



Nova Scotia's Drug Information System

Building and Managing Partner Relationships –
How it Worked & What We've Learned

Natalie Borden, Program Director, Drug Information System – NS Department of Health and Wellness

Robin Mullin, Acting Project Director, NS Drug Information System – Sierra Systems

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NS Drug Information System

- Part of Nova Scotia's Electronic Health Record (**SHARE**)
- Over time, will contain a 'comprehensive' medication profile for patients
 - Information from community pharmacies, hospital and community prescribers
- Check for allergy alerts and drug-to-drug interactions against a patient's medication profile
- Help health care providers with their clinical decisions in support of safe and appropriate drug therapy for their patients
- Enable **e-Prescribing**
- Support patient care benefits and contribute to improved patient safety and quality of care

Context & Stats

DIS Project Rollout Streams

DIS Implementation Phase – 2011 to 2016		
Stream 1 Community Pharmacy	Stream 2 Hospitals and Community Prescribers	Stream 3 Provincial EMRs
Functionality: Capture of Drug Dispenses Patient Medication Profile Viewing	Functionality: Capture of Discharge Medication Orders Patient Medication Profile Viewing e-Prescribing	Functionality: Patient Medication Profile Viewing e-Prescribing
Scheduled Start Dates		
<i>Fall 2013</i>	<i>Late Summer / Fall 2015</i>	<i>DIS Ready - Spring 2015</i>

Stream 1 - Pharmacy Connection: (~300 pharmacies in NS)

- Began in November 2013; 158 connected as of June 2, 2015
- 267,000 patient profiles and 2.7M dispenses to-date
- Funding is available to pharmacies to help offset connection costs; this funding ends August 31, 2015

New Territory



The first e-Health initiative in Nova Scotia reliant on:

- private sector stakeholders
- regulatory bodies
- professional associations

Stakeholder Landscape

Private Sector

Four pharmacy software vendors

Eight pharmacy organizations

Over 300 pharmacies

Regulatory Bodies

NS College of Pharmacists

NS Prescription Monitoring Program

Professional Associations

Pharmacy Association of Nova Scotia

Other Health Professional Associations

Q. How do we best manage these stakeholders to achieve DIS's goals?

A. Develop partnerships.

Our Partnership Strategy



Approach:

- Cooperate transparently
- Specific and joint responsibilities
- Respect individual goals and business priorities

Goals:

- Collaboration based on trust
- Balance respective priorities
- Realize immediate benefits for patients and pharmacists

Partnership Story #1

Pharmacy Software Vendors

Partnership in action...

- Senior Management Engagement
 - Acknowledged respective business priorities
 - Periodic ‘check-ins’
- Pharmacy Vendor Workshop
 - Understanding mutual objectives
 - Understand lessons learned in prior implementations
 - Confidential discussions of vendor strategies and plans
- Integrated Rollout Preparation, Planning & Support
 - Pharmacy connections scheduled to support rollout to health care providers in ‘Target Communities’



Partnership Story #2

NS College of Pharmacists

Partnership in action...



Nova Scotia's *Pharmacy Act (August 2013)* authorizes and requires pharmacists, certified dispensers and pharmacy technicians to disclose drug dispenses to the Drug Information System.

NSCP set the target date by which pharmacies are required to connect to the DIS.

Partnership Story #2

NS College of Pharmacists

Partnership in action...

- Established *Standards of Practice* pertaining to the DIS that:
 - define an e-Prescription as “a prescription that been created, signed and transmitted electronically within the provincial DIS”
 - reference
 - Accepting e-Prescriptions only if they originate from the DIS
 - Accessing information in the DIS
 - Sending information to the DIS
 - Verifying patient information in the DIS
- Pharmacists working in pharmacies connected to the DIS are eligible to receive access to patient lab values in the provincial Electronic Health Record system



Partnership Story #3

Pharmacy Advisory Group

Partnership in action...

- DIS Design
 - DUR – ‘Pharmacy-to-pharmacy’ only
- DIS Support / Operations
 - Development of Joint Service & Access Policy
 - Establishment of a Generic OPINIONS PIN
 - Development of a DIS Bulletin
- DIS Adoption
 - Pharmacy Organization Implementation Contacts



We were told by these stakeholders that this was the first time they were engaged in this way.

Partnership Story #4

NS Prescription Monitoring Program

Partnership in action...

- Expand the list of monitored drugs
 - DIS will facilitate sending benzodiazepines dispense transactions as part of the strategy to combat prescription drug abuse
- Streamline prescribing of monitored drugs
 - DIS will make prescribing easier eventually making the 'duplicate pad' a thing of the past
- Improve patient safety
 - 'double doctoring' warnings have always been available to pharmacists through PMP; DIS e-Prescribing will provide 'double doctoring' warnings to all prescribers



New Partnerships



Streams 2 & 3:

- Hospital and health region management and IT coordinators
- Professional associations – dentists, optometrists, midwives, nurse practitioners
- Doctors Nova Scotia – policy and IT
- New clinical advisors focused on EMR integration

Conclusion

Partnership is a core value of the DIS Project and the DIS Program

- Can't underestimate the importance of transparency, collaboration, and fostering trust
- Need clear definitions of requirements and obligations for all parties
- Collaboration backed up with financial support and legislation is a critical success factor



Questions/Comments



Contact us: DIS@novascotia.ca

See our website: novascotia.ca/dhw/dis