Health Information Management challenges in the world of eHRs

A Case Study: The Viewer
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Queensland Health
Background

That is how… but what about the why?
The vision: technology – one perspective
Overview

Health Information Management:

• In the world of electronic Health Records (eHR) and eHealth

• “The Viewer” application

• Challenges and opportunities
The Viewer

- Web application to view summary clinical and demographic data for patients, for public hospital data across Queensland
- Clinical data (pathology, medication, medical image reports, operations)
- Demographic data (name, DOB, aliases, address, phone numbers)
The Viewer

A patient’s clinical information in one place

<table>
<thead>
<tr>
<th>Authorised Date</th>
<th>Profile Type</th>
<th>No. of medications</th>
<th>Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-Jul-2011 00:00</td>
<td>Discharge</td>
<td>15 medication(s) + 1 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>14-Jul-2011 00:00</td>
<td>Discharge</td>
<td>15 medication(s)</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>11-Feb-2011 00:00</td>
<td>Discharge</td>
<td>11 medication(s) + 2 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>10-Feb-2011 00:00</td>
<td>Admission</td>
<td>12 medication(s) + 4 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>22-Nov-2010 00:00</td>
<td>Discharge</td>
<td>15 medication(s) + 2 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>09-Nov-2010 00:00</td>
<td>Discharge</td>
<td>12 medication(s) + 2 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
<tr>
<td>04-Nov-2010 00:00</td>
<td>Admission</td>
<td>9 medication(s) + 1 ceased</td>
<td>Gold Coast Hospital</td>
</tr>
</tbody>
</table>
Health Information Management challenges

1. Privacy
Privacy - Issues

• Information Privacy:
  – trust that information will be collected, used, disclosed and accessed in appropriate means by appropriate people

• Issues:
  – different to security and needs to be addressed separately
  – expected use of the information
  – no headlines

• The Viewer:
  – **Pro** – patient data is available statewide
  – **Con** – patient data is available statewide
Privacy - Opportunities

• Do a robust Privacy Impact Assessment (PIA)

• Review it regularly

• New data feeds/ new uses of the system– remember Privacy

eHealth Privacy Tools¹:

• Framework for all projects

• Project Lifecycle – consider and address privacy throughout
Patient safety

- Needs to be available to all health providers that care for the patient
- Patients move across the state, and their record needs to be accessed at the point of care

Patient privacy

- Patient records can be marked as confidential
- All access are audited
- Audits are monitored and action is taken for inappropriate use
Health Information Management challenges

2. Appropriate Use of Information
Appropriate Use - Issues

• Once implemented and access granted, how to manage the appropriate use of the system?
  – education and trust
  – wait for an incident
  – proactively monitor and report

• Approval process – how to maintain approvers that are consistently granting access for the right reasons?
Appropriate Use - Opportunity

The Viewer:

• Appropriate Use of Information Monitoring Committee established
  – reports and monitors
  – escalation process

• Approval Process - standardised principles established such as access given to those in:
  – direct patient care or ongoing care
  – support and key information roles, Clinical Coders, HIMs, Safety and Quality officers
  – All other requests – legislation and policy
Health Information Management challenges

3. Legislation
Legislation - Issues

• Complex
• Different across state borders
• National versus State legislation
• Public versus Private health services
• Policies and standards
Legislation – Opportunity

• Knowledge is power

• Understand the legislation, policies and standards for your jurisdiction

Example: (Queensland based)

• eSignatures
  – Clinical Note
  – Patient Consent
  – Prescription
  – Medication Order
Health Information Management challenges

4. Data Governance
<table>
<thead>
<tr>
<th>Information Governance / IAC</th>
<th>Information Asset Custodian (IAC)</th>
<th>Data Stewardship</th>
<th>Data Custodian/s</th>
<th>System Custodian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access &amp; Use</td>
<td>eHealth Program Privacy Tools</td>
<td>Patient Consent for Use &amp; Disclosure of Information</td>
<td>Appropriate Access to patient information</td>
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<tr>
<td>Recordkeeping</td>
<td>Records Management – Patient-centric</td>
<td>Scanning / Digital Storage &amp; continuity</td>
<td>Retention &amp; Storage – Electronic environment</td>
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<tr>
<td>Information Security</td>
<td>Information Classification</td>
<td>Consistent Security groups establishment</td>
<td>Appropriate Use of Information &amp; Monitoring</td>
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</tr>
<tr>
<td>Data Management</td>
<td>Terminology</td>
<td>Data Validation</td>
<td>Information Standardisation</td>
<td>eHR Standards</td>
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<tr>
<td>Knowledge Management</td>
<td>Information Sharing</td>
<td>Reporting</td>
<td>Data Warehousing</td>
<td></td>
</tr>
</tbody>
</table>

Electronic Health Record Program

Data Governance Framework / Information Management Framework

*Organisation, Policies, Standards & Processes, Technology*
Summary

Top Health Information Management challenges in the world of eHRs:

1. Privacy
2. Appropriate Use of Information
3. Legislation, policies, standards
4. Data Governance

Others:
- Information Sharing
- Electronic Health Records – Standards
- Information Standardisation & Terminology
Further information & contact

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