

NWT HealthNet Viewer

January 22, 2010

Health Challenges

- 8 Health and Social Services Authorities
- Patients travel in and out of communities and the NWT for care
- Paper and/or multiple information systems in each
- Limited remote access or sharing of information between systems electronically
- Information shared by fax and mail
- Duplicate tests performed or patient care delayed due to not having available results



Strategy

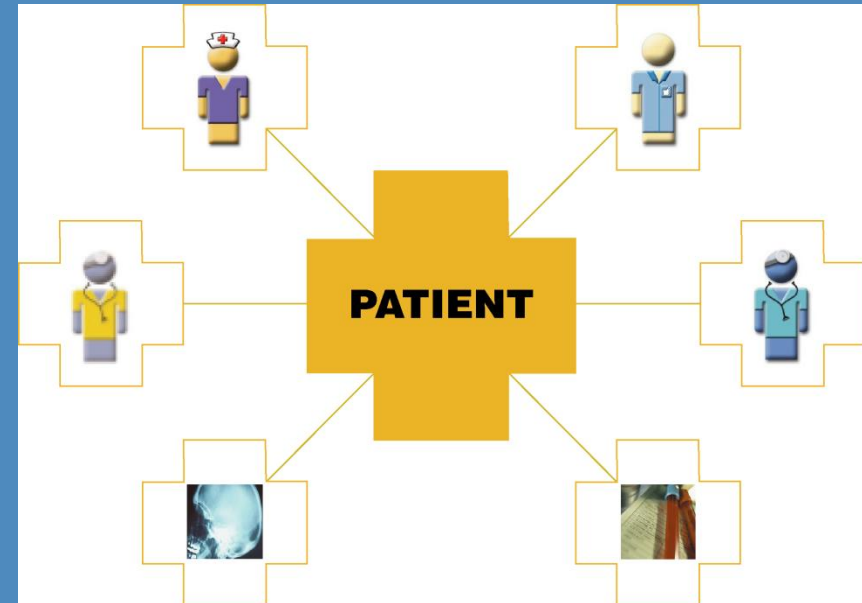
- Reduce number of separate systems
- Update or replace legacy systems
- Implement solutions to capture and share information electronically
- Advance technology to the next generation of solutions to better support patient access and quality care
- Investments are being made in several areas, including the Electronic Health Records (EHR) Viewer
- These investments directly support our Health and Social Services strategy, A Foundation for Change

Foundation For Change

- Three primary goals:
 - **Wellness** - Communities, families and individuals making healthy choices and are protected from disease
 - **Accessibility** – People get the care they need, and know where and how to find it
 - **Sustainability** – Resources are used effectively and innovatively to ensure the health care system will be sustained for future generations
- Technology is key enabler to transforming how we deliver care
 - Technology priorities are identified in Accessibility and Sustainability goals, supporting increased accessibility and quality of care
 - Technology is enabler *throughout* Foundation For Change
- Investments and planning are NWT-wide, including clinicians at the table

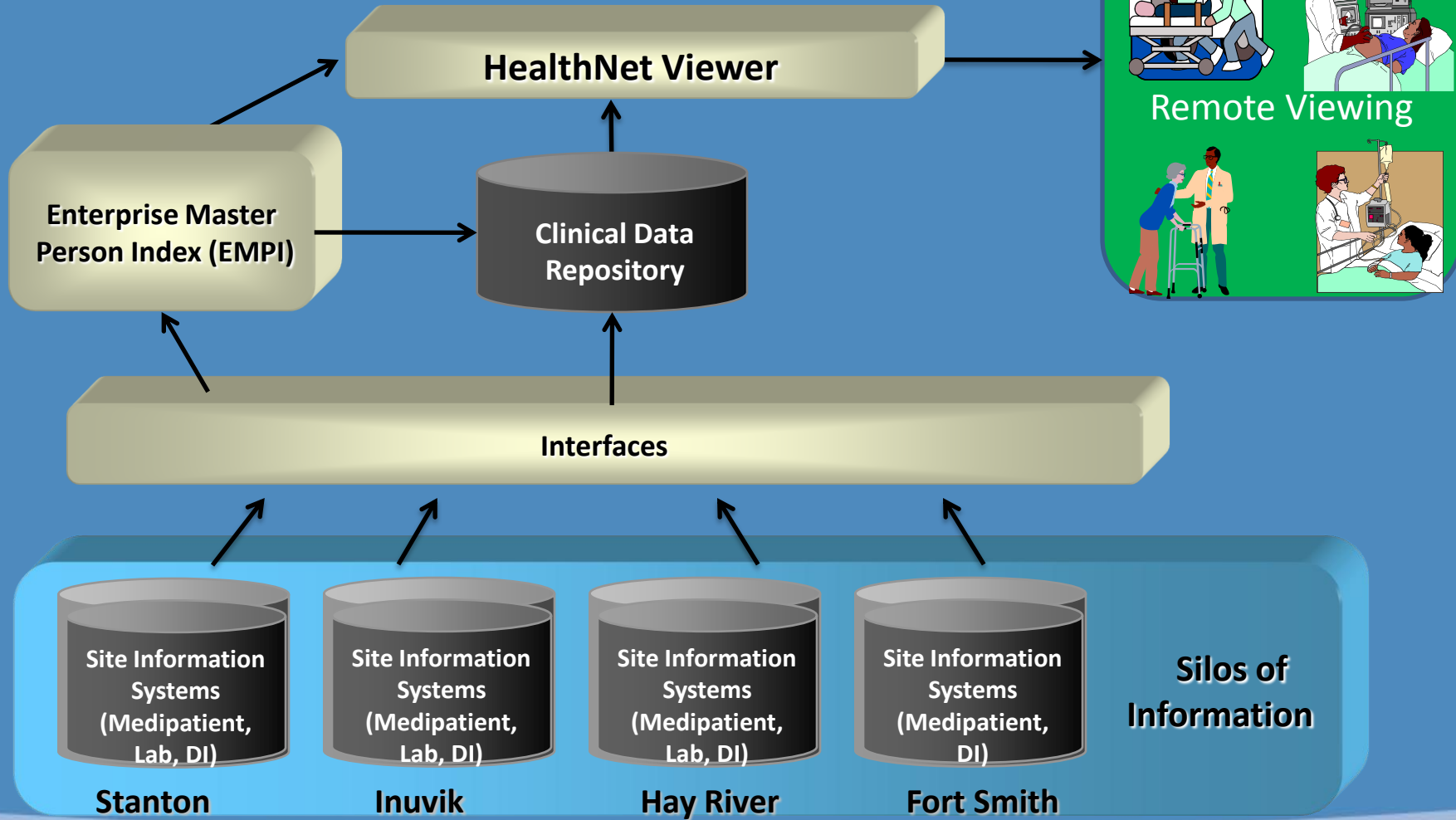
Electronic Health Record (EHR)

- A secure and private “lifetime” view of a patient’s key health information
- Key patient information is available electronically to authorized health providers anywhere, anytime, in support of high quality patient care
- The EHR will grow over time to include more patient information as it becomes available electronically



iEHR – NWT HealthNet Viewer

Provide Integrated Patient-Centered Information



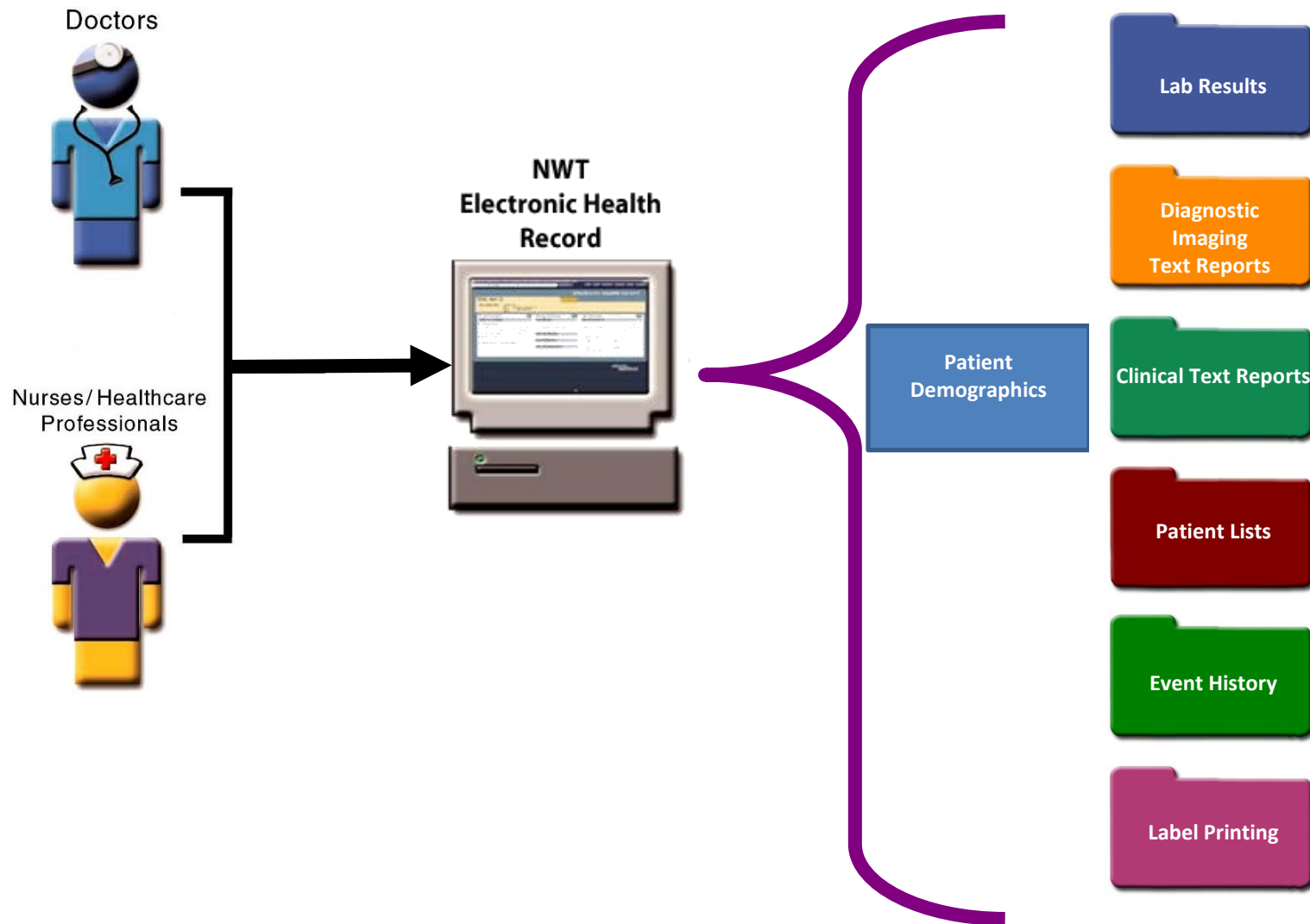
Approach to Building the EHR

- Developed to align with the pan-Canadian vision, Canada Health Infoway's mandate to advance interoperable electronic health records
- Leveraged Alberta's existing Netcare Portal technology to deliver EHR services to NWT
- NWT-wide, single solution
- Involvement from key partners:
 - Pan-Canadian
 - GNWT
 - Health and Social Services Authorities including clinicians

EHR Viewer

- Web-based application, allows clinicians “view only” access to key patient information
- Access is available to authorized users anytime, anywhere, to support quality patient care
- Supplements existing patient information, not a replacement of any existing system or paper chart
- Initial foundational pieces will be deployed in 2 stages:
 - Release 1
 - Release 2

What Information is Available in the Viewer?



Security and Privacy

- Personal information will continue to be protected by legislation and polices
- HealthNet Viewer developed to ensure patients' privacy is protected and security risks mitigated
- Only authorized users are able to access the system
- RSA SecurID Token, User ID and Password required
- Users are only able to view information relevant to their role



Rollout

- Phased approach
 - Clinicians by HSSA
 - Currently 147 clinical users across the NWT have access, including:
 - Hay River
 - Aklavik
 - Fort Smith
 - Stanton ER
 - Fort Simpson
 - Etc.
 - Continue rollout to all NWT clinical users through to Spring 2010

Benefits

- Easier retrieval of previous exams and tests for comparison
- Reduction in test duplication because records are available electronically across the NWT
- Provides health professionals with a more complete picture of a patient's health condition and history
- Allows online consultation between referring health care providers and specialists
- Supports providing services at the right place, right time with more complete information
- Reduces the opportunity for error by improving accuracy and clarity of text reports and lab results

Transforming Patient Care

- ER staff can view a patient's event history to see when a patient last presented
- Clinicians can view a patient's lab, diagnostic image results and text reports easier, faster and from any location

Example: View patient's lab results without waiting for fax or mailed copy; experience to date is 2 days sooner than by fax

- Clinicians can view a list of their patients and view any new hospital encounters they may have had
- Clinicians can view lab result trends to assist with disease management
- Support staff and clinicians can print demographic labels for use on lab specimens or charts, reducing transcription and illegibility errors