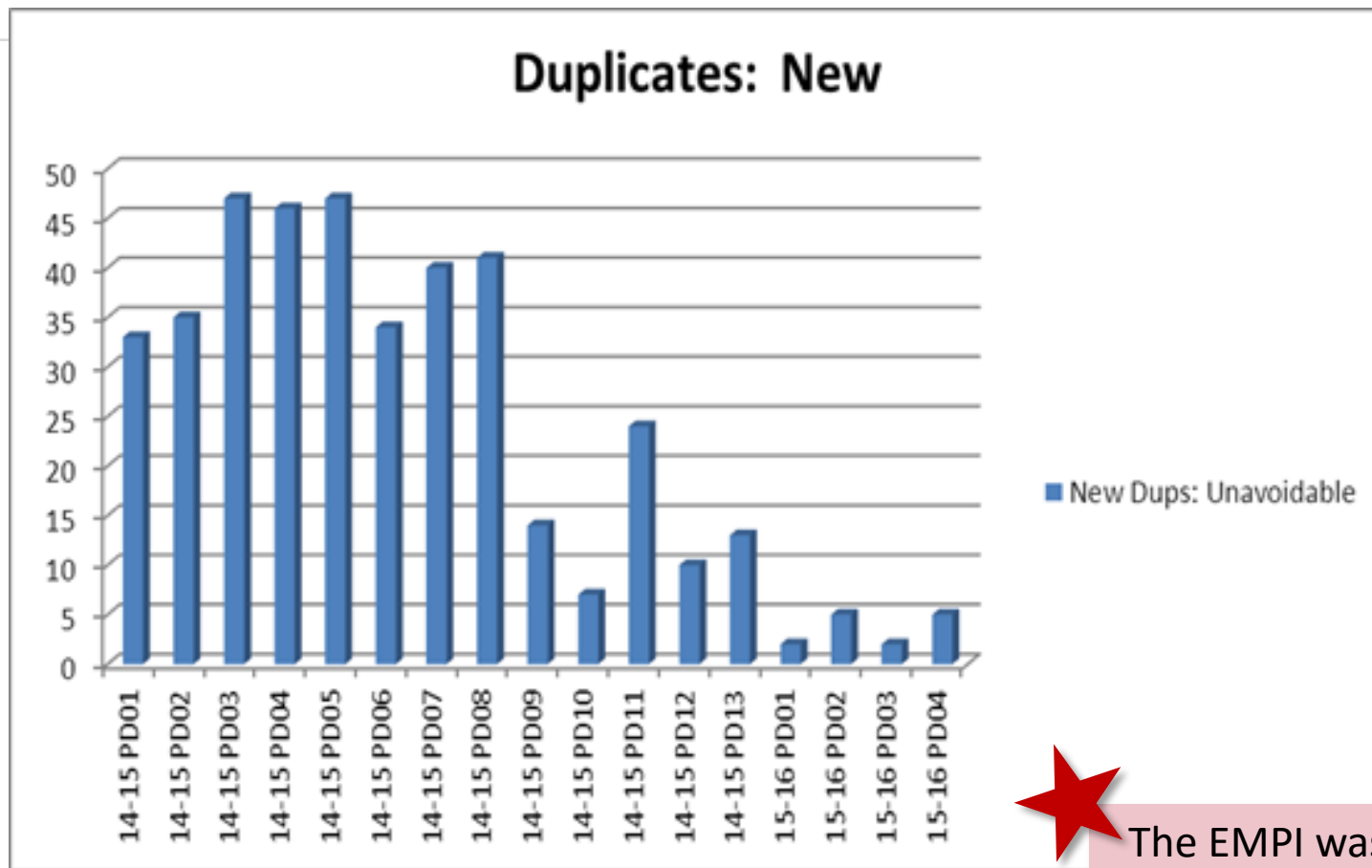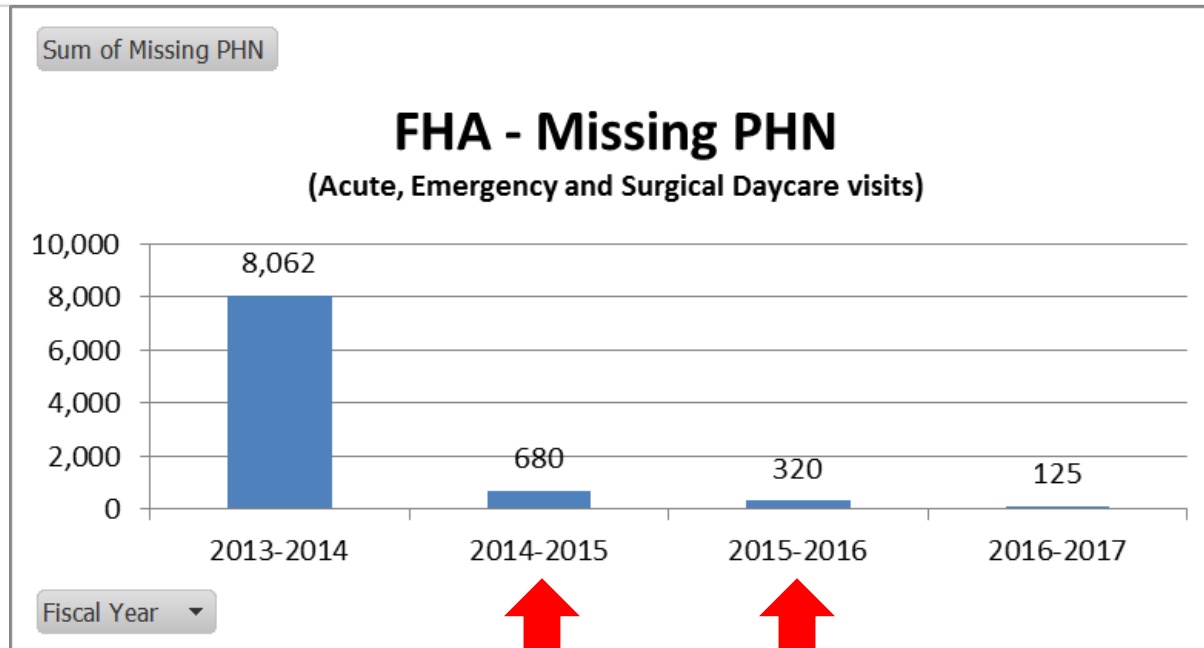- Dramatically **reduce/eliminate** duplicate and thin data records

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C/W – Missing PHN Records

New Thin Records

Line chart of "Blank PHNs" by Period:
- Period 1: 99
- Period 2: 137
- Period 3: 165
- Period 4: 154
- Period 5: 128
- Period 6: 143
- Period 7: 134
- Period 8: 103
- Period 9: 16
- Period 10: 2
- Period 11: 4
- Period 12: 2
- Period 13: 8

Legend: Blank PHNs

The EMPI was implemented in Period 9

C/W – Duplicate Records

Duplicates: New

New Dups: Unavoidable

The EMPI was implemented in Period 9

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FH – Missing PHN Records

Health Information Exchange

"30 years ago, a fax machine, an eight-track tape player and a pager walk into a doctor's office looking for a job. Which one of them is still working in that medical office today? Why, the fax machine of course!"

JOSEPH SMITH

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Health Information Exchange

Lower Mainland Initiatives

- Notifications (working with LGH, PHC and FH for the distribution of patient hospital admission/death information)
- Paperless Report Distribution (LM initiative to decrease paper report distribution)

Provincial Initiatives

- Results Distribution Standards Committees (HISSC, HISWG) with a focus on CDA, discharge summary content, EMR conformance
- Provincial Report Distribution Architecture and Strategy
- Provincial Patient Access Strategy (patient portals for viewing information)
- Cross Health Authority Data Sharing (e.g., leveraging CareConnect, UCI and other integrated solutions for record sharing, e-referrals, etc...)

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Patient Centred Information Technologies

Patient Centred Information Technologies

my ehealth

- The Excelleris *my ehealth* patient portal was piloted at PHSA (BCCA, SunnyHill and Children's and Women's Health Centre of BC (C&W)

- Provides patients with secure online access to their health information through a computer or mobile device

- Evaluation found that *my ehealth* met its objectives and that patients are benefiting and highly satisfied with the service (93% satisfaction rate)

- HIM is looking to expand *my ehealth* to better meet the needs of patients for access to their information

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Patient Centred Technologies

Self Service Applications

- Kiosks implemented in Jim Pattison Outpatient Care and Surgery Centre (JPOCSC) in 2011

- Technology Review undertaken in 2015 – focused on health care/general industry trends and vendor functionality
  - Internet/mobile phone applications for self-scheduling, appointment reminders, service pre-payment
  - Use of standing/desktop kiosks, mobile phone applications for check-in purpose

- Evaluation process to determine success of kiosks in JPOCSC as well as identify opportunities to pilot other technologies

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Information Governance

Information Governance

- The sheer volume and velocity of data at our fingertips today is unprecedented and it must be considered a valuable enterprise in order to support health care transformation

- Current challenges include lack of agreed upon data definitions, rules and standards, expanding use of information, growing numbers of systems and devices, interoperability complexities

- "Information Governance is a multi-disciplinary enterprise accountability framework that ensures the appropriate behavior in the valuation of information and the definition of the roles, policies, processes, and metrics required to manage the information lifecycle" *Iron Mountain*

Information Governance

- Some IG frameworks beginning to emerge but little formalized efforts within BC

  - **AHIMA** - adoption framework that includes principles, a five level maturity model (validated by 11 pilot sites) as well as tools and resources to support organizations

  - **Alberta Health** - has included IG as one of its strategic priorities led by Health Information Management. Is using AHIMA framework

  - **Deloitte** - has an Information Governance checklist and a Health Information security framework

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Information Governance

➢ **Iron Mountain** - written a "Practical guide to Information Governance" and evolving their business with the framework in mind

• **Lower Mainland HIM -** well positioned to take a leadership role in assessing Information Governance within the organizations, facilitating educational opportunities and supporting implementation efforts

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Questions

What mechanisms can we put in place to better encourage shared governance and business leadership for the planning, implementation and sustainability of IM/IT initiatives?

How do we ensure that as IM/IT leaders we are focusing on the right solutions to meet provincial health care needs?

In addition to EMPI and the BC Services Card, what are some of the solutions that can be undertaken in order to achieve accurate client identity?

How can we best ensure that client identity is appropriately managed as part of project implementations?

For more info

Visit: www.HIMconnect.ca