

Supporting Primary Care in Manitoba through eHealth

Presentation for MNIA

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What is eHealth?

- ➊ eHealth is about providing the right information at the right time to the right people so that:
 - People and their families have access to the information they need to maintain their health and to access the services they require
 - Providers are able to provide high quality services
 - Health system administrators can ensure the sustainability and accountability of the System

eHealth is about Health



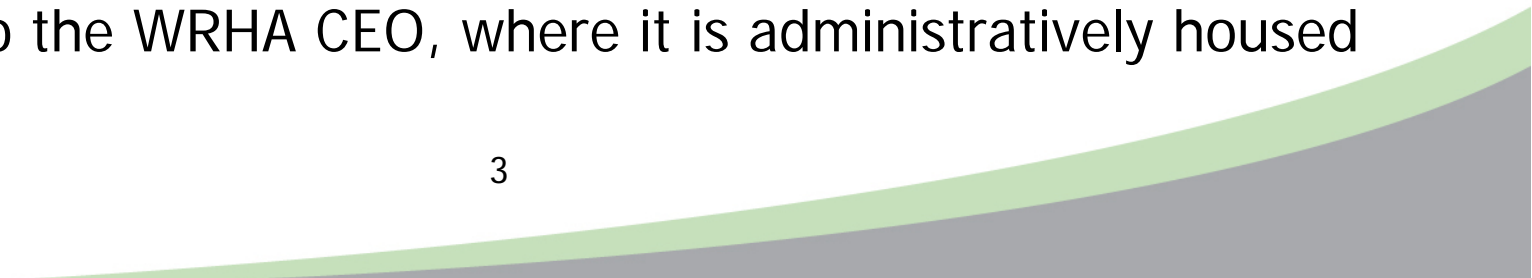
The Manitoba eHealth Program: A Unique Solution

Created to:

- Ensure a long-term province-wide approach to eHealth is developed, one that is consistent and sustainable
- Work with Infoway, other jurisdictions, the RHAs and all Manitoba health providers to deliver and support province-wide solutions
- Enable and lead to a better health system for all Manitobans

The Manitoba eHealth Program is accountable:

- To the Minister of Health through an Oversight Committee composed of key stakeholders
- To the Deputy Minister of MHHL through a Program Council composed of its key customers
- To the WRHA CEO, where it is administratively housed



Health Goals

Quality and Safety

- Public Health
- Fewer errors

Access

- Wait times reduced
- Services close to home
- Primary Care
- Managing chronic illness

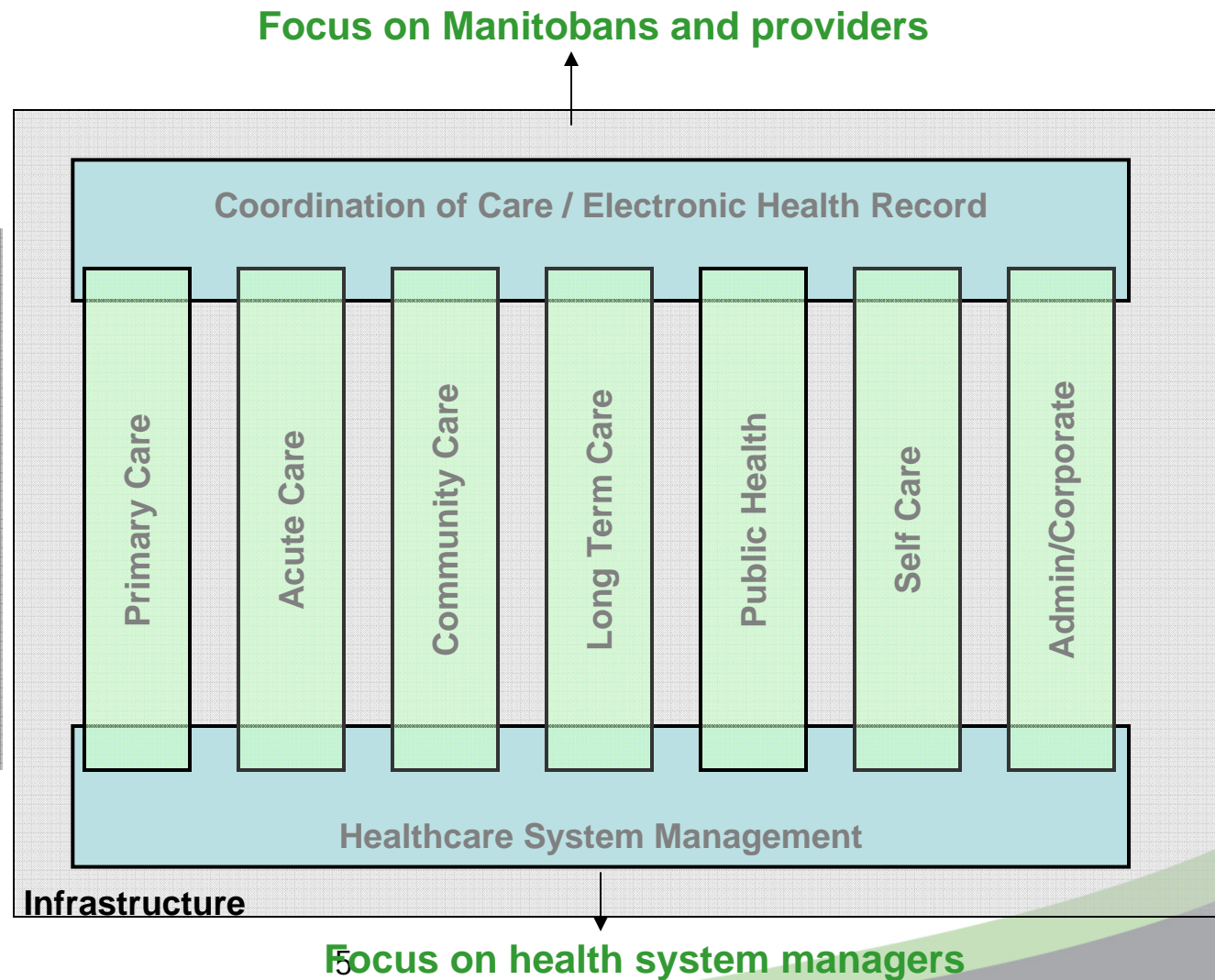
Efficiency and Sustainability

- Optimal cost performance
- Improved ability to manage System
- Reduced waste
- Health Human Resources



Components of the Provincial e-Health Strategy

- A single coherent strategy
- Divided into components only to break the work into manageable pieces
- Components are really complementary ways of looking at the same thing
- Components overlap



Focus on health system managers

Development of eHealth Strategy Components

Initial Focus

Coordination of Care / EHR

- Acute Care
- Community Care
- Long Term Care
- Primary Care

Developing Focus

- Public Health
- Self Care
- Admin/Corporate

Healthcare System Management

Infrastructure



Programs supporting Primary Care

- Primary Care Information Systems (PCIS) Office – EMR Strategy
- MBTelehealth – Access
- Registry Integrity Unit (RIU) – Core demographic information
- Electronic Health Record (EHR) – Shared information across multiple systems/sectors



Primary Care Information Systems (PCIS) Office



Why are EMRs key to the provincial eHealth Strategy?

- ② EMRs are a key enabler for *primary care*
 - Primary care is a top priority for Manitoba Health and Healthy Living:
 - “Primary Care is the foundation of the health system
 - Quality Primary Care will be accessible to all Manitobans”

 - EMRs provide a core solution to support primary care clinics
 - Support clinics’ own internal operations
 - To deliver quality care
 - To run an efficient operation
 - Enhance connections to other parts of the health system to enable primary care to play its “quarterback” role:
 - Ordering & receipt of test results, medication orders
 - Referral of patients to other services as required
 - Receipt of information on care provided elsewhere, to support continuity of care for patients



Expected Impacts of EMRs

- 🅔 Primary care providers (PCPs) are believed to order 25%-40% unnecessary diagnostic tests (i.e. labs, DI and other)
- 🅔 15% of PCPs referrals to specialists are unnecessary due to lack of access to information on specialist practices
- 🅔 Most chronically ill patients are found to not follow best practices, even when their care is in the hands of a PCP
- 🅔 We simply do not have any knowledge about the performance of the health system in a community setting



Primary Care Information Systems (PCIS) Office

- Primary Care Information Systems (PCIS) Office established within Manitoba eHealth in Autumn 2008
- **Vision:** Support the adoption and effective use of Electronic Medical Record (EMR) systems by primary care clinics and physician offices throughout Manitoba.
- Housed administratively within Manitoba eHealth
- Currently staffed with one Manager and four additional staff
- Stakeholder Advisory Committee provide input and assist with prioritizing new EMR requirements



PCIS Office Services

- ④ Promote EMR adoption and high standards of use
 - Resource for Physicians and RHAs
 - Not making the purchase decision, available as a resource
- ④ EMR implementation support
 - Can be a resource in conjunction with EMR Vendors
- ④ Vendor management on behalf of Manitoba
 - Ensure vendors comply with their obligations under the Master Standing Agreement
 - Track and report on Service Levels
- ④ Requirements management
 - Ongoing process to identify and implement new requirements in the EMR systems to align with other provincial systems (such as the Electronic Health Record)
- ④ Support for PIN project
 - Information Management/Information Technology Support



Status of the Qualification Process

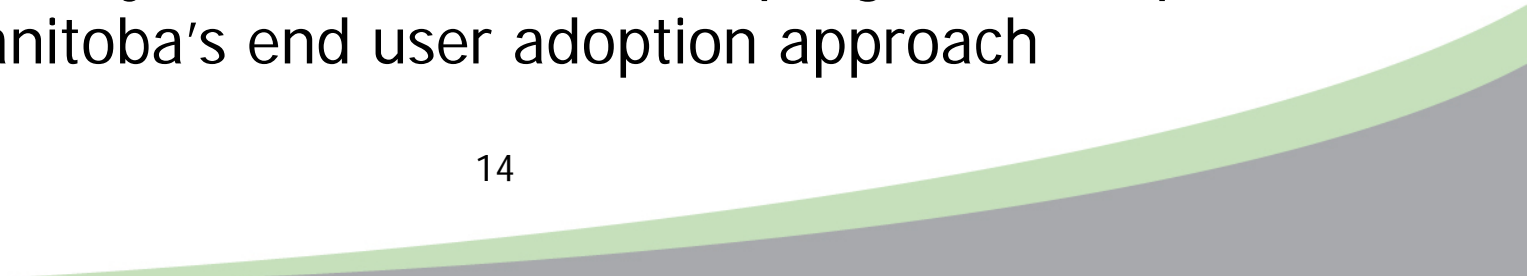
- ④ Four vendors have achieved “Approved Vendor” status through the Manitoba Request for Qualifications
- ④ Broad stakeholder (clinician) input into requirements and vendor selection.
- ④ Approved Vendors and their products, in alphabetical order, are:
 - Clinicare Corporation; Product name: Clinicare EliteCare 6.5
 - Code-Med Inc.; Product name: Freedom Paperless Office version 4.5.1 Powered by JonokeMed version 4.5.1
 - Med Access Inc.; Product name: Med Access version 3.2.1
 - Optimed Software Corporation; Product name: Accuro version 5.0 (June 1, 2009)



End User Adoption

Promoting uptake

- Different drivers in Primary Care – many clinics are independent businesses
- Need resources and support to:
 - Make the business case
 - Make informed business decisions (vendor selection)
 - Understand the impacts to clinic staff and required clinic support
- Infoway funded Peer to Peer programs are part of Manitoba's end user adoption approach



Physician Peer to Peer Network

- ✔ Connects Physicians to Peer Leaders to discuss questions about acquiring or optimizing an EMR
- ✔ Peer Leaders are:
 - Physicians who have experience using and implementing EMRs in a practice setting
 - There are 8 physicians who are Peer Leaders in Manitoba located in Winnipeg, Steinbach, Niverville, Winkler, Morden and Selkirk
- ✔ Site visits to some Peer Leader Clinics can be arranged to review impacts on all clinic staff
- ✔ For more information: <http://www.manitoba-ehealth.ca/dr-Network.html>



The Manitoba Nursing Peer to Peer Network

Primary Objective:

to accelerate the adoption of electronic health records and related technologies within clinical practice settings, through direct sharing of experience and knowledge among peer nurses

Secondary Objectives:

- 🅔 sharing best practices in implementation and optimal use of technology, within Manitoba and with the Regional Peer-to-Peer Network
- 🅔 providing a forum, as a Manitoba Network, to link and align Manitoba eHealth projects from a nursing point of view
- 🅔 collaborating with Canada Health Infoway “to enable an environment that accelerates the adoption and integration of information technology toward improving clinical care outcomes.”



Nursing Peer to Peer Network

- ✔ Provides a defined structure and opportunity for peer leaders to support health provider colleagues in the engagement and use of EHR solutions within the practice setting
- ✔ Peer Leaders will:
 - Support peers in the use of technology within practice settings
 - Identify common and unique barriers and exchange advice
 - Share best practices and build new knowledge
 - Communicate stories that demonstrate accelerated uptake of electronic records
 - Collaborate with Infoway to enable an environment that accelerates adoption and integration of information technology toward improving clinical care outcomes



MBTelehealth



About MBTelehealth

- MBTelehealth (MBT) uses live interactive videoconferencing to enable the delivery of health care services, continuing education and administrative connections between Urban, Rural, and Northern communities across Manitoba.
- Multiple forms of technology are used for network connectivity with all of the sites linked using Internet Protocol via the Manitoba Government Services' secure Provincial Data Network (PDN)
- ISDN capacity is available out of Winnipeg for access outside of Manitoba including regular connections to the Ontario Telemedicine Network or Nunavut sites

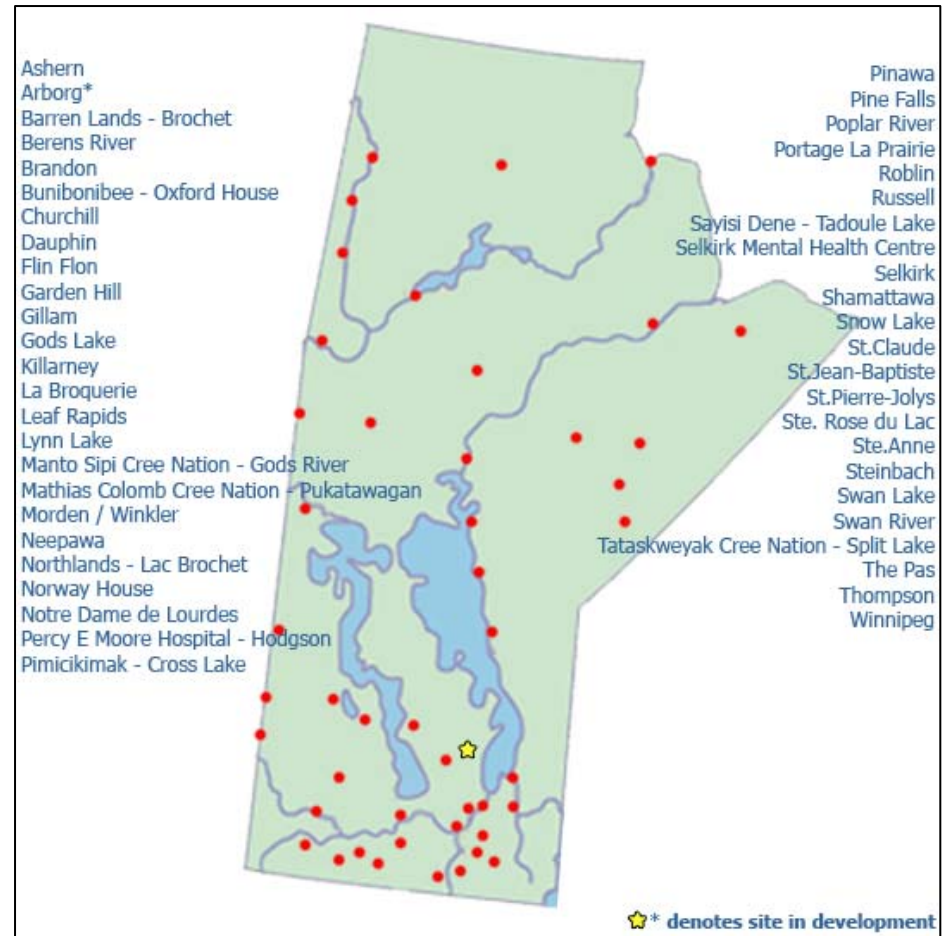


MBTelehealth Network

- e Program now supports 73 sites across Manitoba
 - 15 of these in FN Communities

- e Recognized Nationally as strong and innovative program – CST Award of Excellence in 2007

- e Now program under Manitoba eHealth to better support converged services for clinician users

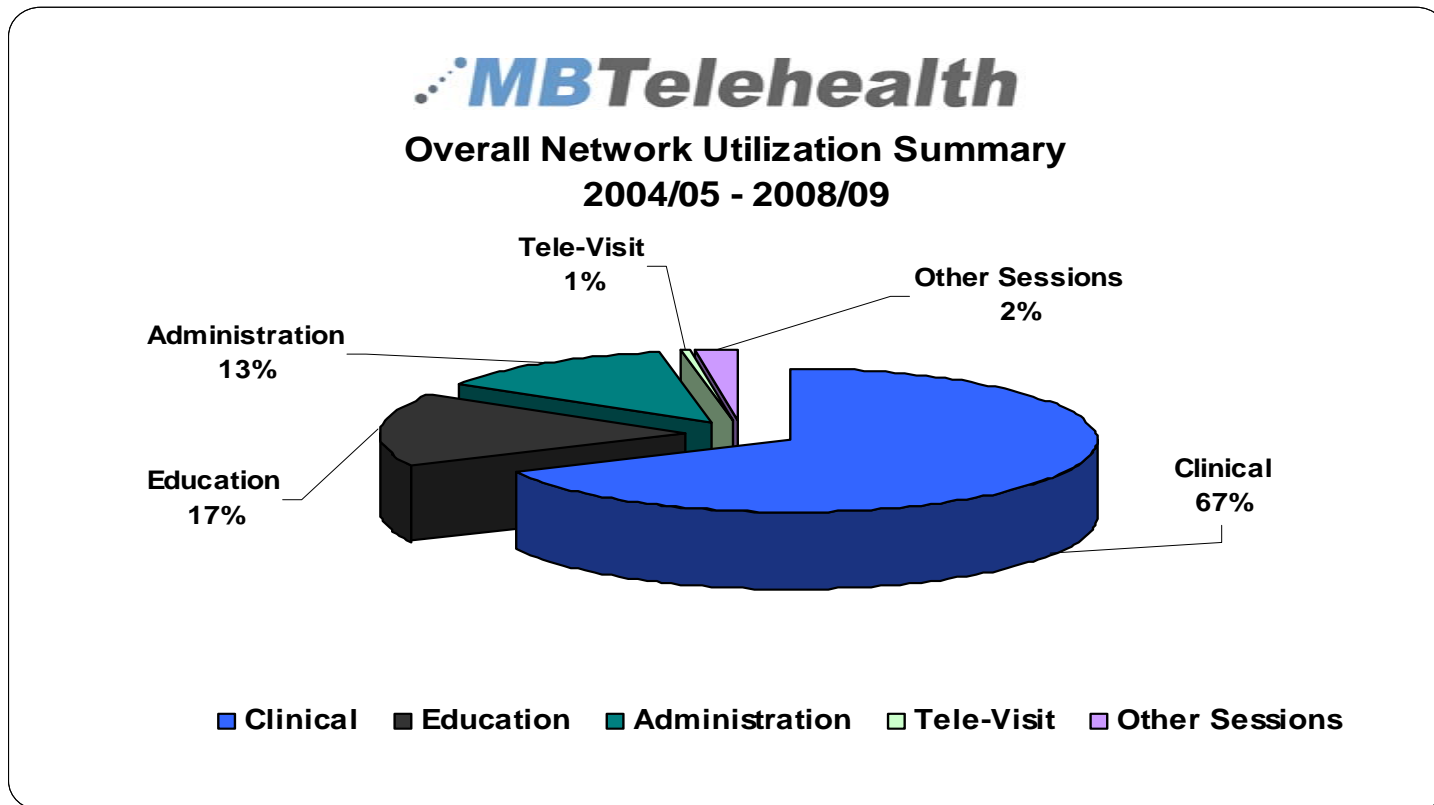


Network Utilization

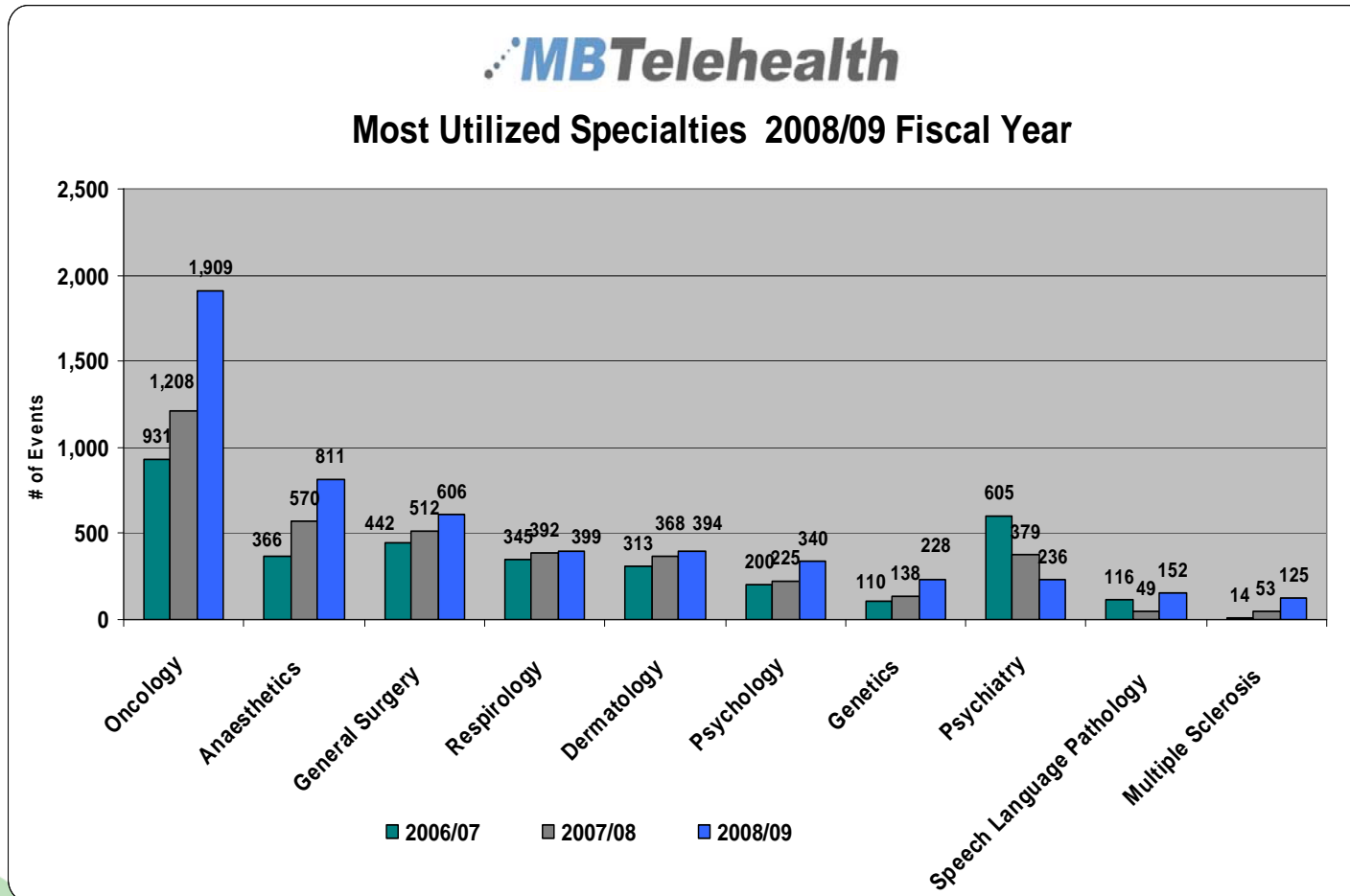
- Comparatively small on a National scale but well utilized
- Informal Canadian Society of Telehealth analysis in 2007:
 - highest rate of utilization per site
 - highest volume of events when adjusted by population for jurisdictions > 1 million
- Reflects the strong benefits Manitoba receives from telehealth given the geography and relatively centralized access to specialist services



Network Utilization Summary 2008/09 Fiscal Year



Most Utilized Specialties 2008/09 Fiscal Year (April 2008 - March



Registry Integrity Unit - Client Registry



Purpose of the Provincial Client Registry

- To provide a single, province-wide view of client demographic and identifying information
- To improve the integrity of client information both within and across health care organizations
- To lay the foundation for a province-wide view of client information (electronic health record)



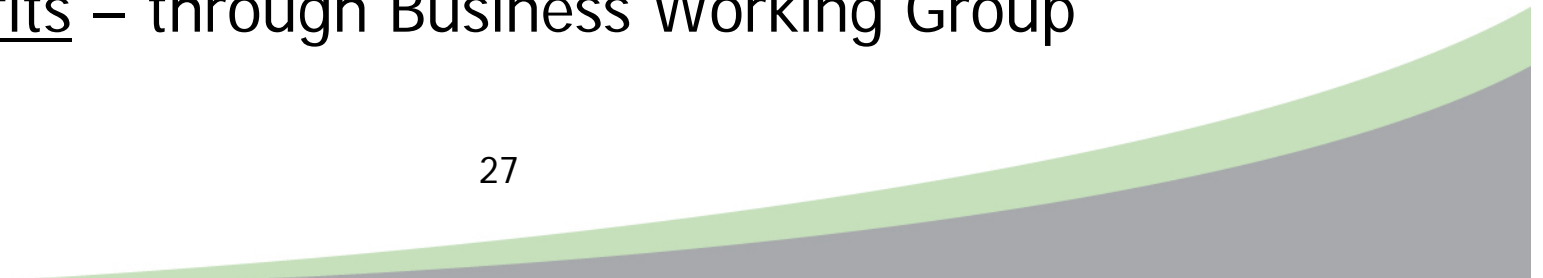
Client Registry Benefits

- ④ Cross Facility Sharing of Information: Improved patient care/patient safety
- ④ Improved Data Quality at Sites:
 - Reduction in duplicate charts (nearly 80,000 duplicates merged)
 - Greater consistency in registration practices
 - Reports to identify data integrity issues
- ④ Timely Death Information: Frees up filing space at the facilities for more efficient filing of active charts (sending more death charts off-site)
- ④ Potential to Reduce Bad Debt – active mode detects use of an inactive PHIN



Client Registry Benefits (cont'd)

- ➊ Expedited assignment of Newborn PHIN - within 7 days instead of weeks/months
- ➋ Improved access to client demographic information
 - Through Provincial Client Registry Viewer
- ➌ Foundation for other projects providing a cross-facility view of clinical information
(eg. Provincial Radiology Information System)
- ➍ Improved collaboration and cooperation of health information units across province and Insured Benefits – through Business Working Group

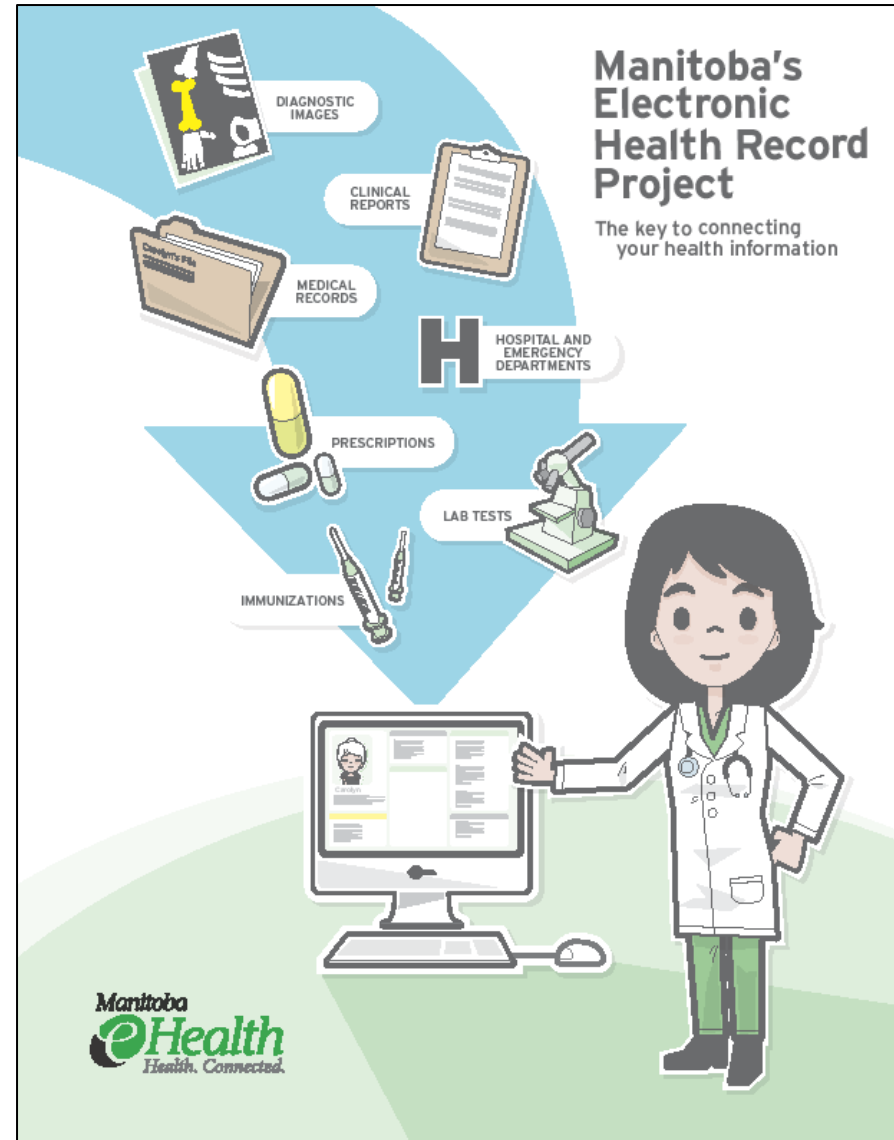


Electronic Health Record Project



Overview – Manitoba EHR

The electronic health record (EHR) is a secure and private lifetime record of a person's key health history, available to be viewed electronically by authorized health care providers, anywhere, anytime. Reliable access to this information allows health care providers to make informed, timely decisions regarding a person's care.



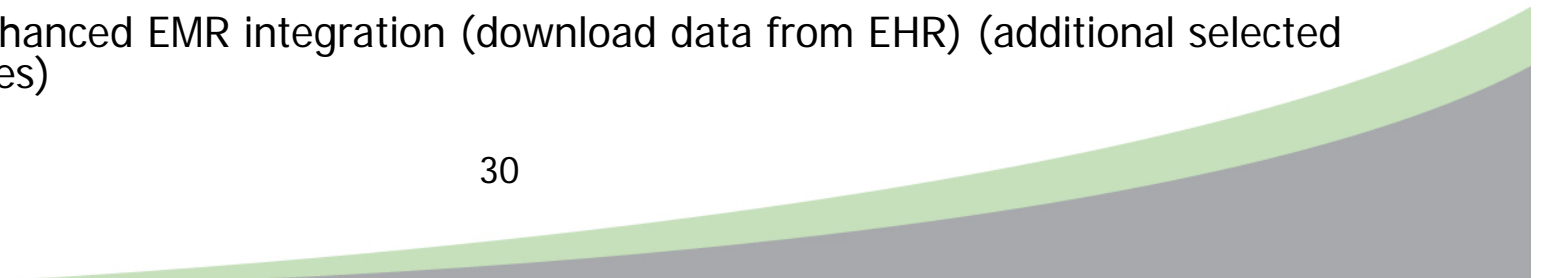
Overview - Manitoba iEHR Version 1

Release 1 – 2010

- EHR View (browser based) with access to
 - Drugs dispensed at retail pharmacies (DPIN)
 - Provincial immunization information (MIMS)
 - Client Registry – client demographics, PHIN and other identifiers
 - Lab results: Winnipeg LIS, Brandon LIS, selected Private Labs
 - Early EMR integration (connection to EHR view) (demonstrate in select sites)
- Initial analysis for integration of other clinical reports

Release 2 – 2011/12

- Additional information in clinical results viewer
 - Diagnostic Imaging and Reports
 - Lab results: Cadham Provincial Lab
 - Shared Health Repository content (other clinical reports)
 - Enhanced EMR integration (download data from EHR) (additional selected sites)



A sample of an Electronic Healthcare Record - patient information from many different systems being displayed to a provider

dbMotion Demo - Windows Internet Explorer

C:\ESA-PT1-v4\ESA-PT1-v4\Demo Files\index1.html

dbMotion Demo | Dr. Mark Spark | Family Physician | Logout

Manitoba Health
Advanced Directive

Patient Details: Name: **Mabel Lambert** Age: **67** Gender: **Female**

Encounters | Demographics | Dispensed Medications | Tests | Labs Summary | Summary Views | Immunizations

Summary Immunizations: [] Lab Observations: [] Dispensed Medications: [] [Show](#)

Demographics * Last 5 Demographics

Father's Name	Christopher Larsen
Date of Birth	22/04/1942
Next of Kin	Nancy Green
Address	3010 N Alafaya Trail
Home Phone	(204) 232-4441
Primary Clinic	Manitoba Clinic

Labs * Last 5 Labs Reported

Date	Lab Result	Value
02/16/2009	Glucose	8.3
02/16/2009	WBC	14.2
02/16/2009	Hemoglobin	121
02/16/2009	Hematocrit	33
02/16/2009	Platelets	120

Immunizations * Last 5 immunizations

Date	Immunization Name
10/23/2008	Pneumovax 23
10/23/2008	Influenza Vaccine
9/28/2007	Influenza Vaccine
5/11/2006	Influenza Vaccine
10/15/2005	Influenza Vaccine

Dispensed Medications * Last 10 Dispensed Meds

Date	Medicine	Quantity
24/12/2008	Actonel 35 mg oral tab	#90
24/12/2008	Prinivil 10 mg oral tab	#90
24/12/2008	Bayer Children's aspirin	
24/12/2008	Actos 30 mg oral tab	#90
16/08/2008	Lipitor 20 mg oral tab	#90
19/05/2008	Metoprolol 50 mg oral tab	#30
04/12/2004	Metformin 1000 mg oral tab	#180

C.V.ID: 3 / 2.1

dbMotion

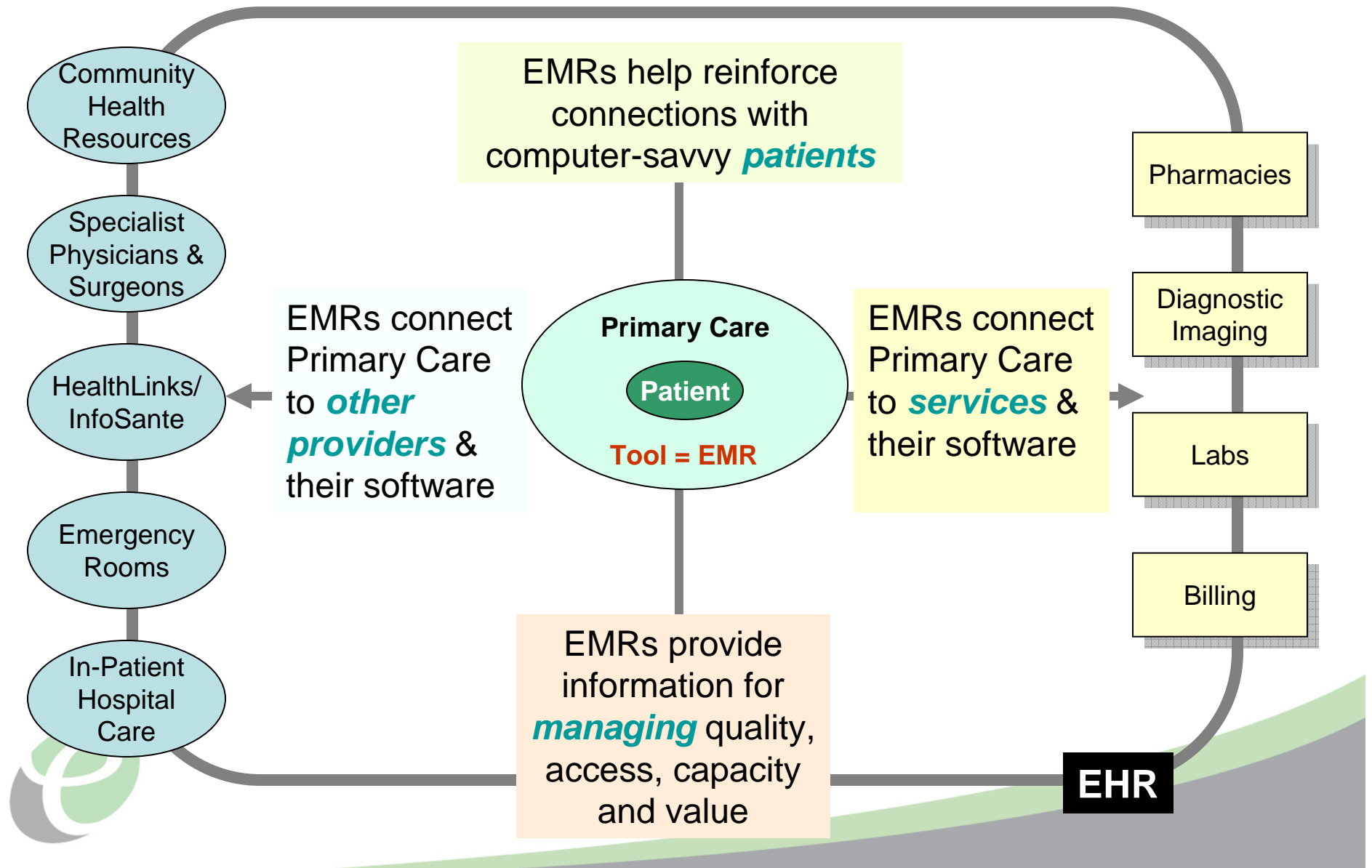
Initial Deployment Planning

- ➊ Initial implementation limited, controlled and monitored before larger scale deployment

- ➋ Overall Release 1 deployment focus
 - Select Manitoba Emergency Departments
 - EHR View only
 - Select Primary Care clinics
 - Sites will be selected as a project activity with recommendation to EHR Steering Committee for final decision
 - EMR and paper based clinics

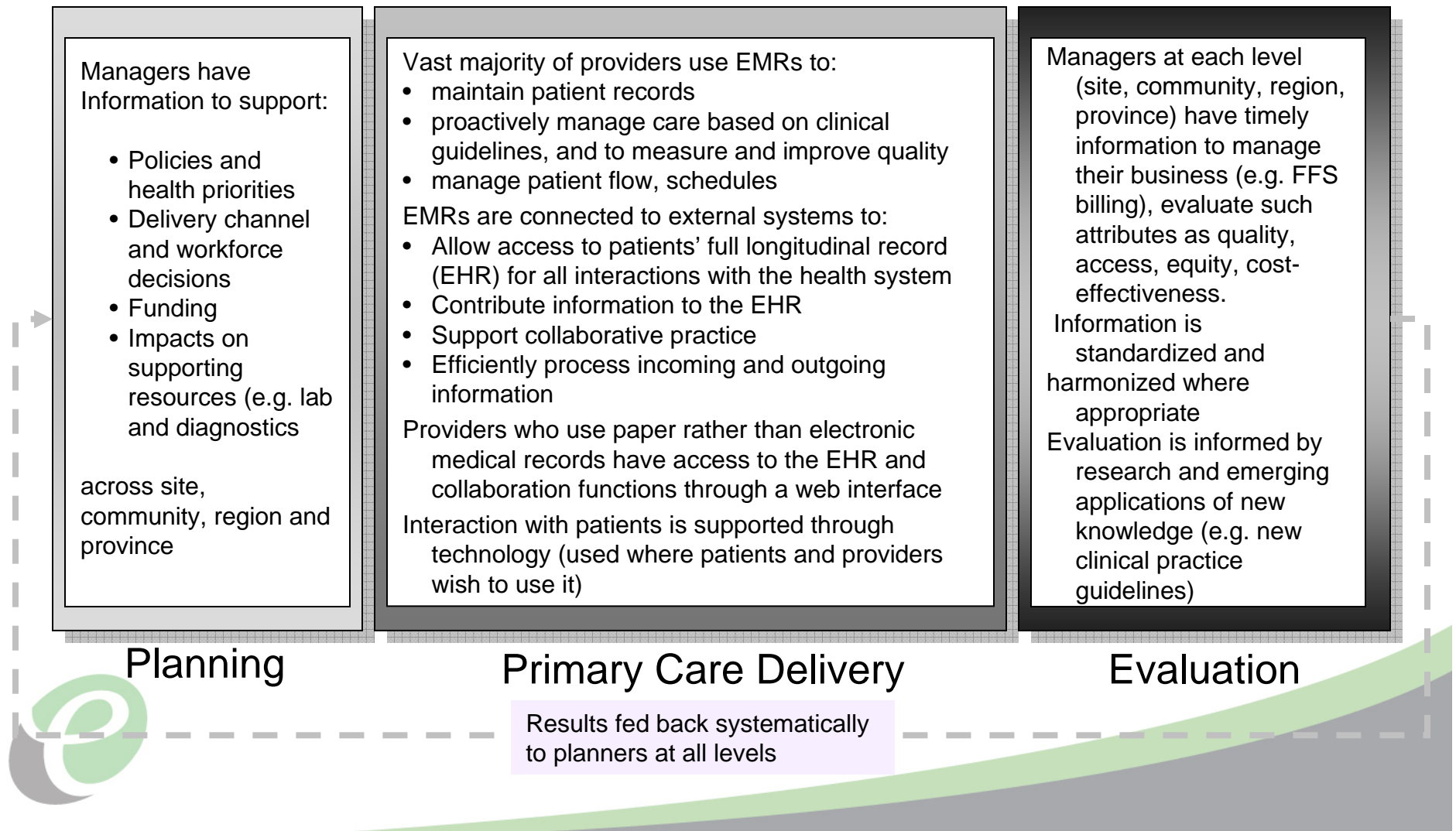


How do these fit together in Primary Care?



“Target State”

Example: Primary Care Strategy



Questions?



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Contact

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