

Overcoming the Many Challenges of Multi-Organizational Collaboration

Moderator:

Jeremy Smith, Chief Transformation Officer, Clinical & Systems Transformation Project, VCH/PHC/PHSA

Panelists:

Stephanie Ayres, Manager, ESC Regional HIS and Learning Services, Information Technology Services, London Health Sciences Centre

Keith Dipboye, MD, Chief Clinical Information Officer, Clinical & Systems Transformation Project, VCH/PHC/PHSA



London Health
Sciences Centre



ST JOSEPH'S
HEALTH CARE
LONDON

London and Regional Hospitals Collaboration

eHealth Conference

June, 2016

Our Hospital Information System (HIS)

- Initial contract in 1996 via University Hospital
- Regional hospitals joined as part of CDI-PACS project in 2005
- 11 hospitals in southwestern Ontario
- Over 14,000 users
- 80-90 million transactions per month

London and Regional Hospitals



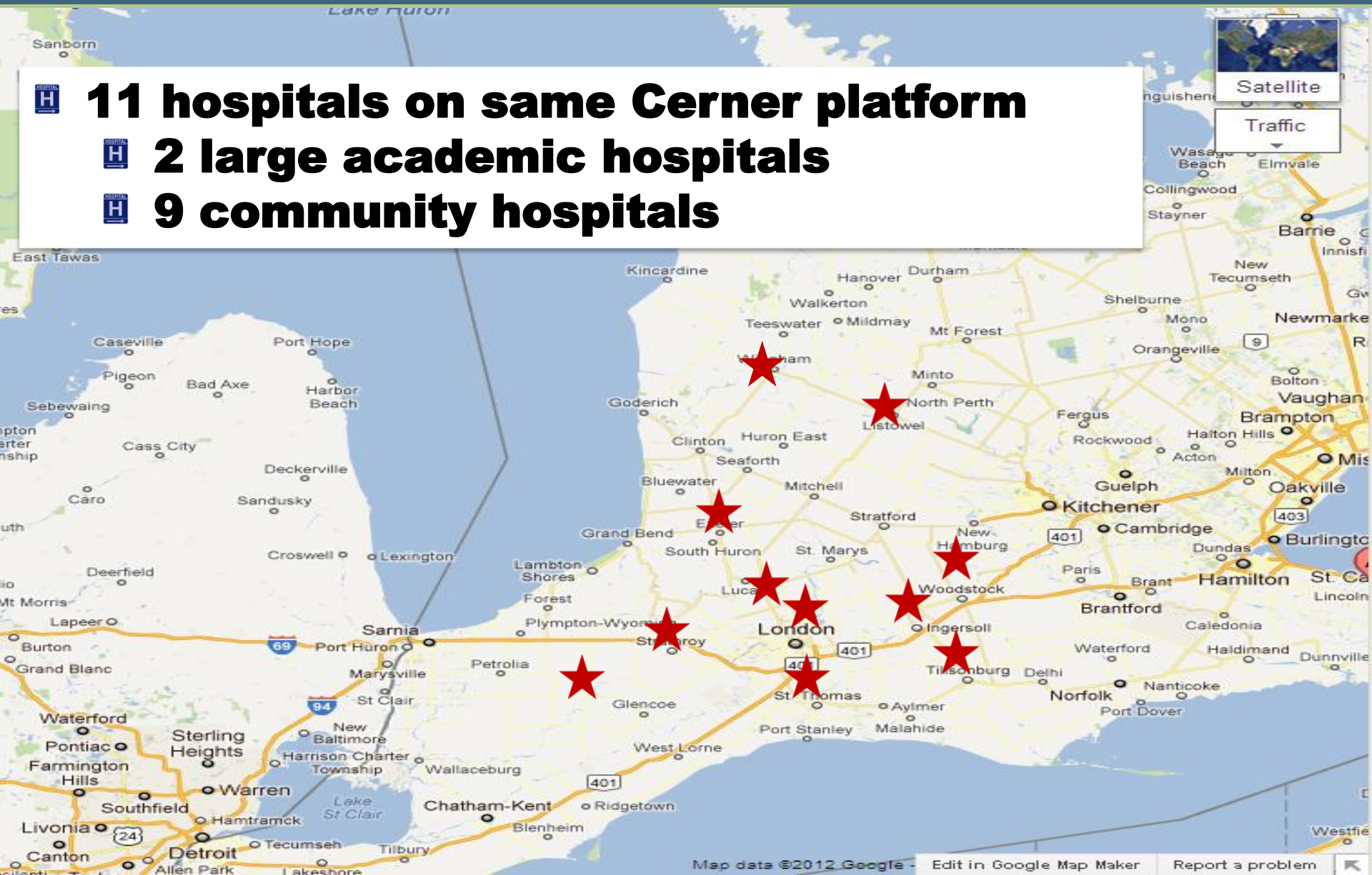
11 hospitals on same Cerner platform



2 large academic hospitals



9 community hospitals



Our Combined Stats... (FY 12/13)



330,836
Emergency
Visits



2193
Beds



41
Bassinettes

Over 1900
physicians,
residents,
medical
students



12,034
FTEs



882,413
Outpatient
Visits



68,792
Admissions





Computerized
Provider Order
Entry (CPOE)



Electronic
Medication
Administration
Record (eMAR)



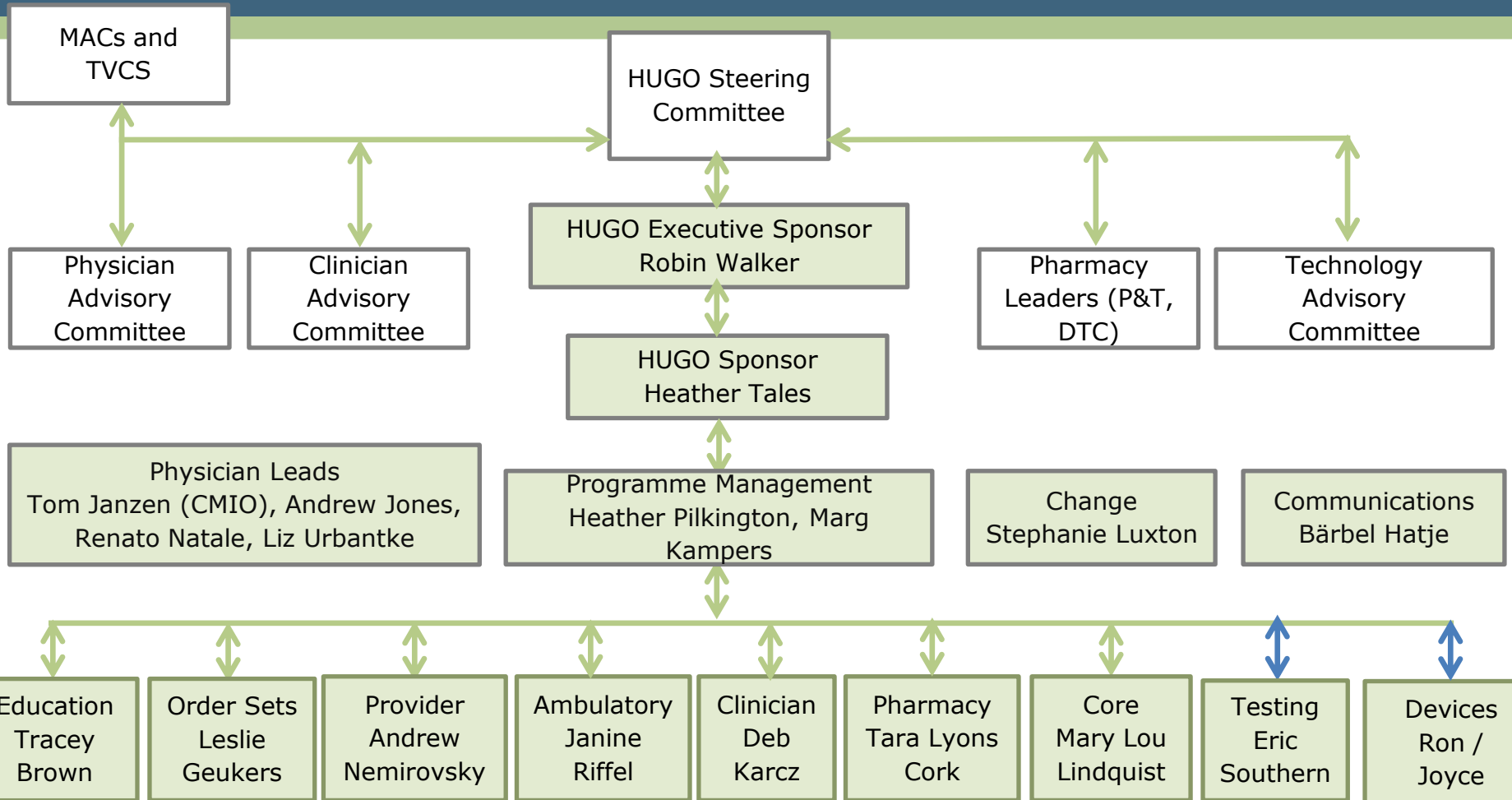
Closed Loop
Medication
Administration
(CLMA)



Electronic
Medication
Reconciliation
(e Med Rec)

hugo

Project Governance

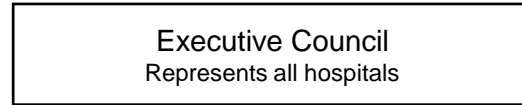


HUGO Core Team (~35 FTE), ITS, Regional Site Leads, HUGO Leads and SMEs, Physician Champions

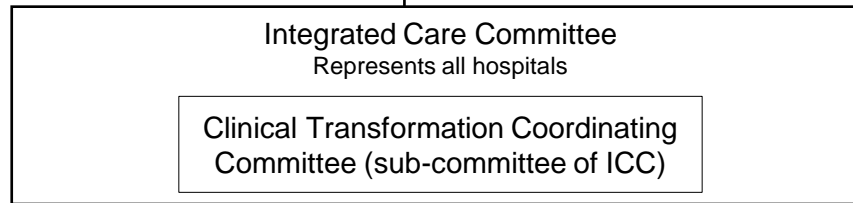
In close collaboration with: HUGO Oncology, Nephrology EMR

eGovernance Structure

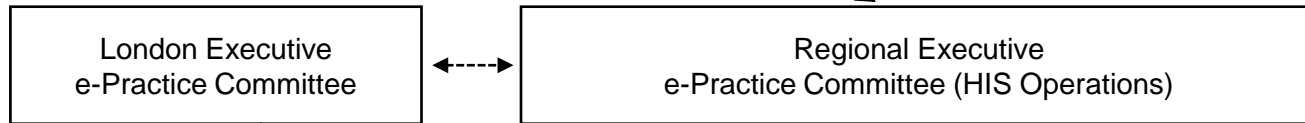
1) System Level



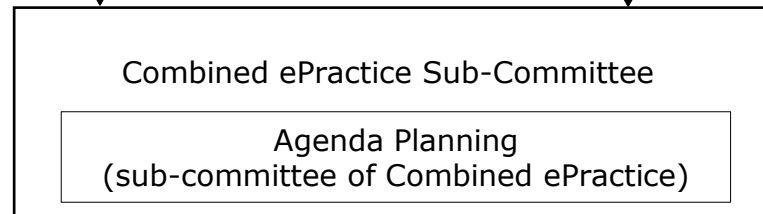
2) System Level



3) Mid Level



4) Local Level



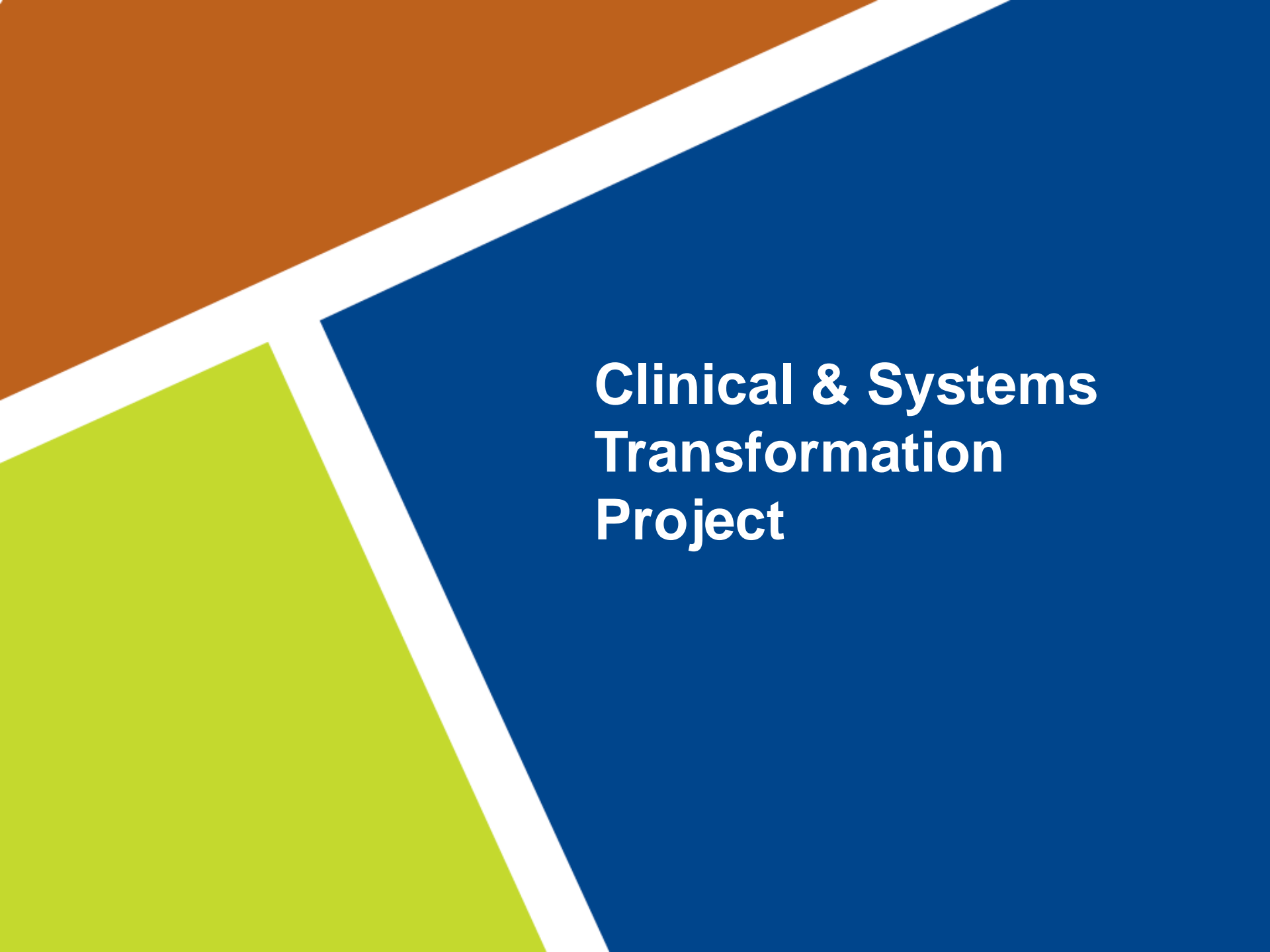
- 1) LHSC Local ePractice Groups
- A. LHSC Critical Care Team VH
 - B. LHSC Critical Care Team UH
 - C. LHSC Emergency ePractice
 - D. LHSC Medicine Leadership Team
 - E. LHSC Mental Health
 - F. LHSC Surgical Care ePractice
 - G. LHSC Perinatal Collaborative Practice Council
 - H. CNS E-Practice Group (LHSC)
 - I. Nephrology IT User Group
 - J. Oncology ePractice Committee
 - K. LHSC Children's Council
 - L. LHSC Cardiac Care Continuous Quality Improvement Councils

- 2) St. Joseph's Local ePractice Groups
- A. St. Joseph's Hospital
 - B. SJHC Mental Health ePractice Group
 - C. Parkwood Institute
 - D. Southwest Centre for Forensic Mental Health Care

- 3) Regional Local ePractice Groups
- A. MHA ePractice Group (Four Counties and Strathroy)
 - B. LWHA ePractice Group (Listowel and Wingham)
 - C. AH/TDMH ePractice Group (Alexandra & Tillsonburg)
 - D. STEGH ePractice Group
 - E. WH ePractice Group
 - F. Exeter ePractice Group

- 5) Working Groups
- A. Pathology and Laboratory Medicine Working Group
 - B. Medication Working Group

- 4) Regional User Groups
- A. RadNet Regional User Group
 - B. Registration/Scheduling/HIM
 - C. PathNet –TVLIS (Thames Valley Lab Info Systems), SWRHLA (South West Regional Hospital Lab Alliance)
 - D. PharmNet User Group
 - E. Infection Control User Group
 - F. FirstNet User Group
 - G. SurgiNet User Group
 - H. Information Technical Team (ITT)
 - I. Privacy Officers Regional User Group



**Clinical & Systems
Transformation
Project**

CST is a joint initiative of three health organizations



Promoting wellness. Ensuring care.



How you want to be treated.

Providence Plan
Areas of Focus

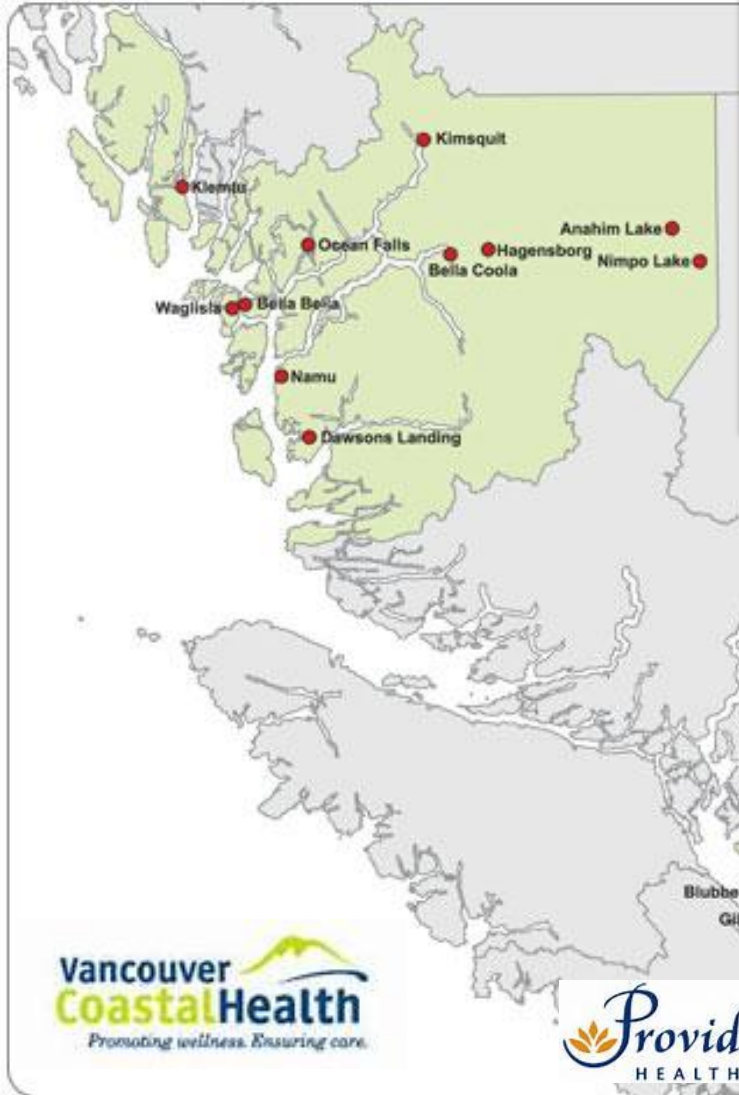


PHSA Key Directions

1. Improve quality outcomes and value for patients
2. Promoting healthier populations
3. Contributing to sustainable health care system

6 Regional Cancer Centres
19 Community Oncology Clinics
12 Consultative Clinics

- Comprehensive Cancer Centre
- Regional Chemotherapy Clinic
- Regional Pharmacy
- Community Cancer Centre
- ⌋ Community Cancer Service



Vancouver General Hospital



35-40 Facilities
3,416 acute beds
2,148 LTC beds

- Tertiary/Quaternary academic teaching hospitals
- 8+ Provincial Referral Services
- Community Hospitals
- Residential Care
- Primary & Community Care Integration

St. Pauls Hospital



Lions Gate Hospital



UBC Hospital



BC Children's Women's Hospitals

BC Cancer Agency



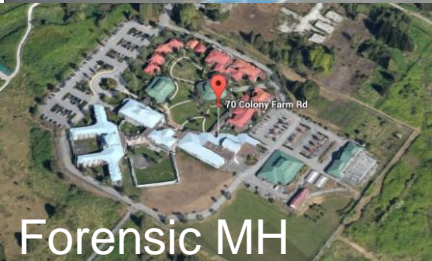
Richmond Hospital



Powell River



Forensic MH



LW Large Hospital



Squamish General Hospital

11,100

NURSES

5,800

PHYSICIANS

3,600

OTHER

2,800

ALLIED HEALTH

1,900

RESEARCH &
STUDENTS**

400

PHARMACISTS

400

Management

3,400

CLERICAL

600

LAB

500

HIM

3,200

CARE ASSISTANTS

Total
30,000 - 35,000

Lower Mainland Consolidated (LMC) Services

The 3 VPP HOs and Fraser Health have already consolidated many of their common supporting services

- Pharmacy
- Lab
- Diagnostic Imaging
- Health Information Management
- IM/ITS
- Biomed
- Facilities, Security

Plus BCCSS (BC Clinical and Support Services) – ex. “HSSBC”

- Core IM/IT infrastructure (Devices, network, data centre, helpdesk)
- Supply Chain (Procurement), A/R, Payroll, Benefits

CST At-a-Glance



OUR FUTURE

A connected health system that works – for patients and the people who care for them.



PROJECT DRIVERS



First, Do No Harm

Reduce errors and adverse events

Up to 24,000 Canadian acute care patients die every year because of preventable adverse events. That's why we're investing in a safer future.



Best Way, Every Day

Improve quality and consistency of care

We're designing safe, efficient care pathways that reflect the latest evidence to reduce unnecessary variations in care.



Face Time, Not Chase Time

Improve the health care experience for patients and care teams

Care teams won't have to chase charts and repeat questions or tests, and patients and families can be confident partners in their care.



Draw on Data

Gather better data to improve health system planning, research and proactive care

Fuller, richer information will give us a clearer picture of how we're doing and where we can improve.



Strengthen our Core *Improve information system reliability and sustainability*

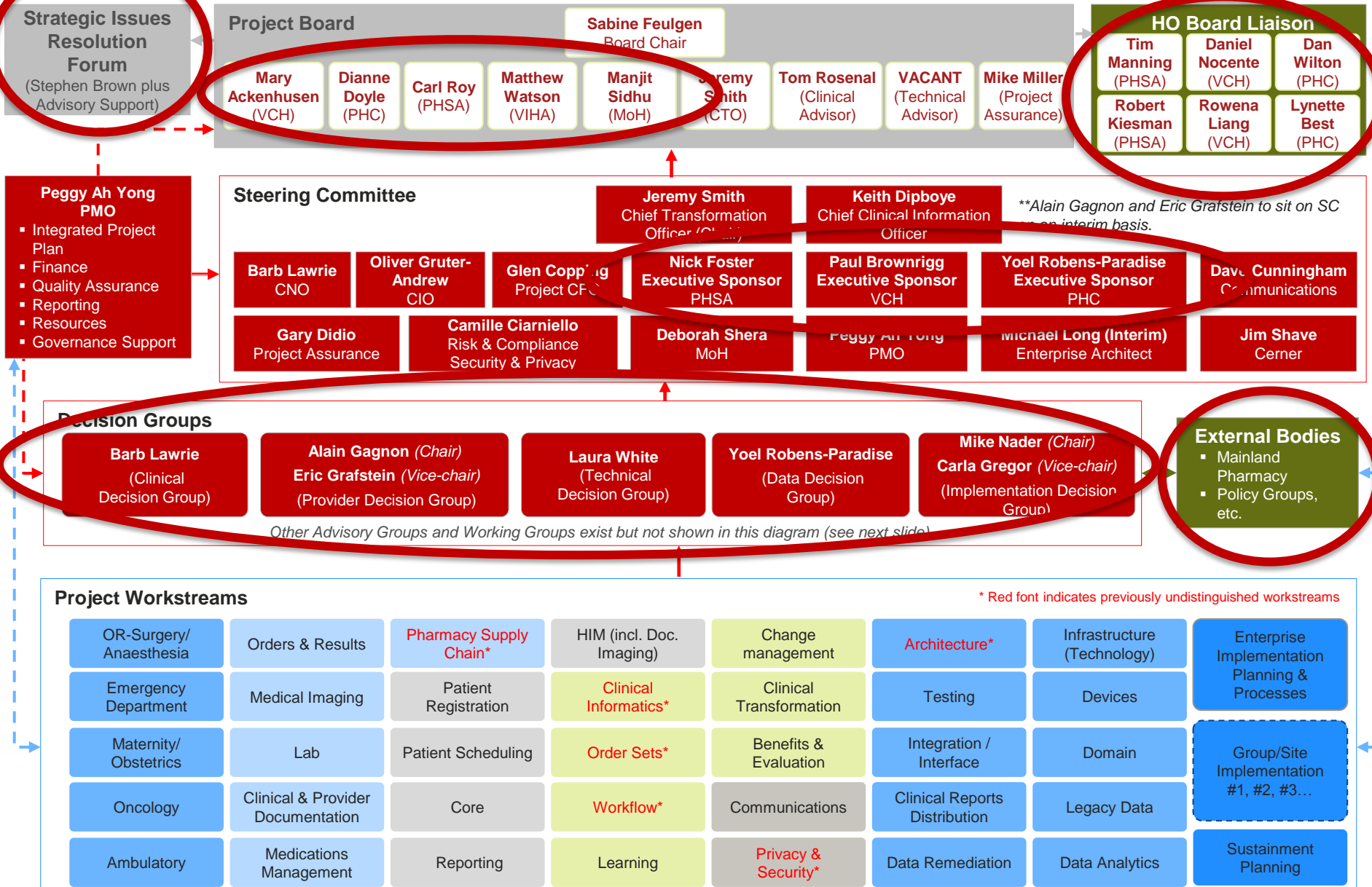
Replace outdated systems with one clinical information system, which will connect with other key systems and make it easier to deliver quality care.

Scope Summary

Six primary sub-projects:

1. Professional/Clinical Practice Improvement & Standards
2. Pharmacy Supply Chain (*RPC, automated dispensing cabinets, etc.*)
3. Clinical Information System (*CPOE, CLMM, documentation, BMDI, etc.*)
4. Front-End Speech Recognition
5. Primary Care Integration (BC CDA standard – EMR integration)
6. Data Analytics

CST Project Governance Structure



Additional focused design sessions for clinical areas without specific software modules such as Pediatrics, Mental Health, ICU.

CST Advisory & Working Groups

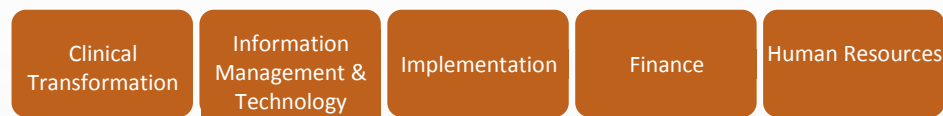
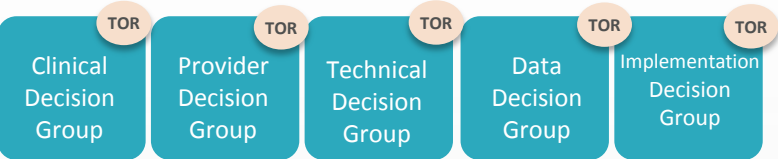
DRAFT

Last update: May 9, 2016

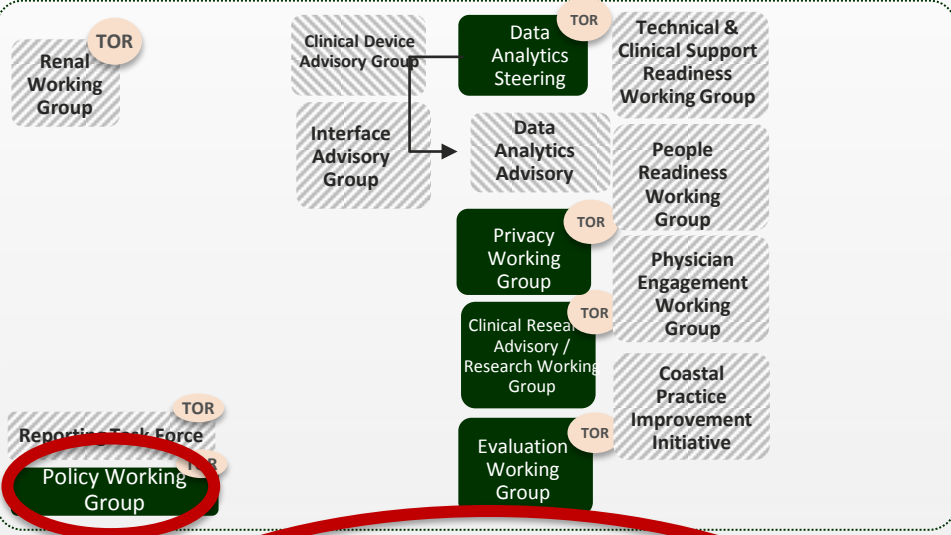
Steering Committee and Project Board

Legend

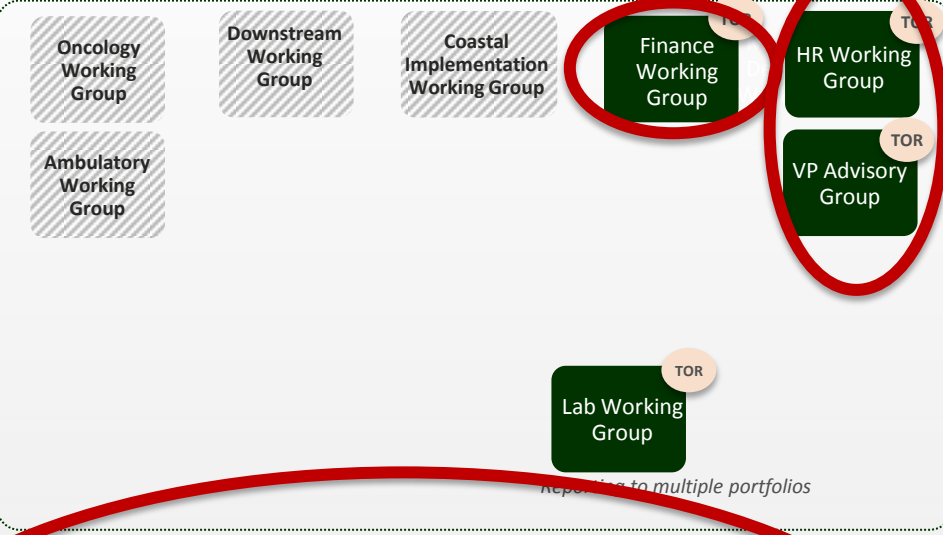
- Decision Group
- CST Team
- Working Group
- New Group - To be established or restarted
- Advisory Group
- Regional Programs & Specialty Agencies
- Change Control
- TOR Available



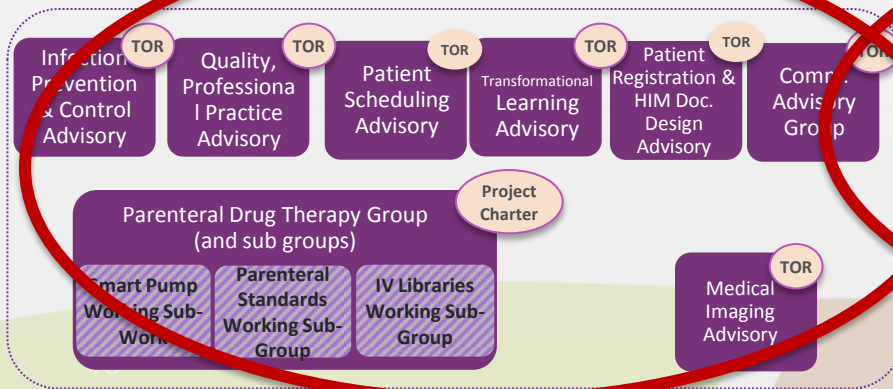
Working Groups and Change Control support decision groups



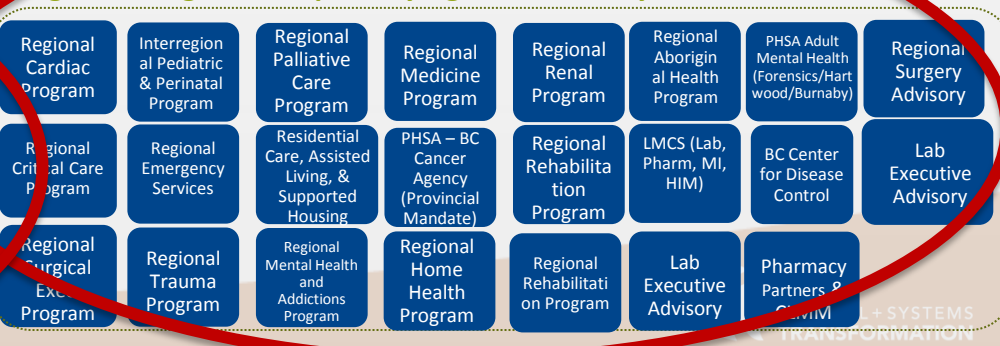
Working Groups supporting project teams



Advisory Groups

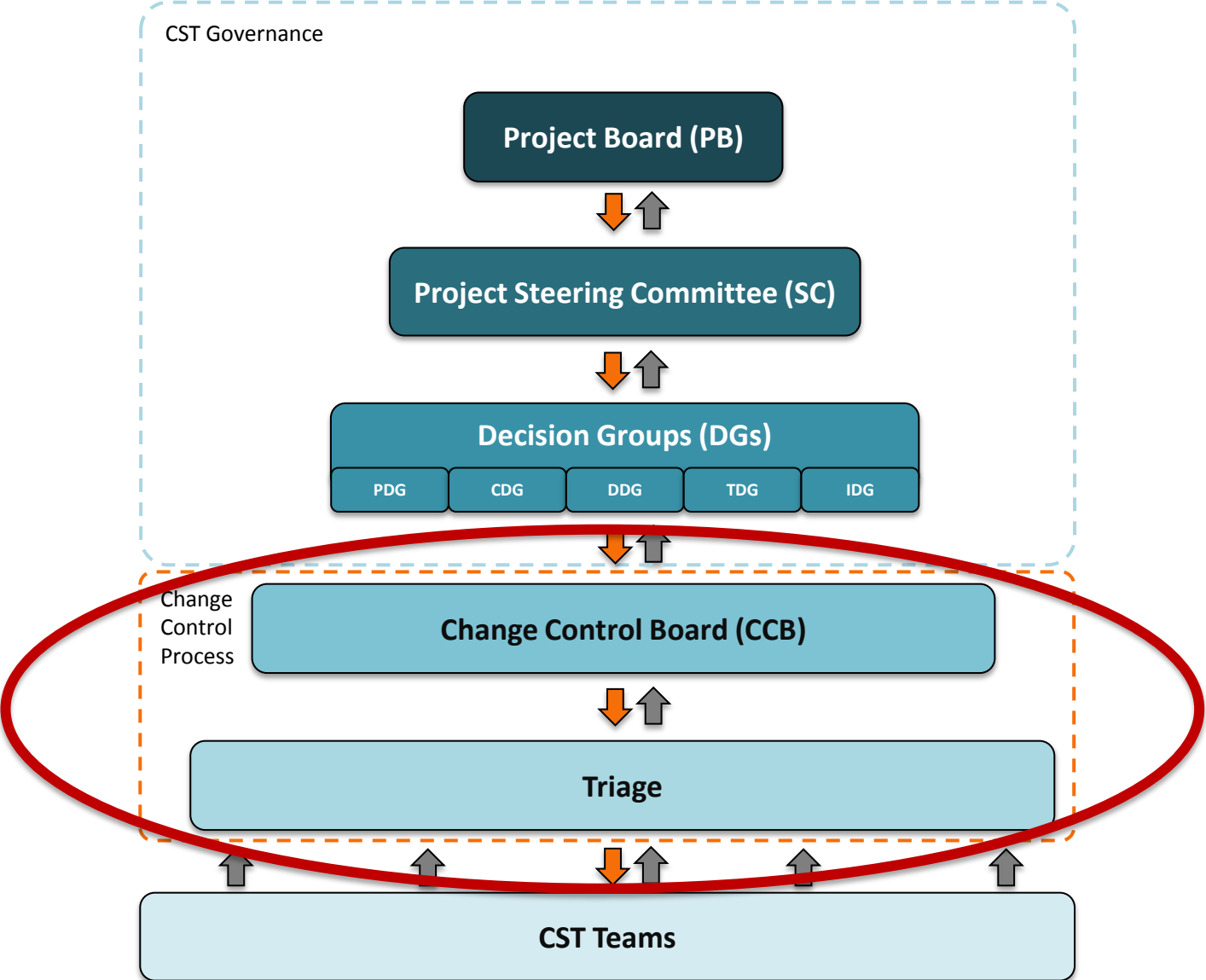


Regional Programs & Specialty Agencies directly linked to CST



* Other programs and agencies that are not directly linked to CST are not represented here.

Integration of Governance Structures & Change Control



The background features three overlapping geometric shapes: a large orange triangle in the top-left, a large blue triangle in the bottom-right, and a large green triangle in the bottom-left. All shapes are separated by a white border.

Panel Discussion