

# Information Management and Technology (IMIT) in an Integrated World: Crossing the Divide Opportunities, Successes and Constraints

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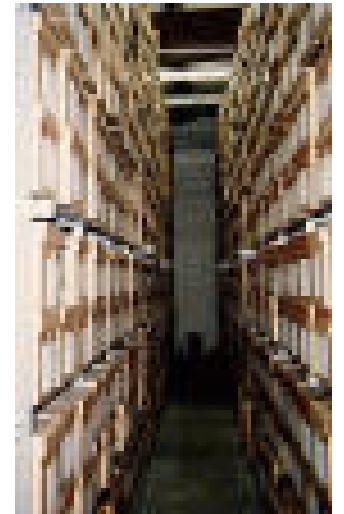
# Opportunities to Improve IM

- Peer-reviewed, published, proven EHR potential
- Tech (vendor) and Staff readiness is high
- Over 40% of our patients are shared
- Alignments:
  - Patient/provider expectations
  - Funding incentives (PFF) for data quality & timeliness
  - MoH Strategic Directions
  - Mobility Revolution
  - LM Consolidation changes fundamentals

# Accomplishments/LMC Enablers

- **People:** Structural Changes from Consolidation
- **Infrastructure:** Systems Today and Tomorrow
- **Process:** Standardization of Policy and Procedure
- **Outcome:** Shared goals; Access to Quality & Timely Data

# Happy Happy?



## Time for a reality check...

## Information Timeliness: 2010/11 Incomplete Inpatient Records Across the LM

- Incomplete flag is applied at the time of coding done 40+ days after discharge.
- Missing either dictated discharge summary or handwritten face sheet and/or OR report is considered incomplete

	# of Incompletes	# of Discharges	% of Incompletes
Site 1	5852	17662	33.1%
Site 2	376	1092	34.4%
Site 3	2290	11286	20.3%
Site 4	1754	8260	21.2%
Site 5	105	492	21.3%
Site 6	4147	16614	25.0%
Site 7	95	3200	3.0%
Site 8	2513	8778	28.6%
Site 9	1748	6682	26.2%
Site 10	729	5024	14.5%
Site 11	4112	23900	17.2%
Site 12	2110	14979	14.1%
Site 13	1697	21816	7.8%
Site 14	3890	28581	13.6%
Site 15	674	3882	17.4%
Site 16	111	539	20.6%
Site 17	1193	15000	8.0%
Site 18	1053	12794	8.2%
Site 19	1405	6870	20.5%

# Information Quality: Discharge Data

2011/12 P3 Audit: % of Discharge Summaries Missing Key Clinical Information

	Charts	Most Resp Dx	Co-Morbidities
Site 1	441	2%	17%
Site 2	190	9%	17%
Site 3	155	6%	14%
Site 4	111	5%	10%
Site 5	200	12%	22%

# Constraints

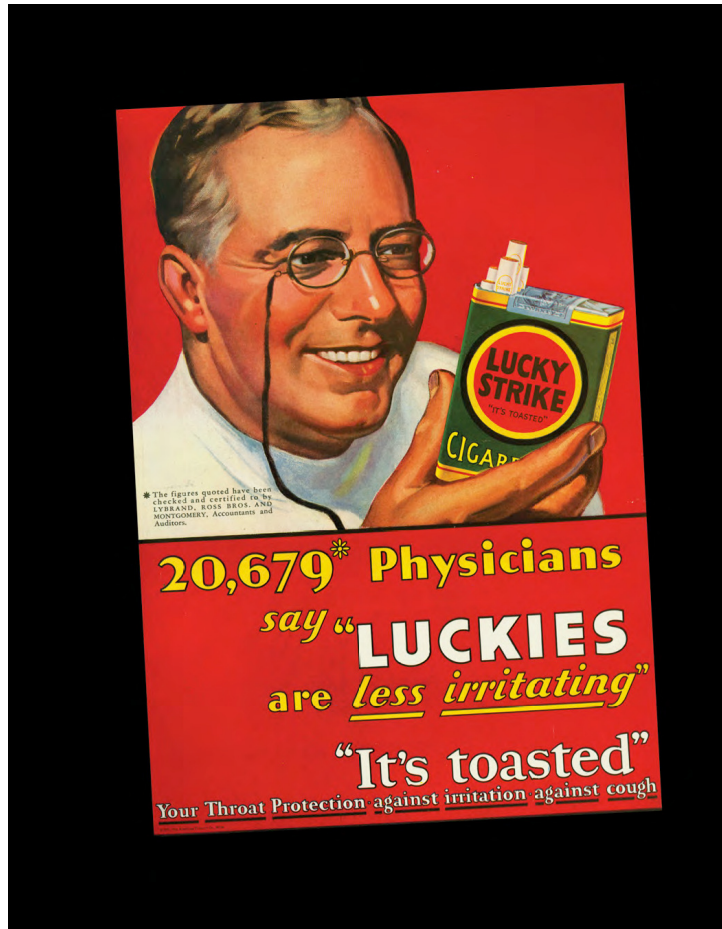
## Current Local Reality:

- 70% of patient information is still paper-based
- Numerous legacy systems
- Estimated 16-20,000 different active clinical forms in the lower mainland
- Data Definitions are not standardized
- Client Identity/Provider Identity Issues
- Undeveloped Governance Structure
- No Integrated Clinical leadership
- Physician Engagement is historic challenging

## Known Industry Challenges:

- 50-80% EHR initiatives fail.....Millbank Quarterly 2009
- The larger the initiative the higher likelihood of failure
- When to standardize and when to customize?
- Access models, security and access models are complicated yet critical
- Playing in the sandbox...Trust ; IT vs Business Driven Solutions
- Change Management is hard

# Reasons for Optimism



1. We're heading in the right direction.

2. Perspective is Everything...looking back helps appreciate the progress that's been made.

3. Bench Strength