

# Program Highlights: Clinicians

Explore the conference program

Learn first hand how training, collaboration and guidelines can improve digital health.



## Privacy Training and Compliance Across Multi-Regional Health Authority Staff

Presented By: Mandy Lit, Providence Healthcare  
Session Date: Tuesday, June 6, 2017

Health Information Management (HIM) services include 1,395 staff members working across 35 clinical sites at four large health authorities across British Columbia. HIM staffs access clinical information systems and patient records to accomplish job duties; therefore, privacy training around the handling of patient information is critical. An audit conducted revealed several inconsistencies in privacy training, such as: 1. There is no standard procedure across the different sites for privacy training. 2. The privacy course module and confidentiality form records were retained differently depending on the type of record. 3. There is no method of tracking staff compliance to privacy training. As a result, a critical risk identified was that HIM staff could start work within a healthcare site without completing their privacy training. Project objectives consisted of: A standardized privacy training process administered to all staff. A way to track staff compliance with privacy training.



## Provider Registry: 15 Years of Successful Multi-Jurisdictional Collaboration

Presented By: Andrea Dutchak, eHealth Saskatchewan  
Session Date: Monday, June 5, 2017

For over 15 years, multiple jurisdictions have collaborated to define, build, implement, maintain, and evolve a shared Provider Registry solution. This session will highlight this unique collaboration as an example of success. Panel members will discuss the management structure, standards process, sustainability challenges and engage in discussion with the audience on lessons learned.



## Successful Digital Health Systems: Guidelines for Healthcare Leaders and Clinicians

Presented By: Rita Wilson, RNAO  
Session Date: Monday, June 5, 2017

Health Canada describes eHealth as the utilization of information and communications technologies to support a variety of functions ranging from administration to health services delivery. There is general consensus that, when properly deployed and adopted, eHealth can increase efficiency, enhance patient safety and optimize health outcomes. However, the implementation of a digital health system is a large and complex undertaking with failure rates as high as seventy percent. Factors at the macro, meso and micro levels have been identified as contributors to these failed implementations. For these reasons, successful implementations require strong leadership at all levels as well as individuals (i.e. management and staff) with the appropriate informatics knowledge, skills and abilities to lead and support the initiative. There is a scarcity of evidence-based resources to adequately prepare individuals involved in the implementation of digital health systems to realize the intended benefits for patients, staff, healthcare organizations and the broader healthcare system. The recent development and publication of an evidence-based Guideline intended to enhance the informatics capacity of healthcare executives and clinicians is therefore timely. This presentation highlights the Guideline development process and provides an overview of the recommendations it contains



## HDC: A Physician-Led Information System for Practice Reflection

Presented By: Catherine McGuinness, Health Data Coalition  
Session Date: Tuesday, June 6, 2017

Canadian provinces and international jurisdictions are initiating a powerful push in the direction of a Health Quality Agenda. Established to enable quality improvement in primary care and support a learning health system, the Health Data Coalition (HDC) was formed with the support of BC's General Practices Services Committee and the Doctors of BC. An independent not-for-profit organization, the HDC is governed by physicians, for physicians and their medical care partners across British Columbia. The adoption of the Privacy by Design framework and certification program allows the HDC to protect patient and health care provider privacy, while increasing trust, knowledge sharing, and collaboration.