

Mustimuhw Solutions

2016

Bringing the
Citizen into First
Nations eHealth:
A BC Story

Aligning with the BC Patient-
Centred Care Framework

June 2016

Mustimuhw Information Solutions
Inc.





Network Connectivity

Support Model: User, P&S and Data Governance Support

eHealth Conformance Approval

Provincial Standards Integration

Legislative Authorities

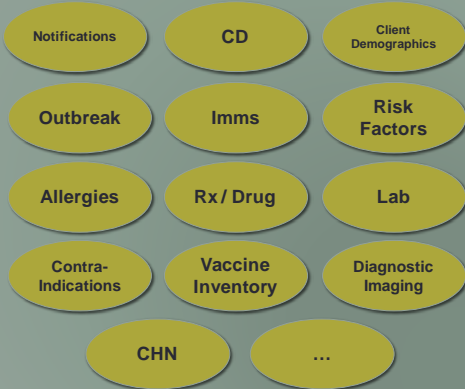
First Nations Requirements

First Nations Health Information Governance

P&S Framework

panorama

Public Health Information Management System (Panorama National)



MUSTIMUHW

Community Electronic Medical Record



Physician Electronic Medical Record



Health Centre information

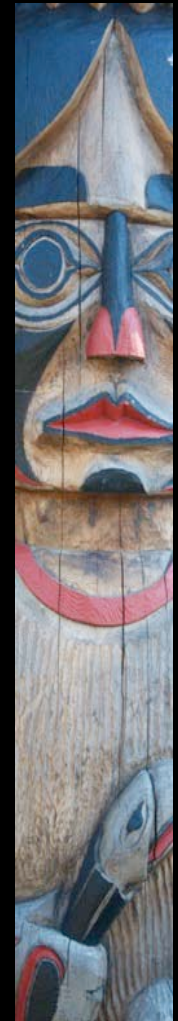




First Nations health and wellness paradigms are aligned with the core axioms of consumer-driven health.

The individual, family, and community have long been seen as the key pillars in the circle of care.

Rather than passive “patients” First Nations have built their approach to care around an empowerment philosophy where the patient or client is in fact an active “member” of a patient-centred health care team.



A young child with dark hair, wearing a blue, white, and orange plaid shirt, is shown from the side, reaching out to touch a rock covered in bright green moss. The child is standing on a rocky shore with many other similar rocks and patches of moss. The background is a soft-focus view of the same rocky terrain.

Tl'i' to' mukw' mustimuhw

"Each person is important"

Patient-Centered Care

Patient-centered care (PCC) puts patients at the forefront of their health and care, ensures they retain control over their own choices, helps them make informed decisions and supports a partnership between individuals, families, and health care services providers.

Vision

The patient's voice

- is anchored in all behaviours and drive all activities of the health system

A culture of patient-centeredness

- is self-evident across the health system and integrated into existing health care programs

Health care programming

- Is built upon the PCC principles throughout planning, implementation, and evaluation

Principles

Dignity and Respect

- Active listening to patients and families honouring patient and family values, beliefs, cultural norms, choices and decisions

Information Sharing

- Participative communication of timely, accurate, and complete information with patients and families

Participation

- Patients and families are encouraged and supported in participating in care and informed decision making of their own choice

Collaboration

- Patients and families are provided meaningful opportunities to engage with care providers and leaders regarding care planning as well as policy and program development

Practices

Organization-Wide Engagement

- Leadership Commitment and support combined with health care provider adoption at the patient care level

Workplace Culture Renewal

- Change management aimed at anchoring PCC behaviours in the everyday culture of the organization

Balanced Patient-Provider Relationships

- Creating opportunities for integrating the needs and expectations of patients and families with health care providers, and re-balancing the power implicit in the patient-provider relationship

Tool Development

- Implementing tools to assist the organization in putting patient and family needs at the center of care planning and program delivery

Drivers

Health System Priorities

Shift the culture of health care from being disease-centered and provider-focused to being patient-centered.

Dimensions of Quality

Acceptability · Appropriateness · Accessibility · Safety
Effectiveness · Equity · Efficiency



Alignment with Cowichan Tribes needs

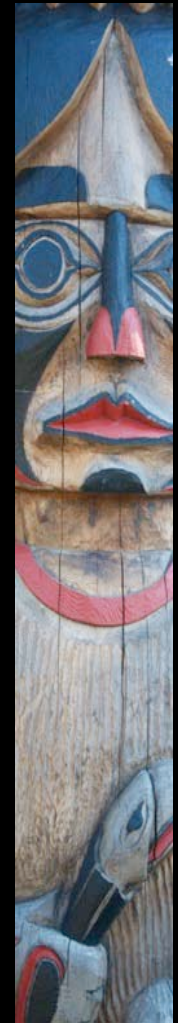
- Clear indication of need from Cowichan Tribes members for patient access to health information and facilitated communications with providers
- Clear indication of need from Ts'ewulhtun Health Centre nurses and Division of Family Practice physicians for improved access to shared patient health records
- Expressed desire by all groups for “PHR” tools





Alignment with BC Health System Strategy and Policy Papers

- Project approach and objectives are aligned with the priorities identified in ***Enabling Effective, Quality Population and Patient-centred care***
- In a safe, targeted way we will explore:
 - ***Secure online exchange of health information with patients;***
 - ***Booking appointments online and using email to communicate with providers; and***
 - ***Increasing information flow and personal access to health data to empower patients to be full partners in actively managing their health concerns***





Alignment with BC Health System Strategy and Policy Papers (cont.)

- We have aligned our path with the concepts identified in the *Patient Centred Care Framework* whereby patients take advantage of PHR tools to:
 - Support *self-management* and be part of *shared and informed decision-making*;
 - Achieve an *enhanced experience of health care* while also efficiently accessing *improved information and understanding*; and
 - Take advantage of this improvement to *advance their prevention and health promotion activities* and are *supported and encouraged to participate in their own care*.





Hwial'asmut ch tun' s-ye'lh

"Take care of your health"

- Citizen Demographics
- Citizen added Rx/drugs
- Consent settings
- Immunization records
- Chronic Disease Info
- Lab/Diagnostic results
- Maternal/Child info
- Communications from citizens
- etc.



MUSTIMUHW



Mustimuhw
Citizen Health Portal

- Contact info
- OTC Meds
- Consent settings
- Chronic Disease info
- View results
- Communications with providers
- etc.

RelayHealth



Cowichan Valley
Division of Family Practice
A GPSC Initiative

MED ACCESS EMR



- Citizen Demographics
- Citizen added Rx/drugs
- Consent settings
- Immunization records
- Chronic Disease Info
- Lab/Diagnostic results
- Maternal/Child info
- Communications from citizens
- etc.



A Network of Peers and Advisors

Mustimuhw Information Solutions Society

Incorporated in July 2014, the Mustimuhw Information Solutions Society is a federal not for profit society. The society is committed to promote and facilitate the exploration, generation, and transmission of knowledge and insight regarding information management needs and interests for First Nations health and human services. Success is grounded in the collective knowledge and insight that exists at the community level and with various subject matter experts across the country. This society brings this input and direction to the forefront.





'Iyusstuhw tun'a skweyul

"Enjoy today"