

Enabling a Truly Shared EMR

Critical Success Factors of Alberta's Information Sharing Framework (ISF) and the One Patient One Record vision

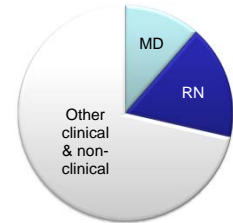
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eClinician is an enterprise EMR solution for billing, registration, scheduling and clinical documentation

eClinician Users

The AHS ambulatory EMR is branded eClinician

- 3,500 user accounts
 - 400 physicians
 - 600 nurses
 - 2500 other user types (35 other roles)
- 1,500,000 ambulatory care visits annually
- 500+ clinics across hospital and community-based clinics



AHS deploying an EMR to ambulatory clinics and some community physician offices across the Edmonton Zone



The complexity of an ambulatory care setting imposes information stewardship challenges & opportunities

Challenges

- Medical record ownership
- IM service obligations (multiple EMRs)
- Information and privacy protocols
- Operational responsibilities
- Organizational priorities
- Legislation gaps
- Funding

Opportunities

- Geographical symmetry
- IM policy alignment
- Mutually accepted information stewardship practices
- Consolidated governance and partnerships
- Consistent patient experience

Contributing Factors

- AHS is deploy an ambulatory EMR to be used as the primary record of care in both AHS facilities and private physician clinics
- Alberta's Health Information Act (HIA) does not adequately define responsibilities between two legal custodians – AHS and physician – to use a single EMR

Information management and governance partnership is required to fulfill respective professional obligations

Partners, each with their own priorities, obligations, and valid requirements

- Alberta Health Services
- Alberta Medical Association (Physicians)
- Alberta Health (Ministry of Health)
- College of Physicians & Surgeons of Alberta
- Office of the Information Privacy Commissioner
- Canadian Medical Protective Association
- Care delivery organizations (e.g. Covenant Health, Primary Care Networks)
- Patients

There were two (2) pivotal Implications to AHS...

- AHS owns & operates a shared EMR that multiple custodians use as legal record of care
- As co-custodians, physicians and AHS can access health information for care delivery
- As IM, AHS must provide IM services to users in adherence to the MOU

1. Information Manager (IM) – Since AHS is both the information Custodian and Information Manager, AHS must function in both roles separately

- As an IM, AHS to leverage existing services, processes, resources and expertise
- Must enhance existing services relative to shared EMR and co-custodian model to support the ISO's responsibilities

2. Information Stewardship Office (ISO) – must establish and operate a central, unbiased office to manage and facilitate responsible access, use, and disclosure of health information contained within the EMR in accordance with the ISF and HIA.

- Access to AHS's IM services and resources to conduct stewardship responsibilities
- Accountable to the ISF Governance Committee

The Information Sharing Framework (ISF) was born, providing all parties a collective governance forum

- Spearheaded by AHS and the AMA, the ISF initiative led to the development a shared information stewardship model of practice outlining co-custodianship through 7 key document and operational governance structure
- Leveraged Alberta's Health Information Act (HIA) to ensure legislative alignment

Seven (7) Key Documents

- | | |
|--|---|
| MOU – Memorandum of Understanding | IEP – Information Exchange Protocol |
| ISA – Information Sharing Agreement | PPA – Physician Participating Agreement |
| IMA – Information Management Agreement | PNT – Physician Notice of Termination |
| ISF GC ToR – ISF Governance Committee Terms of Reference | |

Operational Structures

- Information Stewardship Office
- ISF Governance Committee

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Critical Success Factors

- **Know the rules of engagement** – patient care is at the center of all we do and the IM policy and rules are there for a reason; don't let them be a constraint, leverage them
- **Don't rush change** – think long term and allow for the evolution to take place
- **Be a good neighbour** – good fences make good neighbours, so take the time to understand the implications of where you put the fence
- **Some deals are too good to be true** – mutual obligations keep people engaged so remain as strong partners in the game of change
- **Be open to explore new partnerships** – communicate your vision to your partners... theirs might just look the same as yours
- **Patient persistence pays-off**

Questions & Contact

Q & A

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