



PROVINCE IS A LEADER IN DEVELOPMENT OF ELECTRONIC HEALTH RECORD

THE NEWFOUNDLAND AND LABRADOR CENTRE FOR HEALTH INFORMATION

/// CASE STUDY



The Newfoundland and Labrador Centre for Health Information looked to EDS, an HP company, for a way to integrate patient histories and data across the province. EDS delivered Canada's first provincial integrated client registry, along with the road map to an integrated pharmacy network and picture archiving and communications system. The state-of-the-art client registry provides a solid foundation for the provincial electronic health record (EHR).

CLIENT PROFILE

www.nlchi.nl.ca

The Newfoundland and Labrador Centre for Health Information was created by the government of Newfoundland and Labrador to develop a comprehensive and integrated information network for the health and community services systems.

Industries:
Healthcare

Established: 1996

Business Needs Addressed:
Innovation
Productivity

"There's no doubt in my mind that our decision to go with EDS for project leadership was by far and away the best decision we've made as an organization."

Steve O'Reilly
Chief Executive Officer (2000-2006)
Newfoundland and Labrador Centre for Health Information

Province wanted to take its visionary client registry to the next level

The government of Newfoundland and Labrador set out to build a standardized health information network connecting hospitals, long-term care facilities, physicians, pharmacists and community services across the province. To ensure the realization of its vision, the government created the Newfoundland and Labrador Centre for Health Information.

As a first step, the Centre for Health Information wanted to transform the province's fragmented patient registration data systems into an integrated client registry that links patient demographics from hospitals, long-term care facilities and community services across the province. The client registry would dramatically improve the accurate identification of patient, residents and clients to ensure the correct health information was retrieved. The client registry lays the groundwork for the electronic health record beginning with an integrated pharmacy network and picture archiving and communications system.

To lead this strategic initiative, the Centre for Health Information entrusted EDS.

EDS delivered a model business case for the electronic health record

The Centre for Health Information partnered with EDS to develop a Benefits Driven Business Case (BDBC) that would help decision-makers gauge the viability and desirability of the Centre's proposed Health Information System.

The project involved intensive engagement with more than 100 stakeholders, in-depth analysis of both the user and technical environments, and a comprehensive assessment of the potential health and financial benefits. The business case provided a thorough and realistic implementation road map tailored to the province's specific obstacles, IT resources and economic factors. Demonstrating an incremental approach over a five-year timeframe, the BDBC outlines a clear, feasible path to help the province better allocate health dollars within the context of unavoidable certainties such as learning curve limitations and budgetary restrictions.

Services featured

- Applications Development Services
- Business and Technology Services

The BDBC measured savings against probable challenges and outcomes, indicating significant financial and economic benefits, as well as opportunities for improvements in healthcare and services through the strategic use of information and informed decision-making.

With a strong focus on the human component of the project, EDS developed a change management strategy to ensure a smooth, seamless transition to the integrated client registry with a high acceptance rate. What's more, the team defined a technical architecture for the solution and recommendations for funding options.

To further define the Centre for Health Information's EHR road map, EDS developed a scoping document for the implementation of an integrated pharmacy network, which included a cost-benefit analysis, change management measures and an implementation strategy. The standardized drug information system will allow pharmacists to share patient medication histories with physicians, other pharmacists and healthcare providers across the province. EDS led the planning, development, issuance and evaluation of a request for proposal (RFP) for the pharmacy network solution.

The next step on the EHR road map was the development of an integrated picture archiving and communications system. EDS helped the Centre scope and implement this project, which stores and categorizes digital images and accompanying reports in a centralized system, enabling anywhere, anytime access to diagnostic images, mammograms and other digital images in the future.

Province implemented Canada's first integrated client registry

The business case has stood the test of time and continues to guide the Centre for Health Information. With it, Newfoundland and Labrador became the first in Canada to implement an integrated client registry. The solution now provides the foundation to enable healthcare professionals and administrators to view a client's complete clinical history across locations and systems in one centralized, secure place. By providing a comprehensive, current snapshot of demographic data across the province, the client registry helps locate and distinguish individuals, eliminates record duplication and arms the province with a leading-edge reporting tool for determining policy and budget.

Indeed, the integrated client registry has paved the way for interoperable registries across Canada, providing a knowledge centre and business model for other provinces that have since followed.

In addition to the client registry, implementation of the province's picture archiving and communications system is complete, and implementation of the integrated drug information system is well under way. Together, the three systems will contribute to the end-to-end integrated health information network envisioned by the province of Newfoundland and Labrador.

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