Central East LHIN

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e-Update

In This Issue ….

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e-Update is a communication tool developed to keep you aware of eHealth initiatives. Updates will be sent to boards, senior team members, communication leads and staff and committees involved in eHealth strategy work.

If you require additional information about anything you read, please contact Karol Eskedjian

keskedjian@tsh.to

Nurses and eHealth

Alison MacDonald

With over 10,000 nurses working at facilities across the CE LHIN, eHealth capacity building within our nursing community will be critical to the successful implementation of the electronic health record (EHR) and the many other eHealth initiatives that are underway or in the planning stages. That's why Alison MacDonald, a Clinical Informatics Education Leader at Ontario Shores Centre for Mental Health Sciences, applied to be one of 14 Peer Nurse Leaders (PNLs) in Ontario. This group, developed as a result of a partnership between the Registered Nurses' Association of Ontario (RNAO) and Canada Health Infoway (CHI), is mandated to promote and foster nurses' awareness of and involvement in eHealth.

"I am very passionate about eHealth," enthused Alison MacDonald. "It has a great potential to change clinical process in a way that will improve patient care and safety. It will impact how we collect data, influence quality improvement and enhance communication between the various health care providers of each patient."

In the role of PNL, Alison will focus on engaging nurses in a variety of eHealth capacity building initiatives. Right now, she is working to promote an on-line course which provides nurses with an overview of eHealth and the electronic health record. The course helps nurses understand the value and potential of eHealth, including telemedicine, better, prepares them for what is coming and hopefully will interest nurses in being involved in the planning, and implementation of CE LHIN eHealth projects. The RNAO's goal is to have 20% of nurses in each LHIN take the online eHealth course. At the CE LHIN 20% translates into 2,033 nurses.

The course which is available for free at: **http://www.rnao.org/eHealth_course/** consists of 10 modules:
- Introduction
- Nursing, quality health care and eHealth
- Computer technology and information processing
- Information and communication technology to assist client care
- Ontario eHealth initiatives
- Professional issues for nurses eHealth and the nursing role
- Consumer eHealth
- Professional development, knowledge management and eHealth
- Conclusion: Nursing and health care strengthened through eHealth

An additional two modules will be added to the on-line course soon. They are:
- Nurses and nursing students in a digitally connected world
- Nursing and electronic health records (EHR)

"I would love to surpass the goal of 20% and I think we can do it," said Alison. To promote the course and to help shape a CE LHIN eHealth Nurse Engagement strategy she has been introducing herself to various committees and key leaders; and delivering eHealth presentations.

For more information contact Alison at: macdonalda@ontarioshores.ca or 905-430-4055 ext. 6728

E -Vitalize Patient Care through Standardization

Dr. Vincent Ho

Dr. Ilan Fischler

Dr. Charlotte Hovet

On August 11, stakeholders from across the Central East LHIN spent a day together learning about the Health Information System (HIS) Consolidation Project - Phase II. The day kicked off with a welcome and acknowledgement of support from the CE LHIN CEO, Deborah Hammons, and Senior Vice President of eHealth Ontario, Doug Tessier. Lewis Hooper, CE LHIN Regional CIO, and Janice Dusek, Chair of the LHIN Clinical Nurse Executives/ Vice Presidents of Nursing Committee provided context for the HIS Consolidation Project and talked about the vision of a single CE LHIN electronic health record (EHR) and how we in the CE LHIN are going to get there.

Following the opening speeches, presentations from Marlene Ross, Sr. Project Manager for the CE LHIN eHealth, and Laura Waltrip, Perot Systems, provided an overview of the current eHealth landscape, the HIS Consolidation project, and standards development. The "What's in it for the Physicians" presentation was delivered by two CE LHIN physicians, Psychiatrist, Dr. Ilan Fishler and Family Practitioner, Dr. Vincent Ho. The doctors talked about how electronic documentation will benefit physicians and their practices, and how we move toward the "holy grail" of the electronic health record. Dr. Charlotte Hovet, the Medical Lead for the Perot Systems Project Team, discussed her experiences with standardization and electronic documentation and left the group with the idea that we need to begin a dialogue to accelerate and support the changes coming through technology in healthcare.

The audience experienced a Meditech 6.0 "Day in the Life of a Patient". They viewed Meditech 6.0 through an internet presentation, how a patient's visit was documented starting with admission to the Emergency Department and ending with the patient being discharged with a care plan. To provide context for the demonstration, specialists from Meditech provided background information about who will need to be involved in the clinical modules Phase II standards implementation and what will be required. To round out the day, experts who work with the clinical modules were available in break-out rooms to answer questions and provide information about the upcoming Phase II Standardization project.

The day's agenda and presentations are all available on the CE LHIN website at: http://www.centraleastlhin.on.ca/Page.aspx?id=11808
(Scroll down the page to the heading: *HIS Consolidation Project: e-Vitalize Patient Care through Standardization* to view the links)

e-Vitalize Day - Survey Results

We asked participants at the *e-Vitalize Patient Care through Standardization* to provide us with feedback about the sessions. The feedback was mostly positive and some clinicians offered to participate in the Phase II project. The most common feedback we received was:

- It was a lot of new information for many of the clinicians
- The Health Information System (HIS) Consolidation Standards Project - Phase II project team should provide more information on the timelines and milestones of the project
- Resources are precious, so the project needs to minimize the use of staff resources
- The standards that are being built and the process for Phase II will be helpful to improving our current MEDITECH Standards

HIS Consolidation

Phase II - A New Model for Standards Development

In Phase I of the HIS Consolidation, teams met regularly to standardize name and number conventions for modules focusing on foundational and administrative functions such as users, providers, facilities, finance and human resource management , and in the next month Ontario Shores will "go live" with the modules that were standardized.

Now as the HIS Consolidation - Phase II Clinical Modules gets underway, how standards are developed will be significantly different. Perot Systems (Phase II project managers) needed to develop a new model. "Standardization of the data dictionaries that support the clinical modules is not just about defining naming and number conventions, it has a lot to do with understanding the meaning of terms used to express a clinical action or response," explained Sandra Nutten, Project Manager for Phase II, Perot Systems. "Clinical modules are all closely integrated and for that reason, interdisciplinary clinician input is critical. Regular meetings, with large groups of clinicians were not a practical option, which meant we needed to get creative in order to achieve the goal of CE LHIN Phase II dictionary standardization. We have developed an interim or "draft" model as the starting point. The draft model is updated with each partner site hospital visit. Based on the input we receive, information for the clinical data dictionaries will be the accumulation of information from all partner hospitals and become the basis for discussion during standardization workshops. So far, the site visits have been very successful in achieving our target of comprehensive data collection."

To create the interim model, Perot reviewed past Canadian HIS consolidations including Northeastern Ontario Network (NEON) and the Regional Shared Health Information Program (RSHIP) in Alberta. Perot also worked with MEDITECH to get their perspective about these two projects and others." From August 2009 through November, Perot will visit each CE LHIN hospital to present the Phase II standards development model (see below for a list of site visit dates). At these meetings, Perot will work with stakeholders to gather input on the Phase II modules: Imaging and Therapeutic Services; Patient Care Services; Bedside Medication Verification; Order Entry, Electronic Medical Record and the Physician Care. Stakeholders and subject matter experts: hospital staff, physicians, nurses, diagnostic imaging personnel, and allied health workers will review data elements that need to be part of the Phase II modules and will be asked questions about how these data elements, such as pain scales, are defined, who uses them, when they are used, how they are used and in what areas of practice they are used.

On completion, the Project Team will have a draft standards “model” with input gathered from all of the CE LHIN hospital visits. The intent is to adopt the best practices of all CE LHIN hospitals into one set of standards which can serve all hospitals. In January, 2010, the Perot team will host four, 1 day workshops, called “Rapid Design Sessions”. Stakeholder representatives from all the hospitals will evaluate and confirm the final model that will be used to support the Ontario Shores Implementation of Phase II modules.

Phase II - Perot Systems Site Visit Schedule

Aug 24-26	Ontario Shores Centre for Mental Health Sciences	(completed)
Sept 15-17	Ross Memorial Hospital	(completed)
Sept 18	Haliburton Highlands Hospital	(completed)
Sept 22-24	Peterborough Regional Health Centre	
Sept 29	Campbellford Hospital	
Sept 30	Northumberland Hills Hospital	
Oct 20 – 22	Rouge Valley Health System	
Nov 2-4	Lakeridge Health Corporation	
Nov 9-11	The Scarborough Hospital	

Keeping you Informed – Phase II Liaisons

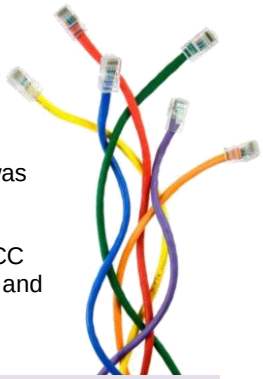
To facilitate communication during Phase II, a Phase II Liaison has been appointed at each hospital. The role of these individuals is to:

- Support the information gathering on- site visits and coordinate stakeholders attendance and involvement
- Ensure two-way communication between the Phase II Project Team and your organization
- Provide information and answer questions related to Phase II

Phase II - Hospital Liaisons

Dianne Laroche	Campbellford Hospital	dlaroche@cmh.ca
Kellie Churko	Haliburton Highlands Hospital	kchurko@hhhs.on.ca
Tom Chambers	Lakeridge Health Corporation	tchambers@lakeridgehealth.on.ca
Zusana Groen	Lakeridge Health Corporation	zgroen@lakeridgehealth.on.ca
Daphne Brine	Northumberland Hills Hospital	dbrine@nhh.on.ca
Donna Foster	Ontario Shores Centre for Mental Health Sciences	fosterd@ontarioshores.ca
Alison Mahony	Peterborough Regional Health Centre	amahony@prhc.ca
Jodi Dunn	Ross Memorial Hospital	jdunn@rmh.org
Shelley Miles	Ross Memorial Hospital	smiles@rmh.org
Sue Grant	Ross Memorial Hospital	sgrant@rmh.org
Lynn Tkac	Rouge Valley Health System	ltkac@rougevalley.ca
Margaret McCormack	The Scarborough Hospital	mmccormack@tsh.to

DCC Implementation Analysis Planning



The Data Centre Consolidation (DCC) Steering Committee selected Deloitte Inc. to develop the project's Implementation Analysis Plan (IAP) which is scheduled for completion in December 2009. On August 20, a session was held to kick off the Implementation Analysis Plan process. At this orientation, the project plan was explained, timelines provided and roles and responsibilities were defined.

Plan development will be undertaken by committees with representatives from the partner organizations: DCC Steering Committee, DCC Working Group, Governance Working Group, Human Resources Working Group, and Finance Working Committee.

DCC Steering Committee

The DCC Steering Committee directs all work associated with the development of the DCC. CE LHIN representatives on this committee are

Lewis Hooper	CE LHIN
Marlene Ross	CE LHIN
John Chen	Ontario Shores Centre for Mental Health Sciences
Paul Darby	Peterborough Regional Health Centre
Varouj Eskedjian	Ross Memorial Hospital
Cara Fleming	The Scarborough Hospital

DCC Working Group

The Data Centre Working Group (DCWG), made up of information technology managers and directors, will support Steering Committee decision-making and task execution. The CE LHIN representatives on these committees are:

Rick Salcak	Peterborough Regional Health Centre
Ken MacMillan	Lakeridge Health Corporation
Karol Eskedjian	CE LHIN

Finance Working Group

The Finance Working Group, made up of LHIN and Hospital Chief Financial Officers (CFOs) and Vice Presidents of Finance, is lending their expertise to validating the accuracy of financial data that will be included in the DCC Business Case. The CE LHIN representatives on this committee are:

Ralph Anstey	The Scarborough Hospital
John Chen	Ontario Shores Centre for Mental Health Sciences
Leo Boyle	Ross Memorial Hospital

Governance Working Group

The Governance Working Group, made up of Chief Information Officers (CIOs), CFOs and Chief Executive Officers (CEOs), provides direction and makes decisions on governance and legal documentation. The CE LHIN representatives on this committee are:

John Chen	Ontario Shores Centre for Mental Health Sciences
Paul Darby	Peterborough Regional Health Centre
Varouj Eskedjian	Ross Memorial Hospital

Human Resources Working Group

The Human Resources Working Group (HRWG) provides direction and input into the people impacts of the DCC operating model. The CE LHIN representatives on this committee are:

Randy Fallis	Lakeridge Health Corporation/ Rouge Valley Health System
Michelle Anderson	The Scarborough Hospital

We Keep Finding New Things It Can Do - CCIM Program

The Community Care Information Management (CCIM) program has introduced Quadrant, a Human Resources (HR) and payroll software solution to support the day-to-day operations of Community Mental Health and Addictions (CMH&A) and Community Support Services (CSS) organizations.

Linda Saunders

In the CE LHIN, 61 organizations are eligible to implement Quadrant and the Canadian Mental Health Association - Peterborough Branch is one of fifteen organizations already in the process. "The timing of this was great," explained Linda Saunders, Director of Human Resources, Finance and Housing at the Canadian Mental Health Association (CMHA), Peterborough Branch. "In the fall of 2007, realizing that we needed to improve our HR system which was spread out over a lot of different programs and didn't integrate well - we struck a committee to research options. During this exploration, we learned that the Government would be implementing a system that included a product called QHR. That was good news for us, since during the course of researching; our committee had evaluated this product and considered it the best option."

CMHA has been "live" with the Quadrant payroll system since June and now they are hosting CCIM's Human Resources Information Systems (HRIS) scheduling software pilot project. "We are very excited by these software tools; we keep finding new things they can do and we are seeing many benefits," explained Ms. Saunders.

In the past we would try to notify staff about their banked time once a month, but that was difficult to commit to. Now this information is on employee paystubs. Employees always have the most up-to-date information." The system is also a benefit to managers. They will be trained to access the system themselves and learn to produce reports that will assist with tasks such as vacation and performance evaluation planning."

Perhaps the best part of implementing the HR and payroll system was the support. "The CCIM team members were wonderful. It was great to have them on site working with us; we had excellent support through configuration and going live," said Ms. Saunders. "We have had software changes over the years, but this one has worked the best. We were very grateful for the way the Ministry rolled out the implementation. It was a very good plan on their part," said Ms. Saunders. "We are pleased by how the program has increased efficiencies. The Human Resources related statistical information we are required to report on is easily captured in the HRIS database such as benefits and worked hours. The information is now readily available. With time saved, we can now focus on big projects that improve quality, such as accreditation."

For your copy of the demo or to sign-up for the HR and payroll software solution, please contact: CMH&A organizations: CMH_A.HRIS.moh@ontario.ca; CSS organizations: CSS.HRIS.moh@ontario.ca

Bits and Bytes

The CE LHIN eHealth team has moved to:

CE LHIN, Harwood Plaza
314 Harwood Avenue South, Suite #1030
Ajax ONT L1S 2J1
(The office entrance is on street level between Good Life Fitness and Global Pet Foods)

Note that the CE LHIN ehealth team will change their email addresses to a LHIN address in the near future.

Please welcome our new Executive Assistant: Carolyn Kanhai. Feel free to contact her for more information about the CE LHIN ehealth team. Glad to have you aboard Carolyn!

eHealth Team - Contact Information

Lewis Hooper	Chief Information Officer	905-427-5497extension 251	lhooper@tsh.to
Marlene Ross	Senior Project Manager	905-427-5497extension 250	mross@tsh.to
Karol Eskedjian	Senior Planning Manager	905-427-5497extension 249	keskedjian@tsh.to
Mai Nguyen	Project Coordinator	905-427-5497extension 248	mnguyen@tsh.to
Carolyn Kanhai	Executive Assistant to Lewis Hooper	905-427-5497extension 240	ckanhai@tsh.to

For more information about CE LHIN eHealth and current projects, see the LHIN website:
http://www.centraleastlhin.on.ca/Page.aspx?id=11808

Microsoft Enterprise License Workshop

On September 8, CCSI, the company that the CE LHIN hospitals recently began purchasing Microsoft products from, delivered a workshop for hospital representatives. The goal of the workshop was to inform representatives about the benefits of having a Microsoft Enterprise Agreement. These include:

- Home Use Program
- A discount purchase program of MS products for employees
- Training and e-learning products

For more information contact your hospital's contact on the Microsoft Agreement:

Microsoft CE LHIN Hospital Contacts

Lynden Philadelphia	Ontario Shores Centre for Mental Health Sciences	philadelphial@ontarioshores.ca
Greg Charlton	Haliburtan Highlands Hospital	gcharlton@hhhs.on.ca
Louise Grosjean	Campbellford Hospital	lgrosjean@cmh.ca
Mike Donoghue	Northumberland Hills Hospital	mdonoghue@nhh.ca
Ross MacDonald	Ross Memorial Hospital	rmacdonald@rmh.org
John Haydock	Rouge Valley Health System	jhaydock@rougevalley.ca
Shane Paquette	Peterborough Regional Health Centre	spaquett@prhc.on.ca
Michael Abramczuk	Lakeridge Health Corporation	mabramczuk@lakeridgehealth.on.ca
Andrew Kelly	The Scarborough Hospital	akelly@tsh.to

Events

Sept 22	Medical Leadership Committee Meeting to discuss LHIN-wide Credentialing/Physician eHealth funding proposals
Sept 22 – 24	Phase II Site Visit - Peterborough Regional Health Centre
Sept 29	Phase II Site Visit - Campbellford Memorial Hospital
Sept 30	Phase II Site Visit - Northumberland Hills Hospital
Oct 20 - 22	Phase II Site Visit - Rouge Valley Health System
Oct 27 - 29	Phase II Dictionary Training - Imaging Therapeutics Services (ITS) at Meditech Headquarters, Boston
Stay Tuned:	Phase I Wrap – Up Celebration will be announced shortly