Innovation and Information Management Services

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VP / CIO Innovation and Information Management Services

Supporting FNHA operations and Serving BC First Nations communities

Gathering Wisdom for a Shared Journey VI - October 2013

Building the FNHA

Our Vision

Healthy, self-determining and vibrant, BC First Nations children, families and communities

Our Values

Respect, Discipline, Relationships, Culture, Excellence & Fairness

Our Directives

1. Community Driven, Nation Based
2. Increase First Nations Decision-Making
3. Improve Services
4. Foster Meaningful Collaboration and Partnerships
5. Develop Human and Economic Capacity
6. Be without Prejudice to First Nations Interests
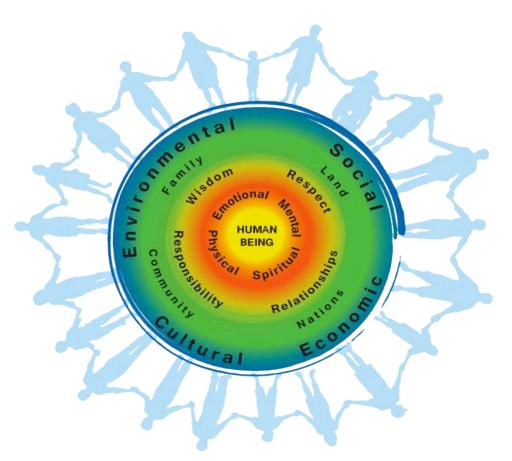7. Function at a High Operational Standard

FNHA Operating Principles

❖ **W**ellness philosophy based on First Nations teachings is the perspective through which the FNHA approaches every aspect of its work and carries out its roles as health and wellness champions and partners

❖ **E**mphasis on personal best – being the best human being we can be – is how the FNHA approaches its work, partnerships, and those we serve

❖ **L**iving it – the FNHA leads by example as a First Nations Health Organization that models wellness

❖ **L**isten, learn, and act is the approach through which the FNHA establishes itself as a learning organization – and knowledge transfer will support shared learnings with health partners

❖ **N**ever leaving anyone behind, the FNHA works with its partners to ensure health initiatives, programs and services support and are accessible to all First Nations and Aboriginal peoples living in BC

❖ **E**xcellence means implementing initiatives, programs and services that brings the best in western medicine together with that of First Nations traditional knowledge and medicine and by examining needs to continuously improve services and approaches and remove barriers

❖ **S**ervice delivery and system transformation is driven by First Nations decision-making though engagement to determine desired outcomes, and supported by consensus leadership of the First Nations health governance partners and realized through leveraged collaboration with federal and provincial health systems

❖ **S**ustainability, integrity, efficiency and innovation are essential components to the business approach that the FNHA brings to its programs, services and initiatives

First Nations Perspective of Wellness

- FNHA as a health & wellness partner
- Living the Wellness Model – FNHA as a Champion for health and Wellness
- Commitment to supporting the health and wellness from the youngest to the oldest
- Commitment to our youth (*46% under 25)
- Leading edge of systemic change by aligning with the Innovation and Change Agenda of the Province of BC

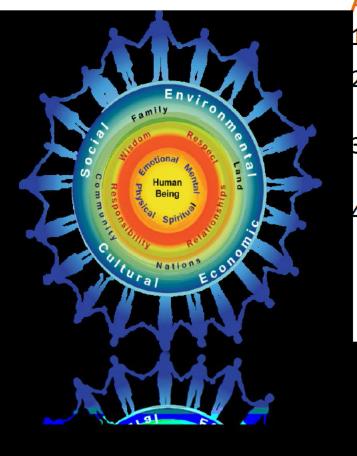# Today's Conversation… One of Many We Hope to Have with You

1. A summary overview of our services

   - Who we are

   - Why we are here

     - Operational services

     - Strategic services

2. Listen and learn: How do we better support, serve and develop partnerships with our First Nations communities in leveraging IM/IT and eHealth assets and services?

   - Opportunities

   - Challenges

   - And in moving forward

Innovation and Information Management Services

At Our Core / DNA:

1. Wellness: in all aspects of our work and thinking

2. We are in the business of Information and not Technology

3. We are here to "serve" the organization and the First Nations communities

4. We will adopt technologies driven by the following key principles:

   - Innovate
   - Leapfrog
   - Synergistic with the users' needs
   - Sustainable

5. Responsive and accountable to the organization in all aspects of our mandate

IIMS: Simple. Synergistic. Strategic.

IIMS Service Overview

eHealth & Information Management Services

Core Infrastructure & User Support Services

Project & Risk Management Services

Business Intelligence & Integration Services

IIMS: Simple. Synergistic. Strategic.

IIMS Service Overview

Director: Michael Cole
- Infrastructure and Network Technologies
- User Support Services

Director: David Huh
- Privacy & Information Management
- Provincial and Community eHealth initiatives lead/collaboration
  - eHealth Projects: (Panorama, Telehealth Expansion Project, Health Connectivity, etc.)

eHealth & Information Management Services

Core Infrastructure & User Support Services

Project & Risk Management Services

Business Intelligence & Integration Services

Director: Andrew Pacey
- Business Analytics and Intelligence
- Enterprise-wide Application Integration and Support Services
- Decision Support and Analysis Services

Director: Marilyn Andersen
- FNHA Enterprise-wide Project Management Services
- Risk Management Services

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IIMS: eHealth & Information Management Services

Purpose:

- Lead, support and implement FNHA's Privacy, Information Management policies, compliance and requirements

- Lead, support, implement and work in collaborative partnership with the Province, regional health authorities, care providers and First Nations communities / health organizations on eHealth initiatives and strategies
    - Examples: Telehealth Expansion project, Panorama, First Nation Health Network, Identity Management, etc.

IIMS: Project and Risk Management Services

Purpose:

- Provide leadership and support the implementation and adoption of the FNHA enterprise-wide project management standards, practices, reporting and services

- Supporting project management resources across the organization

- Provide overall project management support and risk management

IIMS: Business Intelligence & Integration Services

Purpose:

- Lead the development and implementation of the FNHA's business intelligence / analytics capabilities and services

- Provide enterprise-wide application analysis, development and support

- Leverage available data sources to support organizational strategies and operations

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IIMS: Core Infrastructure & User Support Services

Purpose:

- Health lead - supporting the First Nations Health Network project in collaboration with ANTCO and the First Nations Communities

- Implement partnership with Health Shared Services BC – IT services

- Provide organization-wide User support services

- Lead, implement and support FNHA's enterprise-wide technology infrastructure strategies and initiatives
  - Corporate network, Voice over IP, Server infrastructures, Office automation services, Cloud services, etc.

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IIMS: Achievements To Date

1. Implemented all foundational core technologies supporting the FNHA's computing requirements — *we expand from here on out*

   o Secure networks, server infrastructure, messaging and authentication services, etc.

2. In collaboration with the other FNHA services, successfully supported all Transfer related work and requirements from Health Canada to the FNHA

3. Working with HR/Finance and Corp. services successfully implemented FNHA's PeopleSoft Information Systems

4. Successfully implemented over 50 programs and office information systems in time for Transfer

   o SharePoint (BigHouse), Health Benefits, Contribution Agreements, Vision Care, Claims processing, etc.

eHealth & Information Management Services

Core Infrastructure & User Support Services

Project & Risk Management Services

Business Intelligence & Integration Services

We acknowledge and THANK our partners:

- **Our staff**
- **Health Canada**
- **Shared Services Canada**
- **And our vendors**

in supporting our collective success!

eHealth: Immediate needs and Opportunities

eHealth & Information Management Services

Core Infrastructure & User Support Services

Project & Risk Management Services

Business Intelligence & Integration Services

eHealth Key Considerations:

- A foundational enabling component supporting FN Health and Wellness Transformation

- An area that is extremely complex and multi faceted - requiring focus and support

- We require significant Provincial, RHAs (and Federal) collaboration and support

- We are leveraging all opportunities and eHealth assets and services

- We will require considerable leadership and support from our Council, Board, Executives and most importantly our Communities

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BC Provincial eHealth Integration

CDI
The Connecting Diagnostic Imaging Project will provide better access to digital (filmless) diagnostic images and reports produced by both public and private radiology labs.

PLIS
The Provincial Laboratory Information Solution will provide a province-wide repository of all patient lab test results, from public and private labs, accessible at any authorized point of care.

eDRUG
The eDrug Project will provide electronic prescribing functions and improved medication profile content from both community and acute care settings.

iEHR
iEHR will deliver a private and secure Electronic Health Record service for BC that will enable sharing of electronic health records data across the continuum of care.

PITO
The Physician Information Technology Office Program will provide electronic medical record and practice management systems for physicians' offices, replacing today's largely paper-based health records and enabling staff to access BC's electronic health record.

PHIP
The Public Health Information Project will implement Panorama – the new Pan-Canadian public health surveillance system, as well as systems to support family health and environmental health / health protection.

RI
The Registries Integration Project will ensure that the absolutely foundational need to accurately uniquely identify both patients and care providers across the health system is met.

Telehealth
The Telehealth Project will deliver improved health care for citizens by removing distance as a barrier to health services across British Columbia.

First Nations Key eHealth Projects – In Summary:

1. iEHR - Interoperable Electronic Health Record

2. Provider Registry

3. Provincial Laboratory Information Solution

4. Pharmanet Modernization

5. Provincial Diagnostic Imaging Viewer

6. **First Nations Identity Management/Client Registry**

7. **First Nations Health Network**

8. **First Nations Panorama Implementation**

9. **First Nations Telehealth Expansion**

10. **Physician EMRs/Community EMRs Standardization and Integration Roadmap**

11. **FNHSO access to the eHealth Viewer**
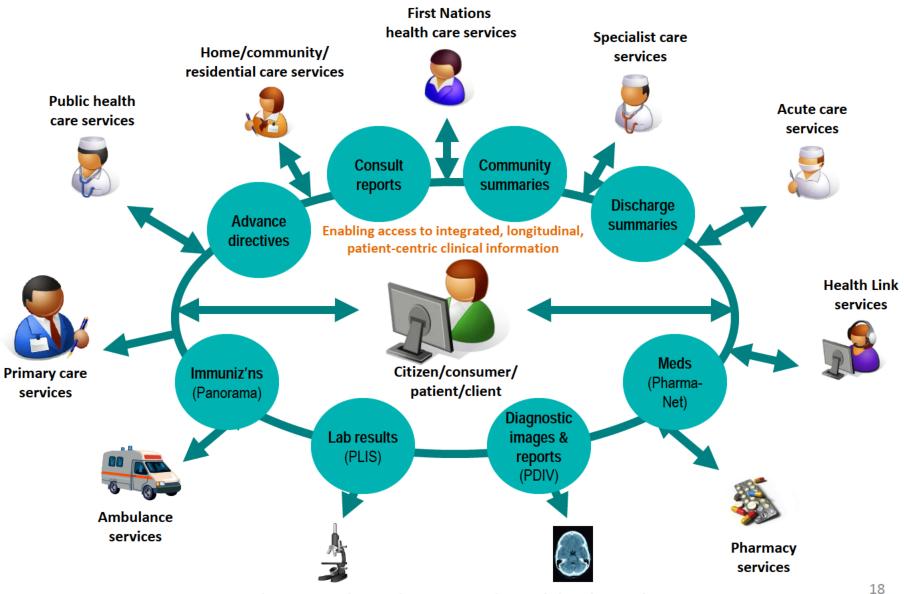
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Key eHealth Strategies and Projects – In Summary

1. Develop and implement the First Nations Identity Management Plan
2. Implement the First Nations Health Connectivity Plan - Connectivity to the Provincial Health Network
3. Implement the First Nations Panorama Implementation Project (FN PIP)
4. Implement the First Nations Telehealth Expansion Project (FN TEP)
5. Develop and implement the First Nations Electronic Medical Record and Community Electronic Medical Record Standards and Integration Roadmap
6. Access to the Provincial eViewer
   - Diagnostic, eReferrals, Pharmanet information (TBC)

eHealth Assets and Services In Place

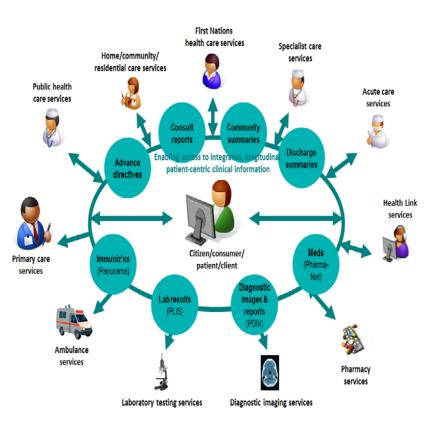## Enabling access to integrated, longitudinal, patient-centric clinical information

First Nations health care services

Home/community/ residential care services

Specialist care services

Public health care services

Acute care services

Consult reports

Community summaries

Advance directives

Discharge summaries

Enabling access to integrated, longitudinal, patient-centric clinical information

Health Link services

Primary care services

Immuniz'ns (Panorama)

Citizen/consumer/ patient/client

Meds (Pharma-Net)

Lab results (PLIS)

Diagnostic images & reports (PDIV)

Ambulance services

Laboratory testing services

Diagnostic imaging services

Pharmacy services

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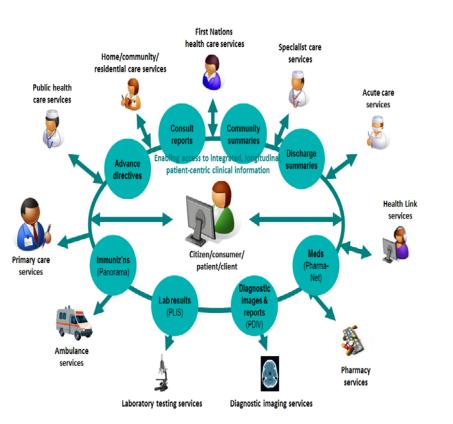# Our Strategy In Leveraging These eHealth Assets and Services

1. Develop strategies, initiatives and strong partnerships with First Nations Communities / Health Services Organizations, Province, RHAs, Care providers to leverage, integrate and implement where appropriate new and existing eHealth assets and services

2. Implement the robust and secure *"health grade"* network connecting First Nations Communities to the Provincial eHealth network

3. Leverage existing and develop new information management practices and data management standards and policies supporting First Nations information management and privacy requirements

First Nations Health Authority

Our Strategy In Leveraging These eHealth Assets – *cont'd*

4. Working with the Health Directors Association develop opportunities to standardize data use, workflow practices, integration roadmap to implement proven *e*MRs and *c*EMRs in our Communities

5. Continue to vigorously pursue and secure eHealth funding at all levels to support the implementation and uptake of eHealth initiatives in First Nations communities in BC.

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IIMS: eHealth Opportunities To Date

1. Work is well underway with ANTCO and the Province in the planning for the implementation of the First Nations Health Network into our communities

2. Telehealth Expansion Project is now underway – thank you to all who seeded this project back in 2008

3. Panorama has gone live in a number of our communities – thank you to our communities, Jeffrey Yu, and the FNPIP Team

4. Discussion is underway with eMR and cEMR vendors for further uptake, standardization and integration

5. Planning is now underway with the regional health authorities in supporting our eHealth strategies

6. Project Board – First Nation eHealth is now a top priority for support and implementation within the Ministry of Health and Federal Departments

   o FN Identity Management, FN Health Network, eHealth Phase 2 Architecture

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Questions & Discussion

Thank you

Our Contact Information

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An electronic version of this presentation and other materials are available at:

http://www.fnha.ca/what-we-do/ehealth

Or

http://www.fnha.ca/about/news-and-events/events/gathering-wisdom-for-a-shared-journey-vi