

Clinician Peer Support Network a pan-Canadian initiative



Presentation by **Agnes Wong**,
Director Professional Practice & Clinical Informatics
and **Anne Fazzalari**, Project Manager,
Clinical Adoption, Canada Health Infoway
to the CNIA 2009 Conference
November 24, 2009

Presentation overview

- Canada Health Infoway
- The Clinical Adoption Team
- The Clinician Peer Support Network (Peer Network)
 - A pan-Canadian and regional perspective
 - Findings to date
 - Collaborative Engagement
 - The Clinical Adoption Forum
 - The Peer Network Online Forum

About *Infloway*



Canada Health Infoway

- Created in 2001
- \$1.6 billion in federal funding
 - An additional \$500 million allocated in 2009 Federal Budget
- Independent, not-for-profit corporation
- Accountable to 14 federal/provincial/territorial governments

Mission:

Fostering and accelerating the development and adoption of **electronic health information systems** with compatible standards and communications technologies on a **pan-Canadian basis** with tangible benefits to Canadians. *Infoway* will build on existing initiatives and pursue collaborative relationships in pursuit of its mission.

Infoway business strategies

- Participate in health care renewal
- Collaborate with our partners
- Target the investments
- Support solution deployment
- Promote solution adoption and benefits realization



The clinical adoption team

- **Infoway's Strategic Business foci:**

Promote solution adoption and benefits realization

What do we do:

- Provide national and regional leadership and support our investment programs and mandates of our regional teams by accelerating the adoption of EHR solutions by key stakeholders, facilitating clinical leadership, advancing best practices in the clinician adoption of solutions, as well as support the measurement and realization of benefits.
 - Knowledge Management
 - Change Management
 - Benefit Realization
 - Clinical Adoption

The vision for health care

A high quality, sustainable and effective Canadian health care system supported by an infostructure that provides residents of Canada and their health care providers timely, appropriate and secure access to the right information when and where they enter into the health care system. Respect for privacy is fundamental to this vision.



Points of care and electronic health record

Homecare

Emergency

Community
Care Centre


Pharmacy

Laboratory

Specialist

Hospital
Emergency

Diagnostic

<ul style="list-style-type: none"> • Help • Logout 	Patient Details  GME0000 Smith, Caroline Sex: Female DOB: 1940/01/01 Next of kin: John Smith Phone: 365-565-9090 Address: 19 Provincial Rd. Edmonton AB T6M 1R7		GP Details Name: Jones, Evans Phone: 333-465-5545 Address: 11 Terrence Ave., Edmonton, AB T4Y 8U9 Other Healthcare Providers <table border="1"> <thead> <tr> <th>Name</th> <th>Disp.</th> <th>Last Encounter</th> <th>Next encounter</th> <th>Right of Access</th> </tr> </thead> <tbody> <tr> <td>Diaz, Ellen</td> <td>Cardiology</td> <td>01/2006</td> <td>07/2006</td> <td>Y</td> </tr> <tr> <td>Fournier, Janice</td> <td>RN</td> <td>08/2005</td> <td></td> <td>N</td> </tr> <tr> <td>Cohen, Richard</td> <td>Dermatology</td> <td>07/2005</td> <td>N</td> <td></td> </tr> </tbody> </table>						Name	Disp.	Last Encounter	Next encounter	Right of Access	Diaz, Ellen	Cardiology	01/2006	07/2006	Y	Fournier, Janice	RN	08/2005		N	Cohen, Richard	Dermatology	07/2005	N																																															
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Clinician Peer Support Network



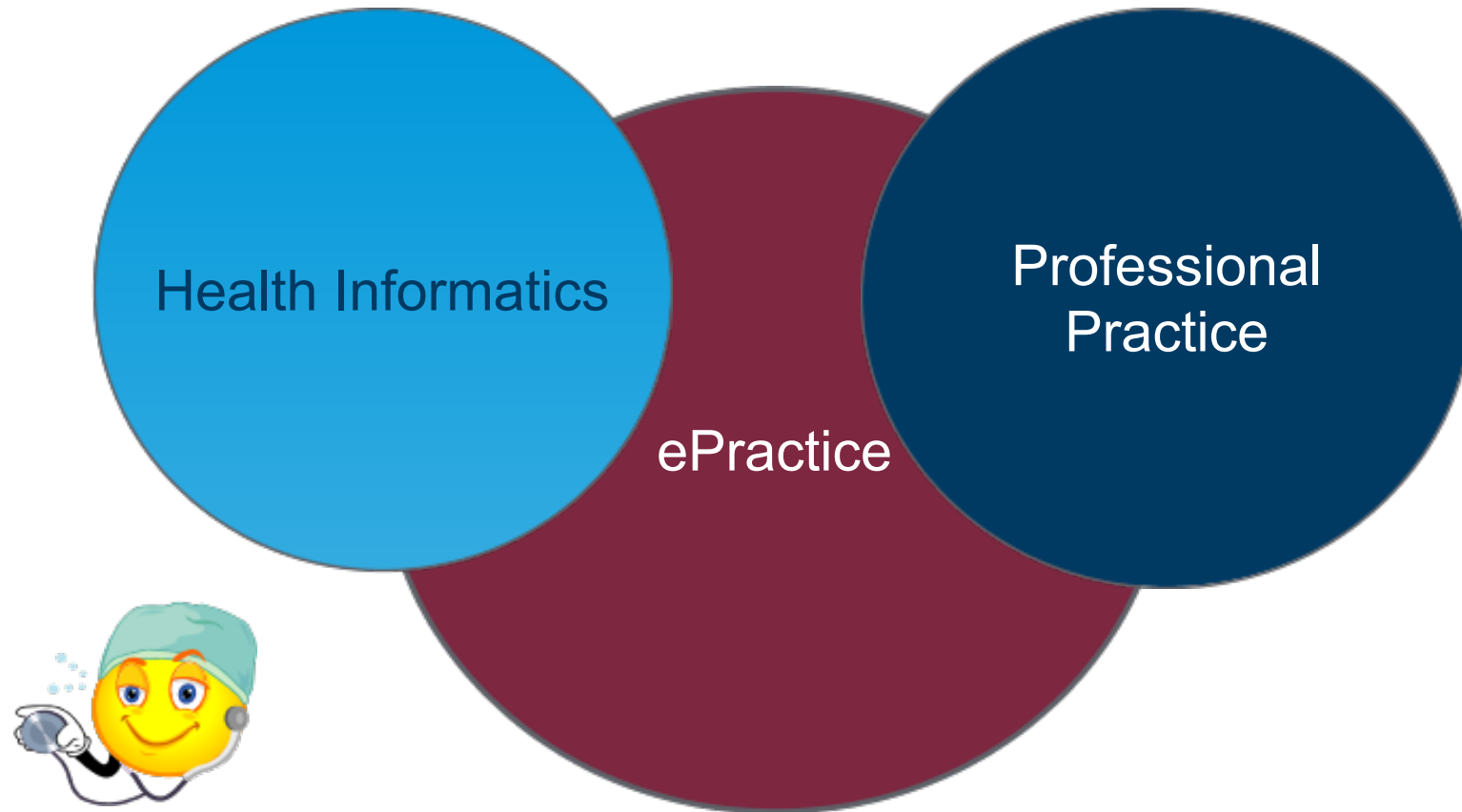
Background – Peer Network

End User Strategy comprised of 3 key objectives:

1. To directly and positively contribute to the acceleration of the adoption of the electronic health record and to benefits realization
2. To accelerate the use of electronic health record solutions by health providers (physicians, pharmacists and nurses) within the practice settings
3. To add value to jurisdictional plans and to support efforts by creating a body of knowledge, lesson learned, leading practices

Why peer networks?

Integrating technology into practice...



This is truly a transformative change and paradigm shift!

National Peer Network framework

Western and Territories Region



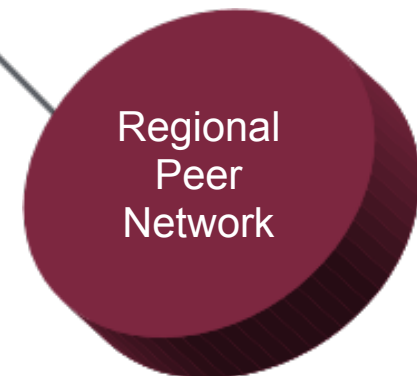
Quebec Region



Canada Inforoute
Health Santé
Infoway du Canada

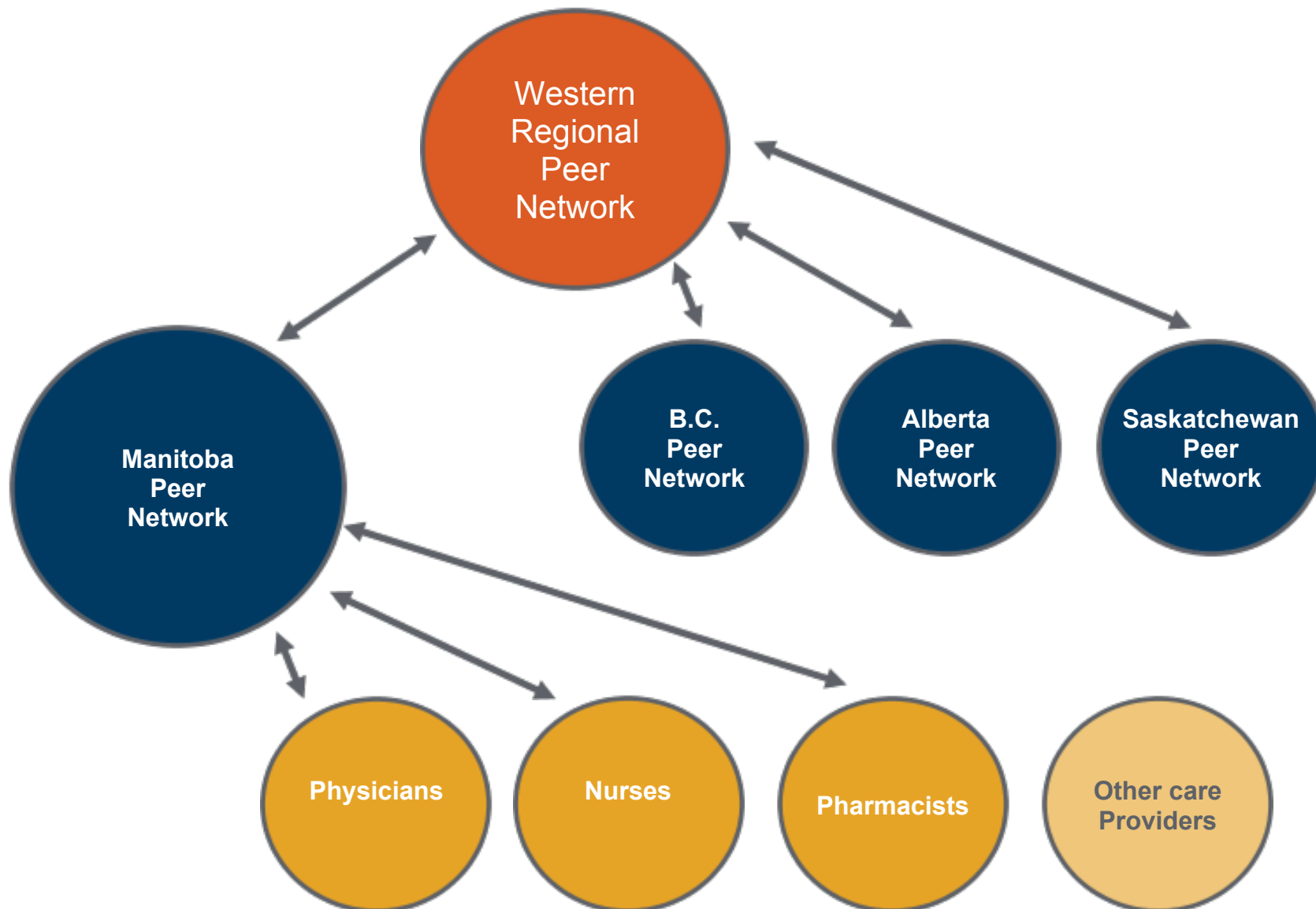


Atlantic Region

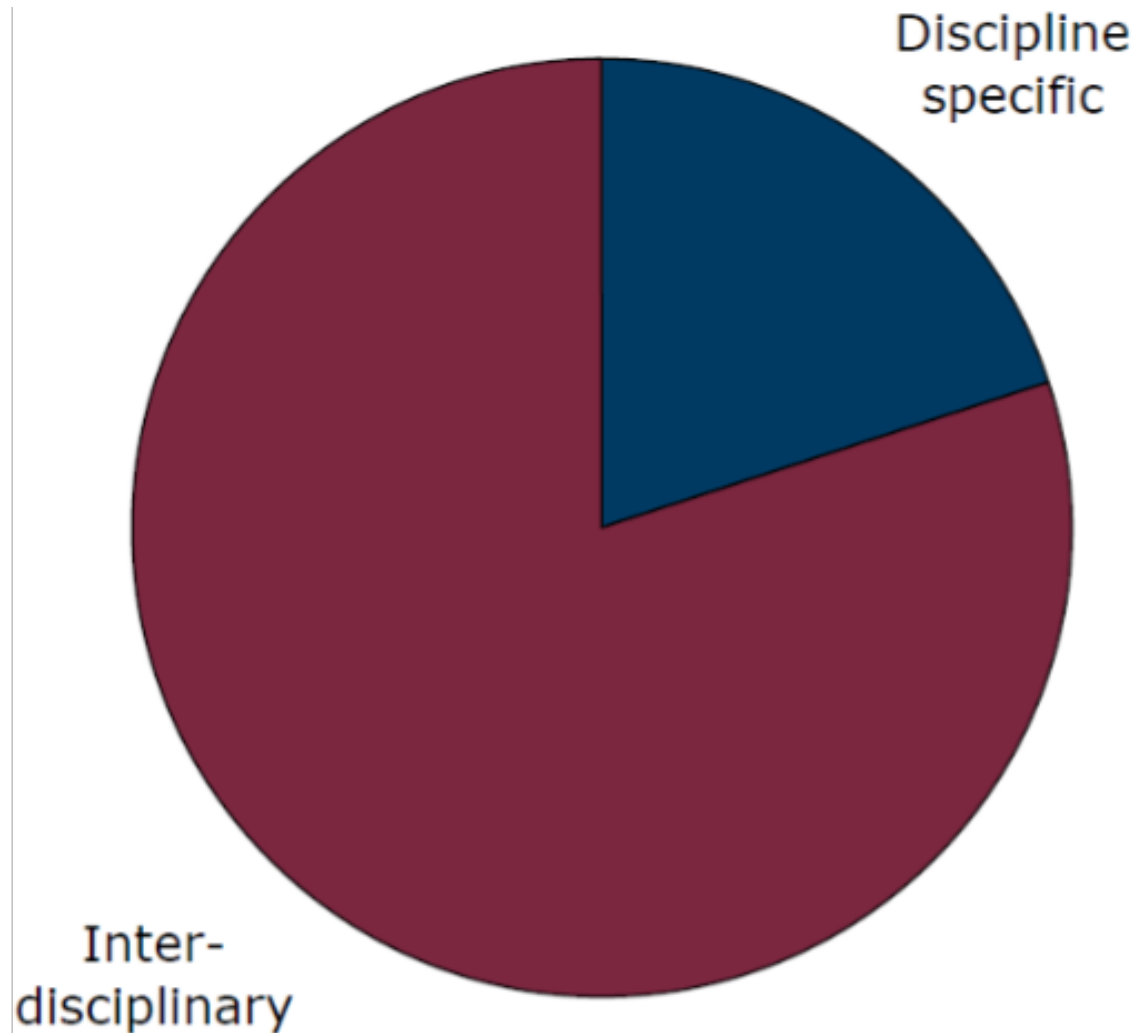


Ontario Region

Example of regional Peer Network



Model of National Network



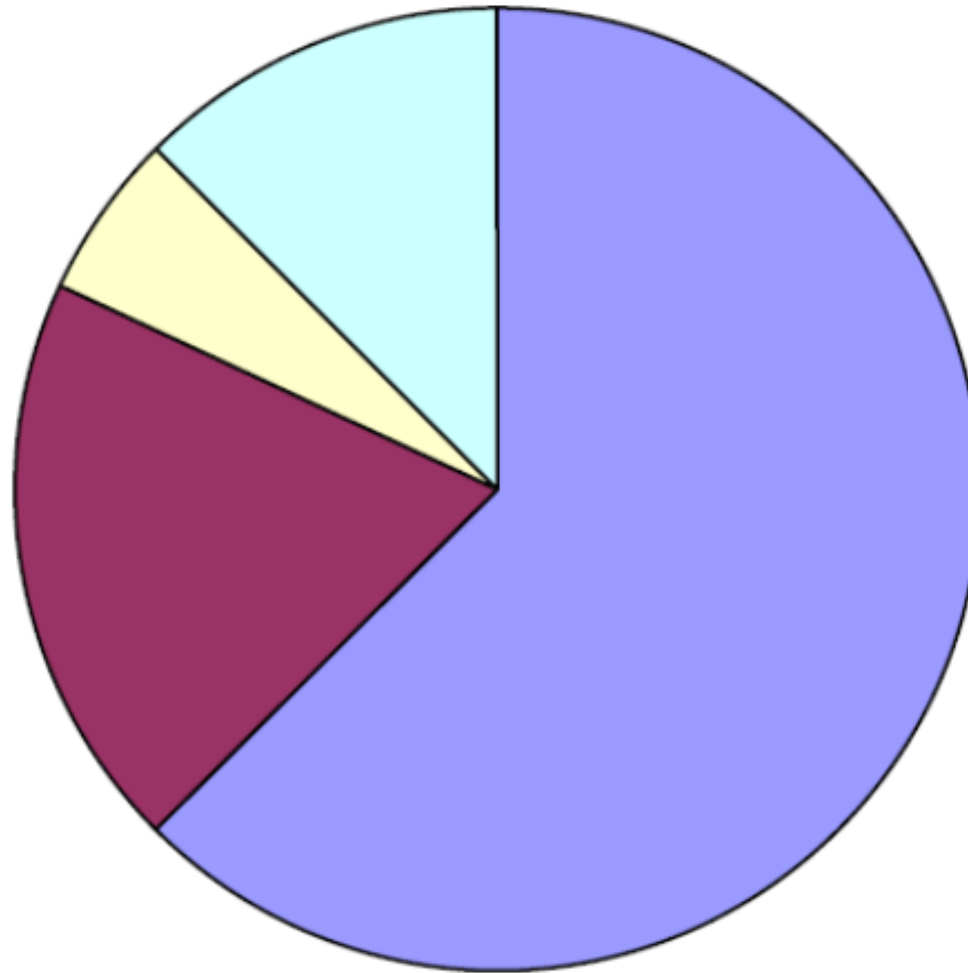
Total Peer Leaders: 264

National composition of Peer Leaders

33 Others, 13%

15 Pharmacists, 6%

51 Nurses, 19%



165 Physicians,
62%

Total Peer Leaders: 264

Type of clinical settings

- Public health
- Primary care
 - Solo practice
 - Interdisciplinary family practice clinics
- Acute care
- Community / home care
- Long-term care

Type of activities

- Education, support & consultation
 - 1:1 coaching and mentoring, workshops, eLearning, demonstration and on-site support
 - facilitating best practices re: workflow integration, policy development, project planning
- Developing education tools and resources
- Champions
 - advocating the use of technology into practice
 - participating at conferences
 - liaising with professional & academic associations
 - submitting articles to journals

Hours of activities

- Various from network-to-network depending on the size, nature and type of activities
- Average of one week of Peer Leader activity per month within a jurisdiction

Findings to date

What worked well

- Dynamic Peer Leaders
- Sharing personal experience, one-on-one (e.g. in person or via WebEx session)
- Dedicating time to prepare for engagement
- Sharing values & benefits
- Having knowledge/context prior to Peer Leader session
- Respecting busy schedules – reminder call
- Using standardized checklist to review with the peers

Challenges

- Balancing patient care duties & Peer Leader role
- Formal opportunities to discuss issues with other Peer Leaders
- Scheduling Peer engagements
- Clarity regarding Peer Leaders' roles, responsibilities, and expectations
- Knowledge in other EMR systems
- Using EMR to its full potential

What can make it easier

- Additional Peer Leader training and workshops
- More resource materials and on-line support so leaders can be more self-prepared
- Scheduling convenient times for Peer sessions
(e.g. Fridays or evenings)
- Have Peer Leader on-site during/around go live
- Knowledge and involvement of jurisdictional strategies
- Participate in conferences to advocate the Program
- Use different venues, e.g. facebook, Asklepios (CMA)

Emerging Observations

8 leaders reached
out 50 – 100
peers through 1:1
interactions or
conferences

“When I came last year, I
only understood 50% of
the information – this
year, I’ve understand 90%
of what’s being
discussed!”
(Peer Network Launch
Workshop Participant)

“I have been involved with
[vendor system] since my
days at an acute care
hospital in the 1980s and I
still am writing in a paper
chart”
(Peer Network Launch
Workshop Participant)

Peer program accredited by the
College of Family Physicians of
Canada, Jurisdictional Pharmacy
Board

Clinical adoption is a journey – *Be persistent*

Collaborative Engagement



The Clinical Adoption Forum

- Took place on November 3, 2009
- 60+ participants including peer leaders, change management specialists, project sponsors, and project teams
- Great success through interactive activities and discussions
- Lots of success stories, common themes
- Each participants left with a list of action items
- Further forum pending

The Clinician Peer Support Network Forum

- **Mandate:**

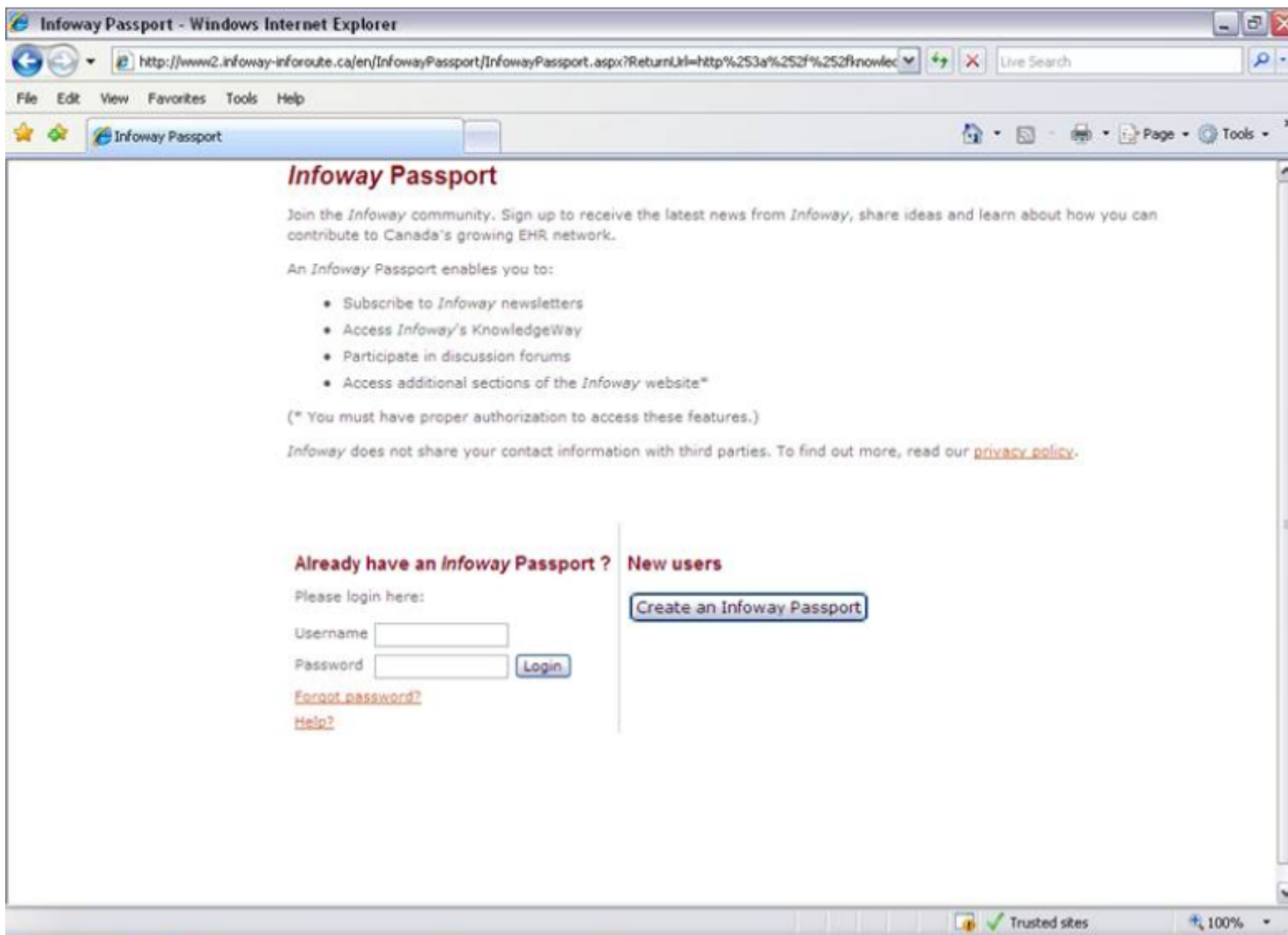
- supports sharing and leveraging of knowledge and expertise across Canada to accelerate EHR and EMR implementations and clinical adoption.

- Project and clinical resource materials are contributed by jurisdictions and *Infoway*. Forum stakeholders include clinicians, peer leaders, jurisdiction sponsors and project team members.

- **Accessing the Center:**

- <http://forums.infoway-inforoute.ca/CESN>
- More info? peernetwork@infoway-inforoute.ca

Infoway passport



The screenshot shows a web browser window titled "Infoway Passport - Windows Internet Explorer". The address bar displays the URL: <http://www2.infoway-inforoute.ca/en/InfowayPassport/InfowayPassport.aspx?ReturnUrl=http%253a%252f%252fknowlec>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows icons for home, back, forward, stop, and search, along with a "Live Search" input field. The page content is titled "Infoway Passport" and includes the following text:

Join the *Infoway* community. Sign up to receive the latest news from *Infoway*, share ideas and learn about how you can contribute to Canada's growing EHR network.

An *Infoway* Passport enables you to:

- Subscribe to *Infoway* newsletters
- Access *Infoway*'s KnowledgeWay
- Participate in discussion forums
- Access additional sections of the *Infoway* website*

(* You must have proper authorization to access these features.)

Infoway does not share your contact information with third parties. To find out more, read our [privacy policy](#).

The page is divided into two sections:

- Already have an *Infoway* Passport ?**
Please login here:
Username
Password
[Forgot password?](#)
[Help?](#)
- New users**

The browser's status bar at the bottom shows "Trusted sites" and a zoom level of "100%".

Home page










[Knowledge Way Home](#)

[Toolkits](#)

[Forums](#)

[Programs Gateway](#)

[Knowledge Centre](#)

[Calendars](#)

[Inforoute Passport](#)

[Inforoute Corp Site Home](#)

[All Forums \(with private forums\)](#)

Clinician eHealth Support Network Forum: A peer to peer initiative

Mandate: This Forum supports sharing and leveraging of knowledge and expertise across Canada to accelerate EHR and EMR implementations and clinical adoption. Project and Clinical resource materials are contributed by Jurisdictions and Inforoute. Forum stakeholders include Clinicians, Peer Leaders, Jurisdiction Sponsors and Project Team Members.

We invite all stakeholders to use this Forum to collaborate, learn from each other and share key information. Please review the Terms of Use and User Guide to get the most out of this Forum.

Contact the Forum Administrator for any enquiries about this Forum.

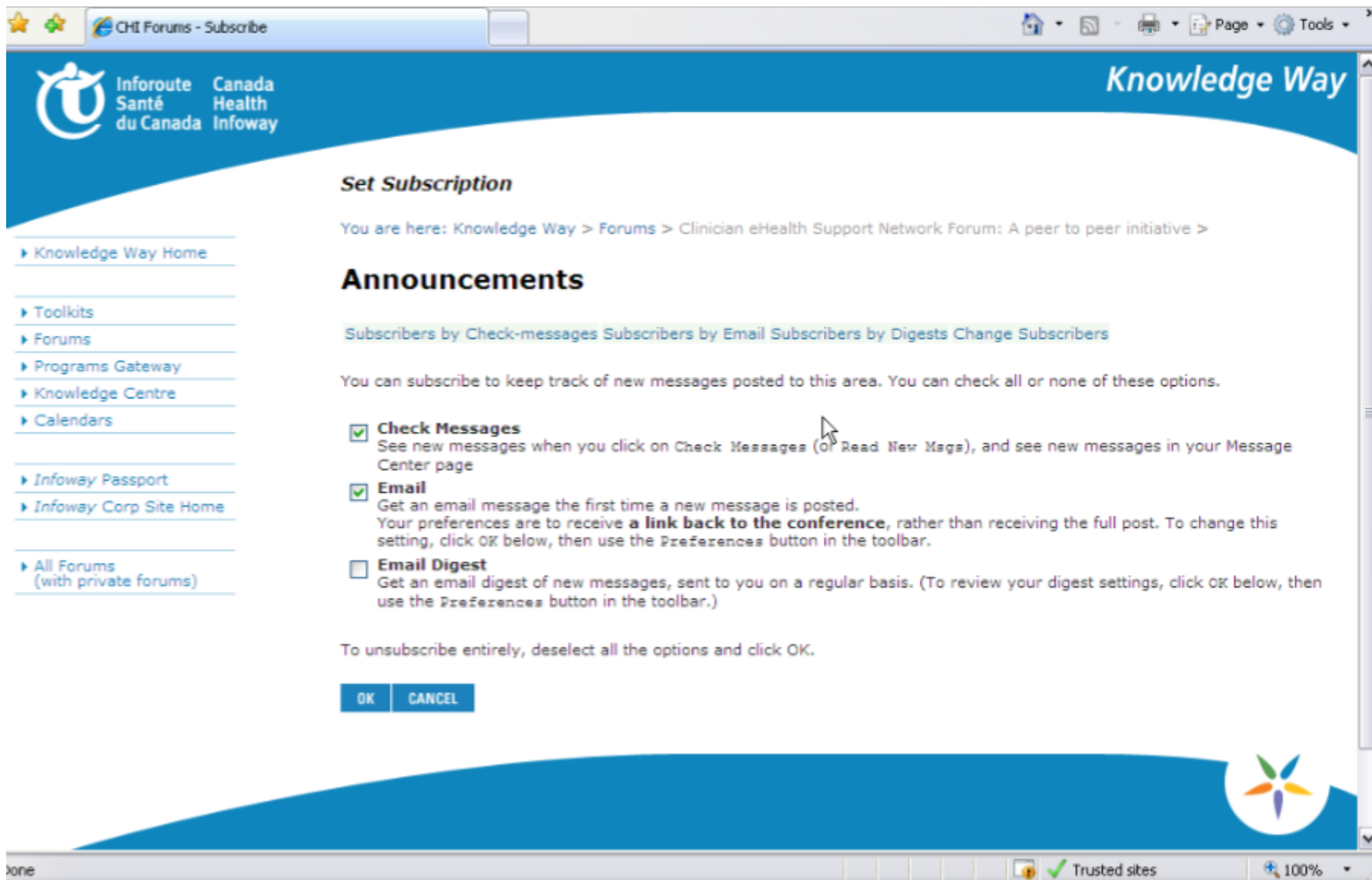
Folder: [Bookmark](#) | [Edit](#) | [Delete](#) | [Move](#)

Language

	Title	New Msgs	Author	Items
	Announcements Move			
	Calendar of Events Move			2
	Discussion Move			
	Peer to Peer Network Projects Overview & Contact Information Move			1
	Clinician Resource Materials Move			14
	Project Resource Materials Move			14
	Peer to Peer Network Quarterly Snapshots & Annual Updates (Coming Soon) Move			11
	Meeting Materials Move			
	Links Move			5
	Forum User Guide_2009_09_24.pdf Move Edit			Last Mod: 24 Sep 09 12:13 pm




Announcement



The screenshot shows a web browser window titled "CHI Forums - Subscribe". The browser's address bar shows a URL starting with "http://". The page has a blue header with the "Inforoute Santé du Canada" logo on the left and the text "Knowledge Way" on the right. A left sidebar contains a list of navigation links: Knowledge Way Home, Toolkits, Forums, Programs Gateway, Knowledge Centre, Calendars, Inforoute Passport, Inforoute Corp Site Home, and All Forums (with private forums). The main content area is titled "Set Subscription" and includes a breadcrumb trail: "You are here: Knowledge Way > Forums > Clinician eHealth Support Network Forum: A peer to peer initiative >". Below this is a section titled "Announcements" with links for "Subscribers by Check-messages", "Subscribers by Email", "Subscribers by Digests", and "Change Subscribers". A paragraph states: "You can subscribe to keep track of new messages posted to this area. You can check all or none of these options." There are three options, each with a checkbox and a description: "Check Messages" (checked), "Email" (checked), and "Email Digest" (unchecked). At the bottom, there are "OK" and "CANCEL" buttons. The browser's status bar at the bottom shows "Trusted sites" and "100%".

CHI Forums - Subscribe

Inforoute Santé du Canada Canada Health Inforoute

Knowledge Way

Set Subscription

You are here: Knowledge Way > Forums > Clinician eHealth Support Network Forum: A peer to peer initiative >

Announcements

[Subscribers by Check-messages](#) [Subscribers by Email](#) [Subscribers by Digests](#) [Change Subscribers](#)

You can subscribe to keep track of new messages posted to this area. You can check all or none of these options.

- ☒ **Check Messages**
See new messages when you click on Check Messages (or Read New Msgs), and see new messages in your Message Center page
- ☒ **Email**
Get an email message the first time a new message is posted. Your preferences are to receive a link back to the conference, rather than receiving the full post. To change this setting, click OK below, then use the Preferences button in the toolbar.
- ☐ **Email Digest**
Get an email digest of new messages, sent to you on a regular basis. (To review your digest settings, click OK below, then use the Preferences button in the toolbar.)

To unsubscribe entirely, deselect all the options and click OK.

OK CANCEL

Trusted sites 100%

Next steps



Next steps

- Continue Peer Leader Survey (implementation & analysis)
- Continue to prepare and share Peer Network quarterly snapshot (regional and pan-Canadian)
- Enrich resources/materials in the Peer Network Forum
- Continue with Western Regional Collaborative meetings and initiate Atlantic Regional Network

Contact information

- For more information on the Clinician Peer Support Network:
 - Contact: peernetwork@infoway-inforoute.ca / 416-595-3449 ext. 3063
 - Online: www.infoway-inforoute.ca



Canada Inforoute
Health Santé
Infoway du Canada

Thank you