UVic eHealth Observatory: An Overview

• Purpose of eHealth Observatory
• Rapid Response HIS Evaluation Methods
• Initiatives Underway and Planned
• Experiences to Date
• Open Discussion
Purpose of eHealth Observatory

• Challenges
  – What to measure? When and how to measure?
  – What is the empirical evidence?
  – Need organizing schemes, methods and tools ...

• eHealth Observatory Mandate
  – Monitor effects of Health info system (HIS) deployment
  – Build health informatics research capacity
  – Engage healthcare community in knowledge translation
Rapid Response HIS Evaluation Methods

Assembling an HIS evaluation methodology toolkit

HIS Users
- Early Adopters
- Advanced-users
- Intermediate-users
- Basic-users
- Non-users
- Late Adopters

HIS Lifecycle
- Telescopc Views

HIS Effects
- Requirements
- Deployment
- Use
- Adaptation

Evaluation Methods
- Close-up
- In-motion
- Fixed-anchor
- Wide-angle

- Usability Engineering
- Process Evaluation
- Impact Evaluation
- Meta-analysis And Review

May 31, 2009
Initiatives Underway and Planned

• **Initiatives Underway**
  - 6-mth formative evaluation of physician office EMR with Kootenay
  - Rapid response evaluation toolkit development
  - Systematic reviews: EMR, meta-synthesis of HIS reviews
  - Web-based End-of-life surveillance system development
  - Validation of draft Infoway clinical adoption framework

• **Initiatives Planned**
  - 1-yr study to establish benchmark EMM practices in BC
  - Case study to synthesize clinical adoption initiatives in Canada
  - Practice-based primary care research networks?
Experiences to Date

- Rapid evaluation of physician office EMR systems
- Draft Infoway clinical adoption framework
- Adoption/use and Impact of SNOMED CT in palliative care
- EOL Surveillance and information products
Experiences to Date:
Rapid Evaluation of Physician Office EMR

UVic Team-1
Clinician x2
Analyst x2

Physician Office Practice x10
(6-10 docs/site)
CoPx1

Time Periods (6 months /period)

0 1 2 3 4

Jurisdiction-1
Coordination
Tech support

Team-2

Physician Office Practice, CoPx2

Time Periods (6 months /period)

0 1 2 3 4

KT Impact Workflow Usability Benchmarks

Iterations

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Experiences to Date: Draft Clinical Adoption Framework

Clinical Adoption Framework

- People
- Organization
- Implementation

Direct Effect

Benefits Evaluation Framework

- System Quality
- Information Quality
- Service Quality

Use

User Satisfaction

Net Benefits
- Quality
- Access
- Productivity

ORGANIZATIONAL & CONTEXT FACTORS: STRATEGY, CULTURE & BUSINESS PROCESS – OUT OF SCOPE

Healthcare Standards

Legislation, Policy & Governance

Funding & Incentive

Societal, Political & Economic Trends

January 28, 2010
Experiences to Date: Impact of SNOMED CT in Palliative Care

Objectives

To Explore the Adoption/Use and Impacts of SNOMED CT in Palliative Care

Stages

Build SCT Terminology Set
Design Enhanced PCIS
Implement for Trial Use
Evaluate EPCIS
Summarize Lessons & Next Steps

Approaches

SCT Encoding Methodology
Participatory Design
Integrated Change & Evaluation Model

Outputs

SCT Subsets
SCT Encoding Methods
SCT Evaluation Metrics
Year-2 Plan
Interface Terminology
Enhanced PCIS
Lessons Learned
Experiences to Date:
EOL Surveillance and Info Products

- Establish method/design for Web EOL care surveillance system
- Publish info products on EOL patients and their resource use
- Improve quality/use of electronic data sources
- Engage in KT and capacity building
Open Discussion

- What are your experiences and needs with HIS studies? *Why?*
- What suggestions/insights do you have?

And finally ..... 
*Would you like to be part of our eHealth Observatory?*
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Francis Lau PhD, Health Information Science, UVic. fylau@uvic.ca