

Building Effective IM-IT Governance in the Primary & Community Health Sector

Big Thinking in ICT and EHR
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@mdahealth #eHealth2016



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Presentation Objectives

- Explore common IM-IT challenges and discuss their impact on the primary and community health sector
- Discuss how IM-IT governance can address these challenges
- Review the key components of an IM-IT governance framework
- Present a starting point for strengthening IM-IT governance in the primary and community health sector

Primary & Community Health Sector

- 1 Primary Care
- 2 Public Health
- 3 Health Promotion
- 4 Chronic Disease Management
- 5 Community Support

- <20 – 200 staff
- Regionally focused
- Resource constrained

Health System Priorities

- 1 Enhance coordination and integration of care
- 2 Ensure timely access to care
- 3 Integrate research, innovation and analytics in the delivery of care
- 4 Promote patient-centred care
- 5 Promote interdisciplinary team-based care
- 6 Improve sustainability and efficiency in the delivery of health services

Impact on Primary & Community Health

- Need for better access to high quality data to support care delivery and reporting requirements
- Need for well defined information sharing practices and protocols
- Expanding number of electronic systems/applications resulting in increasingly complex IM-IT environments
- Challenges with fit-for-use of key clinical systems and tools across interdisciplinary teams
- Increasing drive towards consolidation and/or enhanced partnerships between health and community support agencies

Why do we have so many systems that are doing the same thing?

Our IT support firm says we need to spend \$30,000 on a new server. Does that make sense?

Our clinicians want to share patient data with our community partners – is that too risky?

Common IM-IT Related Questions

Our clinicians say the system doesn't meet their needs.

We paid a fortune for that new EMR – why can't we get reports we need?

We don't really know what information we have and where it is

1

Manage Risk

- What are the risks in the way we use information and information technology?
- How can we manage and monitor these risks?

2

Maximize Value

- Are we getting value for our investments in information and information technology?
- How can we measure the value of our investments?

Common IM-IT Challenges

- IM-IT not seen as a strategic enabler of the organization
- IM-IT not represented at broader leadership tables
- No defined leadership for IM-IT
- Ad hoc and/or siloed IM-IT decision-making processes and structures
- Lack of visibility on IM-IT expenses and risks
- Challenges with recruiting and retaining skilled IM-IT resources

How can IM-IT governance support this sector in addressing these challenges?

Defining IM-IT Governance

Information Management and Information Technology (IM-IT) governance refers to the formalized **decision-making structure, organizational roles and responsibilities**, and the **set of rules, standards and operational practices** that guide the use of information and IT to enable an organization to achieve its strategic and operational goals.

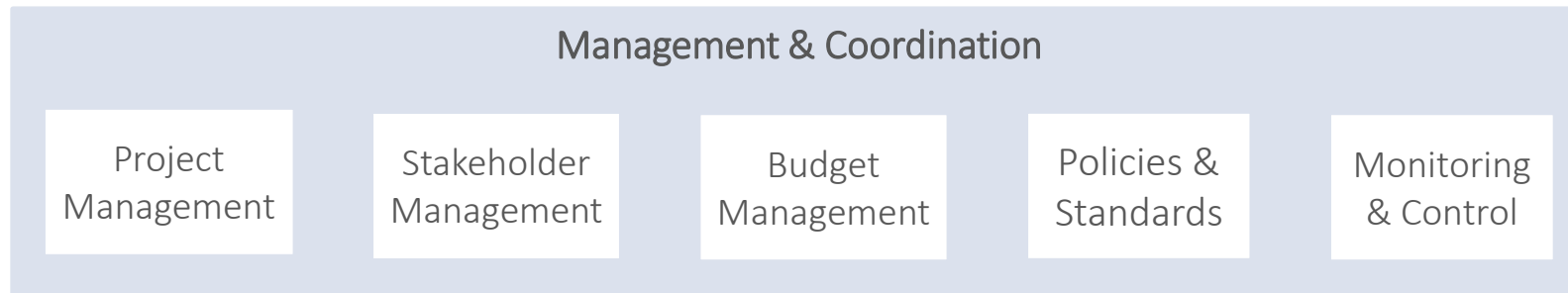
Why IM-IT Governance?

- Positions IM-IT as a valued strategic asset to support the organization in achieving its goals and priorities
- Supports proactive IM-IT risk management and compliance with regulatory requirements and standards
- Embeds IM-IT into the broader organizational culture
- Determines accountability for managing IM-IT
- Aids in prioritizing IM-IT investments

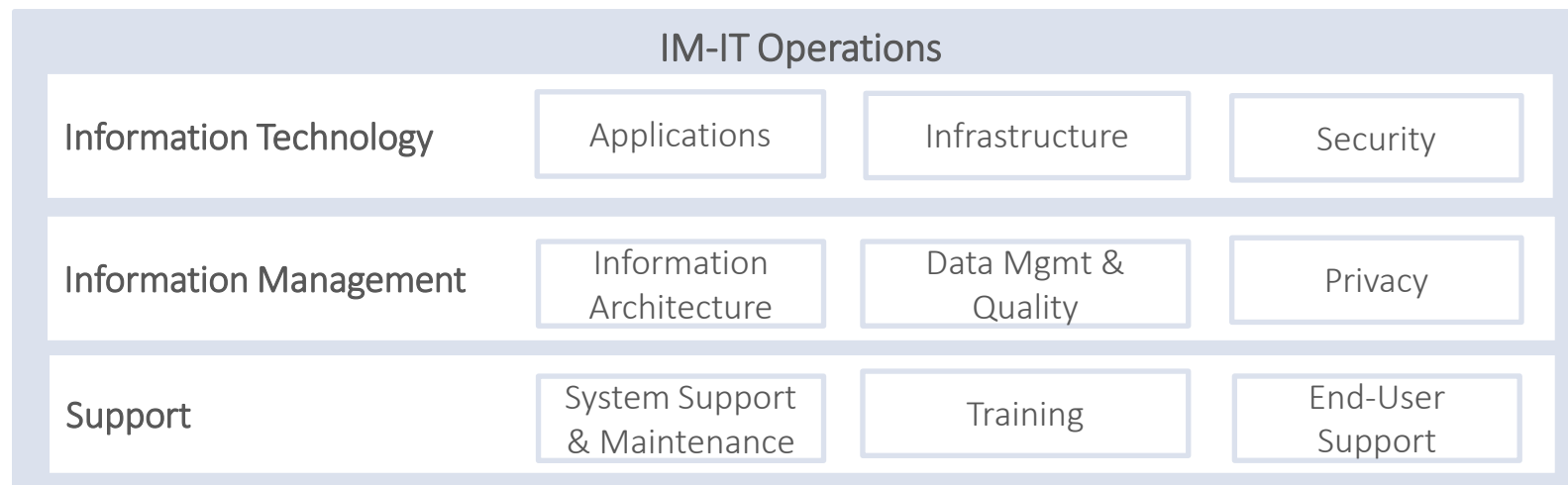
Components of an IM-IT Governance Framework



- IM-IT Governance Structure
- Corporate Strategic Plan
- IM-IT Strategic Plan
- IM-IT Committee with TOR
- IM-IT Risk Mgmt Framework
- Performance Mgmt Framework
- Investment Approval Process



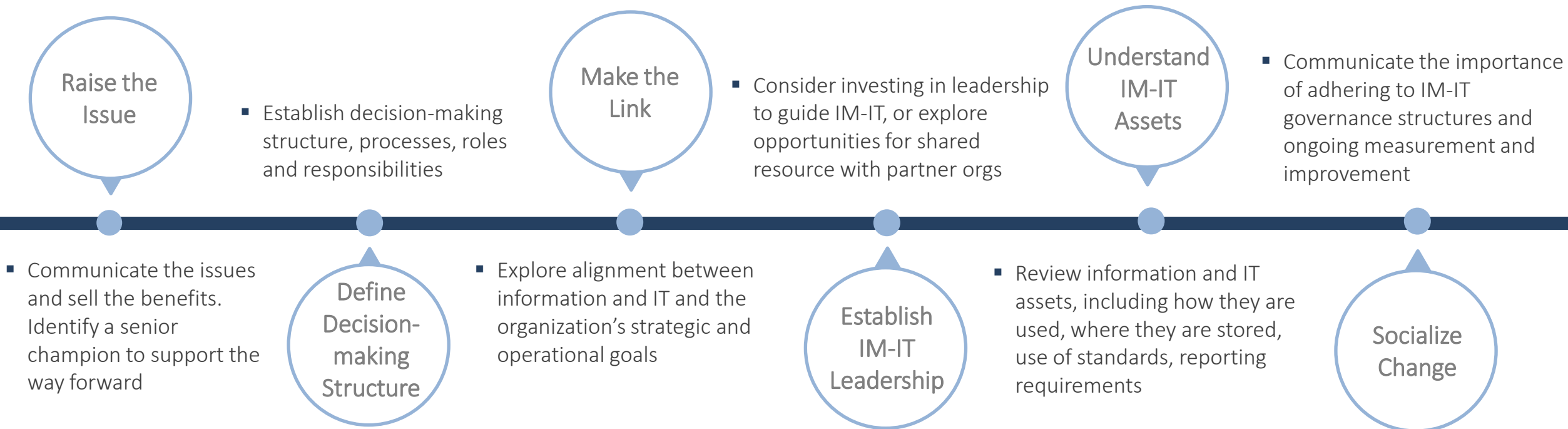
- Operational Plan
- Budget
- Stakeholder Engagement Strategy
- Communication Plan
- PM Framework
- Performance Indicators
- Policies



- IM-IT Standards
- Service Level Agreements
- Support Protocols
- Data Quality Framework
- Procedures

So, how does a smaller, resource constrained organization get started with IM-IT governance?

Getting Started on the Road to Effective IM-IT Governance



Thank You!

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