AZIMUTH
HEALTH GROUP

The route to electronic health records in Canada

Jennifer Zelmer (@jenzelmer)
President, Azimuth Health Group

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Better information for better health & healthcare

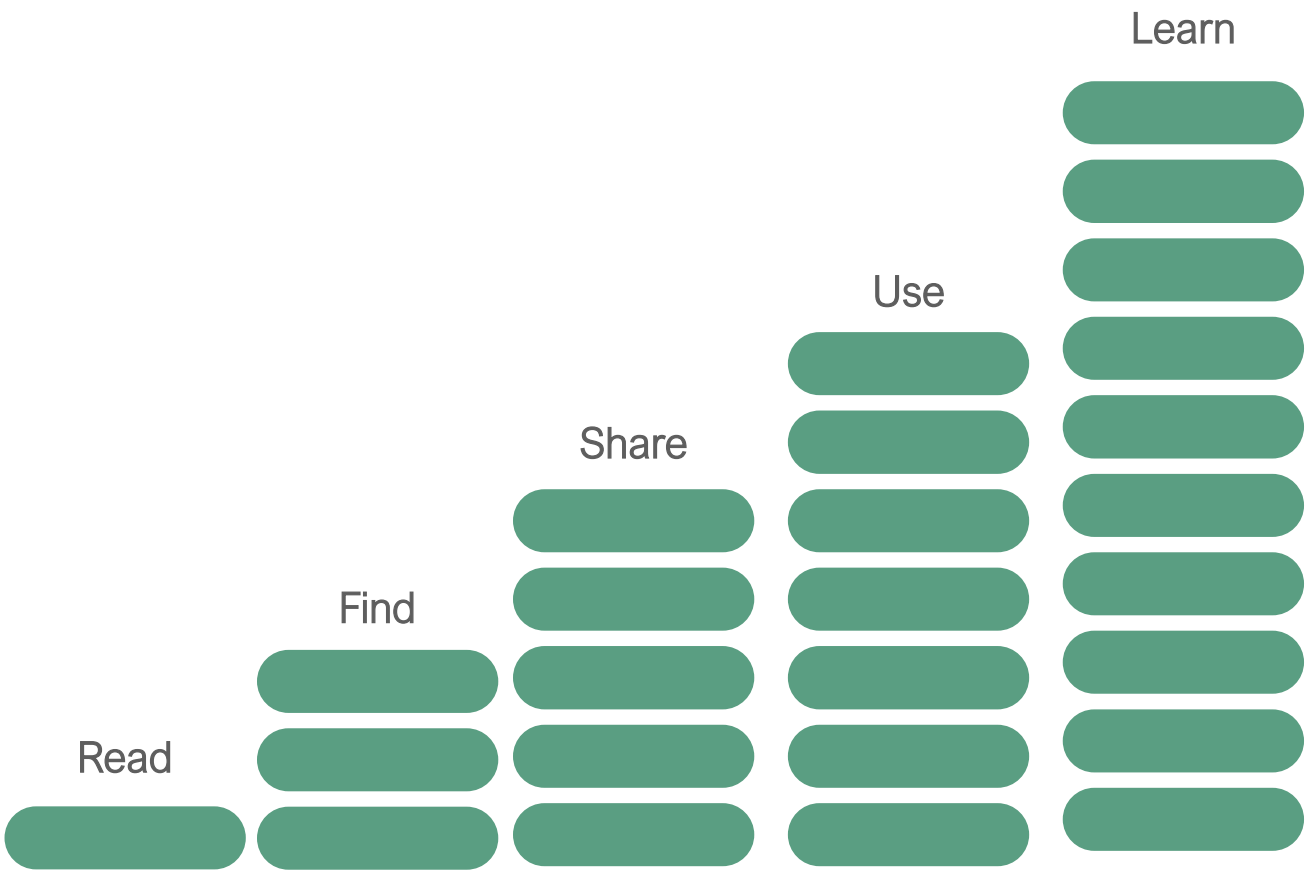
on-going

The journey

Information is key to good health & Care

... but healthcare doesn't look good on paper

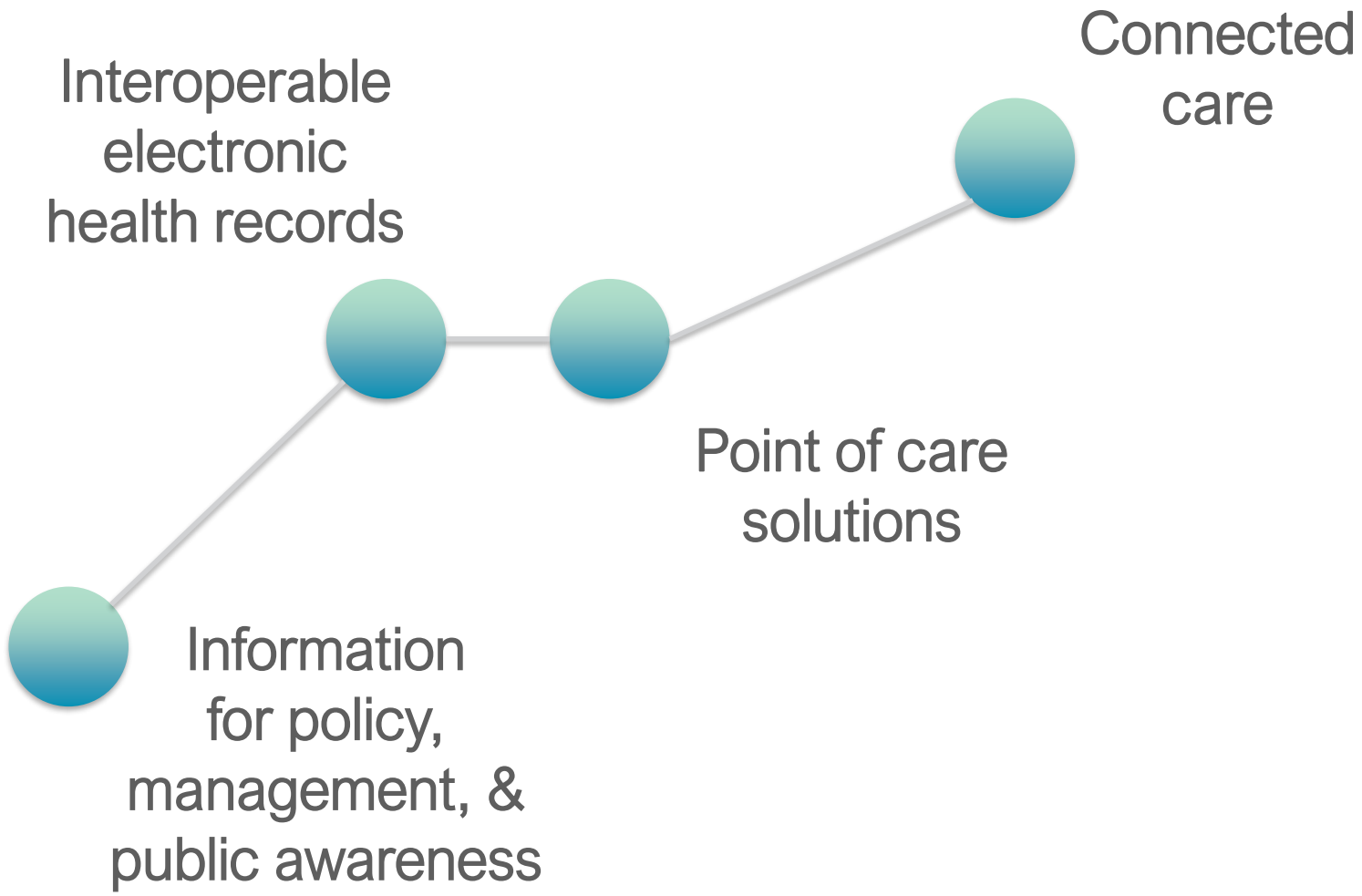
The Digital Advantage:
What Canadians Say



96%

keeping health records electronically important

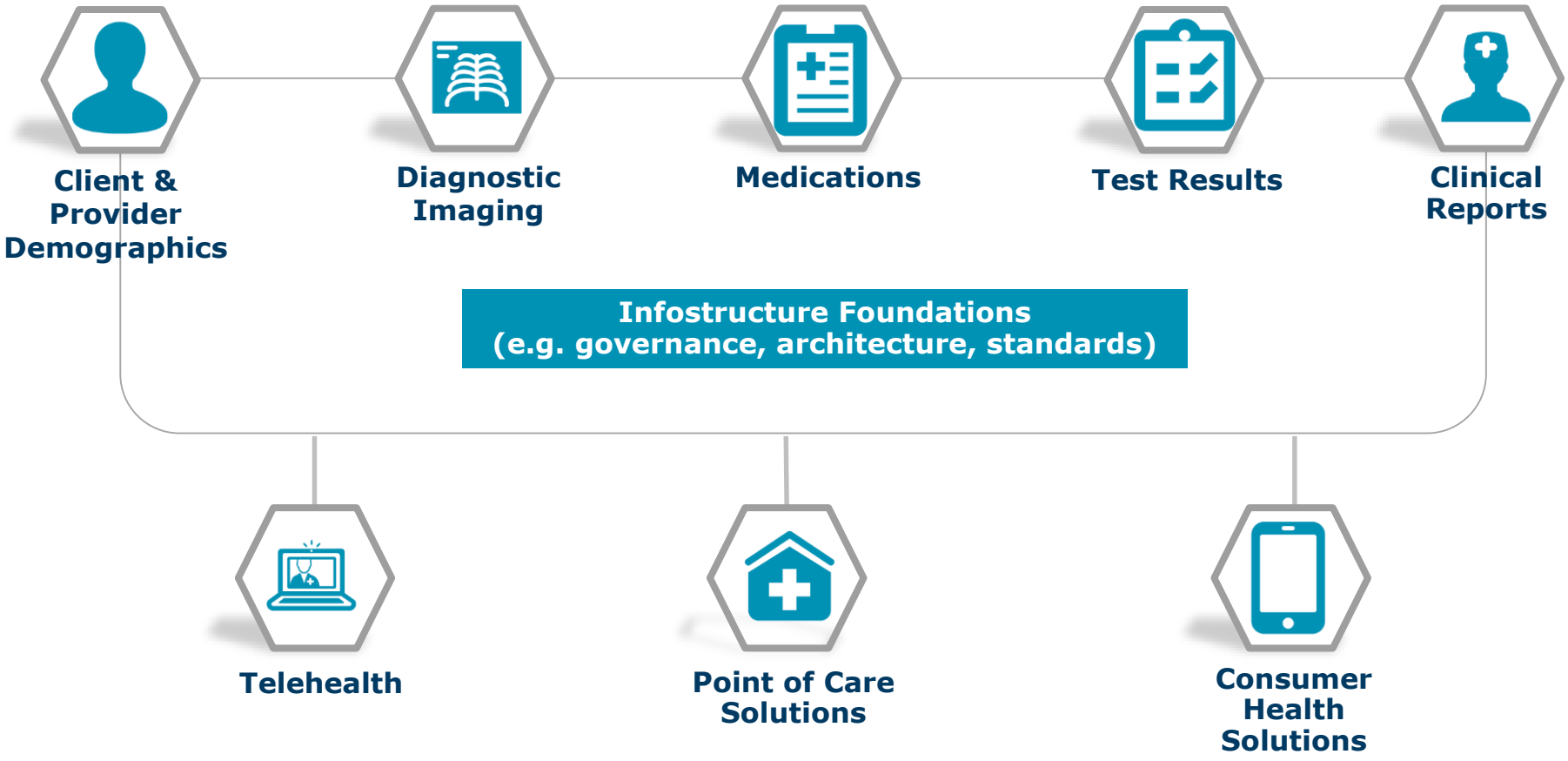
(Nielsen, 2016)


Connected care
Interoperable electronic health records
Point of care solutions
Information for policy, management, & public awareness

Collaborative Federalism:

"A partnership between two equal, autonomous, and interdependent orders of government that jointly decide national policy"

- Cameron & Simeon, 2002

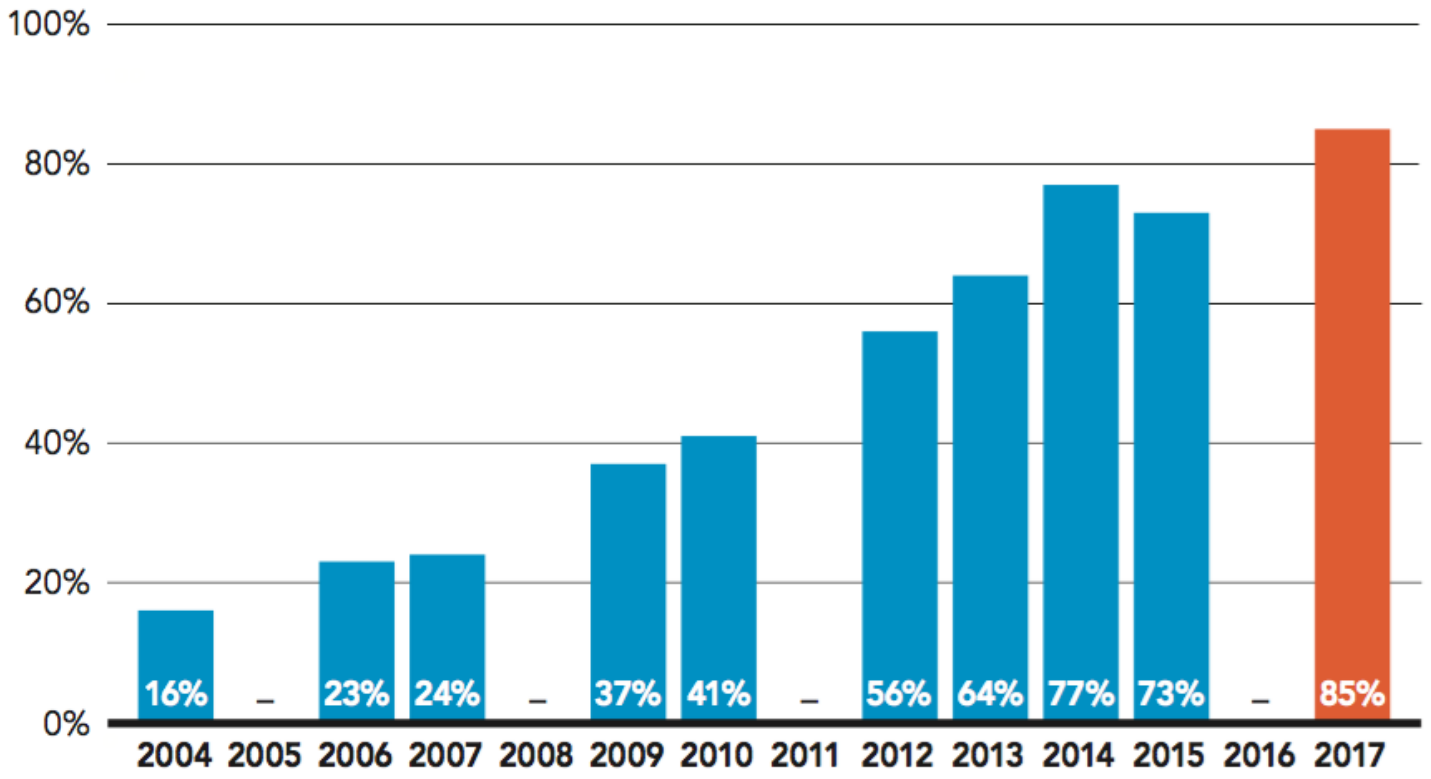

Client & Provider Demographics
Diagnostic Imaging
Medications
Test Results
Clinical Reports
Infostructure Foundations (e.g. governance, architecture, standards)
Telehealth
Point of Care Solutions
Consumer Health Solutions

Unpacking the Process

- Institutional arrangements and governance
- Connectivity & other building blocks
- Building consensus on architecture, standards, and interoperability
- Public and stakeholder engagement
- Change management
- Cooperation across jurisdictional boundaries
- etc.

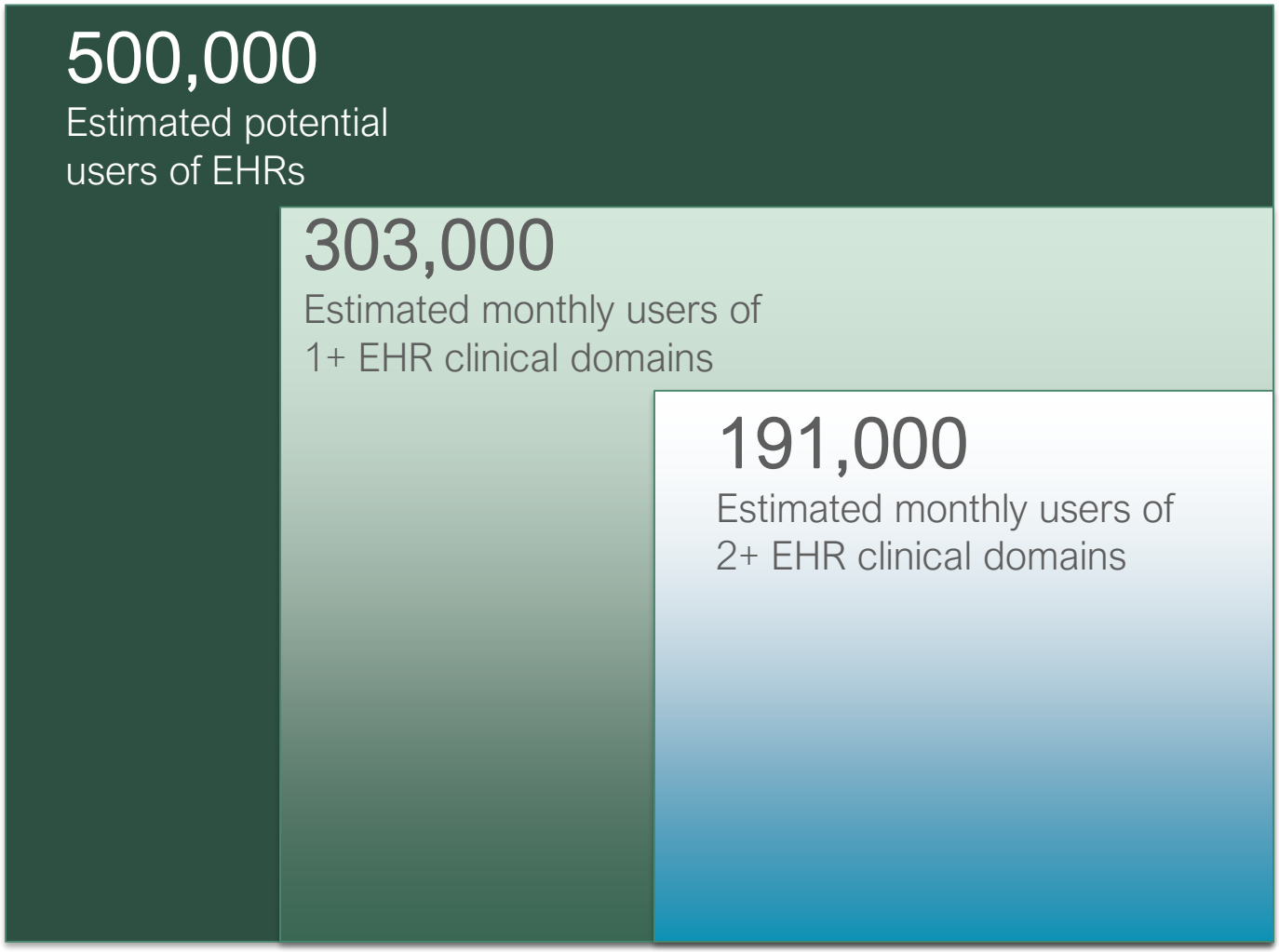
Where are we?

Primary Care Physicians' Use of EMRs



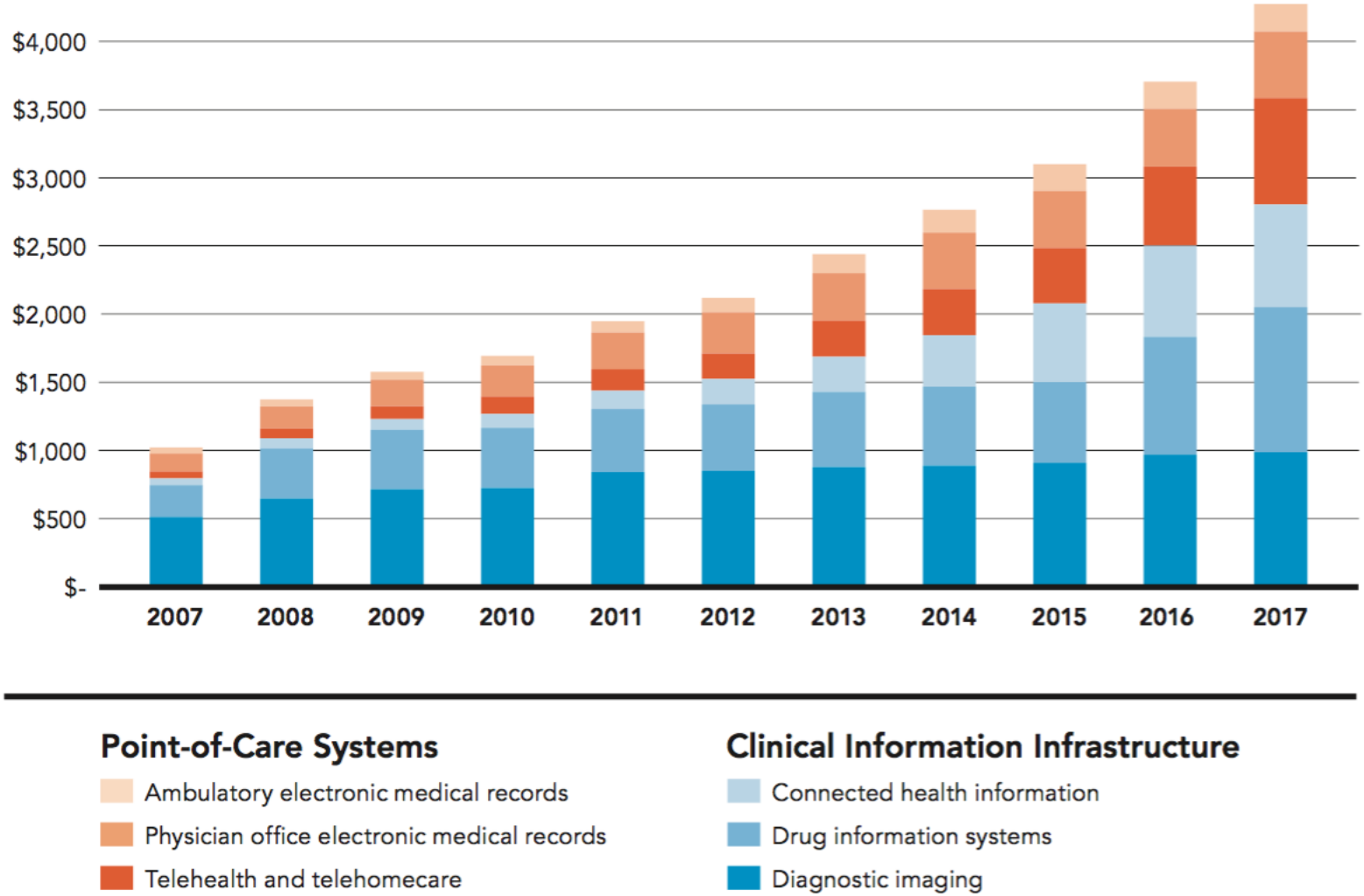
Data sources: Commonwealth Fund (2006, 2009. 2012, 2015); National Physician Survey (2004, 2007, 2010, 2013 & 2014); Canadian Medical Association Workforce Survey (2017).

Clinicians' use of electronic health records



Source: Canada Health Infoway, Annual Report, 2017-18

Studies estimate value of access, quality, & productivity benefits at **$26B since 2007**



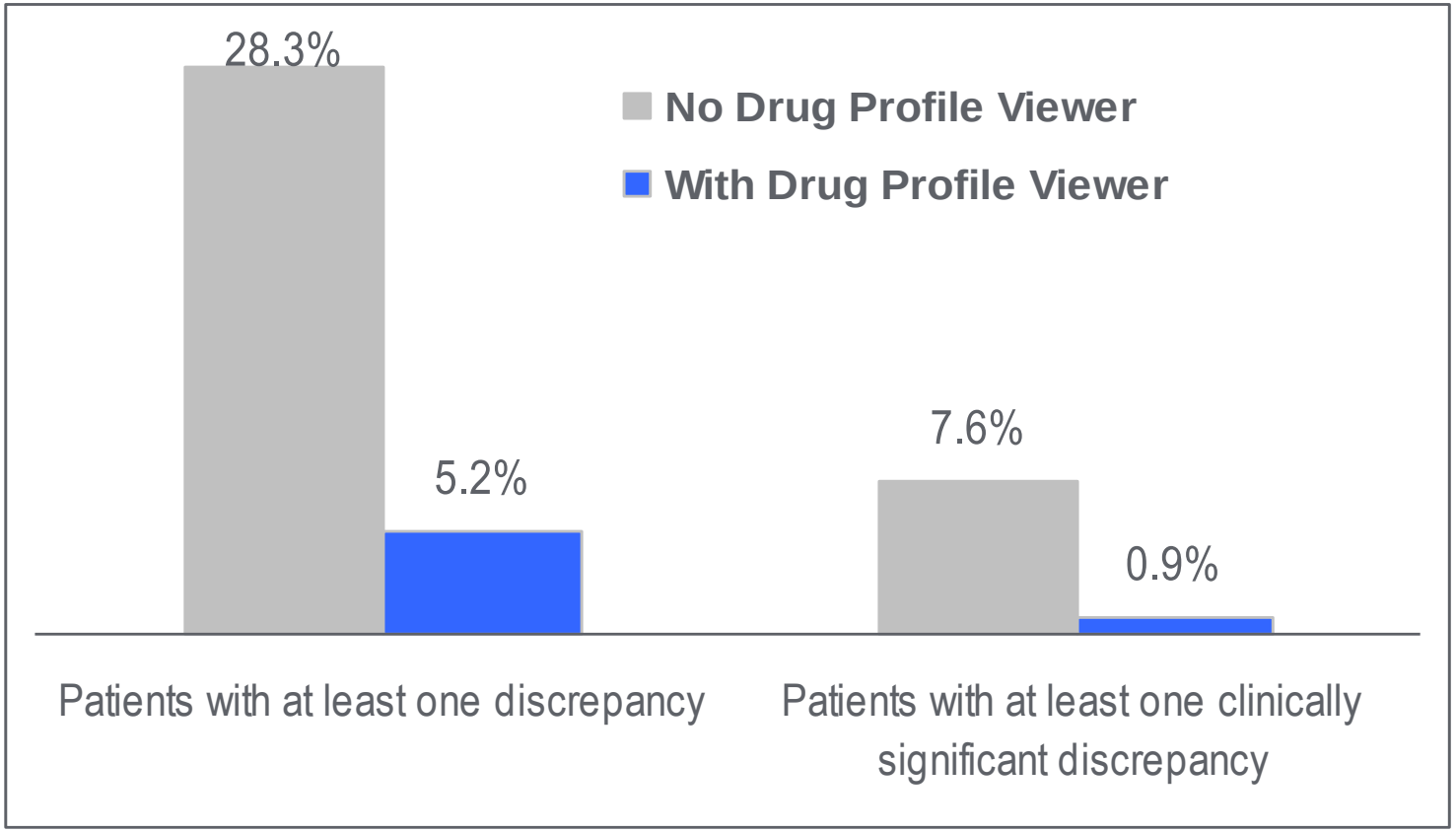
Source: Canada Health Infoway, Annual Report, 2017-18

Access & Productivity: Diagnostic Imaging

↑25-30%
radiologists'
productivity

≈ 500 +
specialists
once complete

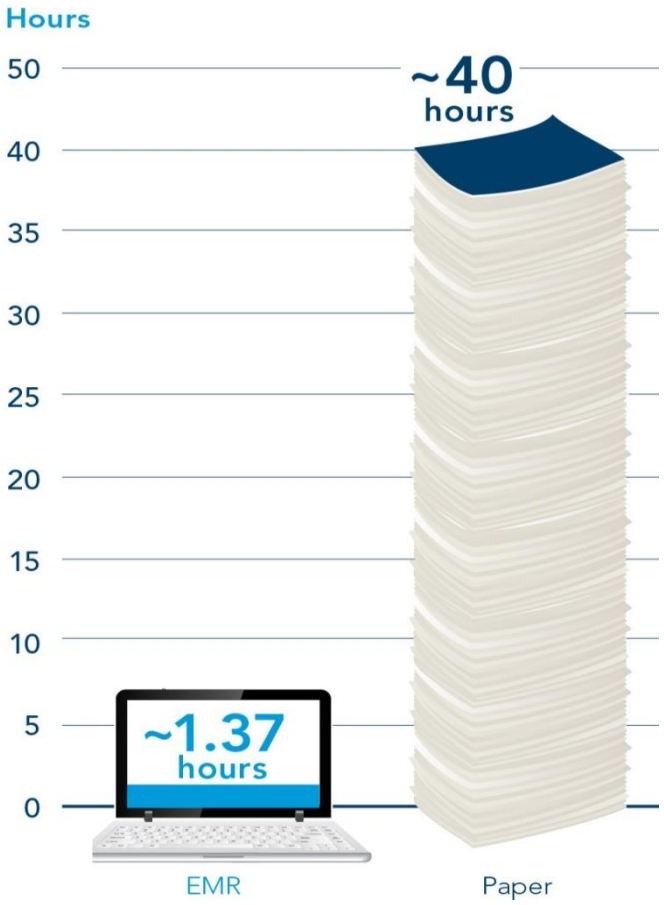
eMedication Profile helps to avoid adverse events at care transitions: Clinical trial



Source: DPV (ON) Benefits Evaluation Study
Impact of a Centralized Provincial Drug Profile Viewer on the Quality and Efficiency of Patient Admission Medication Reconciliation

EMRs Outperform Paper Records for Preventive or Follow-up Care

- EMR practices identified patients who needed 6 types of care more quickly
- Also report higher confidence in results



Source: https://www.infoway-inforoute.ca/index.php/resources/reports/benefits-evaluation/doc_download/548-population-health-management-challenge

Patients with Access to own lab results more likely to ...

* Receive results "in a few days":
  82% vs 36%

* Know results of most most recent test:
  91% vs 73%

Source: Impacts of direct patient access to laboratory results – Final Report

Lessons Learned

Lessons Learned across Jurisdictions

- There are shared reform agendas
  - Possible to achieve consensus on priorities for collective action
  - Consider appropriate institutional mechanisms and governance
- Flexibility in approaches to achieving common goals is required
  - Perceived value varies across jurisdictions, as does readiness (e.g. connectivity)
- Collaboration, cooperation, and information exchange are achievable in the shorter-term
  - Engagement of a broad range of stakeholders is feasible and speeds change
- Achieving tangible progress on health reform outcomes takes longer and is not guaranteed
- Mechanisms to incent progress can be established where shared goals exist

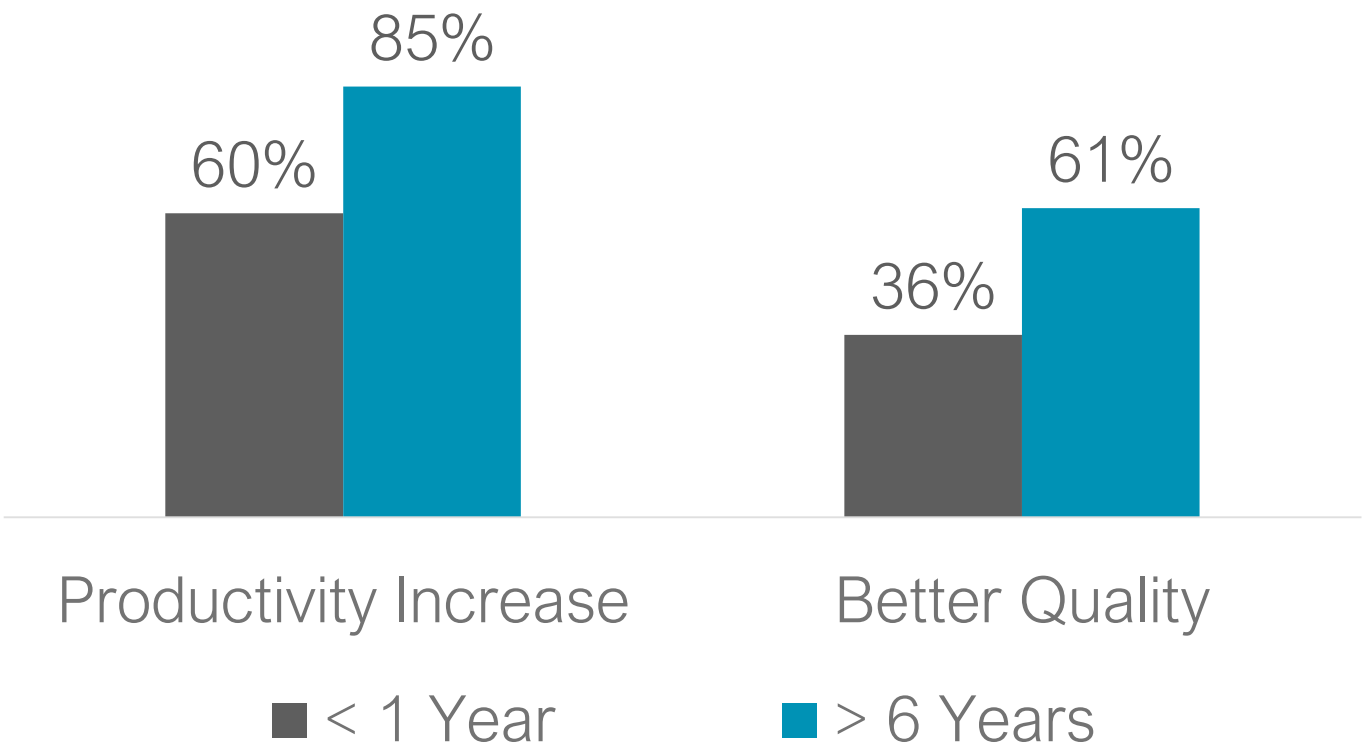
In the 21st Century, safe care depends on cybersecurity
Cyber resiliency depends on the steps individuals and organizations take themselves, as well as shared action plans

IT'S NOT ONLY - OR MOSTLY - ABOUT TECHNOLOGY.

It's a transformative change.

Implementation is the Beginning, Not the End:

% Reporting + Changes by Time since Implementation



Data from National Physician Survey (2014)

Essentials of Change Management

Source: https://www.infoway-inforoute.ca/en/component/edocman/1659-a-framework-and-toolkit-for-managing-ehealth-change-2/view-document

Looking Ahead: **Smarter, Safer Care**

Scaling up solutions for individuals & families

From connected systems to connected services

Enabling a high-performing learning health system

Thank You

@jenzelmer

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