Accurate and Trusted Data–
The Foundation for
EHR Programs

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HYATTDIO

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National EHRs Trigger HC Transformations

Accurate patient & provider identification & matching is the foundation

Electronic Health Record (EHR)

ROI $

- Improve patient care and reduce medical risks

- Realize return on investment for strategic IT initiatives

- Improve customer service with reduced risk

- Comply with regulations

- Enhance operational productivity & efficiency

ROI

Essential IT Functions: One Patient…One Record

Essential IT Functions:

- ✓ Identification - Patient, Provider and Facility
- ✓ Security - Role-based access, authentication of users, policies to govern patient consent for data sharing
- ✓ Message Transfer - Message routing, standards for message and document formats
- ✓ Information Standards - Standards for clinical terminology
- ✓ The Shared Health Record - Content for patient summary, location where it resides
- ✓ Support for External Information Requests

Supporting IT Infrastructure:

- ✓ Secure network with volume and speed capability
- ✓ Data centers, help desks, patient call centers
- ✓ Acute care patient record systems exchanging data with EHR
- ✓ Primary care patient record systems exchanging data with EHR
- ✓ Other clinical applications exchanging data with EHR

Electronic Health Record (EHR)

Fragmented Data = Incomplete Care & Wasted Effort

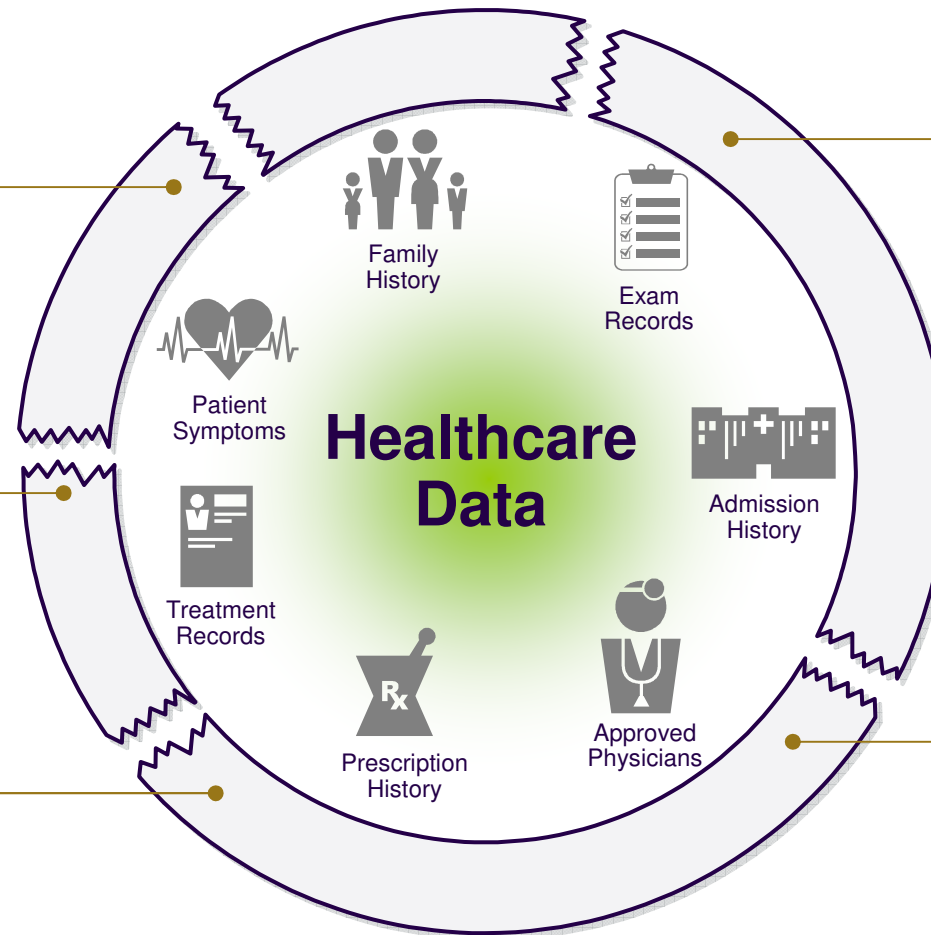**Clinicians Don't Have Access to Complete Information**
…check multiple systems for information

Costs Continue to Increase
…new projects create new data silos, do not achieve goals

Limited Data Sharing Across Boundaries
…cannot leverage patient or provider registries

Healthcare Data

- Family History
- Exam Records
- Patient Symptoms
- Admission History
- Treatment Records
- Prescription History
- Approved Physicians

Lack of Trust in Data by End Users
…unreliable data quality increases duplicate tests and records; impacts adoption of systems

Providers Are Not Recognized Consistently
…cannot notify in a timely, consistent manner or verify current credentials

A Single View of the Patient is the First Step to Complete, Accurate and Trusted Data

Strategic Business Risks in eHealth Programs

- Major investments being made in National EHR programs to enable industry transformations
- IT risks in ehealth are a strategic business risk
  - Consequences affect entire organizations
  - IT failure can have immediate and deadly consequences
  - Risk awareness helps all understand threats and mitigation opportunities
- Intuitive approach to IT risk management is ineffective
- Effective risk management creates business value
  - Focus on productive activities and free up resources
  - Foundation is better structured and less costly
  - Positions for business agility in the future

Aligning Around IT Risk

AGILITY
Changing with acceptable cost and speed

ACCURACY
Ensuring information is accurate, timely, and complete

ACCESS
Providing information to the right people (and not the wrong ones)

AVAILABILITY
Keeping business processes running

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Typical Gaps and Business Risks

Consolidation of IT services and delivery of national EHR is an ideal time to rethink system-wide business needs.

National EHR success depends on 1 trusted source of truth for patient, for provider and for facility identification specific to HC.

1. ID systems provide limited functionality and performance for accurate identification of patients in a clinical environment. No provision for provider or facility identification in real-time.
2. Resistance to change; identification not previously seen from a system-wide view.
3. Unique identifiers unable to immediately link and match appropriately identified records anywhere in the distributed system.
4. High potential for pharmacy fraud with no electronic identification/linking of patient or dispensing in real-time.
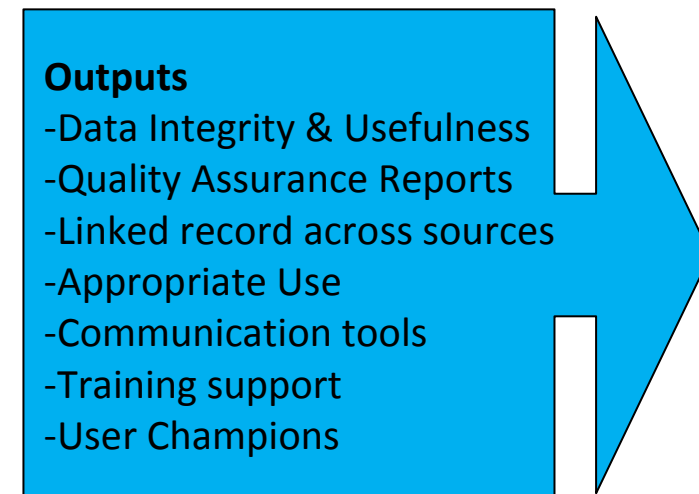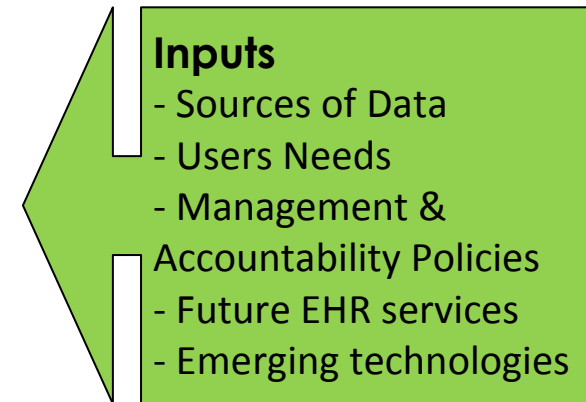
Identification Principles: Ecosystem perspective

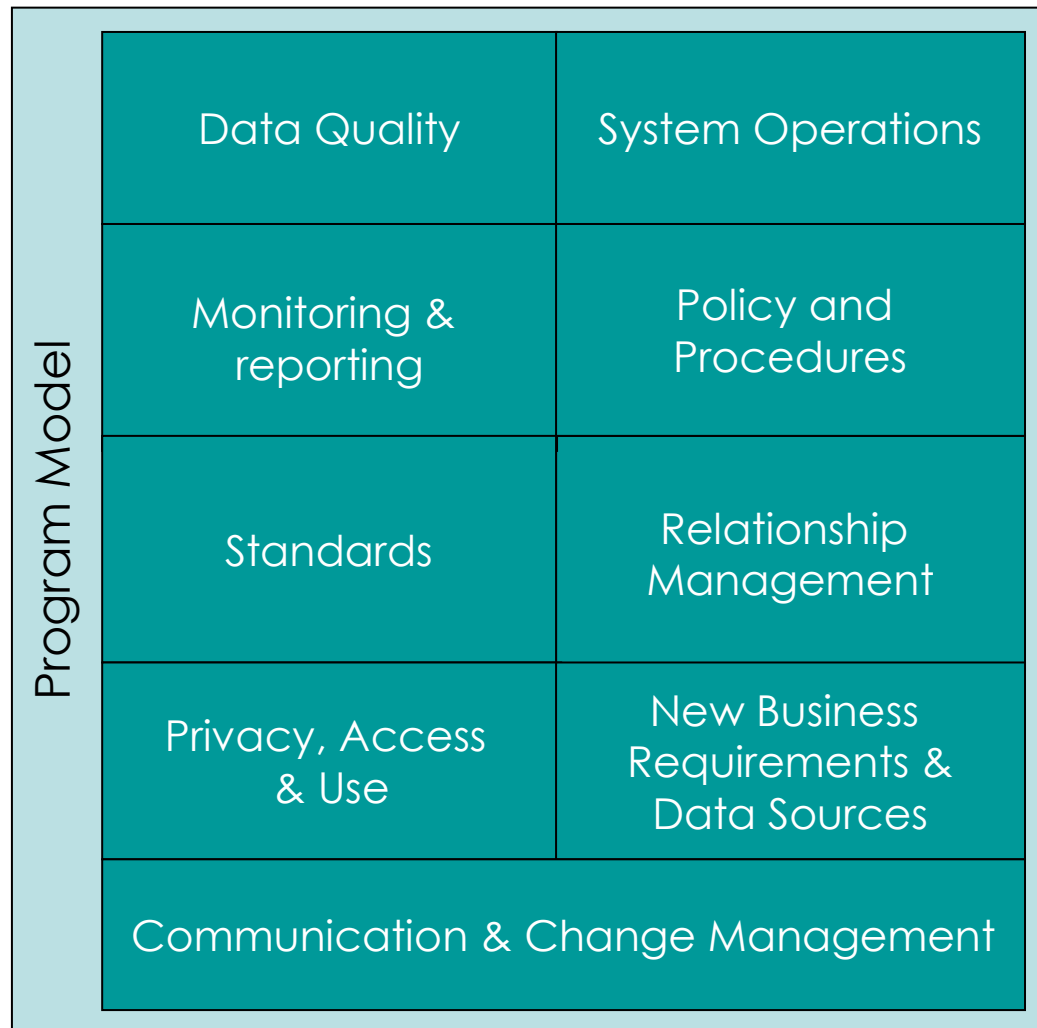- **Business Driven Decisions**
  - **our business is patient care!**
- **Standards-based**
  - existing and emerging
- **Commercial-off-the-Shelf (COTS)**
  - already deployed; perform to future expectations
- **Cost Effective**
  - including total cost of ownership
- **Ease of Adoption**
- **Ease of Use**
  - accuracy and immediacy for clinical end-use
- **Leverage Off Systems in Place**
- **Future Proof**

Example: Program for Core EHR Management

Critical Success Factors:

- Combined business, clinical and technical leadership
- Defined accountability, governance framework & decision processes
- Necessary Program components are evolving:
    1. Data quality management, tools & reports
    2. Standards, policies & procedures
    3. Privacy, security & use
    4. System Operations
    5. Relationships with sources, vendors & users
    6. Future business requirements & data sources
    7. Communication & change management

Example: Functions for Core EHR Program

Program Model

Data Quality	System Operations
Monitoring & reporting	Policy and Procedures
Standards	Relationship Management
Privacy, Access & Use	New Business Requirements & Data Sources
Communication & Change Management	

Inputs
- Sources of Data
- Users Needs
- Management & Accountability Policies
- Future EHR services
- Emerging technologies

Outputs
- Data Integrity & Usefulness
- Quality Assurance Reports
- Linked record across sources
- Appropriate Use
- Communication tools
- Training support
- User Champions

Source: E. Reichert, Program Delivery of Client Registry, Province of Saskatchewan, Canada.

Model for Functions, Inputs & Outputs

Global Insight.

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eHealth Programs Enable HC Transformation

Vision, Strategy & Investments continuously integrating with…

People
- Capability, culture, leadership
- Innovative organizations

Processes
- Workflow, benefits framework
- Risk management

ICT
- Architecture, standards & security
- Privacy solutions

**Transformation sustained by knowledge transfer…
best practices, virtual communities & thought leadership**