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Director, Provincial eHealth Projects

# PHSA eHealth: Bringing Multiple Stakeholders together to Create Meaningful Clinical Solutions

Presentation to BCHIMPS' Spring Conference



Information Management / Information Technology Services

One person. One record. Better health.

*Proud to Serve:*

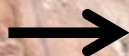


# Presentation Overview

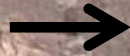
- PHSA eHealth's role in bringing Multiple Stakeholders together to Create Meaningful Clinical Solutions
  1. Criticality of Sharing Clinical Information
  2. Complexity of Solutions
  3. Importance of Stakeholder Engagement



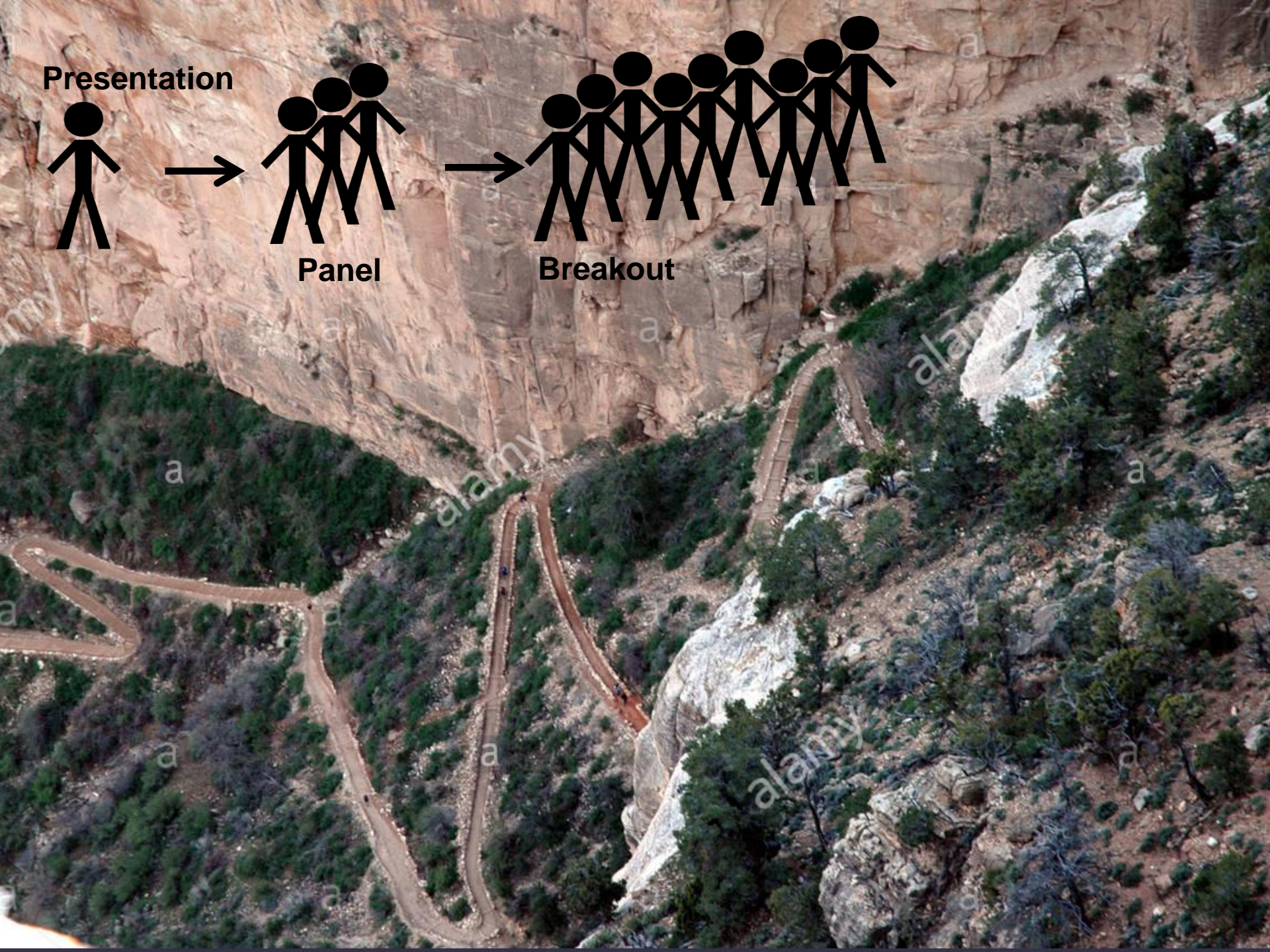
**Presentation**



**Panel**



**Breakout**





# Session Goal

1. With your stakeholder hat on, collectively define five characteristics that each stakeholder needs to possess when working in this environment.
2. With your patient hat on, collectively agree on one or two 'inconvenient' clinical workflows you would like addressed in our Health System?
3. Back with your stakeholder hat on, answer what can you recommend as an immediate next step to remediate #2.

# The Warm UP - get ready to text

Text to: **37607**

Message: **oliverthomps656**



# Does this work?

Yes

No



**What band is the name of this band (one word)? (#2)**





# Disclaimer

- I did not ask for permission to use any of the pictures or logos in my presentation
- I know I missed stakeholders



# What are the chances Ashley will get her immunization?

Highly  
Likely

**A**

Highly  
Unlikely

**B**

**3 - Active Interests** : individuals or groups who have a stake in the issue but are not directly impacted.



# Delivering and Recording Immunizations



BC Centre for Disease Control

BC ROUTINE IMMUNIZATION SCHEDULE  
INFANTS & CHILDREN

VACCINE	CHILD'S AGE					
	2 months	4 months	6 months	12 months	18 months	Starting at 4 years (kindergarten entry)
DTaP-IPV-Hib (diphtheria, tetanus, pertussis, hepatitis B, polio, Haemophilus influenzae type b) HealthLinkBC File # 103	✓	✓	✓			
Pneumococcal conjugate <sup>1</sup> HealthLinkBC File # 104	✓	✓		✓		
Rotavirus HealthLinkBC File # 104	✓	✓				
Meningococcal C conjugate HealthLinkBC File # 104	✓			✓		
MMR (measles, mumps, rubella) HealthLinkBC File # 104				✓		
Varicella <sup>1</sup> (chickenpox) HealthLinkBC File # 104				✓		
DTaP-IPV-Hib (diphtheria, tetanus, pertussis, polio, Haemophilus influenzae type b) HealthLinkBC File # 103					✓	
Tdap-IPV (tetanus, diphtheria, pertussis, polio) HealthLinkBC File # 104						✓
MMRV <sup>1</sup> (measles, mumps, rubella, varicella) HealthLinkBC File # 104						✓
Influenza HealthLinkBC File # 104 and 105				✓*		
(annually for children 6 months to 4 years of age)						
Hepatitis A <sup>1</sup> (for Aboriginal children only) HealthLinkBC File # 103			✓		✓	



Public Health Information System



# ***Publishing Imms History and Forecast***



## ***Make Viewer Access in by Community Physicians***



## ***Making it Easily Accessible***

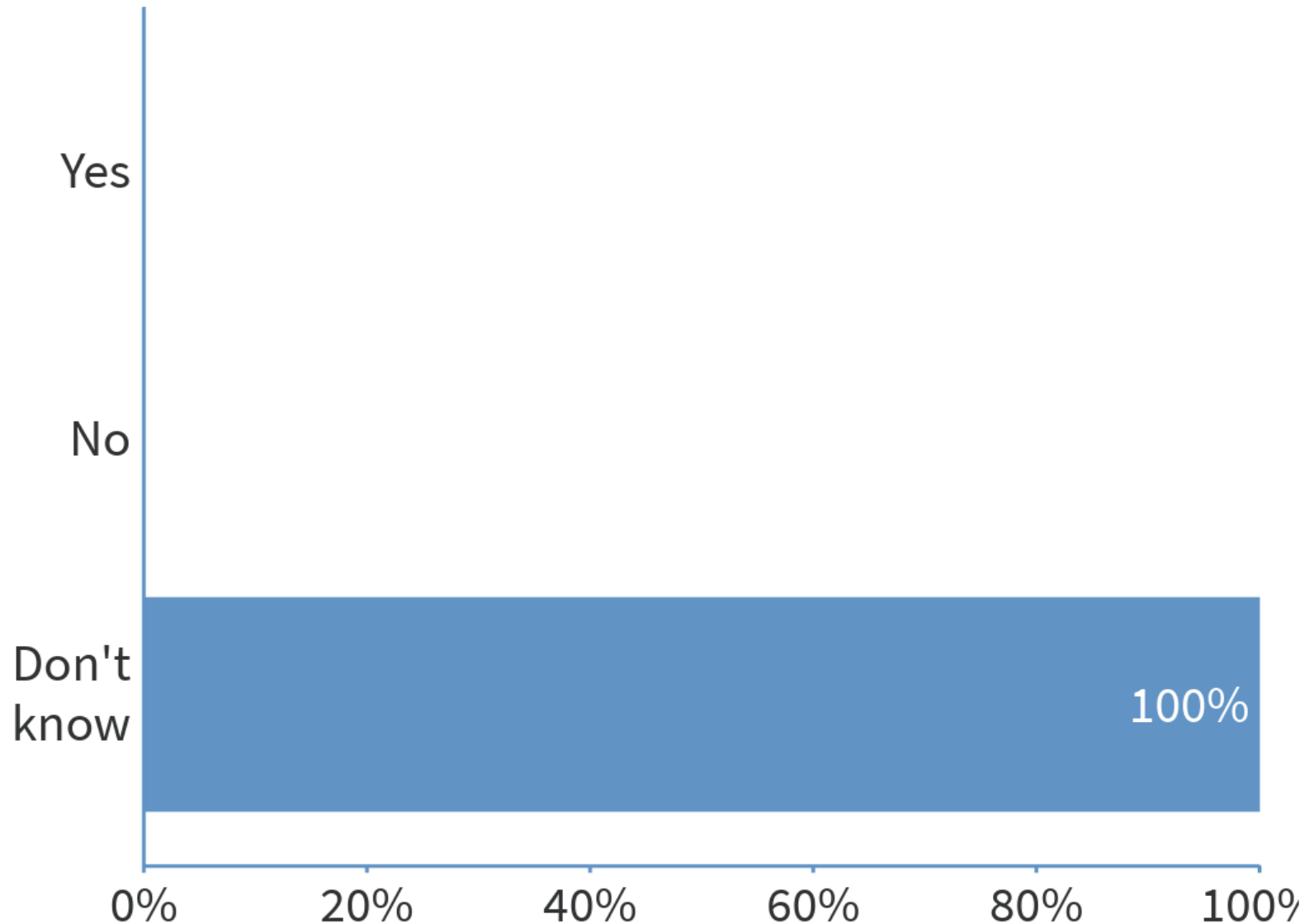


## ***Giving Access to the Public***





# Does your GP get notified if you are admitted into the hospital?





# If your physician wants to share some information with the Physician at the hospital, how do they do it today?

Email

Electronic Reply  
through their EMR

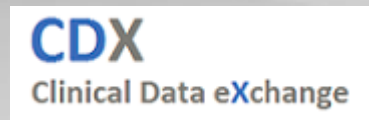
Fax

Phone

# *Identifying the Provider*



# *Sending a Notification*



# *Sharing and Receiving Clinical Data*



# Peer Review of Radiology Assessments









# According to initial results of the eConsult Project, what percentage of Referrals can be avoided by an eConsult?

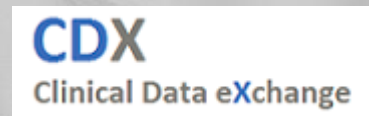
10

20

40

60

# eConsult and EMR to EMR Communication



# ***Patient Access to Information***









- Before we switch gears ....



**What is the name of this band (one word)?**



# Panel Discussion

- Dr. Nardia Strydom, Family Physician, Regional Department Head of Family Medicine, Vancouver Coastal Health & Providence Health Care, Regional Medical Director of Primary Care, Vancouver Coastal Health
- Hilary Horlock, Patient Experience Advisor
- *Regrets from Jill Reedijk, Director, Public Health Informatics and Information Solutions, Provincial Health Services Authority*

# Question #1

- What expectations do patients and physicians have regarding physicians having fast access to their patient's medical information?

# Question #2

- What problems are caused by not having such access?

# Question #3

- What expectations do patients have about access to their own medical information?



# Question #4

- Privacy and Security are often at odds with providing greater access. Where do you feel the line needs to be drawn?

**As a patient, how important is your privacy to you when you have a health problem (on scale of 1 to 10; 1 is low; 10 is high)?**

10  
9  
8  
7  
6  
5  
4  
3  
2  
1



# Please submit questions for our panel.

**Top**

# Breakout Questions

1. With your stakeholder hat on, collectively define five characteristics that each stakeholder needs to possess when working in this environment.
2. With your patient hat on, collectively agree on one or two 'inconvenient' clinical workflows you would like addressed in our Health System?
3. Back with your stakeholder hat on, answer what can you recommend as an immediate next step to remediate #2.



**With your stakeholder hat on, collectively define five characteristics that each stakeholder needs to possess when working in this environment?**

# Breakout Questions

2. With your patient hat on, collectively agree on one or two 'inconvenient' clinical workflows you would like addressed in our Health System?
3. Back with your stakeholder hat on, answer what can you recommend as an immediate next step to remediate #2.

# Inconvenient workflows and next steps to remediate?

**Top**



# What do Little Richard and the Scorpions have in common?





# Thank you

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# NOT USED



**Do you expect that your physician has quick access to all your medical information?**

Yes **A**

No **B**





# What Happens Today?

Physician lookup Immunization  
Record and provides imms

Physician calls public health to  
retrieve information and provides  
imms

Physician consults BC Immunization  
Manual and provides vaccine  
without knowing the history

Physician does not provide imms,  
but refers to a public health clinic