

EASTERN HEALTH, ST JOHN'S, NEWFOUNDLAND

PROVIDER VIEWER PILOT CASE STUDY



THE SHAMS GROUP



BACKGROUND

- Eastern Health is located on the eastern coast of the province of Newfoundland, Canada
 - Encompasses 11 acute care facilities, 12 LTC facilities, 3 community health centers and more
 - Patient results and reports are printed and either faxed or delivered to physician offices
 - Delays in patient care due to the paper distribution process
 - Patient record is fragmented
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GEOGRAPHICAL CONTEXT



Eastern Health has sites in the communities noted on the map
Eastern Health is the largest integrated health organization in Newfoundland and Labrador.

CHALLENGES

- Accessing patient results and reports in an efficient manner
- Faxed or printed reports is the only mechanism used by physicians to determine when results are available
- Maintaining confidentiality and privacy
- Delays in distribution
- Distributing patient information is costly

Solution:

- Find a web based portal that is efficient and provider centric



PROVIDER VIEWER AKA PHYSICIAN/PROVIDER PORTAL

- Eastern Health decided to do a physician pilot with a partial portal and evaluate the user response before committing to the complete portal
 - Initial estimate for the pilot group was 10 physicians and their office staff
 - Data to include main lab only and radiology
 - Also included PACs, GenInfo, patient lists, reference links, alerts and allergies
 - Data for the last one year only
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IMPLEMENTATION

- Project Kickoff Site Visit 1 November 4 – 5, 2013
 - Tight timeline of 90 days from server access to tech live
 - Due to a delay in hardware acquisition, the test system deployed first to optimize the timeline as it requires less space
 - Live system hardware access was accomplished in April 2014
 - Client QA Test and Live on hold during the month of June 2014 due to time constraints (Labrador joined the EH Meditech system)
 - Go Live Site Visit 2 July 29 to 31, 2014 - department and physician training
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END USER FEEDBACK

- Most comments were positive
 - Overall look and feel is user friendly
 - More information is presented on one page – less clicks
 - Date is presented in a clear organized manner
- Modifications to be made
 - Result/report formatting issues through Citrix
 - Search results to be by unit number instead of account number
 - Change default patient list criteria for physicians and office staff
 - Adjust user settings

PILOT ON HOLD

- Until the modifications were made, the client requested the pilot be put on hold and the users unauthorized
 - Modifications were made, tested and tweaked over the next two months
 - Dedicated Lab and Rad resources for QA was very helpful. This was missing prior to Go Live
 - Portal performance optimized
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SITE VISIT 3 OCTOBER 7 TO 9, 2014

- Objectives: The client requested that a TSG representation come on site to:
 - Meet with the physicians
 - Provide training to new pilot physician
 - Provide refresher training for existing physicians
 - Obtain feedback on the Provider Viewer functionality and value to their office workflow
- Evening meetings with physicians were held. Even though attendance was minimal, good feedback was received

SITE VISIT 3 SCOPE CHANGES AND ADDENDUM

- Add Blood Bank, Microbiology and Pathology
 - This was not in the original scope and deemed necessary at this time
- Add Print All Alerts functionality
 - The office staff will print their results and reports from the Alert Viewer on a daily basis
- These were billable changes

Additional space was required on the servers to accommodate the additional data requirements



PRINT ALL ALERTS FUNCTIONALITY

- This will replace the current paper process
 - Office staff will print alerts on a daily basis and give the printed reports to the physician for review
 - Alerts may be cleared after printing or kept in the Alert Viewer
 - Associated office staff will have the alerts cleared, physician alerts remain
 - Alerts may be printed by tab or all at once
 - Once the pilot office staff are comfortable printing their own results/reports, EH print distribution will stop
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PILOT RESUMED MARCH 24, 2015

- **New Requests June 8, 2015**
- After receiving feedback from the office staff, the client requested to add the family doctor to the header
- Request to print All Alerts by physician as the office staff did not know which physician should get the printed copy. (previous workflow: results/reports were printed on a daily basis, sorted into a folder for each physician, then distributed to the clinics)

CONCLUSION

- TSG's portal was designed to provide real-time electronic access to patient information, not to perform as a printing mechanism. However, adaptations that were made significantly improved the distribution of patient information
 - Now results and reports are available in minutes, not days.
 - Once the pilot project is completed, Eastern Health will decide whether to expand the portal
 - It will be hard to take it away from the users now they are used to efficient access to their patients
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