

I Don't Know What You're Talking *About*

HIS Content Canadianization – Challenges and Benefits

June 2016

A Quick Note...

- No specific vendors were harmed in the preparation of this presentation



A Quick Note...About WCH



- World leader in the health of women and Canada's leading, academic ambulatory hospital
- A champion of health equity
- Focus on delivering innovative solutions that address Canada's most pressing issues related to population health, patient experience and system costs
- Developing new, scalable models of care that deliver improved outcomes for patients and sustainable solutions for the health system

Outline

- What do we mean by 'Canadianization'?
- Understanding the Issue(s)
- Examples
- Recommendations and Lessons Learned

What do we mean by Canadianization?

- Seamless use of vendor-provided content
- Alignment to nationally / provincial standards/tech
- No 'eh?' jokes...



Brendan's Tip #1

- Focus on what makes you different



How many times have you heard...

“I think there’s a Canadian version of that release”

“We didn’t realize you used that up there in Canada”

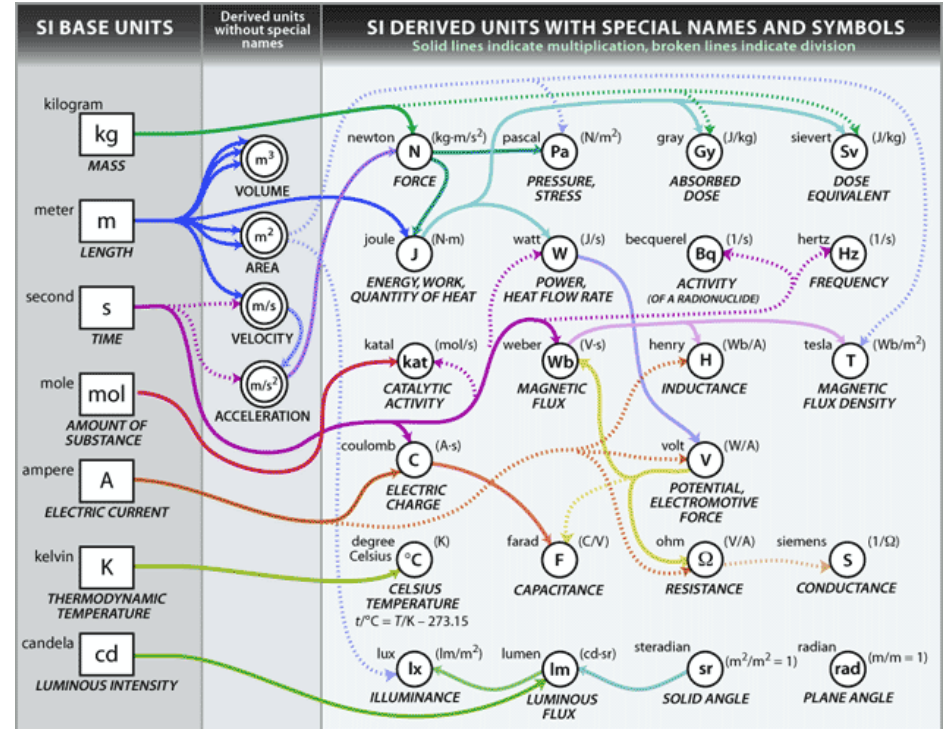
“You’ll have to wait for the Canadian content pack”

“You guys don’t have Meaningful Use?”

“We just assumed you did it like they do in the U.K.”

Understanding the Issue

- About knowing where to look
 - Metric vs. Imperial
 - Single vs. Multi-payor
- Clinical/SME engagement
 - Early and often



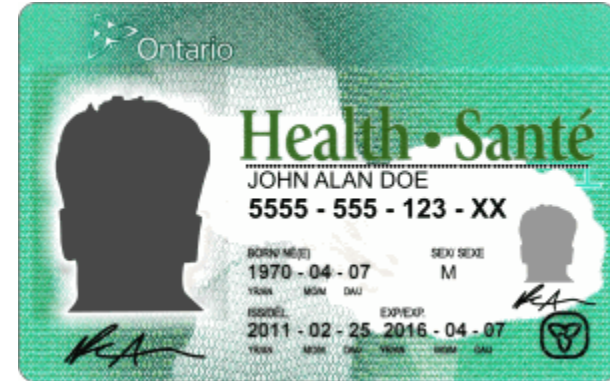
Example: Loading Meds

- Brand Names
- UoM
- Packaging
- Completeness of data



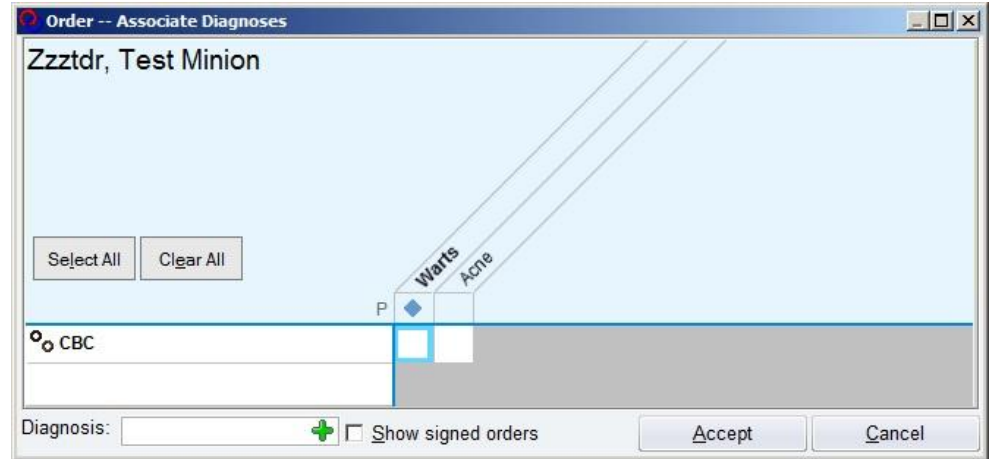
Example: Health Cards

- Who is doing this well?
 - Auto-entry of patient info based on HCN



Example: Ordering Diagnosis

- Pro Tip – know why you're using functionality before you turn it on
- Ordering associate diagnosis



Example: Clinical Engagement

- Physicians = staff vs. individual practice
- Standardization of practice influences level of participation/engagement
- How to compensate



Brendan's Tip #2

- Embrace your new alien overlords



Example: Meaningful Use

- Not as evil as we make it out to be
- Good/Best Practice
- Adjust it for your care standards
- Good way to measure/benchmark



Example: Improving Population Health

- Patient engagement at all levels of care
- Leverage community/facility data sources
- Be Proactive



- Continue to engage clinicians/SMEs at all steps
 - Selection
 - Build
 - Testing
 - Go-Live
- Validate 3rd party content (Just because it says it's Canadian...)
- Trust your vendor experience (sometimes...)
- Challenge your vendor

Brendan's Tip #3

It's easy to ask your vendor for Canadian content

- Good for potential future sales
- Opportunities for standardization

Recommendations

- Spirit of Community – grow the CANADIAN network!
- Be aware of the potential and PLAN FOR IT
- Educate your vendor/staff
 - Try to get \$/discounts 😊
- Build Support at All Levels
- Exploit the Competitive Spirit
- Encourage more CANCON

Questions?

Thank you

For more information visit
<http://womenscollegethospita.ca>



