Alberta ANHIX
Network for Health Information eXchange

Newsletter

Western Region Virtual Conference – 2021

Upcoming ANHIX Events

Due to the COVID-19 pandemic, ANHIX is continuing to suspend in-person events.

In the interim, to continue to provide value to our members, the Society is conducting a series of virtual educational sessions.

The next session will be held on May 19, 2021 and will include the Society's AGM.

Details of the session will be published shortly.

The annual Winter Conference, co-sponsored by ANHIX and Digital Health Canada (DHC) was held on March 9, 2021 as part of a two-day conference. Due to the COVID pandemic, the conference was held as a virtual event. The theme of the Conference was "Innovation in the Face of Adversity" and was "attended" by approx. 100 people. Day 2 focused on British Columbia subjects of interest.

The Conference was opened by Mark Casselman, CEO, DHC and Michael Craig, President, ANHIX. After their opening remarks, the first session took place. Entitled "Evolving Virtual Health in Alberta", the panel discussion focused on the challenges of adopting virtual health in Alberta. Perspectives were offered from a hospital, community and patient perspective.

The panel consisted of Dr. Heidi Fell, Family Physician and Informatics Lead, Alberta Medical Association, Dr. Jonathan Choy, Provincial Medical Director – Virtual Health, Alberta Health Services (AHS) and Troy Stooke, Co-

Lead/iKNOW Health and volunteer.

Key points arising from the panel discussion:

- Adoption of virtual care does not appear to be influenced by patient age.

- Video conference challenges have sometimes reduced the time available for patient care. As a result, the telephone is still the most used virtual health tool.

- While virtual health can complement clinical practice, a need remains for in person clinical visits as they may allow clinicians to get a better overall sense of health. For instance, while a patient may present for a completely different matter, a clinician may notice issues such as weight loss or behavioural change which the patient had not mentioned or been aware of.

The panel was moderated by Michael Craig, President, ANHIX and Vice President,

National Solutions, Orion Health.

The next session was introduced and moderated by Sandra Lambert, Director, ANHIX and featured Tim Murphy, Vice President Health, Alberta Innovates.

Tim's presentation, "Fostering a Vibrant Digital Health Sector in Alberta" described Alberta Innovates' Digital Health Strategy maintaining a citizen centric view, with the goal of improving the health and well-being of Albertans and stimulating economic prosperity into the future.

He described how Alberta Innovates was formed through the consolidation of "innovation" in the Alberta Government in 2016. He then described their three-year plan to grow a digital health industry in Alberta, in a collaborative and coordinated manner with ecosystem partners. He also spoke to the challenges and opportunities in the journey to transform care delivery.

The third session of the day was presented by Erin O'Neill, Director, Planning-Pandemic Response Planning Team, Government of Alberta.

Western Region Virtual Conference – 2021 (Cont.)

Erin's topic was the Border Pilot Program. The program began on November 2, 2020, a first of its kind partnership between the Government of Alberta and the Federal Government. Its purpose was to explore ways to safely reduce the length of quarantine for travelers while still protecting Albertans from COVID-19.

The Border Pilot's success was not only in its innovative solutions, but in its structure, its ability to produce situational awareness and its clear roles and responsibilities.

The presentation provided an overview of the program, its main success and comments on improvements that would be considered in the future. The session was introduced and moderated by Brinda Narayan, Director, Consulting Services, CGI and a Director with ANHIX.

After a networking break, the program continued with a series of presentations on remote patient monitoring. Remote patient monitoring enables patients to enter data in their homes which can then be monitored remotely by clinicians. It demonstrates the power of telehealth in supporting health outcomes, maximizing resources, reducing healthcare utilization and keeping Canadians safe.

Presentations were made by four virtual care leaders from BC (2), Alberta, and Nova Scotia describing how they have used remote patient monitoring to mount a rapid response during a public health crisis such as the global COVID-19 pandemic.

The four panelists were Reg Joseph, CEO, Health City, Edmonton, Alberta, Stacey Lake, Virtual Care Lead, Nova Scotia Health, Paul Payne, Patient Empowerment Lead at the BC Ministry of Health and Lisa Saffarek, Director of Virtual Care, Island Health, Vancouver Island, BC.

The individual presentation sessions were followed by a panel discussion moderated by Kathryn Seeley, Director, Patient Engagement Portfolio and Business Development, TELUS Health.

The last session of the day was the Keynote Address provided by Penny Rae, Chief Information Officer at AHS.

Penny gave an overview of the Connect Care Project and its status. She began by describing who Connect Care would reach, essentially all of the province. Its scope covered practice areas, clinical information systems, foundational technologies and tools and clinical operations and informatics.

Decisions regarding workflow clinical content were made by representatives from across the province. Nearly 2,500 staff were involved in defining clinical workflows while over 2,000 members of Area Councils and Specialty Groups made the decisions regarding clinical content. Implementation was started in November, 2019 and scheduled to occur in seven waves, with wave 7 scheduled for completion in 2023.

A full benefits realization program was established. Benefit categories included clinical and administrative benefits. Expected clinical benefits include increased % of nutrition risk screening, improved care coordination for cancer patients, reduction in hospital harm index, increased patient and provider experience re diagnostic imaging and improvement in overall patient experience. Expected administrative benefits include reductions in lab, pharmacy, radiology, and paper form production expenses, medical records upkeep and transcription services. Initial implementation waves are already showing significant savings in transcription services and lab utilization. Alongside implementation, key patient safety strategies have been defined and implemented.

As expected, COVID-19 has significantly challenged the rollout with the team needing to move to full remote. As a result, Waves 3 to 7 will need to be rescheduled. However, despite these challenges, the implementation has continued to move forward and has significant go-lives ahead. Wave 2, which includes many of the sites situated in and programs delivered in suburban Edmonton is already showing significant achievements.

Closing remarks were provided by Kevin Jones, ANHIX Director and Chair of the Alberta Chapter Advisory Committee, DHC.

In the News ....

Audit Volunteer Needed!

As a Society, ANHIX is required to submit an annual return to Service Alberta. This annual return must include an audited financial statement.

The Auditor term is for two years to ensure continuity. We already have an Auditor in place from last year but need a second volunteer who is a fully paid-up member of ANHIX.

The effort is a couple of hours at most. The Treasurer will assist the auditors as needed but for transparency reasons, the members will report their findings to the President. If you would be willing to assist with the audit, please Contact Us

The period for ANHIX Board nominations will open on April 5. We need to elect a Vice President (VP), up to 10 Board Directors and an Auditor.

The VP is a three-year term including a year as

VP, a year as President and a year as Past President. The Director and Auditor positions are two-year terms.

To nominate yourself or someone else, send an email to info@anhix.com with the following nominee details:

- Name and Organization

- Email address and business telephone no.

- Position(s) for which the person is being nominated (Nominees may stand for one or more positions)

- A brief description of their background and qualifications

- A recent photo (.jpg).

- The name and contact details of another current ANHIX member who is prepared to second the nomination.

If you are putting yourself forward, you must provide the details of two members prepared to propose and second your nomination.

Nominations will close on May 7. Nominee details will then be made available to members before the AGM on May 19, 2021.

Nominations may be accepted from the floor of the AGM, but the Board strongly encourages nominees to submit their details before May 7.

Over the past two years, ANHIX has enjoyed the support of the eleven organizations shown in the sidebar to the right. This support has allowed us to put on high calibre and well-attended educational events both in-person and virtual.

Not only has it made these events possible, but it has also allowed ANHIX to keep registration rates as economical as possible, an important factor when so many of our members are finding their education budgets increasingly under pressure. It has also allowed us to keep our membership fee at $25, the same price as when we formed in 2001!

Now we look to our vendor community to renew their generous support for the upcoming year. Any organization wishing to renew their sponsorship, become a sponsor for the first time or is simply looking for further information on costs and benefits of sponsorship, please contact ANHIX at treasurer@anhix.com.

In the meantime, on behalf of the Board and our members, we would like to say a big "Thank You" to our Patron Sponsors for their generous support.

ANHIX Patron Sponsors

Patron Sponsor Contribution

Information Governance – the Secret Sauce to Unleashing your Data Potential

GEVITY

The data your organization collects and maintains today has the potential to support critical business decisions and along with staff is a vital asset. Leveraging data assets requires successful management of the creation, analysis and sharing of the information to gain insights for Canadian Health organizations.

Why is Information Governance Important?

Information Governance (IG) includes the processes, roles, and policies, standards and metrics that ensure the effective and efficient use of information in enabling an organization to achieve its goals (Gartner). While the concept of IG is not new, IG capacity remains relatively underdeveloped, and this lack of IG creates problems in utilizing data. Many organizations have not fully realized the need to mature Canada's IG capacity to leverage the health information assets and to support the data improvements expected from new clinical systems.

The Traditional IG Approach

Many organizations shy away from addressing these known IG gaps due to its complexity, reluctance to have difficult conversations with stakeholders and lack of capacity to engage in the topic. Traditional approaches to engage leaders in IG has not matured IG

domains such as policy, privacy, security, data quality and organizational governance structure. The existing frameworks and toolkits alone are not sufficient because they come without the tools needed to facilitate strong decision-making, to efficiently collect assessment data and to make the concepts tangible and actionable. Health organizations require an approach that recognizes the political context of health information ecosystems and supports viewing IG maturity as part of a cultural transformation as much as a technical or logistical matter.

Let's Shift the Landscape

The volume of data under consideration is so vast that trying to address even discrete aspects of IG such as data quality becomes a large, complex undertaking that is easily politicized in the absence of a common IG framework and often fails.

The Canadian Institute for Health Information (CIHI) recognized the need for a new approach and created a new IG framework to support a common pan-Canadian approach that addresses both the need to build capacity in IG and to establish greater alignment in IG across health information ecosystems. Step one is to work with the CIHI IG framework as a new recommended Canadian standard and step two is to use Gevity's IG Education and assessment Tool for Information Technology (informally called ("I GET IT") which makes CIHI's framework accessible and

measurable. The combination of the framework and the tool will help to initiate data driven conversations among senior and operational leaders, support informed decision making and drive tangible action plans.

The tool supports:

- The ability to work independently, within and across organizational boundaries and role types

- Visualization and tracking of data over time to evaluate change

- Benchmarking across the industry

- Flexibility to revise assessments, recalculate score

Moving Forward with Improving Information Governance

IG related learning and culture building is achieved by working together to solve practical problems. Health organizations and networks can improve their use of health data through agile, facilitated education and assessment sessions that create action plans by using online solutions based upon CIHI's IG framework.

For more information about Gevity and its Information Governance services please contact us at info@gevityinc.com

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Disclaimer: The views and opinions expressed in this article are those of the authors and do not necessarily reflect the official policy or position of the ANHIX Society.

Patron Sponsor Contribution

Ricoh and Tech North partner to help Alberta's healthcare network change. For better.

RICOH
imagine. change.

The past year has forced everybody to redefine work. Businesses from all industries have had to change not just where they do work but how it gets done – particularly when it comes to processes heavily reliant on paper documents. And, as healthcare systems face continued pressure to manage and communicate vital information between patients and providers, it is more important than ever that it be accessible.

That's why Ricoh Canada is proud to partner with Technology North and the Government of Alberta to provide Backfile Scanning Services. This partnership is especially unique as it not only empowers healthcare providers with the right technology to make critical business information more accessible but also empowers the inclusive employment of youth on the Autism Spectrum Disorder (ASD).

Hear from founder and CEO, Ling Huang on the inspirational start of Technology North Digital Service: watch the video as well as from the program participants themselves.

Based in Edmonton, Technology North is making it easier for youth and young adults with ASD to gain and retain digital economy employment—something many have looked forward to for a long time. By working together, Ricoh and Technology North are providing more opportunities for Alberta's youth to use their unique talents and gifts in the workforce, while also helping businesses digitize and organize their paper-based documents quickly and accurately. In fact, because people with autism possess a special talent in attention to detail and performing reparative tasks, Technology North can perform a 100% QA, while competitors often only provide a "quality assurance sampling of about three-to-five percent of all file pages."[1] And TN's A-Team can process up to 10,000 pages in a matter of hours!

With Ricoh's Scanning Services and Technology North's highly proficient and detail-oriented team, large volumes of documents can be scanned and indexed within hours. Legacy files can be quickly digitized and archived, reducing or even eliminating the need for physical space, associated expenses and the hassle of finding exact folders or hardcopies. Additionally, digitized documents are more secure making it a necessity for patient data protection and compliance regulations.

Backfile Scanning Services allow health care providers to:

- Uncover valuable insights from historical files

- Protect the fragility of legacy documents

- Eliminate the need for costly storage requirements

- Improve document search and processing capabilities

- Increase data security and compliance

See out how we help digitize hard copy documents with our Scanning Services – watch the video.

Ricoh's tagline is **Imagine. Change.** and for the past 85 years this has fueled our ability to help our clients do the same. But in a short period of time, so much has changed for the workforce – thankfully because of the imagination of companies like Technology North, they have changed for better. And with Ricoh's Scanning Services, healthcare providers across the province can do the same while improving patient care, employee satisfaction and productivity.

If you'd like more information about Ricoh's Scanning Services please click here.

Disclaimer: The views and opinions expressed in this article are those of the authors and do not necessarily reflect the official policy or position of the ANHIX Society.

We want to hear from you!

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ANHIX is always looking for feedback from its members. Whether it is recommendations for presentation topics or speakers, ideas for newsletter articles, suggestions you may have for ways we can provide greater value to our members or any other general comments.

Please let us know what works and what can be improved.

We can be reached by email, through the website, by fax or by mail. Contact details are shown in the left column of this page.

Get communicating!