



## GOVERNANCE OPTIMIZATION

Hire Wire EHR Governance — Balancing Needs of Internal and External Stakeholders

**Peter Bascom, Chief Architect, eHealth Ontario**

**Julia Peters, Director, eHealth Ontario**

## Today's session

- Share frameworks and lessons learned for establishing electronic health record (EHR) governance structures.
- Examine connections between systems and people and their importance to the evolution of Ontario's EHR.

# EHR Architecture & Standards Governance

## Background

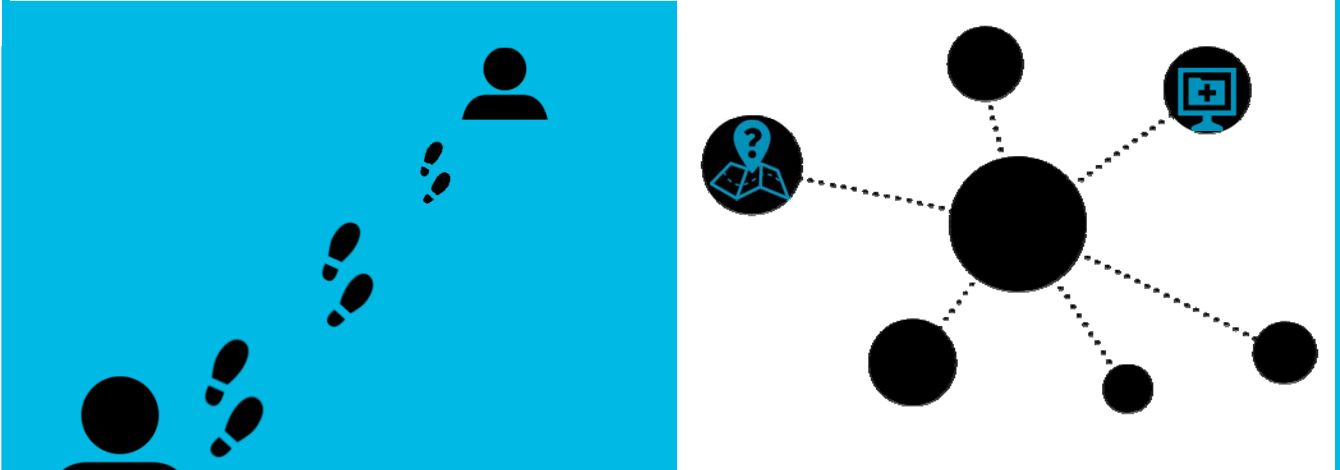
EHR architecture and standards governance is challenging due to its dual role in helping projects meet near-term needs, while establishing architecture and standards for re-use.

**“Governance is groups of people making decisions following deliberate processes to achieve outcomes.”**

# EHR Architecture & Standards Governance



Supporting immediate needs of EHR investment projects



Focusing on longer term needs of Ontario's EHR stakeholders

Creating two separate but connected EHR architecture and standards governance



# EHR Architecture & Standards Governance

**“Governance is about optimizing IT investments, and managing enterprise risks. The rest is management.”**

**- Gartner**

- ✓ Adopt the least amount of governance required to ensure the best investment decisions are being made and are successfully delivered to the enterprise.
- ✓ Continually improve the governance process by practicing basics, communicating the decisions, and measuring the results and improving the process.
- ✓ A common mistake is to start by defining governance processes. Start with the governance framework, which describes the objectives for governance in terms of a target portfolio.



**eHealth Ontario**  
*It's working for you.*

## **INTERNAL GOVERNANCE**

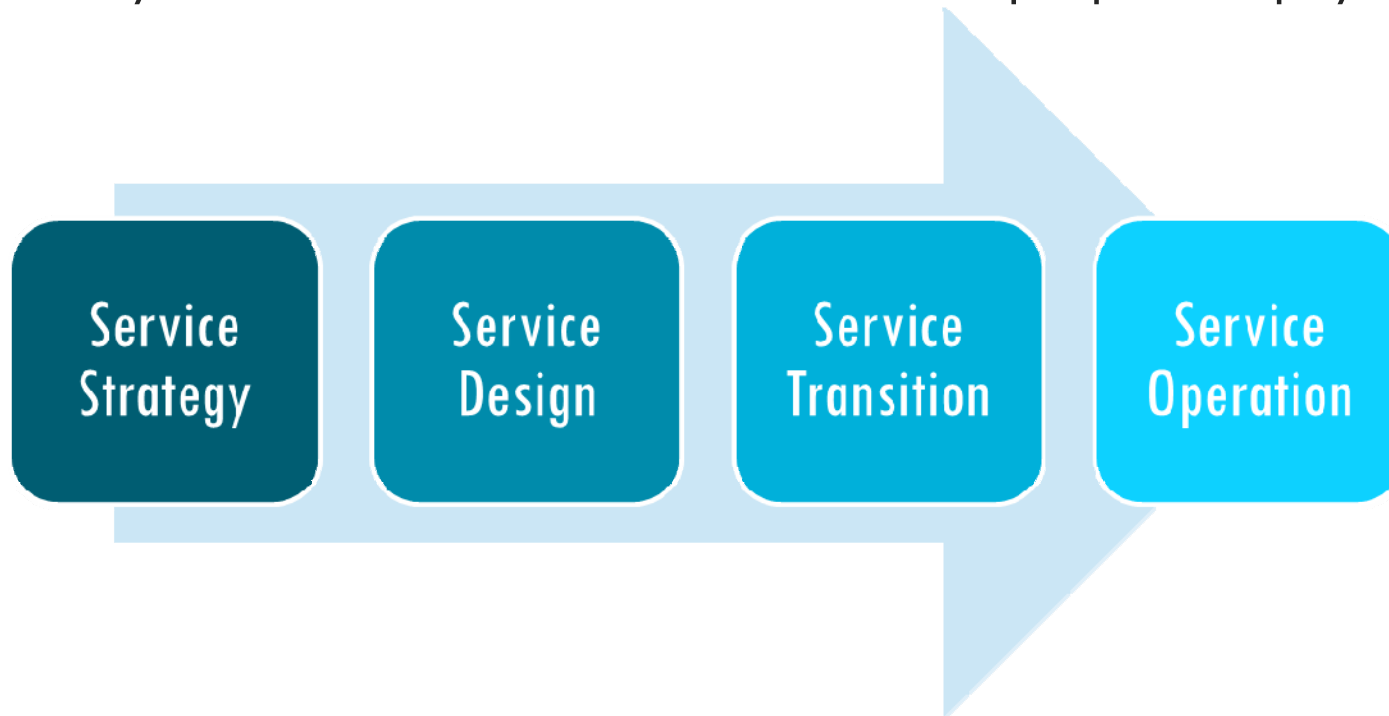
# Future State Governance of EHR Services

## Vision Statement



**“A service is a means of delivering value to customers by facilitating outcomes customers want to achieve without the ownership of specific costs and risks.”<sup>1</sup>**

eHealth Ontario will have effective governance bodies and decision making processes to ensure the provision of EHR services that are valued and expected by the consumers of those services and the people who pay for them.



**Service Strategy**      **Service Design**      **Service Transition**      **Service Operation**

**Enterprise Strategy**

- eHealth Ontario Strategy
- EHR Blueprint
- EHR Connectivity Strategy
- Annual Business Plan

**Enterprise Planning**

- EHR Roadmap
- Enterprise Release Forecast
- EHR Availability & Capacity Plan

**Project Opportunity Assessment**

- Alignment with Enterprise Plans
- Enterprise Prioritization & Sequencing
- Resource Capacity Assessment

**Service Change Assessment**

- Enterprise Release Assessment
- Release Prioritization & Sequencing

**Service Assessment**

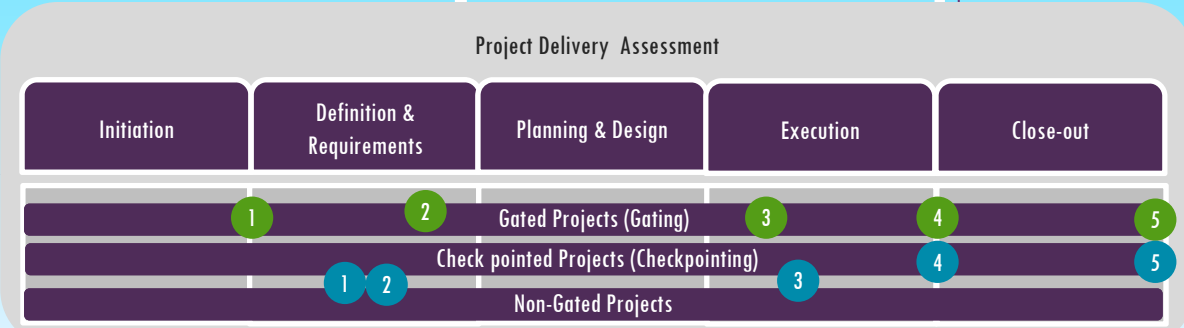
- Benefits Assessment (Clinical, Financial, etc.)
- Service Level Assessment

**Governance Function**

- Example Decision

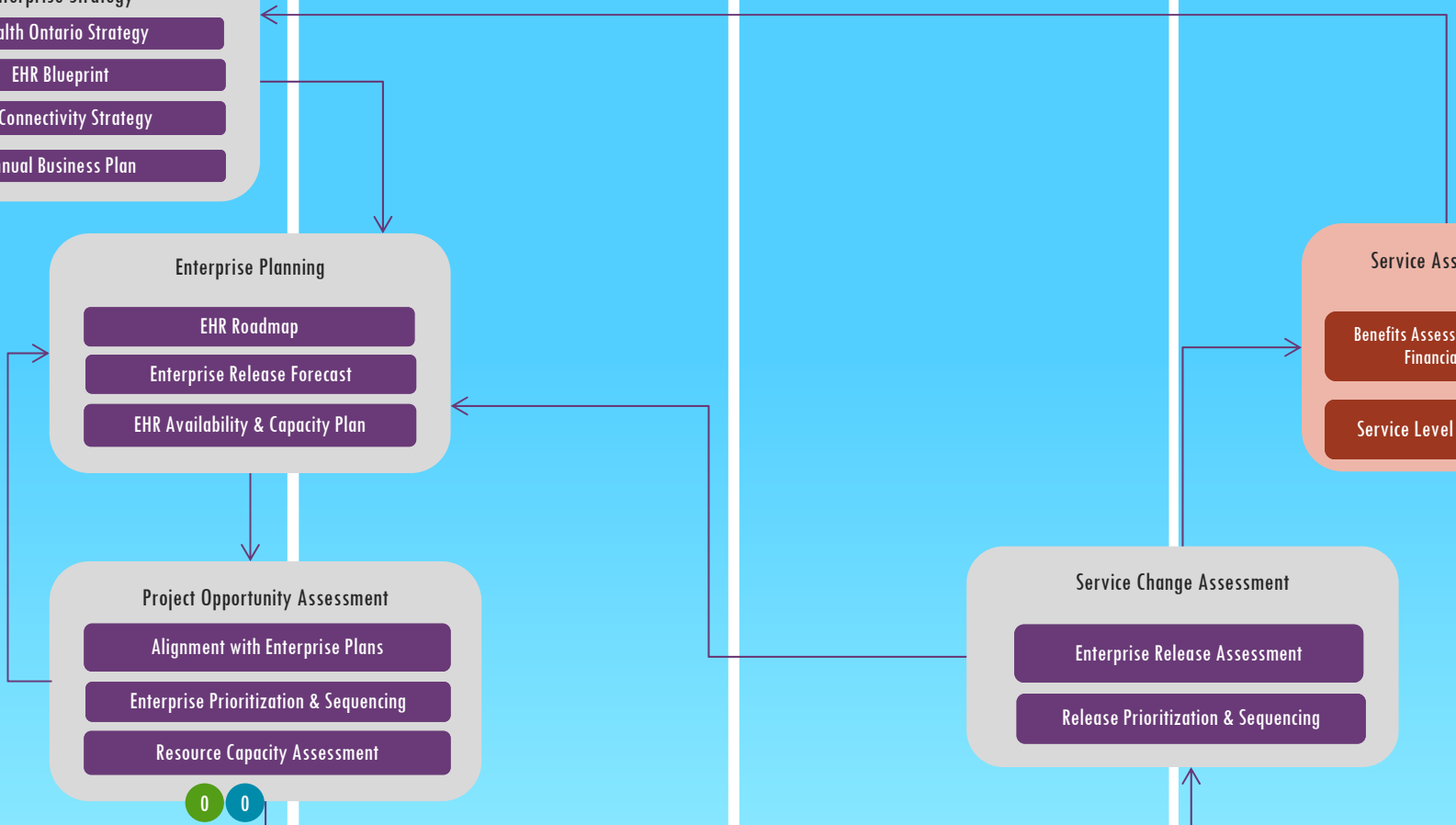
**Management Function**

- Example Work



0 0

1 2 3 4 5

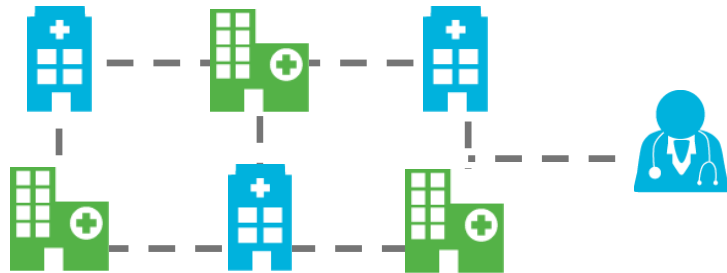




# Governance of EHR Services

How will we know we are being successful?

Deliver more and better EHR services



Early identification of risks and reputation of the agency



Improve people's time to participate in EHR services governance activities



Increase employee satisfaction

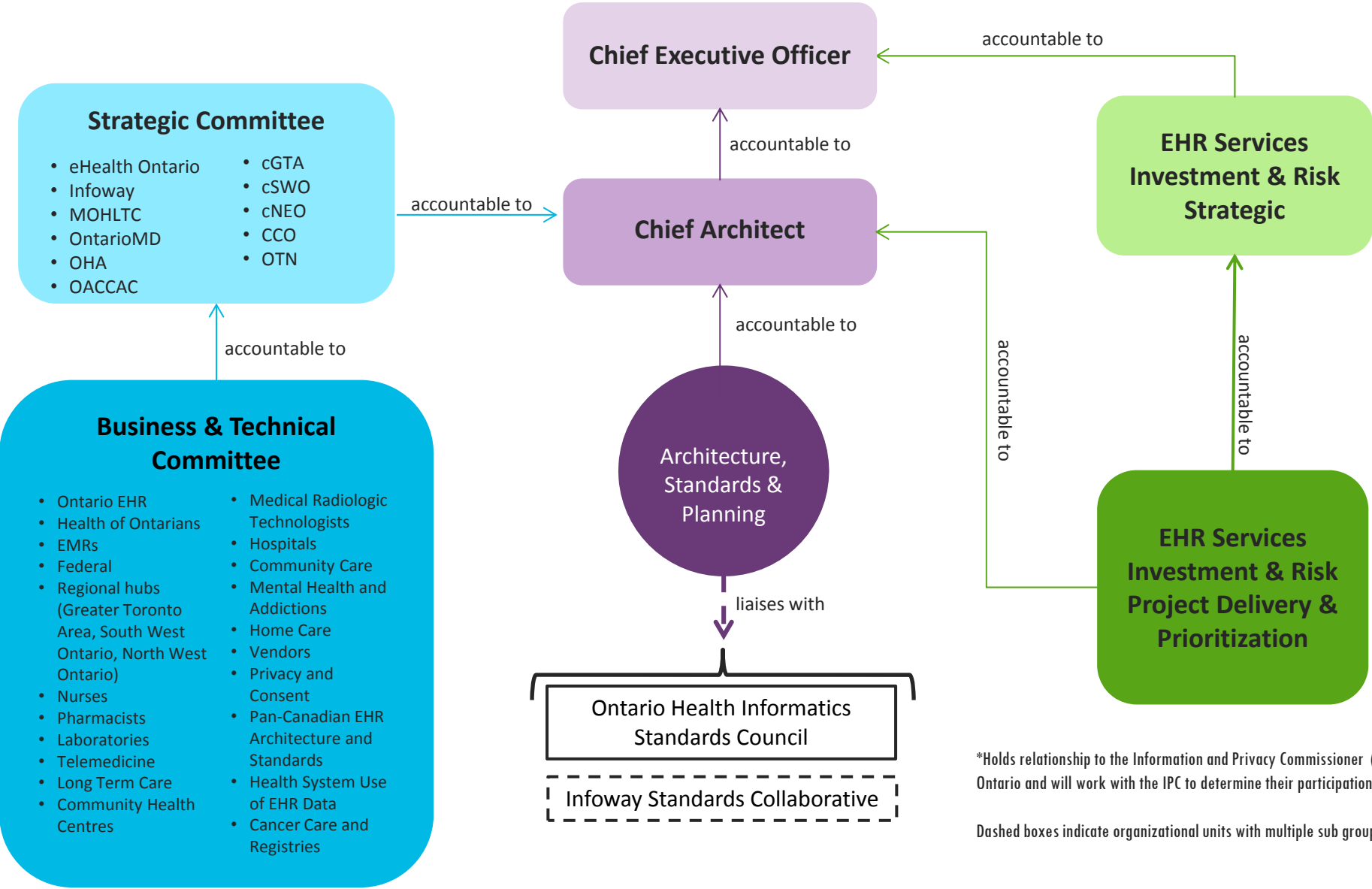




**eHealth Ontario**  
*It's working for you.*

## **EXTERNAL GOVERNANCE**

# EHR Architecture & Standards Governance



\*Holds relationship to the Information and Privacy Commissioner (IPC) of Ontario and will work with the IPC to determine their participation.

Dashed boxes indicate organizational units with multiple sub groups

# EHR Architecture and Standards Governance

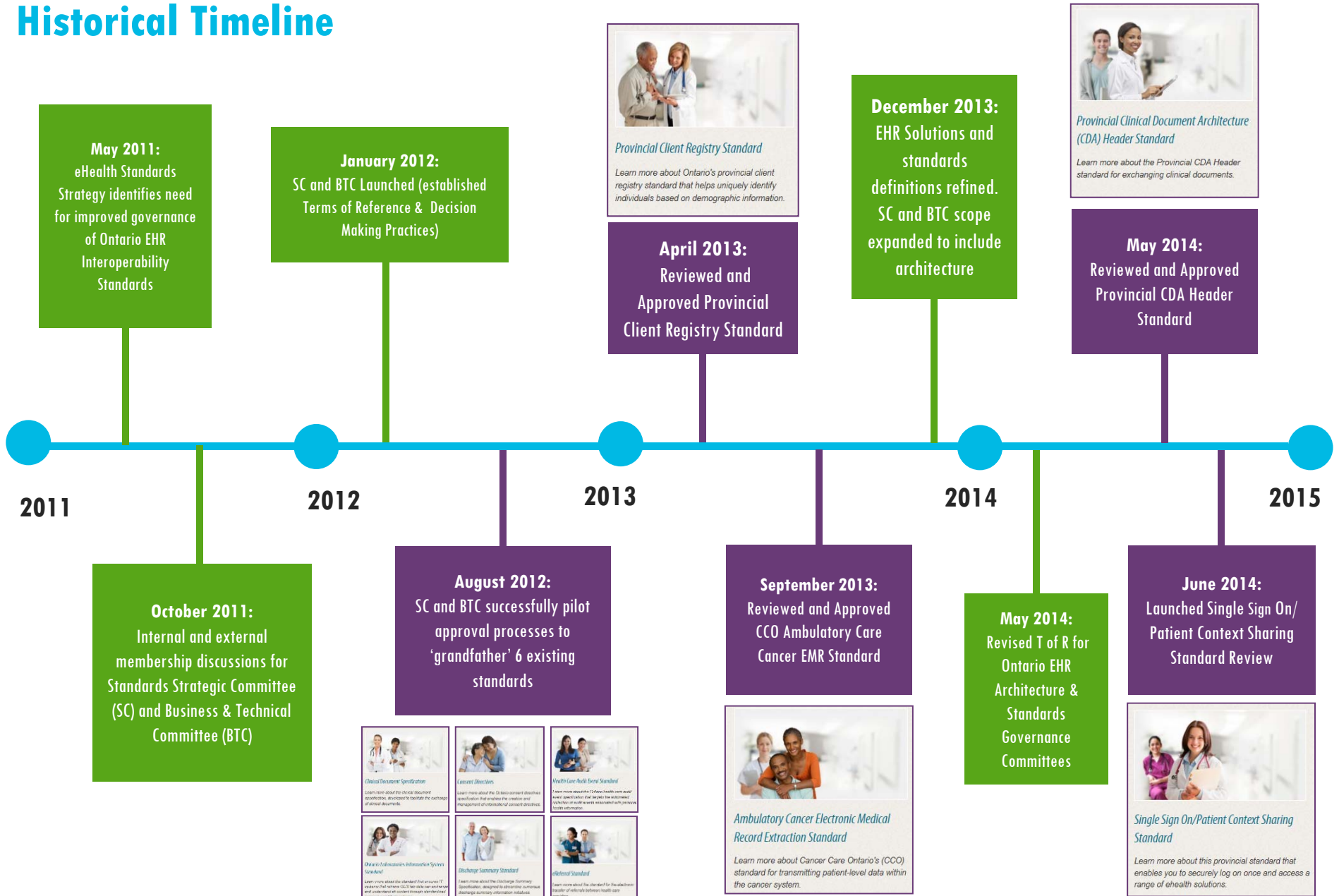
## Scope

Architecture and standards discussions and decisions related to systems supporting:

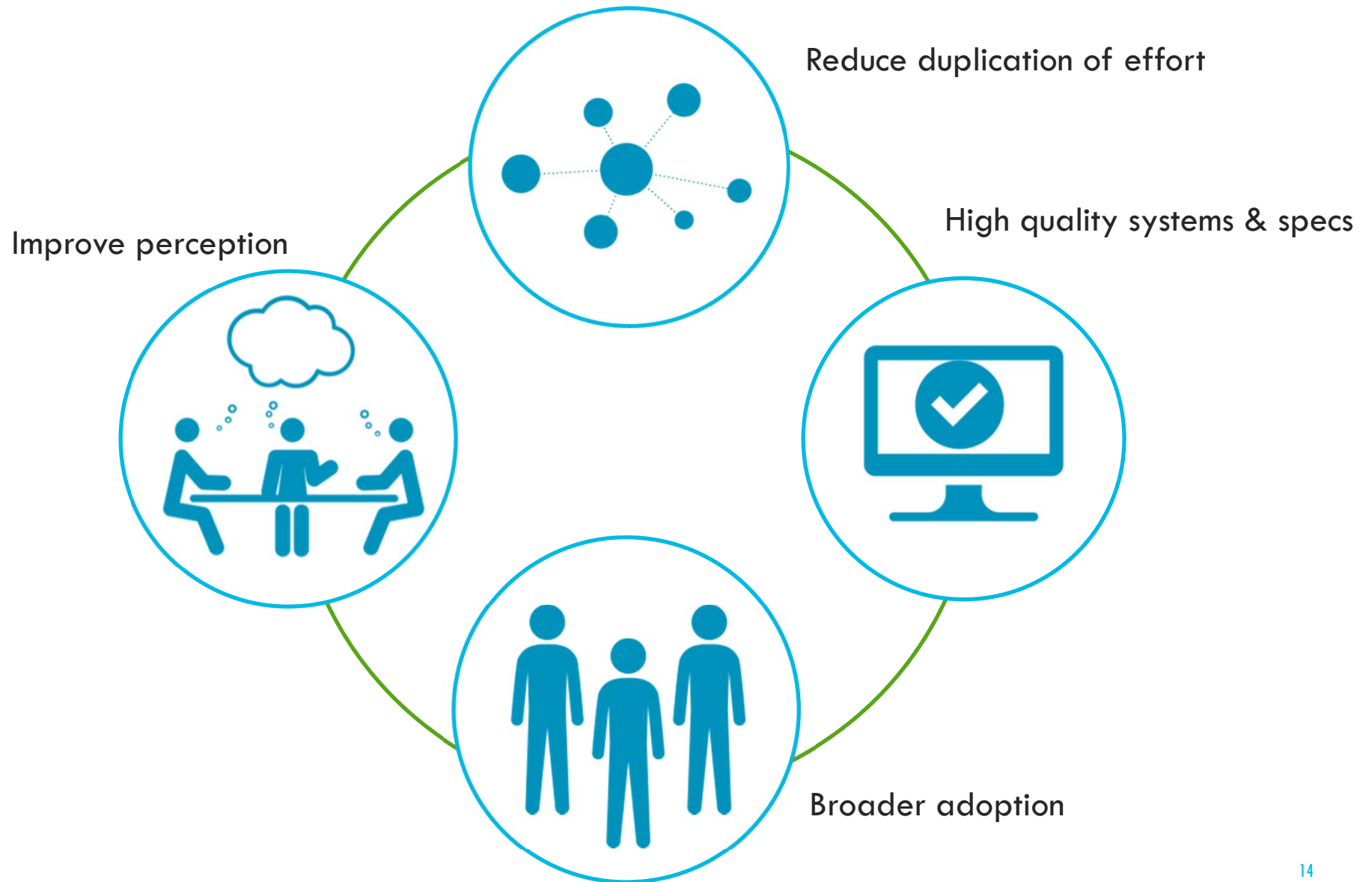
1. The exchange of electronic **data identified in the EHR conceptual/logical information model**, for the purpose of **providing care**, across the **continuum of care** in Ontario.
  - Any system that meets all aspects of this definition is **conceptually** an EHR system.
2. The provision of Ontario EHR services.
  - Any system that meets all aspects of #1 and #2 is **logically** an EHR system.

# Ontario EHR Architecture & Standards Governance

## Historical Timeline



# External Governance: Risk Management

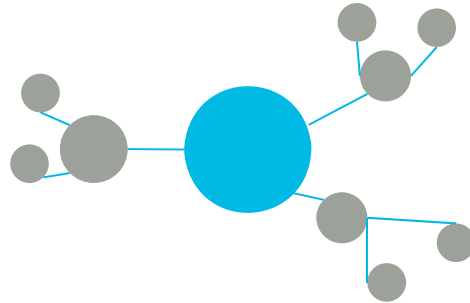


# Lessons Learned

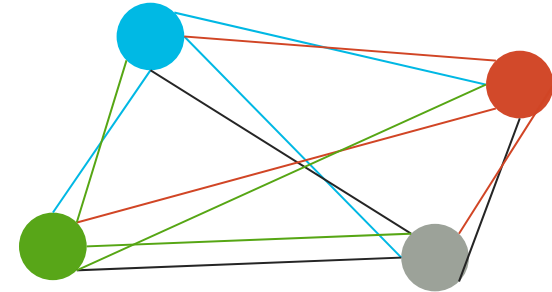
## Highlights



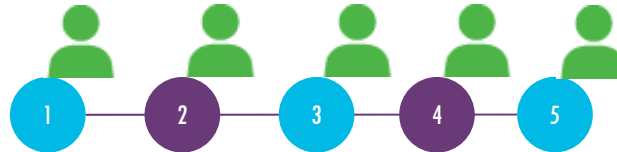
Every aspect must link back to the desired outcomes



Governance decisions can be complex



External EHR architecture and standards approval must follow internal project approvals

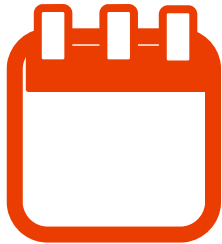


Business owners should be involved in every decision point



Consolidation of management and secretariat support

## Let's Connect



Book an appointment with us today and discover how we can help you develop your ehealth solutions

[architecture@ehealthontario.on.ca](mailto:architecture@ehealthontario.on.ca)

Sign up for our newsletter (Blueprint Bulletin) – and if you haven't already discovered Ontario's Ehealth Blueprint – it is now available online.



Explore the blueprint online or download:

- [www.ehealthblueprint.com](http://www.ehealthblueprint.com)
- [www.ehealthontario.on.ca/en/architecture/blueprint](http://www.ehealthontario.on.ca/en/architecture/blueprint)