

# Manitoba Nursing Peer-to-Peer Network & Manitoba Physician Peer-to-Peer Network

Introductory presentation

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# Agenda

- What is Manitoba eHealth?
- Our primary care strategy
- Manitoba Nursing Peer-to-Peer Network
- Primary Care Information Systems Office
- Manitoba Physician Peer-to-Peer Network
- Questions?



# Manitoba eHealth

- Reports to the Manitoba eHealth Program Council
- Administratively housed in the WRHA
- Provincial mandate



# Goals

- ④ Create a consistent, sustainable, provincial approach to eHealth
- ④ Develop consistent policies and implementation strategies
- ④ Work collaboratively with Canada Health Infoway (Infoway), Manitoba Health, Manitoba RHAs and other health care providers to develop Manitoba's electronic health record
- ④ Improve health care delivery for all Manitobans



# Components of the eHealth strategy

## Initial Focus

Coordination of care / electronic health record

Acute Care

Community Care

Long-term Care

Primary Care

## Developing Focus

Public Health

Self Care

Admin/Corporate

Health care system management



# Primary care

- ④ Provides individuals with a health care “home” that is accessible, continuous, comprehensive and family centred
- ④ Coordinates services from health and community systems for patient’s
- ④ Primary care providers include:
  - Fee-for-service physicians and their teams
  - Nursing stations
  - Alternate funded physicians and their teams

Primary care is the provision of first-contact care and the “assumption of longitudinal responsibility for the patient, regardless of the presence or absence of disease.”  
(Starfield 1992)



# Long-term Manitoba eHealth goals: primary care

- ④ Use electronic medical record (EMR) systems to:
  - Send and receive order results from pharmacies, labs and diagnostic imaging
  - Interact with other care providers, including e-referral and scheduling
  - Contribute information to the provincial electronic health record
  - Receive information from other care providers (hospital discharges, emergency visits, Provincial Health Contact Centre calls)
  - Interact with interested patients through a patient portal
- ④ Accessible tools and information to manage their practice from a clinical and business point of view
- ④ Accumulate anonymous data to enable planning, policy-setting and management at a regional and provincial level



# Primary care – key drivers and benefits

- Improved access and service
- Enhanced quality and safety
- Increased efficiency and sustainability



# Improved access and service

- 🅔 Improve patient access through management of patient flow (e.g. advanced access) and support of after-hours care arrangements
- 🅔 Support patient access to extended primary care and specialty care, through support of referrals, booking, collaborative practice
- 🅔 Improve patient experience by reducing redundant tests, need to repeat same clinical history to each provider



# Enhanced Quality and Safety

- ④ Improve quality of care through quality measurement and feedback to providers
- ④ Enable pro-active care (e.g. recognizing and initiating patient visits in order to comply with clinical practice guidelines, compliance with which will lead to improved health outcomes)
- ④ Access a complete record of patients' interactions with the health system
- ④ Improve coordination and continuity of care by supporting better handoffs between providers
- ④ Support clinical decisions through system checks
  - e.g. supporting prescribing decisions through alerts on potential drug interactions



# Increased Efficiency and Sustainability

- More efficient operation of clinics as a result of less handling of incoming and outgoing information (paper), better scheduling and workflow
- Support inter-disciplinary team care in order to spread workload otherwise placed solely on physicians
- Better forecasting of demands on health system resources such as laboratory and diagnostic services
- Better service delivery planning at regional and level



# Manitoba Nursing Peer-to-Peer Network



# Introduction to peer-to-peer networks

- Provide the structure and opportunity for peer leaders to support health provider colleagues in the engagement and use of electronic health information systems within the practice setting
- Supported by Canada Health Infoway (Infoway)



# Peer leader services:

- 🅔 Support peers in the use of technology in a practice setting
- 🅔 Identify common and unique barriers and exchange advice
- 🅔 Share personal experiences with implementing and using electronic records
- 🅔 Promote proven benefits of using electronic records
- 🅔 Work with Infoway to improve and encourage the use of information technology in health care



# Manitoba Nursing Peer-to-Peer Network

Primary objective:

- 📍 Accelerate the adoption of electronic health records and related technologies in clinical practice settings through direct sharing of experience and knowledge among peer nurses

Secondary Objectives:

- 📍 Share best practices in implementation and optimal use of technology, within Manitoba and with the regional Peer-to-Peer Network
- 📍 Provide a forum to link and align Manitoba eHealth projects to a nursing point of view
- 📍 Collaborate with Infoway "to enable an environment that accelerates the adoption and integration of information technology toward improving clinical care outcomes."



# Nursing peer leaders can assist:

- ④ Nurse managers
- ④ Nurse practitioners
- ④ Nursing staff
- ④ Acute and community care sectors
- ④ Requests from all other sectors welcome
- ④ Changes to practice:
  - Starts with the manager
  - Adoption through buy-in and engagement is achieved through the manager's leadership, support and approval



# Role of nursing peer leaders

- Answer questions about technology use in a practice setting
- Identify common and unique barriers
- Provide advise and share experiences on moving to new systems and dealing with change
- Arrange for site visits and demonstrations
- Assist with strategic support on individual or group basis
- Share information on pan-Canadian initiatives



# Manitoba's nursing peer leaders

- |  |                   |
|--|-------------------|
|  Trish Bergal     | WRHA              |
|  Barb Cranston    | Manitoba eHealth  |
|  Gwendolyne Nyhof | MBTelehealth      |
|  Myrna Pachal     | Brandon RHA       |
|  Norm Vigier      | South Eastman RHA |



# Nursing peer leader engagement process

The request intake process is:

- By email: [nsgpeertopeer@manitoba-ehealth.ca](mailto:nsgpeertopeer@manitoba-ehealth.ca)
- By telephone: (204) 926-9131
- By request to a nursing peer leader

For more information, visit:

[www.manitoba-ehealth.ca/NsgP2P.html](http://www.manitoba-ehealth.ca/NsgP2P.html)



# Primary Care Information Systems (PCIS) Office and Manitoba Physician Peer-to-Peer Network

Contact: Michael Haip  
Manager, PCIS office  
Manitoba eHealth



# Origins of PCIS Office

## Physician Integrated Network (PIN)

- Provide / demonstrate quality of electronic medical records (EMR) systems
- Show leadership in qualification of EMRs

## Advent of the electronic health record

- Determine EMR systems approved to connect to the provincial electronic health record system
- Act proactive to establish connectivity requirements for EMRs to avoid “electronic islands”

## Maintain consistent with other provinces/jurisdictions

- POSP (AB), PITO (BC), OntarioMD (ON)



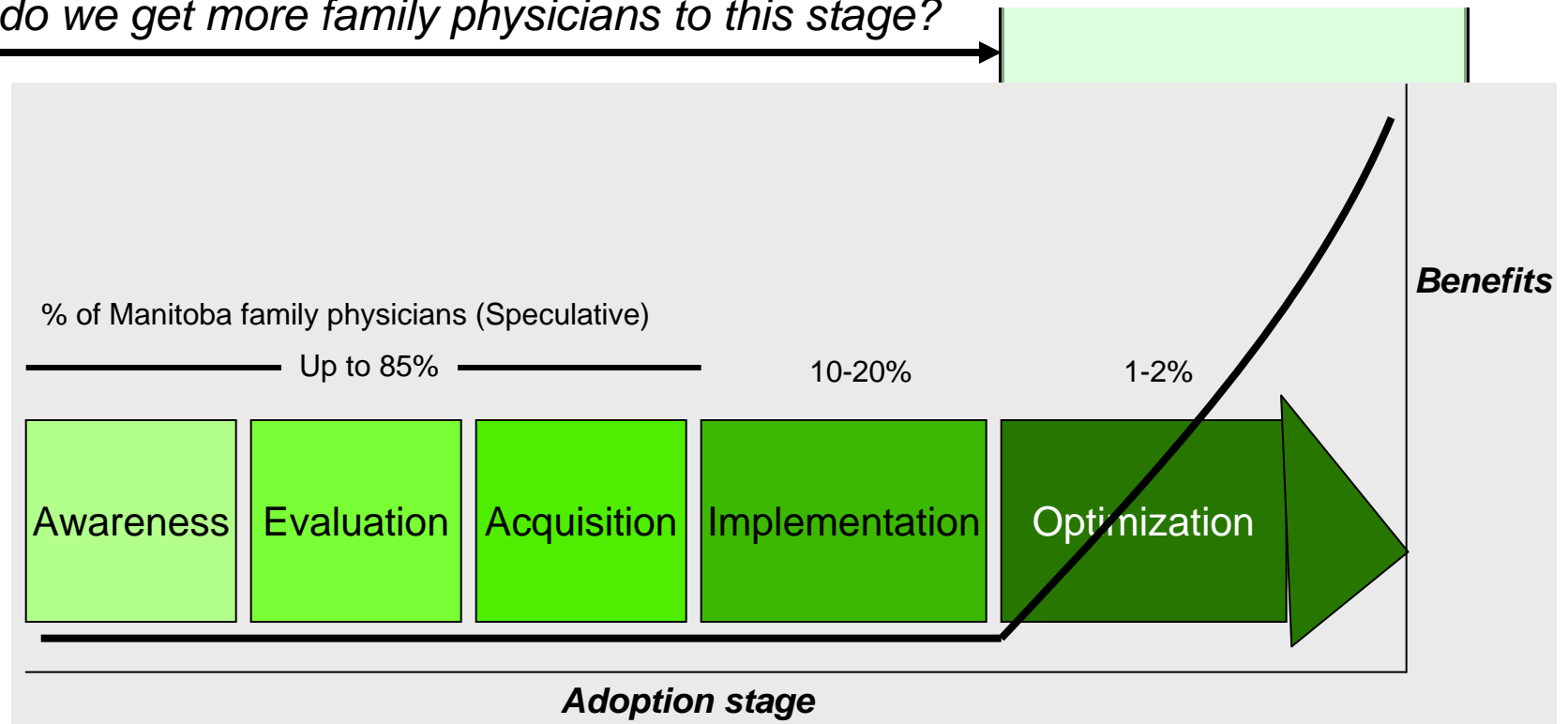
# PCIS office

- Established in fall 2008
- Administrated by Manitoba eHealth
- Currently staffed with a manager and three additional staff
- Stakeholder advisory committee provides input and assists with prioritizing EMR requirements



# Key EMR benefits depend on optimization

*How do we get more family physicians to this stage?*



PIN

Other current & future initiatives



# PCIS Office services

- 🅔 Promote EMR adoption and high standards of use
  - Resource for physicians and RHA administrators
- 🅔 EMR implementation resource and support
  - Work with EMR vendors
- 🅔 Vendor management on behalf of Manitoba
  - Ensure qualified vendors comply with the Master Standing Agreement
  - Track and report on service levels
- 🅔 Manage new EMR system requirements
  - identify and implement new requirements to align with other provincial systems (such as the electronic health record)
- 🅔 Information management (IM)/information technology (IT) support for PIN project



# EMR qualification process

- Open tender to EMR vendors to provide complete solution at fixed maximum price
  - Selection involved written responses and vendor demonstrations
  - Decision made by range of stakeholders including clinicians from various practice settings
- Gained approved vendor status after:
  - Signing a Master Standing Agreement with Manitoba eHealth
  - Passing conformance testing – all completed by July 2009
- New requirements given to vendors once or twice a year
  - Must pass conformance testing on each new set of requirements to remain approved vendor status



# Status of the qualification process

Four approved vendors, in alphabetical order:

- 🅔 Clinicare Corporation, product: Clinicare EliteCare version 6.5
- 🅔 Code-Med Inc., product: Freedom Paperless Office version 4.5.6, powered by JonokeMed version 4.5.6
- 🅔 Med Access Inc., product: Med Access version 3.2.1
- 🅔 Optimed Software Corporation, product: Accuro version 5



# Manitoba Physician Peer-to-Peer Network

- Canada Health Infoway funded project
- Connects physicians to peer leaders to discuss acquiring or optimizing an EMR
  - Peer leaders have experience implementing and using EMRs in a practice setting
- Demonstration site program
  - Arrange site visits to some peer leader clinics to view impacts on clinic staff
- Nine physicians peer leaders in Manitoba, urban and rural



# Contact PCIS Office

**Email:** [PCISoffice@manitoba-ehealth.ca](mailto:PCISoffice@manitoba-ehealth.ca)

**Website:** [www.manitoba-ehealth.ca/dr.html](http://www.manitoba-ehealth.ca/dr.html)



# Questions



# Thank You

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