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11th Edition

E-HEALTH FORUM

Implementing and integrating E-Health at the frontlines of care

December 7 – 8, 2009 | St. Andrew's Club and Conference Centre | 150 King Street West, Toronto

Is the promise of E-Health being delivered at the frontlines? Attend to hear about the latest developments on topics that include:

- Information Technology – How Is It Improving Access to Care in Ontario?
- Macro eHealth: Meeting Organizational, Implementation and Evaluation Challenges – Top Performers, How Do We Measure Them?
- Using Clinical IT Solutions for Improving Care
- E-Health Integration Initiatives – Ontario's E-Prescribing Pilot Program
- Integrating Chronic, Community and Primary Care – Realizing the Promise of Health Information Technology
- Building IT Infrastructure Towards Shared Care – A British Columbia Case Study
- Using IT to Drive Patient Engagement, Self Managed Care, and Aging at Home
- E-Health Strategies to Support Decision-Making in Clinical Practice
- EMR Adoption Strategies in Primary Care
- E.H.R. Content Design and Standardization

and much more…

IN-DEPTH POST CONFERENCE WORKSHOPS DECEMBER 9, 2009

WORKSHOP A – Improving the Quality, Use and Impact of Physician Office EMR Systems – Key Considerations

WORKSHOP B – From Policy to Operations: Breaking Through the Glass Floor of Privacy to Achieve Effective Management

PROGRAM CO-CHAIRS

Paul McAuley
Regional CIO and LHIN E-Health Lead
Health Care Network of Southeastern Ontario and South East LHIN

Rick Skinner
CIO
Cancer Care Ontario

KEYNOTE SPEAKERS

Douglas Tessier
Senior Vice President (A) Strategy / Development / Delivery
eHealth Ontario

Dr. Francis Lau PhD
Professor and CIHR/Infoway eHealth Chair
School of Health Information Science, University of Victoria

Franklin J. Work Q.C.
Information and Privacy Commissioner of Alberta

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Dear Colleague,

Billions of dollars of public investment are being made in order to deliver the promise of E-Health. The goals driving these investments include the achievement of a more efficient, accessible, safe, high performing and sustainable healthcare system. The promise of E-Health includes delivery of higher quality care with fewer adverse events and centralized data for better decision-making in clinical, organizational and policy contexts. While numerous E-Health projects are being designed and implemented right across the country, these overarching objectives will only be achieved if these E-Health initiatives can be integrated and connected thereby facilitating integration of care delivery itself.

This 11th edition, 2009 **Insight** **E-HEALTH conference** will focus squarely on the latest developments around the use and application of E-Health systems to drive improvements in healthcare quality and integration at the front lines. How is E-Health supporting the move to a more efficient, patient-driven, collaborative and integrated approach to front-line care delivery in an era of mounting chronic conditions? **Is the promise of E-Health being delivered at the frontlines?** What are the ongoing challenges to achieving these goals and how are they being addressed? Among the topics to be covered are:

- Alberta's trajectory to the Provincial Health Record
- Managing Privacy Protection in an E-Health environment
- How IT solutions help to improve sustainability of care

- Trends and developments to watch – including the USA behemoth
- Addressing vendor selection and diversity, and IT staffing challenges

A top-notch faculty of experts will be present to assess how far we have come and what is needed to meet the challenges ahead as we hit the crossroads of E-Health. We look forward to seeing you in December.

Paul McAuley
Regional CIO and LHIN E-Health Lead
Health Care Network of Southeastern Ontario and South East LHIN

Rick Skinner
CIO
Cancer Care Ontario

WHO SHOULD ATTEND

From Healthcare Organizations:
- VPs, Directors and Heads of:
  - Health/Patient Records
  - Information Systems
  - Quality and Risk Management
  - Support Services
  - Information Technology and Management Solutions
  - Program Design and Management
  - Technology Planning
  - Health Informatics
  - Information Policy
  - Information Analysis and Reporting
  - Diagnostic Services
  - Pharmacy
  - Administration

- Chief Privacy Officer, Chief Information Officer, CTO, Chief of Staff, Medical Director, Chief of Nursing, In-house Counsel, Chief of Pharmacy Services, Chief Information Officer

- Senior Directors in Charge of:
  - Decision Support; Quality Improvement
  - Health Care Strategies
  - Research
  - Legal and Regulatory Affairs
  - Professional and Government Affairs
  - Patient Relations
  - Corporate Communications
  - Education
  - Risk
  - Systems and Operations

- Physicians, Nurses, Allied Health Professionals

And Representatives from:

- Health Ministries and Departments, Regions/Regional Health Authorities

- Pharmaceutical Companies, Diagnostics and Laboratory Services

- Health Information and Data Providers

- Privacy Regulators and Commissioners

- Medical Researchers and Academics

- Associations and Medical Colleges

- Law Firms, Consulting Firms

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MONDAY | DECEMBER 7, 2009

8:15 | 8:55
Registration and Continental Breakfast

8:55 | 9:00
Welcoming Remarks from Insight

9:00 | 9:10
Co-Chairs' Opening Remarks

Paul McAuley
Regional CIO and LHIN E-Health Lead
Health Care Network of Southeastern Ontario
and South East LHIN

Rick Skinner
CIO
Cancer Care Ontario

9:10 | 9:45　　　　　　　　　*OPENING KEYNOTE ADDRESS*
Advancing Ontario's eHealth Agenda – Next Steps

Douglas Tessier
Senior Vice President (A) Strategy / Development / Delivery
eHealth Ontario

9:45 | 10:15
Technology as a Driver for High Performance Healthcare

Dr. Edward M. Brown MD (invited)
CEO
Ontario Telehealth Network

10:15 | 10:30
Networking Coffee Break

10:30 | 11:15　　　　　　　　　*KEYNOTE ADDRESS*
Macro eHealth: Meeting Organizational, Implementation and Evaluation Challenges – Top Performers, How Do We Measure Them?

Dr. Francis Lau PhD
Professor and CIHR/Infoway eHealth Chair
School of Health Information Science, University of Victoria

11:15 | 12:00
Alberta's Trajectory to the Provincial Health Record

Bill Trafford (invited)
Senior Vice President and Chief Information Officer
Alberta Health Services

- Current status – post-reorganization
- Road traveled to date and key milestones
- Present challenges
- Implementation strategies
- Lessons to date

12:00 | 1:00
Networking Luncheon

1:00 | 1:45　　　　　　　　　*KEYNOTE ADDRESS*
Managing Privacy Protection in an E-Health Environment

Franklin J. Work Q.C.
Information and Privacy Commissioner
Alberta

1:45 | 2:45
Information Technology – How Is It Improving Access to Care in Ontario?

Terrence Sullivan PhD
President and CEO
Cancer Care Ontario

Rick Skinner
CIO
Cancer Care Ontario

- The strategy, objectives and role of IT
- Implementation process and lessons learned
- Results and improvements in access to care

2:45 | 3:00
Networking Refreshment Break

3:00 | 3:45
E-Health for Quality Improvement and Sustainability of Healthcare Services

Dr. Andrew Pattullo
Co-chief Medical Information Officer
Alberta Health Services
Medical Director
Clinical Informatics (Calgary)

- Using clinical IT solutions for improving care

- How IT solutions help to improve sustainability of care

- Implementation priorities for process improvements

- E.H.R. content design and standardization
  - Performance measurement
  - Decision support
  - Clinician engagement

3:45 | 4:15
How Information Technology is Facilitating Aging at Home

Paul McAuley
Regional CIO and LHIN E-Health Lead
Health Care Network of Southeastern Ontario and South East LHIN

- How IT is making a difference to Aging at Home initiatives

- The healthcare and other challenges faced by seniors and their caregivers – how can IT help?

- The benefits of a successful at home aging program

- Initiatives underway and their implementation and integration to other E-Health initiatives

4:15 | 5:00
Addressing Vendor Selection and Diversity, IT Staffing Challenges, and Other Top E-Health Concerns

Moderator:
Michael Matthews
Associate Partner
Deloitte Canada

Brendan Seaton
President
ITAC Health

Gavin Tong
Director
Gordon Point Informatics Ltd.

- The challenges of managing electronic health information – vendor multiplicity, diversity and numbers

- How to make the supplier selection for best results in performance and financial terms

- Measuring the performance and outcomes – what are the tools?

- Managing the human resources – challenges, solutions, options

- Trends and developments to watch – including the USA behemoth

5:00
Conference Adjourns for the Day

8:30 | 9:00
Continental Breakfast

9:00 | 9:05
Co-Chairs' Opening Remarks

Paul McAuley
Regional CIO and LHIN E-Health Lead
Health Care Network of Southeastern Ontario and South East LHIN

Rick Skinner
CIO
Cancer Care Ontario

9:05 | 10:00
E-Health Integration Initiatives – Ontario's E-Prescribing Pilot Program

Vincent Ng
Acting Program Director, Medication Management
eHealth Ontario

Dr. James Lane
Family Physician, IT Physician Lead
Georgian Bay Family Health Team

Glen Thompson
Pharmacist

- The model: enabling access by pharmacists to prescribers' EMR to view medication histories and, access pending new prescriptions

- The benefits: prevention of medication errors, adverse events

- Efficiencies: time, cost, risk, care

- Challenges and how they are being addressed

10:00 | 10:15
Networking Coffee Break

10:15 | 11:30   *TWO CASE STUDIES*
Integrating Chronic, Community and Primary Care – Realizing the Promise of Health Information Technology

eCHN: Celebrating 10 years of Integrated Care in Children's Health

Daniela Crivianu-Gaita
Chief Information Officer
The Hospital for Sick Children

Mark Feldman, MD
Paediatrician
St. Joseph's Health Centre, Toronto
Head, Community Paediatrics, Department of Paediatrics
University of Toronto

Andrew Szende
Chief Executive Officer
electronic Child Health Network (eCHN)

- The model for enhancing collaboration and communication across the continuum of care in order to improve children's health

- The history and progress of eCHN over its first 10 years

- How IT was instrumental in improving the delivery of paediatric healthcare in the province

- Lessons and takeaways on integration and data quality

- What is next for eCHN?

CAISI (Client Access to Integrated Services and Information) – Community Integration Case Study

Tomislav Svoboda MD PhD
Community Medicine Specialist
St. Michael's Hospital
Lead Physician
Seaton House Family Health Team

The CAISI vision is one that utilizes open source IT tools to provide agencies and clients access to integrated care across multiple agencies to help end chronic homelessness. The project:

- Delivers an EMR and case/bed/program management system to agencies dealing with those who are homeless in Toronto

- Has developed and implemented an e-integration infrastructure that:
  - is governed, developed and implemented by agencies and clients
  - supports e-referral between agencies
  - supports data sharing across agencies based on explicit client consent using open source software
  - contains a Ministry of Health developed health card e-registry for those who are homeless
  - makes available IT tools to facilitate early intake and appropriate referral of homeless individuals
  - offers homeless clients the opportunity to get care from multiple agencies who are all working with a single case management plan and record break control

- Supports the creation of real time population level reports at the agency, and program levels and is implementing community wide reports to allow agencies and planners to make real time decisions based on needs assessment and indicator type data that is immediately available

- Is developing public health tools useful for TB control, influenza and pneumococcal vaccine planning, pandemic planning / outbreak control

11:30 | 12:15
Building IT Infrastructure Towards Shared Care – A British Columbia Case Study

Jeannie Wexler
Executive Lead
BC Health Authority
Shared Services Organization

- Successfully using IT to reap the benefits of shared care models

- Achieving effective privacy protection in the context of a collaboration model of shared services

- Best practices in sharing information for shared care – governance and accountability frameworks

- Creating win-win scenarios – lessons learned to date

12:15 | 1: 30
Networking Luncheon

1:30 | 2:30
Using IT to Drive Patient Engagement and Self Managed Care

David Wiljer PhD
Director, Knowledge Management and Innovation
Princess Margaret Hospital/University Health Network
Director, Continuing Education
Assistant Professor, Department of Radiation Oncology
University of Toronto
Founding Chair
Canadian Committee for Patient Accessible E.H.R.

Perry Doody (invited)
Senior Director, Performance Management and Accountability
Central CCAC

- Why patient engagement is good for healthcare

- Models of patient/health records interaction

- Portals and web 2.0

- Putting the patient in the driver's seat in health information management and use

- Patient records models, philosophy and deployment

- MyChart model, philosophy and evolution to date

2:30 | 2:45
Networking Refreshment Break

2:45 | 3:30

E-Health Strategies to Support Decision-Making in Clinical Practice

Dr. Christopher O'Connor MD, FRCPC
Critical Care Physician and Director, Medical Informatics
Trillium Health Centre

- Electronic decision support – state of the art?
- Challenges
  - Integration
  - Cost of infrastructure
  - User and provider buy-in
  - Technology
- Benefits and buy-in
  - Improved care
  - Best evidence available
  - Continuity of care
  - Reduced errors
  - Patient and family involvement
  - Efficiencies
- Results to date and next steps

3:30 | 4:45

Roundtable: EMR Adoption Strategies in Primary Care

Dr. Robert Bernstein PhD, MDCM, CCFP, FCFP
Lead Physician Family Health Team and
Academic Head of Family Medicine
Bridgepoint Health
Professor, Department of Family and Community Medicine
University of Toronto

Dr. John McDonald MD
Lead Physician
PrimaCare Community Family Health Team

With the allocation of $500 million to Canada Health Infoway specifically for use towards the increased adoption and implementation of the EMR in the primary care arena, new possibilities are suddenly opening up to drive advances in this area. What progress has there been to date, and what is ahead on this front? What are the most common implementation and utilization challenges? How are they being addressed?

- How does the integration of EMR with other electronic systems make care more streamlined, efficient, convenient and economical?
- How can you best manage the privacy and access challenges?
- How to deal with multiple and diverse EMRs within one organizational structure?
- How can care be improved given the clinical data now available – how to make it accessible and usable?

4:45

Co-Chairs' Closing Remarks and Conference Concludes

NEW! Fall Luncheon Speaker Series

A Fresh Look at Ontario's Healthcare Challenges: Observations and Insights from a New Healthcare Leader
September 29, 2009 | 12:00 p.m. – 2:00 p.m | The National Club

Speaker: Michelle DiEmanuele
President and CEO, ***The Credit Valley Hospital***

Medicare Can't Wait: There are Public Sector Solutions for Canada's Healthcare Queues
October 21, 2009 | 12:00 p.m. – 2:00 p.m. | The National Club

Speaker: Michael M. Rachlis MD MSc FRCPC
Health Policy Analysis

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WORKSHOP A | 9:00 A.M. to NOON

Improving the Quality, Use and Impact of Physician Office EMR Systems – Key Considerations

Francis Lau PhD
Professor and CIHR/Infoway eHealth Chair
School of Health Information Science, University of Victoria

Patricia Sullivan-Taylor, BSN, MPA, PMP
Program Manager, Primary Health Care Information
Canadian Institute for Health Information

With the recent federal/jurisdictional investments in physician office electronic medical record (EMR) systems, there is an urgent need to ensure the data quality and adoption/use of these EMR systems in ways that can improve patient access, physician productivity and health outcomes.

This workshop will provide an overview of the current state of knowledge on physician office EMR systems, some credible yet pragmatic data/system quality and evaluation approaches, and key issues to be considered when examining the data quality, adoption/use and impact of EMR systems within the Canadian healthcare contexts. The topics covered will include:

- **Current state of knowledge in the quality, use and impacts of physician office EMR systems**
- **Conceptual models used to make sense of EMR adoption and use, such as the 5-stage EMR adoption model from HIMSS-Analytics®**
- **Usability studies and workflow analysis for describing physician office practice routines, such as patient referral and prescribing medications**

- **Impact evaluation on care quality, practitioner productivity and patient access, including indicators related to patient safety and practice comparison**
- **Use of EMR data standards to support quality improvement initiatives**
- **Implementation of primary health care indicators from the Canadian Institute for Health Information for reflective provider feedback reporting as well as provincial and national comparison**

Through this workshop you will acquire the latest knowledge available on EMR systems, data quality issues, and pragmatic evaluation approaches to demonstrating their value and effects. The workshop will be interactive in nature, providing ample opportunities for you to engage in active discussions and share ideas/issues with others on this important topic.

Francis Lau PhD is a specialist in medical informatics, with a particular focus on the design, implementation and evaluation of health information systems. His current research centers on health information system evaluation, clinical vocabularies, and palliative care informatics. Francis is the recent recipient of the eHealth Chair funded by CIHR/Infoway to establish an eHealth Observatory for monitoring the impact of health information system deployment in Canada.

Patricia Sullivan-Taylor (BSN, MPA, PMP) is an experienced registered nurse and health informatics practitioner and the Primary Health Care Information Program Manager at the Canadian Institute for Health Information (CIHI). Her background includes experience as a registered nurse in home care, acute care and physician office management as well as business and IT consulting with the Health IT Practice of PricewaterhouseCooper and IBM Business Consulting Services.

12:00 | 1:00 LIGHT LUNCH WILL BE SERVED FOR DELEGATES ATTENDING BOTH WORKSHOPS

WORKSHOP B | 1:00 P.M. to 4:00 P.M.

From Policy to Operations: Breaking Through the Glass Floor of Privacy to Achieve Effective Management

John Wunderlich
Principal
John Wunderlich and Associates

E. Michael Power
Barrister and Solicitor

Two senior experts with an extensive background in healthcare privacy implementation will guide participants through a detailed, practical session on how to best manage health privacy compliance in the context of organizational processes and imperatives. Among the topics to be covered in depth are:

- **Setting the frame for privacy implementation – legal and other regulatory considerations**
- **Integrating privacy, security, and business process improvement**

- **Change planning and management**
- **Privacy metrics and audit functions**

This will be a unique opportunity to learn about proven strategies that will save you time, money and headaches by ensuring that privacy requirements are met and are made to operate seamlessly as part of your organization's daily practices.

John Wunderlich is an information security and privacy consultant who helps organizations meet customer, client, patient, and/or regulatory expectations for responsible information management of personal information. John's clients include Fortune 500 companies, health information custodians, information technology service providers, and a variety of other organizations.

Michael Power is a Toronto-based legal advisor/consultant on privacy and information risk management, serving both public and private sector clients. He previously served as Vice-President, Privacy and Security, at eHealth Ontario.

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WORKSHOPS | December 9, 2009

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