



eDOCSNL
ELECTRONIC MEDICAL RECORD
STRATEGIC PLAN
2018-2020

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eDOCSNL is Newfoundland
and Labrador's provincial
electronic medical record
(EMR) program



eDOCSNL is a program established to implement and facilitate adoption and mature use of a provincial EMR solution that:



Our Stakeholders

We will work to ensure that the eDOCSNL program considers the needs of all of our stakeholders including patients, physicians and other health care providers and their staff, health policy and decision-makers, researchers and the public.



PRACTICING HEALTH CARE PROVIDERS

COMMUNITY-BASED FFS PHYSICIANS
FFS SPECIALISTS
SALARIED FAMILY PHYSICIANS & SPECIALISTS
MEDICAL OFFICE STAFF
RHA EMPLOYED HEALTH CARE PROVIDERS
PRIVATE PRIMARY HEALTH CARE PROVIDERS



PATIENTS

PATIENTS OF PRACTICING PHYSICIANS
THEIR FAMILIES

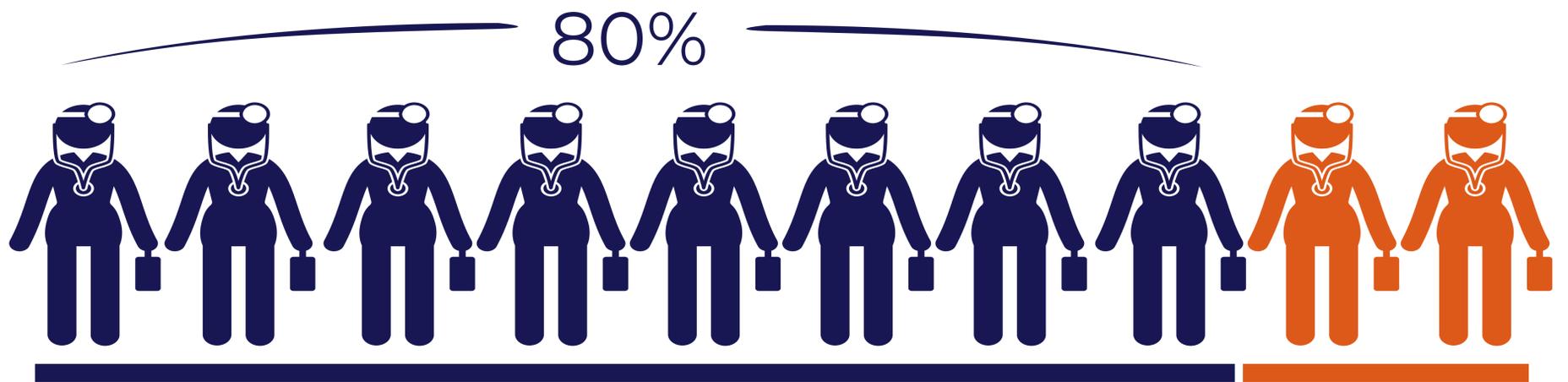


OUR HEALTH SYSTEM PARTNERS

PRIMARY HEALTH CARE PROGRAM OF HCS
REGIONAL HEALTH AUTHORITIES
MEMORIAL UNIVERSITY FACULTY OF MEDICINE
COLLEGE OF PHYSICIANS AND SURGEONS NL
CANADA HEALTH INFOWAY
FAMILY PRACTICE RENEWAL PROGRAM
NEWFOUNDLAND AND LABRADOR CENTRE FOR HEALTH INFORMATION
NEWFOUNDLAND AND LABRADOR MEDICAL ASSOCIATION

Targeted Population

Family Physicians



Specialists



Other Health Care Providers



Vision, Mission & Values

The driving force of eDOCSNL revolves around its vision, mission and values to deliver an EMR program that will support improvements to patient care and have a meaningful influence on physicians and other health providers, and the health system.



VISION

eDOCSNL advances the meaningful use of EMRs to help create a healthier population and a stronger health system.



MISSION

Provincial deployment of eDOCSNL to enhance patient care delivery and increase quality information for health system planning.

Our values guide our work by establishing a foundation for our priorities and decisions



PATIENT-CENTRED

We believe that eDOCSNL plays a key role in the delivery of patient centred care and the patient is at the heart of every decision we make.



INNOVATION

We seek to explore unique ideas that create increased value for physicians and other health care providers, their patients and the health care system.



COLLABORATION

eDOCSNL was created on the belief that if we work together, we can do better. The organizations that make up eDOCSNL leverage their individual and collective areas of expertise and our shared values guide our actions and decisions.



PRIVACY & SECURITY

We believe that a patient's right to privacy and the confidentiality and security of their personal health information is paramount and we will go above and beyond to protect it.



EXCELLENCE

We are enthusiastic in our approach and strive to ensure eDOCSNL delivers a provider-patient experience that surpasses what is expected.

Working in partnership to govern eDOCSNL, the NLMA, HCS, NLCHI and the RHAs all have long-standing and respected positions in the province's health sector. Our individual and combined strengths have enabled us to develop a provincial EMR program that benefits patients, physicians, other health care providers, and the provincial health system simultaneously.

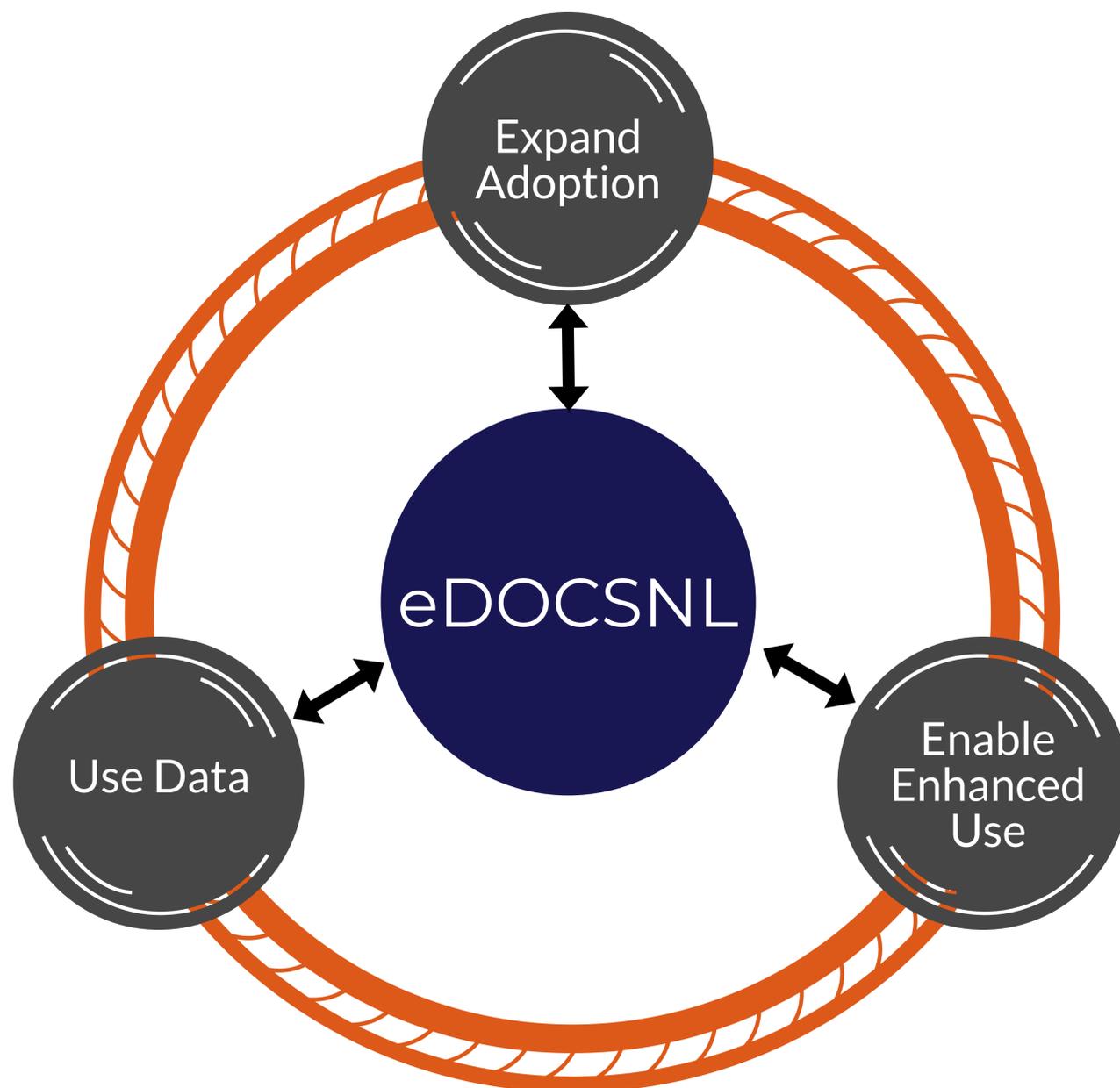


Our Priorities

- Support the implementation, adoption and use of the provincial EMR solution by physicians and other healthcare providers in the community and facility-based teams
- Increase clinical value for participating physicians, other health care providers and patients through the enhanced use of eDOCSNL
- Grow eDOCSNL through innovative solutions and strategic integrations with appropriate existing and future health information systems
- Provide health information for health system planning, evaluation, quality improvements, and research

Strategic Goals

Our strategic goals and priorities are guided by our vision and mission. We understand that the successful delivery of eDOCSNL will allow physicians and other health care providers to deliver better, safer health care to their patients and that eDOCSNL will enable the collection and analysis of quality information, which will help to enhance health system performance and outcomes.



The following strategic goals will guide our actions and focus our efforts over the next three years:



Expand eDOCSNL EMR deployment to additional physicians and other health care providers across the province



Enable enhanced use of eDOCSNL to improve patient care and health system performance



Use eDOCSNL EMR data to inform decision making, and support both practice planning and health system planning



Expand eDOCSNL EMR deployment to additional physicians and other health care providers across the province

Make it easy to adopt and use eDOCSNL

Once a health care provider has expressed an interest in deploying eDOCSNL in their practice, we must make the transition process as seamless as possible. Transitioning from a paper based practice to an EMR or transitioning from one EMR solution to another can be a significant change management process, and it is our job to provide guidance and support during this process. To do this, we will develop a plan that maps out the processes and support tools necessary for successful deployment and adoption. We will also work closely with our EMR provider, TELUS Health Solutions to ensure that the days leading up to, during, and after deployment run as smoothly as possible.

Provide quality support to physicians, other health care providers and their staff post-deployment

We want physicians and other health care providers to feel they made the right choice by adopting eDOCSNL. To do this, we will develop a post-deployment support plan that outlines the steps that will be taken in the weeks and months following deployment to provide training, guidance and support to physicians, other health care providers, and their office staff. We will also develop a series of training materials and establish a peer-to-peer support network so that physicians, other health care providers and their office staff can reach out to other offices using eDOCSNL.

Identify new opportunities to expand deployment

HCS has made a commitment to establish additional primary health care teams in the province. We recognize that eDOCSNL is a vital tool in enabling these models of healthcare delivery. The EMR program team will ensure that the deployment road map includes approved primary health care teams, as well as strategies to identify opportunities for other RHA deployment and additional FFS deployment, within financial constraints, and in alignment with the program vision and mission.

Develop a business plan that includes a financial strategy for sustainability and full deployment

As the program evolves, it will be imperative to ensure that the deployment plan continues to align closely with a financial strategy that supports feasibility and sustainability of the program. The plan will foster innovative ideas balanced with practical application of creative value-driven solutions.

Provide the information, tools, and support necessary for health care providers to successfully adopt and use eDOCSNL in their practice

What success looks like:

- Minimum of 200 family physicians and 100 specialist FFS physicians have eDOCSNL implemented and integrated by April 2020
- Provincial agreements signed for additional 150 by April 2020
- eDOCSNL is fully deployed to approved primary health care teams by April 2020
- Communication and ongoing support plans for eDOCSNL users are developed and implemented
- Financial sustainment and growth plan, including expanded functionality, is developed
- Feedback from post-deployment program improvement survey is incorporated into deployment plan



Enable enhanced use of eDOCSNL to improve patient care and health system performance

Promote use of eDOCSNL functionality and develop new products and services that encourage physicians and other health care providers to reach clinical value milestones

We are committed to identifying EMR functionality which we can enhance to benefit the provider- patient interaction. We will develop and implement change management plans to ensure optimal clinical benefits from the solution. We will also work with our stakeholder partners to develop and deliver product enhancements including e-referrals and e-consults and we will explore the possibility of offering continuing medical education credits to physicians who reach clinical milestones.

Promote use of eDOCSNL patient-centred functionality

We will develop new solutions that support chronic disease management and encourage healthier lifestyle choices. We will establish a partnership among physicians and other health care providers, patients and their families to ensure that decisions respect patients' wants, needs and preferences and solicit patients' input on the education and support they need to make decisions and participate in their own care.

Design eDOCSNL to complement, support and enhance the value of HealthNL, and provide high quality data to improve health system performance and planning, for improved patient care

We will explore appropriate integration with health information systems in collaboration with our stakeholders and partners. We will look for ways to support changes in functionality that enable new and better ways of providing care to patients, and access to more health information, while protecting patients' privacy.

Listen and be responsive to stakeholders' feedback to enable healthcare delivery transformation

We will determine which solutions can provide the most value and ensure that enhancements align with eDOCSNL's vision and financial strategy for sustainability and growth.

Develop and design agile solutions that complement emerging health innovations

We will embrace innovation in pursuit of solutions that address emerging strategic issues within health care delivery.

Use eDOCSNL solutions
to transform patient
care delivery, improve
health system
performance and
empower patients

What success looks like:

- We have implemented a streamlined process for collecting and assessing input from various stakeholders, and utilize recommendations to inform development of a roadmap for priority enhancements
- Enhancements and solutions are developed and implemented as per the roadmap in alignment with the business plan
- eDOCSNL is utilized to implement standardized care plans and enable associated workflows for chronic diseases
- An eDOCSNL mature use model is developed for NL
- eDOCSNL program actively embraces innovative ideas, that align with the program vision and mission, through collaboration with partners
- We have developed a roadmap and implementation plan for provincial ePrescribing
- eDOCSNL continues to expand integration with other health information systems
- Physicians and other health care providers have implemented privacy protective strategies that include monitoring access to patient personal health information and restricting access to patient records through masking when appropriate



Use eDOCSNL EMR data to inform decision making, and support both practice planning and health system planning

Provide access to standardized, quality data that contributes new insights into the province's overall population health

The data collected by eDOCSNL users will provide new insights into the prevalence of a number of chronic conditions throughout the province. We will work with our health system partners to ensure this information can be used for research and evaluation purposes to improve health system policy development, decision-making and system sustainability. In addition, data collected will provide physicians and other health care providers with comparable information about patients in their practice, especially in regards to complex patients and groups of patients with multiple chronic conditions leading to better coordination of care.

Ensure that the personal health information provided to others for authorized other uses is protected

The data in eDOCSNL is personal health information and needs to be protected with utmost care. To do this, we will create an agreed upon information management framework and supporting policies. We will adhere to the *Personal Health Information Act* and other laws that govern personal health information and will ensure best practices are used to meet the needs of the health system.

Educate physicians and other health care providers on how to use data and analytics tools for practice planning

eDOCSNL will collect useful data to afford physicians and other health care providers with the evidence to support alignment with clinical best practices, and enable practice planning, peer to peer comparisons, and evaluation, in support of quality improvements.

Use data to support a sustainable health care system

eDOCSNL, as a component of the overall health system, plays an important role in supporting health system sustainability through more efficient health care delivery. It enables access to more and better health information for clinicians, and policy and decision makers, which is essential to ensuring alignment of priorities, efficient utilization of resources and improved patient outcomes.

Use eDOCSNL data to support health system quality improvements

What success looks like:

- Information management framework is implemented
- EMR functionality and training supports standardized, quality data collection in alignment with information management framework
- Standardized forms are utilized, when appropriate, to minimize data collection, errors and omissions, and support standardized, quality data collection
- Opportunities have been identified to integrate data among domains, in alignment with information management framework
- Link to Cancer and Chronic Disease Registries as designated under *PHIA*
- Physicians and other health care providers are taking advantage of management reports in EMR to evaluate and improve their practice

Our Plan at a glance



Our plan at a glance

Vision



eDOCSNL advances the meaningful use of EMRs to help create a healthier population and a stronger health system.

Mission



Provincial deployment of eDOCSNL to enhance patient care delivery and increase quality information for health system planning.

Our Values



patient-centred



innovation



collaboration



privacy & security



excellence

Our Stakeholders

We will work to ensure that the eDOCSNL EMR considers the needs of all of our stakeholders including patients, physicians and other health care providers and their staff, health policy and decision-makers, researchers and the public.



Health Care Providers



Patients



Our Health System Partners

eDOCSNL

ELECTRONIC MEDICAL RECORD

edocsnl.ca

Our Goals

#1



Expand eDOCSNL EMR deployment to additional physicians and other health care providers across the province



Make it easy to adopt and use eDOCSNL

Provide quality support to physicians, other health care providers and their staff post-deployment

Identify new opportunities to expand deployment

Develop a business plan that includes a financial strategy for sustainability and full deployment

#2



Enable enhanced use of eDOCSNL to improve patient care and health system performance



Promote use of eDOCSNL functionality and develop new products and services that encourage physicians and other health care providers to reach clinical value milestones

Promote use of eDOCSNL patient-centred functionality

Design eDOCSNL to complement, support and enhance the value of HealthNL and provide high quality data to improve health system performance and planning, for improved patient care

Listen and be responsive to stakeholders' feedback to enable healthcare delivery transformation

Develop and design agile solutions that complement emerging health innovations

#3



Use eDOCSNL EMR data to inform decision making, and support both practice planning and health system planning



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Use data to support a sustainable health care system

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