

Health Information Management

Lower Mainland
Consolidation and
IG Journey

Presented by: Shelley Browne, Executive Director
Health Information Management

hiM health information
management
quality information
for better health

Proudly serving:

 **fraserhealth**
Better health. Best in health care.

 **Providence**
HEALTH CARE
How you want to be treated.

 Provincial Health
Services Authority
Province-wide solutions.
Better health.

 **Vancouver
CoastalHealth**
Promoting wellness. Ensuring care.

Agenda

- Introduction to HIM
- HIM Business Leadership
- Key Accomplishments
- Implementation of a Standardized Form
- Conclusion

About HIM

HIM'S HISTORY

August 5, 2011, Health Information Management becomes a Lower Mainland Consolidated service.

HIM provides service to **4 Health Organizations.**



How you want to be treated.

for better health

Providence Health Care is the single employer of HIM

HIM staff: **1,350**

BETTER HEALTH. BEST IN HEALTH CARE.

4 SERVICE AREAS

- Registration Services
- Records Management Services
- Transcription Services and Health Information Exchange
- Coding and Informatics Services

NUMBER OF LOCATIONS WITH HIM STAFF

39 locations including 6 regional cancer centres



How you want to be treated.

PROMOTING WELLNESS. ENSURING CARE.

PROMOTING WELLNESS. ENSURING CARE.

HIM By The Numbers



PATIENT DATA



REGISTRATION SERVICES

Patient Population

Totals: **3,984,664**



RECORDS MANAGEMENT

Release of Information

Requests: **291,325**



CLINICAL SERVICE & ANALYTICS



TRANSCRIPTION & HEALTH INFORMATION EXCHANGE

Close to **8,000** clinicians use a standardized dictation system

1.8 million dictated reports



CODING & INFORMATICS SERVICES

Coding submitted data for:
264,524 Acute Care visits
263,162 Surgical Day Care visits
1,044,644 Emergency visits

HIM Business Leadership for the Health Record



Information Management (IM) responsibilities within the health system are shared by numerous stakeholders, including but not limited to operational leaders, care providers, IMITS, privacy leads and HIM. While recognizing there are many interdependencies, business leadership for Health Record and Client Identity Management and associated policy and procedures (record creation, accuracy, completion, retention, disclosure, signatures) is, subject to the specific delegations of authority approved by each Customer Organization Board of Directors pursuant to section 77(b) of FIPPA, delegated to the consolidated HIM structure to support standardization and enable successful stewardship of patient records and their use by the partner organizations, care providers and their patients across the health system.

Taken from Schedule 2J of the Master Service Agreement dated January, 2011

HIM Business Leadership within Service Areas



- Advise on and implement **policy** regarding compliance with legislation, regulations and Ministry of Health information directives
- Establish, implement and monitor **best practices** for the capture, storage and distribution of health information
- **Standardization** of document content , templates, nomenclature, minimum data sets and record completion requirements
- Ensure the **quality** (e.g. completeness, timeliness, accuracy, relevance) of patient information
- Support **clinical documentation improvement** through monitoring, education and follow up
- Providing **subject matter and clinical informatics expertise** regarding Electronic Health Record design, development and use

Key Accomplishments

Health Record
and Retention
Policies

Transcription
Service and
Technology
Outsourcing

Standardized
Discharge
Summary,
Transcribed
Reports and QA
Process

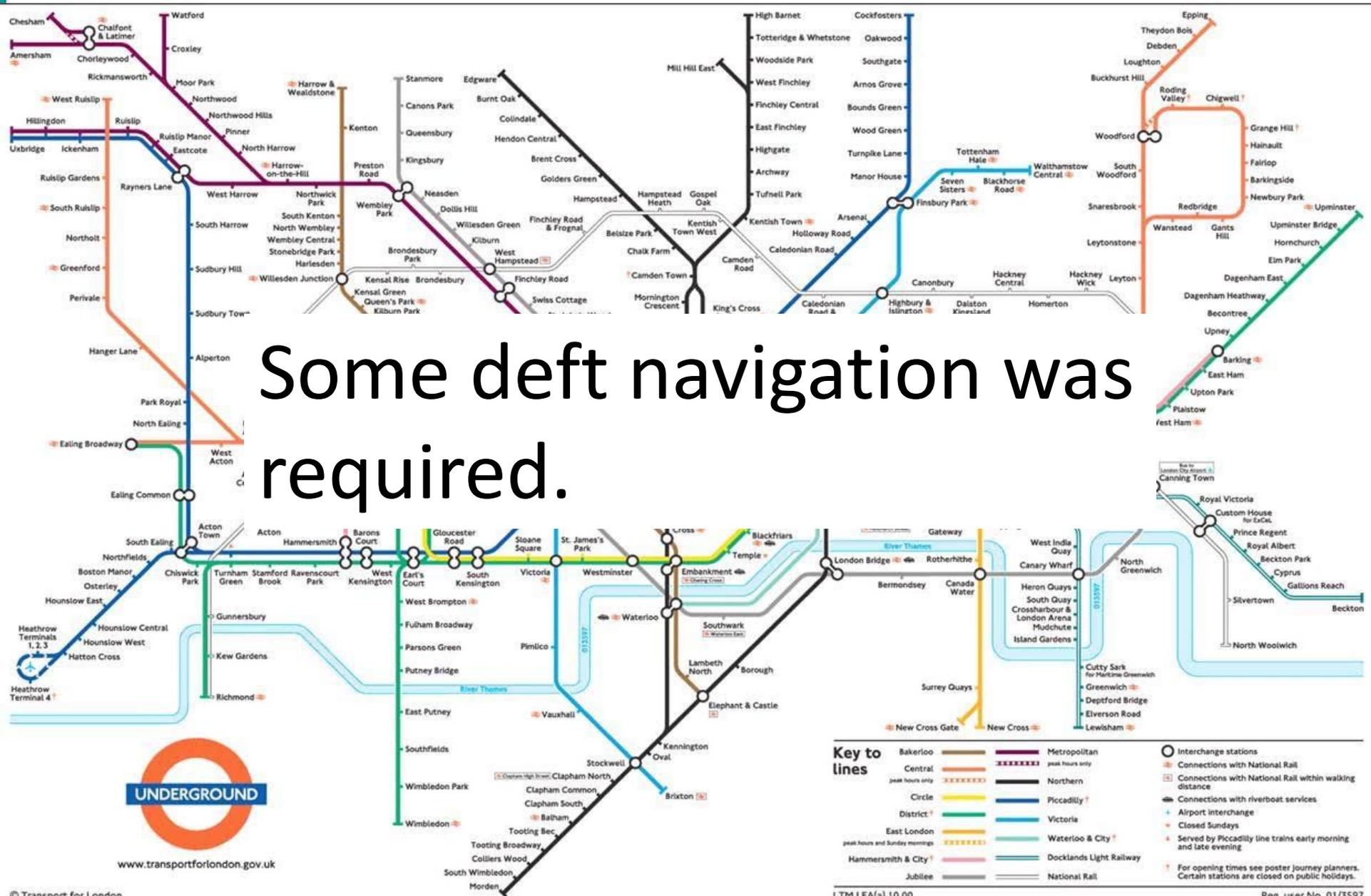
Distribution of
LM reports to
Providers and
Patients
through
Common
Solution

Standardization
of Release of
Information
Process

Standardized
data set
(NACRS) for ED
planning and
funding

Standardization
of Registration
DQ Metrics and
Data Elements

Data Mart for
Performance
Indicators, DQ
Automation
and Contract
Compliance
Monitoring



Some deft navigation was required.



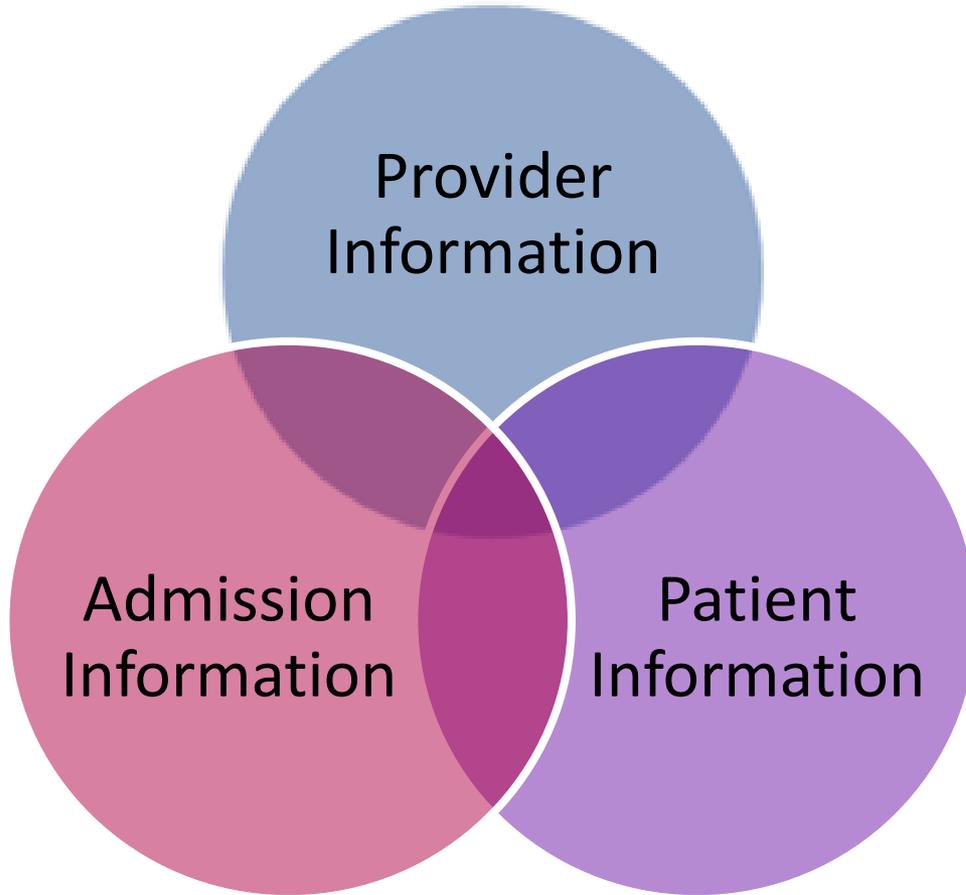
www.transportforlondon.gov.uk

Key to lines		Interchange stations	
Bakerloo	Metropolitan	○	Interchange stations
Central	Metropolitan peak hours only	⊕	Connections with National Rail
Central peak hours only	Northern	⊞	Connections with National Rail within walking distance
Circle	Piccadilly	⊕	Connections with riverboat services
Circle	Piccadilly	⊕	Airport interchange
District	Victoria	⊕	Closed Sundays
District	Victoria	⊕	Served by Piccadilly line trains early morning and late evening
East London	Waterloo & City	†	For opening times see poster Journey planners. Certain stations are closed on public holidays.
East London	Waterloo & City		
Hammersmith & City	Docklands Light Railway		
Jubilee	National Rail		

RECORD OF ADMISSION

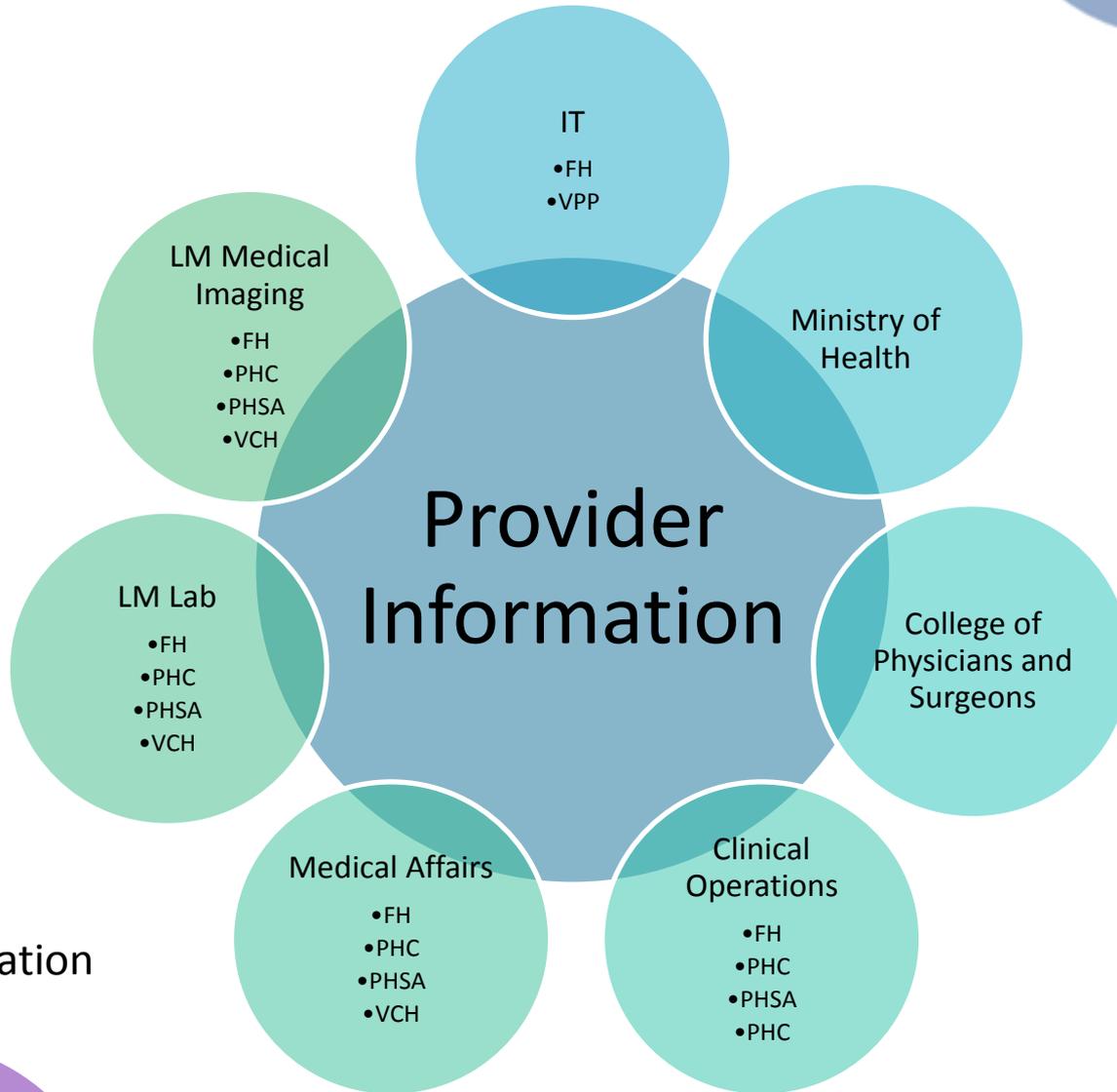
	Admit Date (mm/dd/yyyy)	Admit Time	Patient Type	Care Level	Serv. Dept / Div	MRN / VISIT
PATIENT INFORMATION	Surname		First	Middle		
	Permanent Address		City	Province	Postal Code	
	Home Phone					
	Sex	Birthdate (mm/dd/yyyy)	Age	Marital Status	Religion	Language
	Next of Kin			Relationship		
ADMISSION INFORMATION	Address		City	Province	Postal Code	
			Home Phone		Bus. Phone	
	Emergency Contact		Relationship			
	Address		Home Phone		Bus. Phone	
INSURANCE HOLDER INFORMATION	Accom. Assn.		BC Personal Health No.		HealthCare Insurer ID	
	Diagnosis/Nature of visit					
	Admitting Physician					
	Attending Physician					
	Family Physician					
Referring Physician						
Insurer 1						
Insurer 2						
Application For Benefits						
I am applying for benefits under the Hospital Insurance Act. I have read this form or had someone read it to me, and I certify that the information provided is true and correct.						
Initials						
Assignment Of Benefits						
I am transferring to Providence Health Care the medical and surgical benefits payable to me under my insurance coverage. My insurance carrier or government agency (including Citizenship and Immigration Canada) can provide Providence Health Care with information about my medical insurance coverage and Canadian residency status. I understand that I am personally responsible to the hospital for any charges my insurance company or a government agency will not pay for, such as base daily room charges, emergency-related fees, room charges, OT supplies, or any other applicable itemized services, and I agree to pay the hospital for any of these charges upon request.						
Initials						
Authority To Release Medical Information						
I understand that Providence Health Care employees and physicians need to provide my insurance company with information about my medical condition and treatment so they can process my claim.						
Initials						
Loss of Valuables						
I understand that I should leave all items of value such as money or jewelry at home, and Providence Health Care will not be responsible for any items not placed in our temporary storage system if they are lost or stolen.						
Initials						
DATE		APPLICANT/PERSON LEGALLY QUALIFIED TO GIVE CONSENT			HOSPITAL WITNESS	



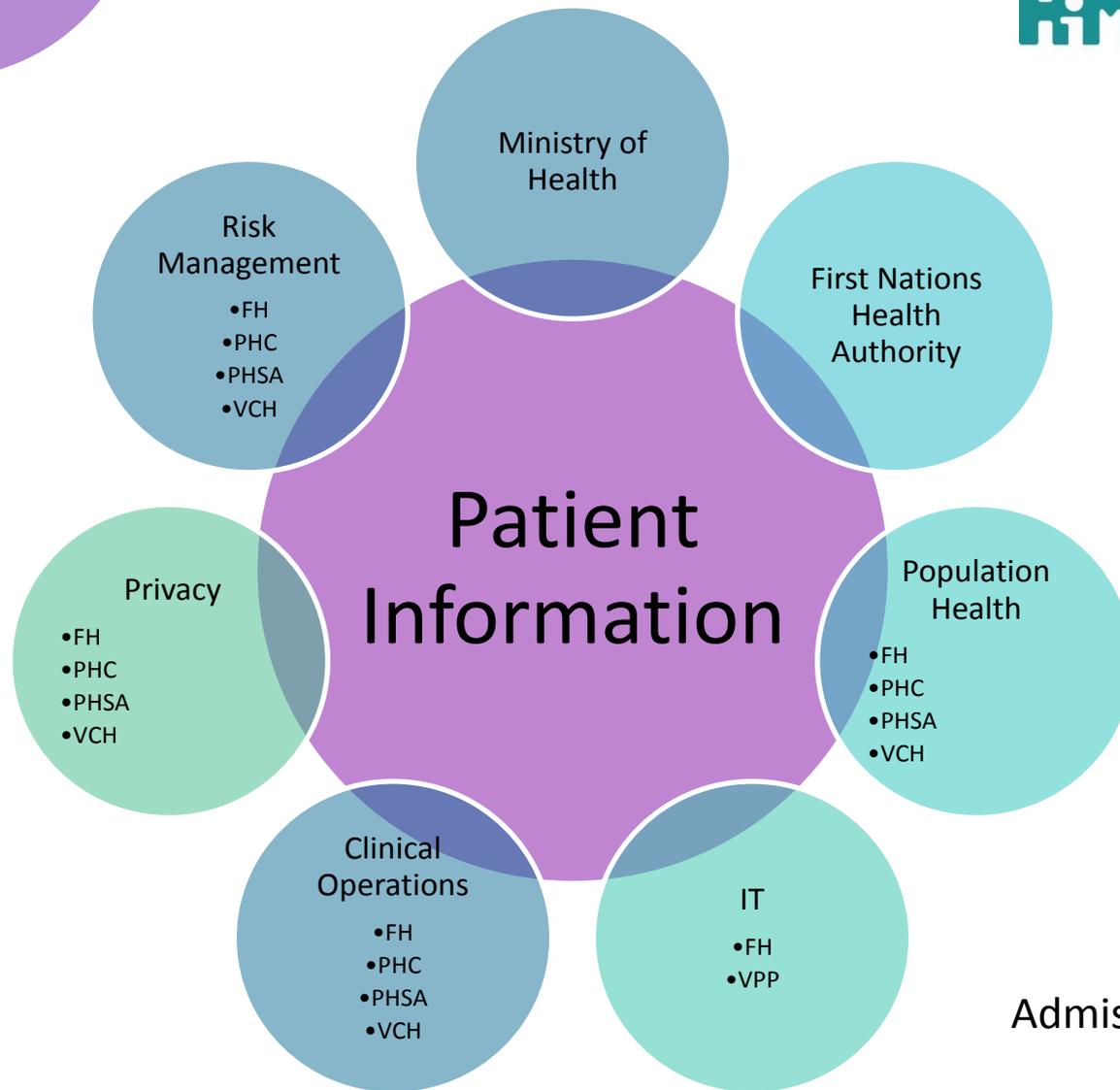


Provider Information

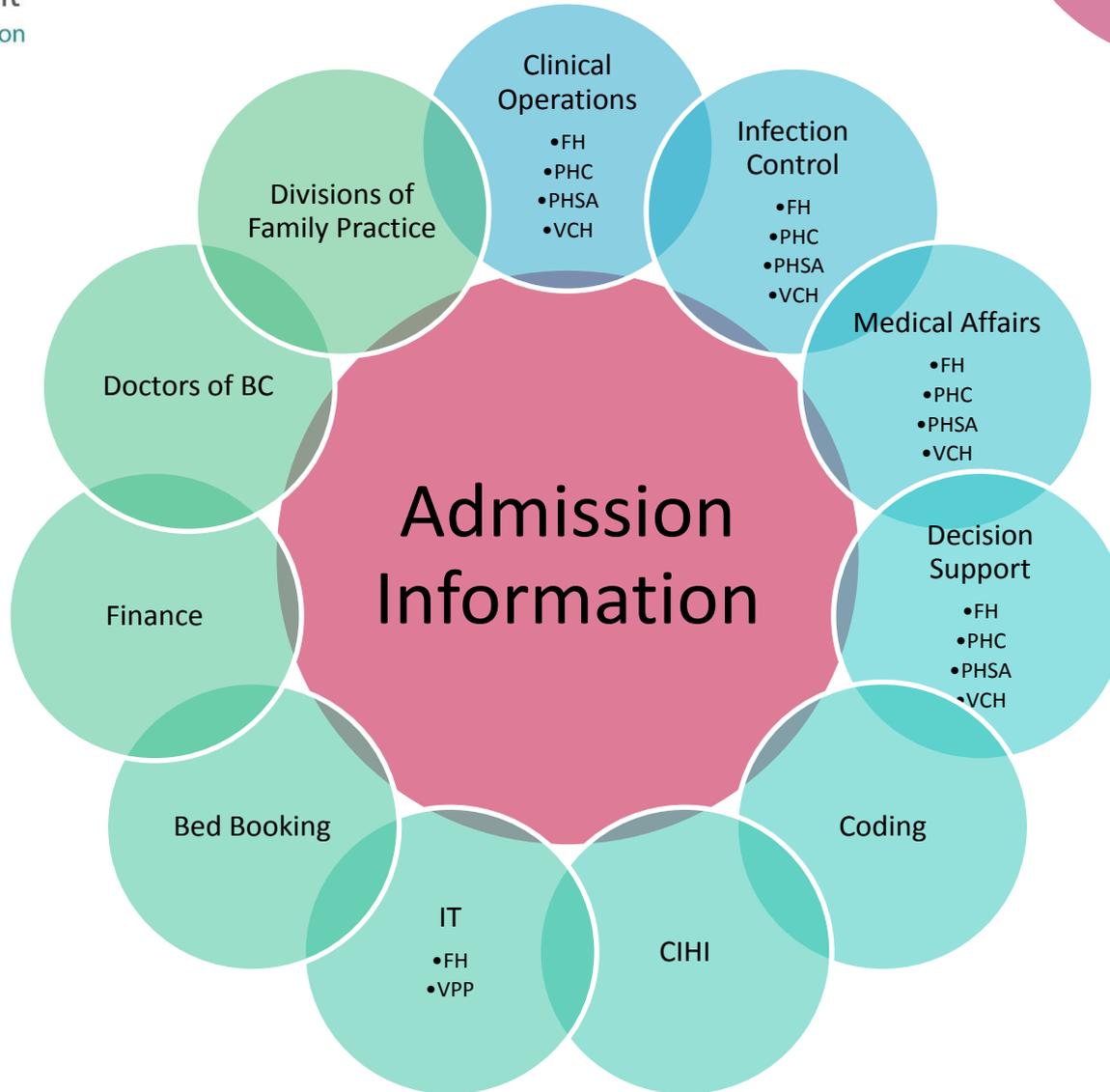




Patient Information



Admission Information



RECORD OF ADMISSION

Admit Date (mm/dd/yyyy)	Admit Time	Patient Type	Care Level	Serv. Dept / Div	MRN / VISIT
Surname		First	Middle		
Permanent Address		Province	Postal Code		
Home Phone					
Sex	Birthdate (mm/dd/yyyy)	Age	Marital Status	Religion	Language
Next of Kin			Relationship		
Address		Province	Postal Code		
City	Home Phone	Bus. Phone			
Emergency Contact			Relationship		
Address		Home Phone	Bus. Phone		
Accom. Assn.	BC Personal Health No.		HealthCare Insurer ID		
ADMISSION INFORMATION					
Diagnosis/Nature of visit					
Admitting Physician					
Attending Physician					
Family Physician					
Referring Physician					
INSURANCE HOLDER INFORMATION					
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Authority To Release Medical Information					
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I understand that I should leave all items of value such as money or jewelry at home, and Providence Health Care will not be responsible for any items not placed in our temporary storage system if they are lost or stolen.					Initials
DATE	APPLICANT/PERSON LEGALLY QUALIFIED TO GIVE CONSENT			HOSPITAL WITNESS	

LM Medical Imaging

- FH
- PHC
- PHSA
- VCH

LM Lab

- FH
- PHC
- PHSA
- VCH

College of
Physician and
Surgeons

First Nations
Health Authority

Population
Health

- FH
- PHC
- PHSA
- VCH

IT

- FH
- VPP

Conclusion

Information Governance is critical to achieving Health Care goals and objectives!!

- We have been good at creating successful partnerships
- Need a shift in the way we work
- We have a great start with existing structures ...**BUT** ...



In other words – let's transition from this to...

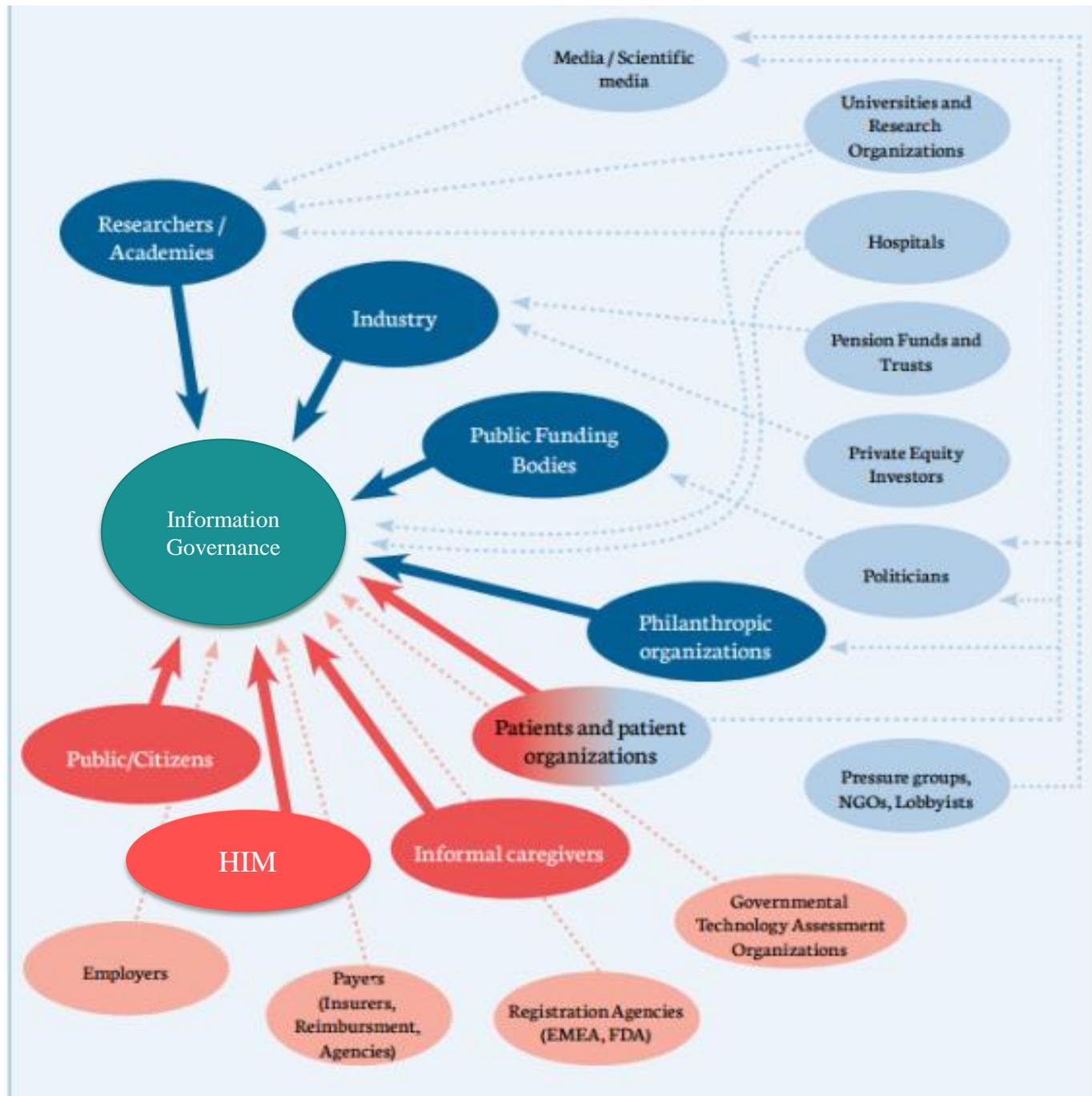


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Hammersmith & City †	National Rail	† For opening times see poster journey planners. Certain stations are closed on public holidays.
Jubilee		

To something like this!





1 Kennington	2 mins
2 Kennington	5 mins
3 Kennington	8 mins
18:52:38	

Thank you.

Shelley Browne, Executive Director
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