



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Improving Mental Health Care Delivery Through a Shared Standardized EHR

Mental Health Conference, Feb 28, 2017
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Objectives

- Share where we are in the Waypoint/Ontario Shores shared EHR journey
- Discuss lessons learned and provide an open discussion forum to learn together to move forward with best practices

Waypoint at a Glance



- Teaching hospital specializing in comprehensive mental health care and high security forensics
- 1,200 employees; 301 inpatient beds; over 29,000 outpatient visits
- Offer Regional Mental Health services for adults including geriatrics
- Only high security Forensic Mental Health services in the province
- Sharing MEDITECH databases with Ontario Shores
- HIMSS EMRAM Level 0.8

Ontario Shores at a Glance



- Teaching hospital specializing in comprehensive mental health care and addiction services
- 1,300 employees; 326 inpatient beds; over 60,000 outpatient visits
- Provide Recovery-oriented Meditech 6.0 and EMRAM HIMSS Stage 7 – first in Canada and first mental health facility in the world
- 2015 recipient of HIMSS Nicholas E. Davies Enterprise Award of Excellence

HIS Renewal in Ontario

- Problem:
 - Duplication of effort and resources
 - Lack of standardization with respect to data and clinical models
- Solution:
 - MOHLTC saw HIS renewal as opportunity to transform the fragmented HIS landscape
 - HIS renewal advances standardized data and clinical models
- When hospitals renew HIS, they must form HIS cluster
- Cluster: group of hospitals using common HIS
- Hub: distinct business entity that delivers HIS services

Purpose of Collaboration

The Waypoint/Ontario Shores shared EHR system partnership objectives include:

- Clinical opportunities to improve patient outcomes and support collaboration in developing and implementing best practices, evidence-based practices and common clinical standards
- Support mental health research and population health
- Standardizing EHR technology, nomenclature and processes
- Create shared, standardized reporting and business intelligence to advance patient care
- Increase cost effectiveness and efficiency
- Aligned with MOHLTC HIS renewal clustering

Long Term Vision

The long term vision is to achieve best practice

A shared system will:

Support leading practices;

Support evidence-based care;

Provide prompters and enablers of best practice
to improve service delivery;

Support research;

Drive collaborative thinking and perspectives to
achieve *better* best practices;

Ultimately result in improved patient care.

We recognize that:

Any significant implementation will create a
degree of chaos;

Finding the right pace is a balance between
efficient implementation and the organizations'
ability to absorb cultural change.



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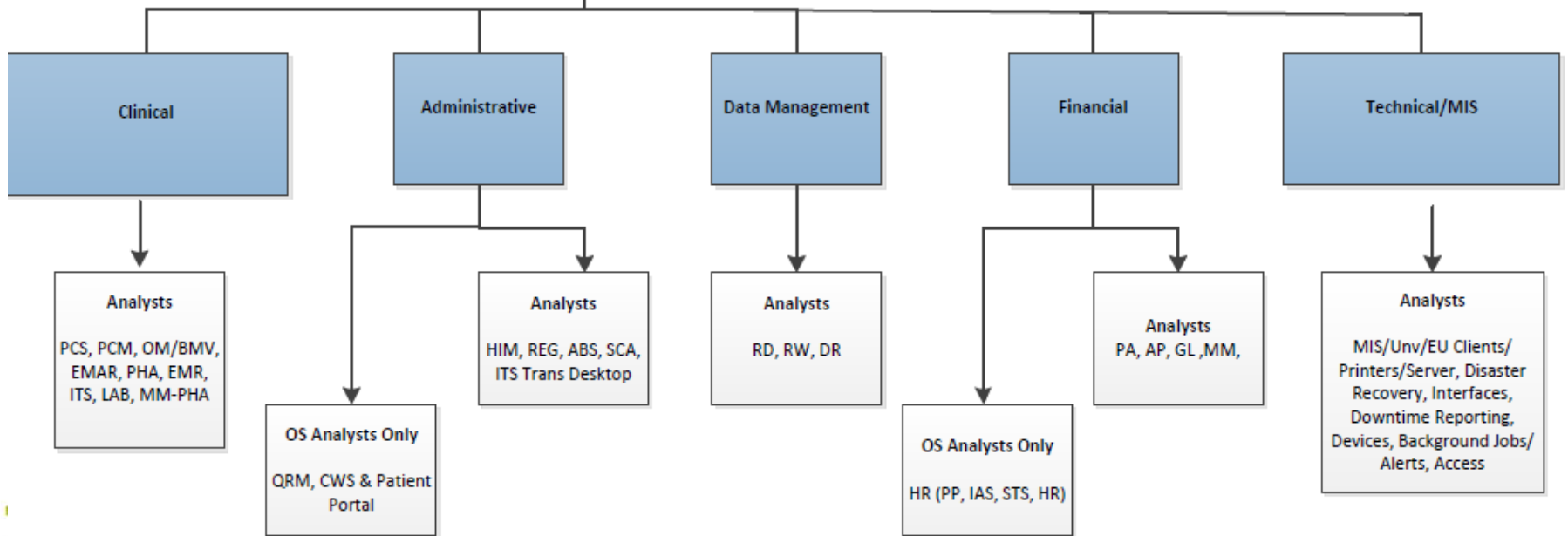
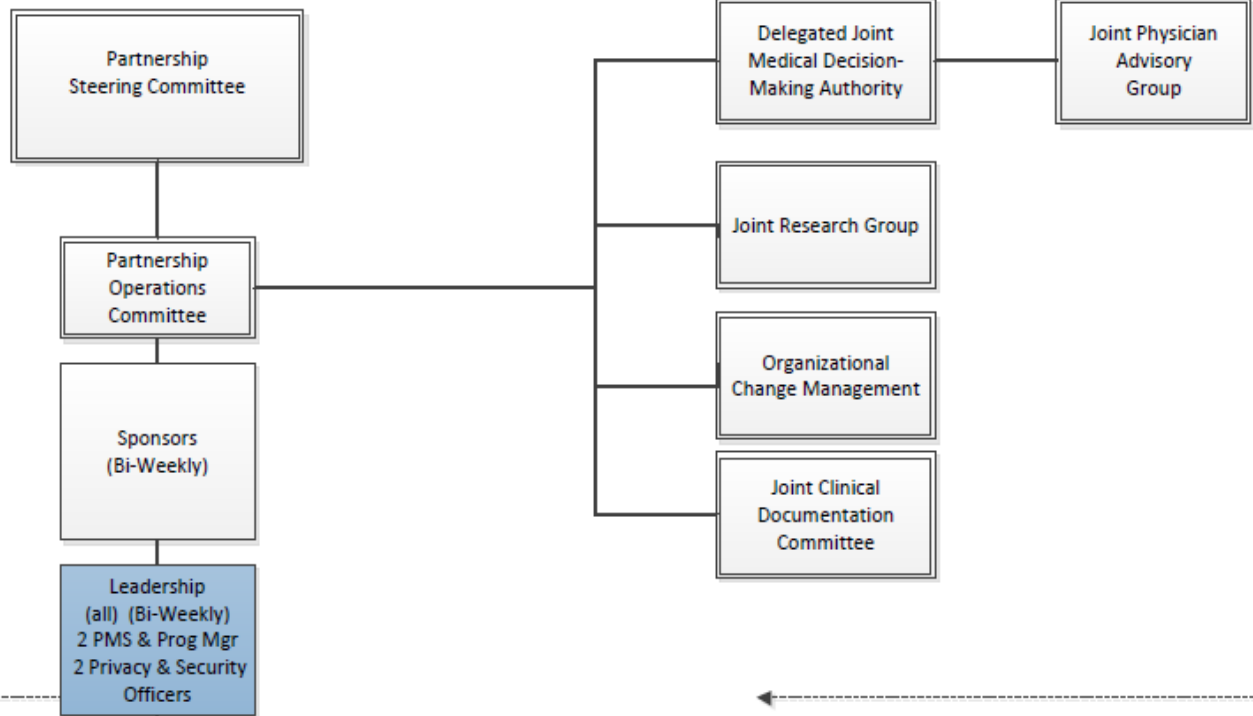
Waypoint
CENTRE for MENTAL HEALTH CARE
CENTRE de SOINS de SANTÉ MENTALE



Project Phases

1. OS Data Centre Migration to WP
2. WP to Migrate to OS Meditech system – Pharmacy and Health Records – go live Nov 2015
3. Upgrade to 6.15
 - OS advanced clinical and back office modules
 - Standards complete by May 2016
 - Go live for OS and WP (HIM/PHA) Nov 2016
 - WP clinical modules - Feb-May 2017

**Waypoint and Ontario
Shores
Electronic Health
Record Collaborative
Committee Structure
Dec. 08, 2015**



Clinical Documentation Standardization Guiding Principles

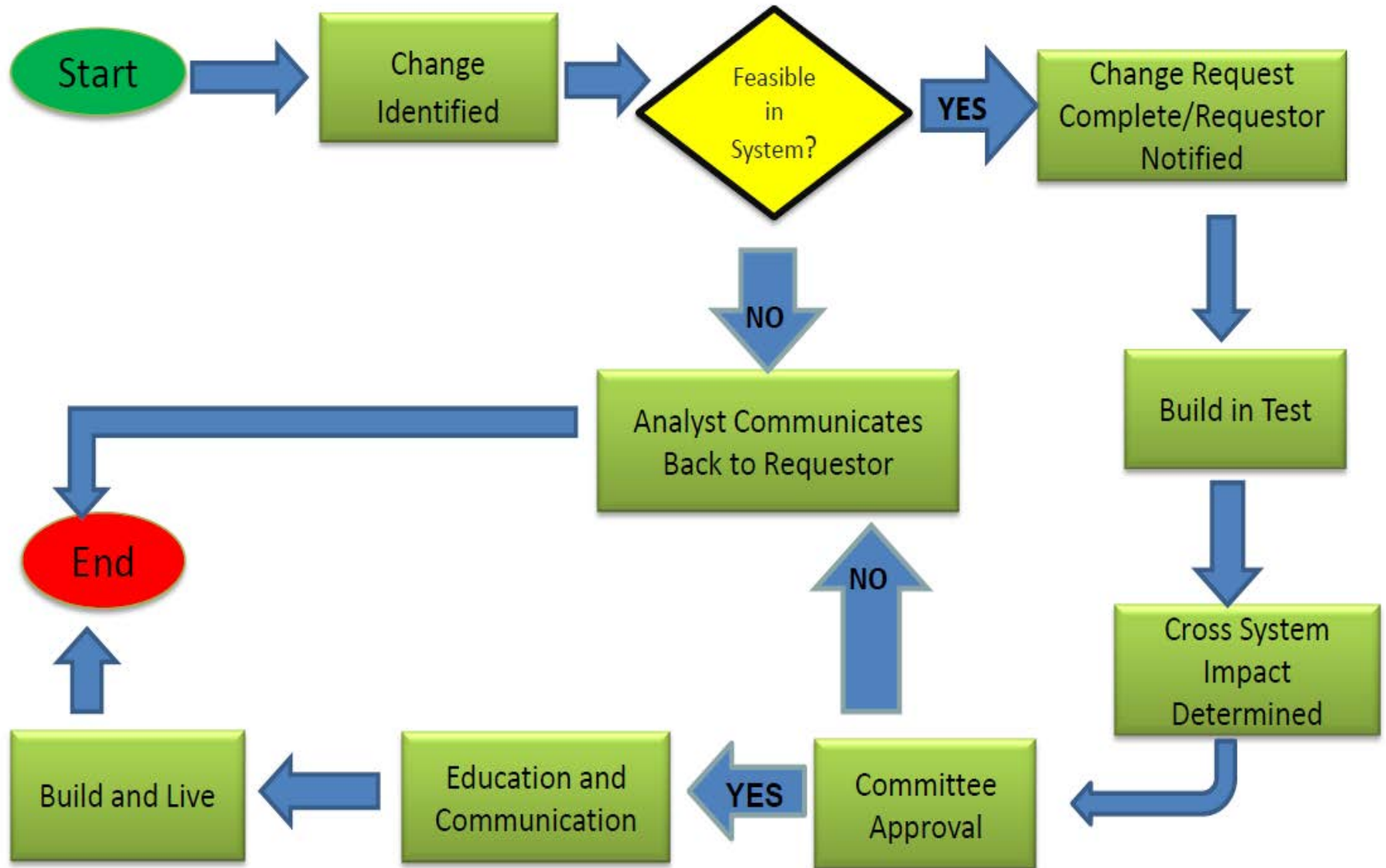
- Improve patient safety, quality of care
- Use data for administrative; reporting; care/evaluation; patient/family engagement; care planning.
- 90/10% rule to standardize unless patient risks and safety issues are identified
- opportunities for teaching and research
- Each organization has unique tactical needs
- EMR is an ongoing process
- Undertake projects jointly
- Benefits and costs shared equitably and transparently
- Risks and liabilities are clearly articulated and appropriately apportioned.
- Equitable say in decisions



Clinical Standardization Process

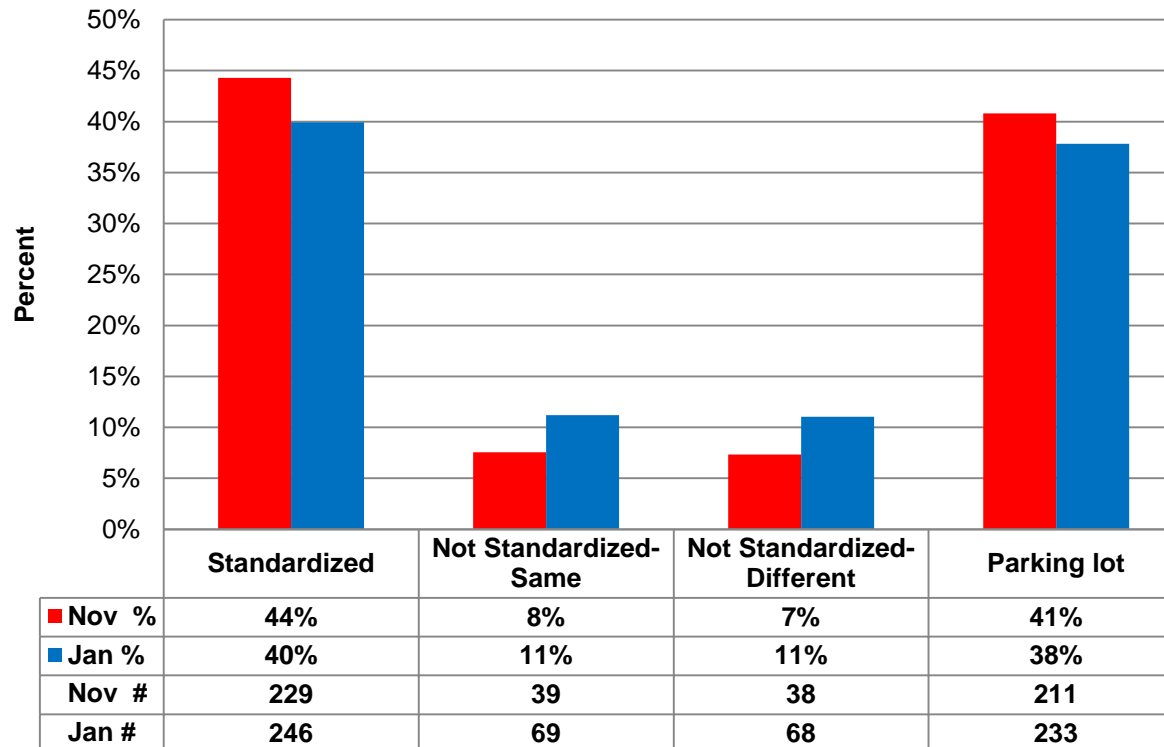
- Joint Physician Group and Joint Clinical Documentation Committee:
 - Guided by principles and evidence-informed practice, reviewed all clinical documentation
 - Through this process, documentation was categorized as follows:
 - 1) **Standardized**
 - 2) **Not Standardized-Same**
 - 3) **Not Standardized-Different**
 - 4) **Not Standardized-Parking Lot**
 - Determined a process to address/review the non-standardized documents post Waypoint go-live
 - Established a process for on-going change requests both during the project and post-Waypoint go-live

Meditech Change Request Process



Standardization Current State: PCS (Nursing/Allied)- Documentation Sections

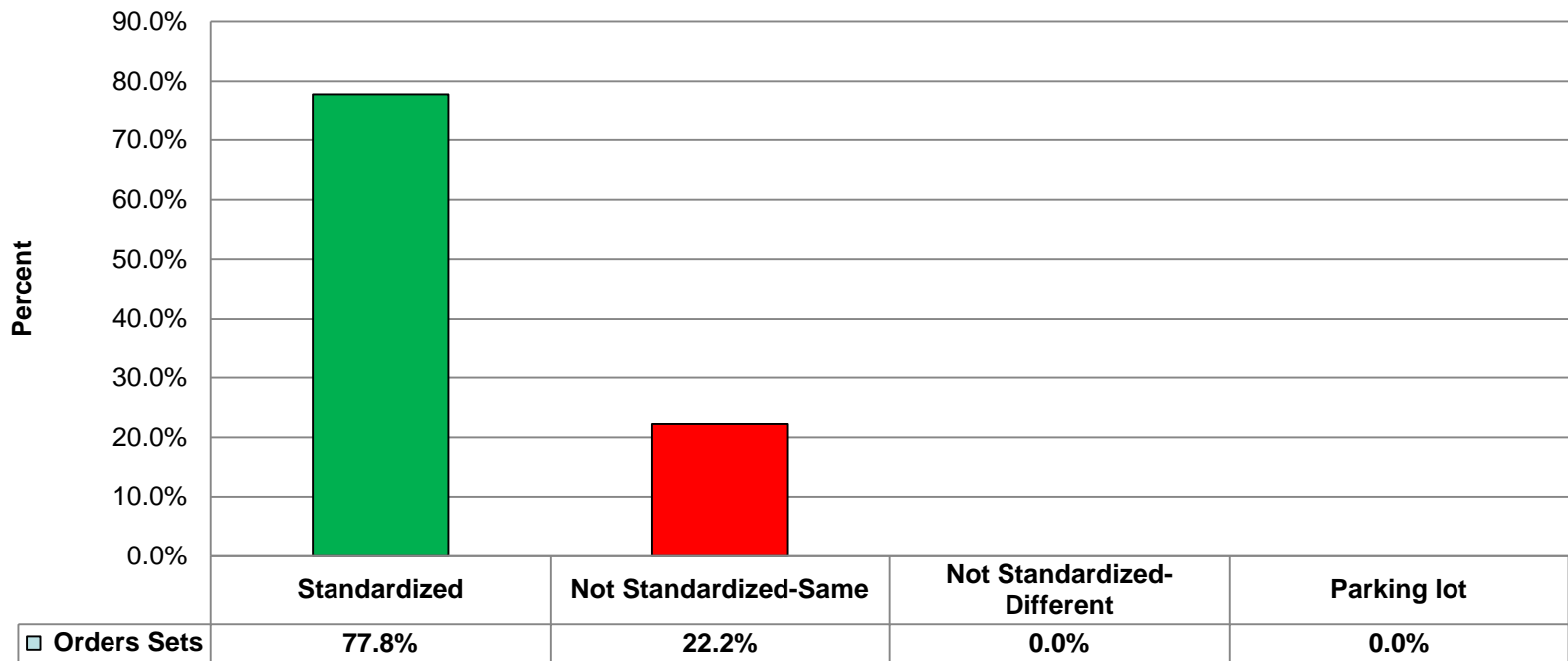
PCS - Documentation Sections



Includes Not Standardized - Different Service and Parking Lot

Order Sets

Order Sets



9 order sets reviewed of 26 total - Feb 1, 2017



Lessons Learned

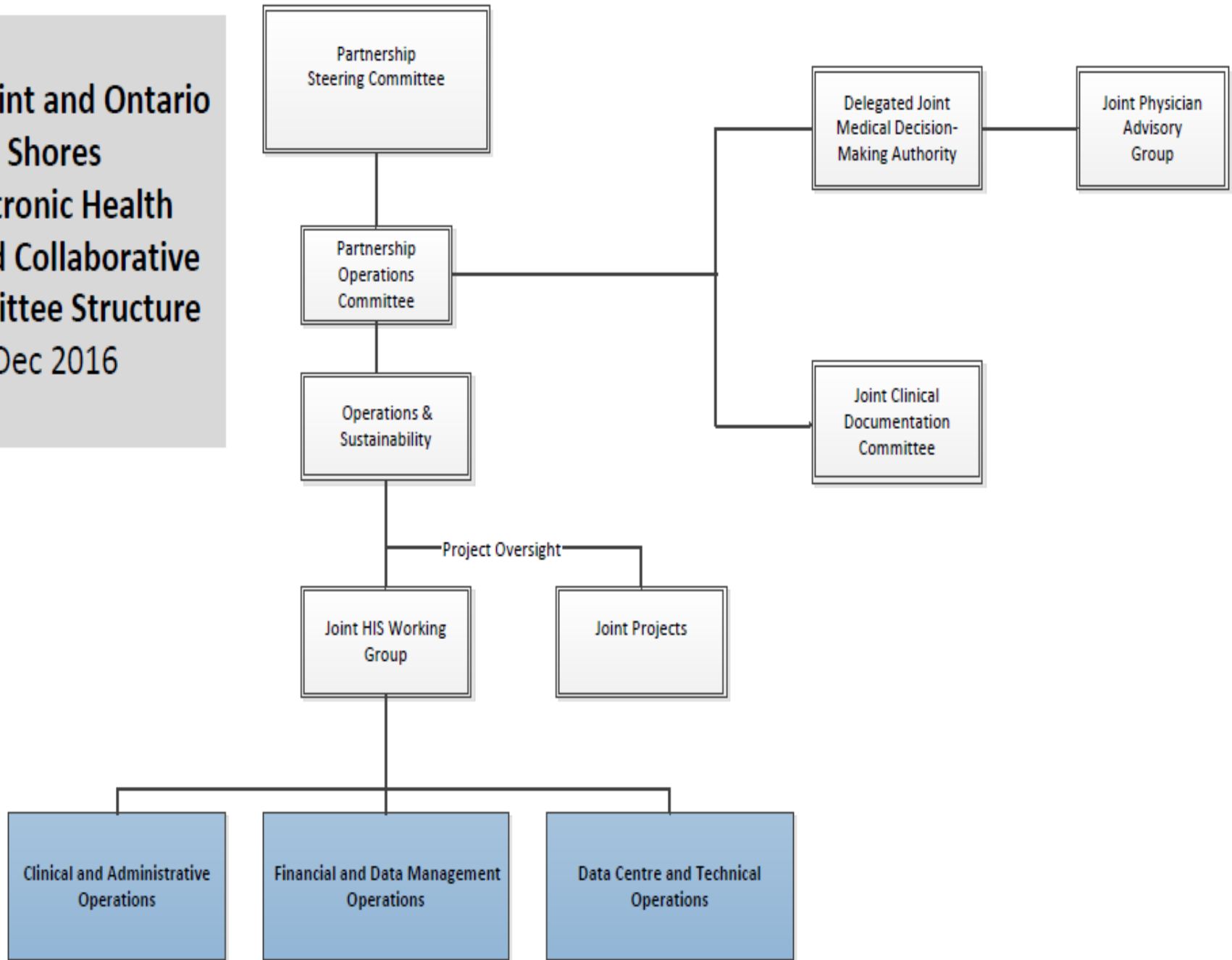
- Focus on practice (not system) and future state
- Standardization guiding principles/vision and methodology – communication this often
- All parties need to be open to changing practice for standardization to occur
- Engage Risk/Policy staff (practice change=policy change)
- Consider third party to assist with clinical decisions when consensus can not be reached



Lessons Learned

- Strong governance structure
 - Clear Terms of References with delegated decision making authority
 - Strong clinical leaders to re-inforce that everything must be standardized to ensure quality of care
 - Steering/Board/SMT commitment to find a way to implement the best practice changes
- Project management – plans, risks/mitigation, action logs, escalation processes
- Take time for team building in beginning
- Collaborate on most future initiatives/projects

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Dec 2016**



Next Steps

- WP go lives
 - Regional Inpatient Feb 22, 2017
 - Provincial Inpatient April 25, 2017
 - Outpatients May 23, 2017
- Future joint initiatives, such optimization of clinical standardization and practice, ConnectingOntario
- Data analytics and reporting for both hospitals
- Post go-live – Operations and Sustainment
 - Support for shared system
 - Further defining change management
 - Optimization



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**Thank you.
Questions?**