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Driving eHealth adoption and maturity

functionality to clinical information, maximizing consumer and health system benefits

June 2nd, 2014

Canada Health Infloway / Santé Infloway du Canada

Who and what is *Infloway*?

With partners, *Infloway* helps accelerate the development, adoption and effective use of digital health solutions across Canada

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Infloway's vision

Healthier Canadians through innovative digital health solutions

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Infloway's Adoption Approach in Practice


Program Strategy	National Clinical Adoption Support	Project Activities
<ul style="list-style-type: none"> Business Case Program Targets Investment Criteria Monitoring and Risk Management 	<ul style="list-style-type: none"> Change, Adoption and Evaluation Guidance CM Framework, Tools and Resources Clinical Engagement Summary Evaluations 	<ul style="list-style-type: none"> Defined Scope and Charter Change and Evaluation Deliverables Adoption Targets Risk Management Project Team Engagement and Support



Saskatchewan Maturity Model

Adoption, Maturity & Standards

June 02, 2014



Objectives of the Saskatchewan Maturity Model

Standardize components of delivery


- Basic training
- Support multiple delivery mediums
- Reduced planning cycle times
- Support users in self sufficiency

Reduce level of EMR customization

- Reduce variation
- Increase ease of data extract abilities

Standardization is a proactive measure to support future initiatives

- Data standards will limit complexity and decisions in future initiatives (Smoking Status)
- A certain level of use is required for the appropriate use of aligned initiatives (CDM_QIP)
- Reusable framework for other systems (Home Care)



Challenges, Priorities & Health System Focus

Health System Focus


- Higher standards of care with ability to track their application
- Population health reporting
- Appropriateness

Challenges

- Level of Maturity spans the spectrum
- Lack of "standards" (care delivery, systems use, documentation, data)

Priorities

- Evaluate level of maturity for a region, site and user
- Align maturity model delivery with other strategic initiatives
- Integrate data repositories to downstream systems
- Deployment



Questions



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¹¹ NL ehealth Clinical Adoption Challenges, Operational, Health System needs

Current ehealth operational focus:

- ✓ Provincial Drug Information system (Pharmacy Network)
- ✓ HEALTHe NL (Med profiles, lab results, road map), project & program

Key adoption needs based on current investments:

- ✓ Need to demonstrate patient, clinical and health system value
- ✓ New deployments, sustain current users (DIS)
- ✓ Expanded use of HEALTHe NL (and/or data)
- ✓ Use and integration of ehealth (data repositories) in work flow and practice*
- ✓ Continuous quality improvement, data quality
- ✓ Adoption monitoring, evaluation, feedback



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NL EHR Maturity

Adoption, optimization, functionality and data in practice



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Context & Objectives of an NL EHR Adoption and framework/maturity model

1. Measure DIS (EHR data) adoption within work flow
2. Measure/monitor, intervention, to support data quality, ongoing adoption planning with all stakeholders (aligned approach, tactics)
3. DIS adoption maturity, little research, best practices, including POS's
4. Standardized, "repeatable" adoption processes/activities (project & program)
5. Focus people, processes, activities (projects & programs), pre go-live, go-live, post go-live
6. Leverage peer clinicians (user groups) within ongoing release planning
7. User behavior measurement, key to enable ongoing adoption planning & health system stakeholder engagement



¹³ **Adoption is long term journey, well beyond “go-live”**

1. Adoption framework needs to inform the strategy, approach, activities...
2. Continuous quality improvement, “impact of EHR data on patient outcomes, clinical practice, health system...
3. Governance of ehealth systems is essential to facilitate ongoing adoption, and ROI
4. Measurement & intervention capacity, essential to health system adoption (ehealth, EHR)



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Thank you!
Any questions or comments?

