

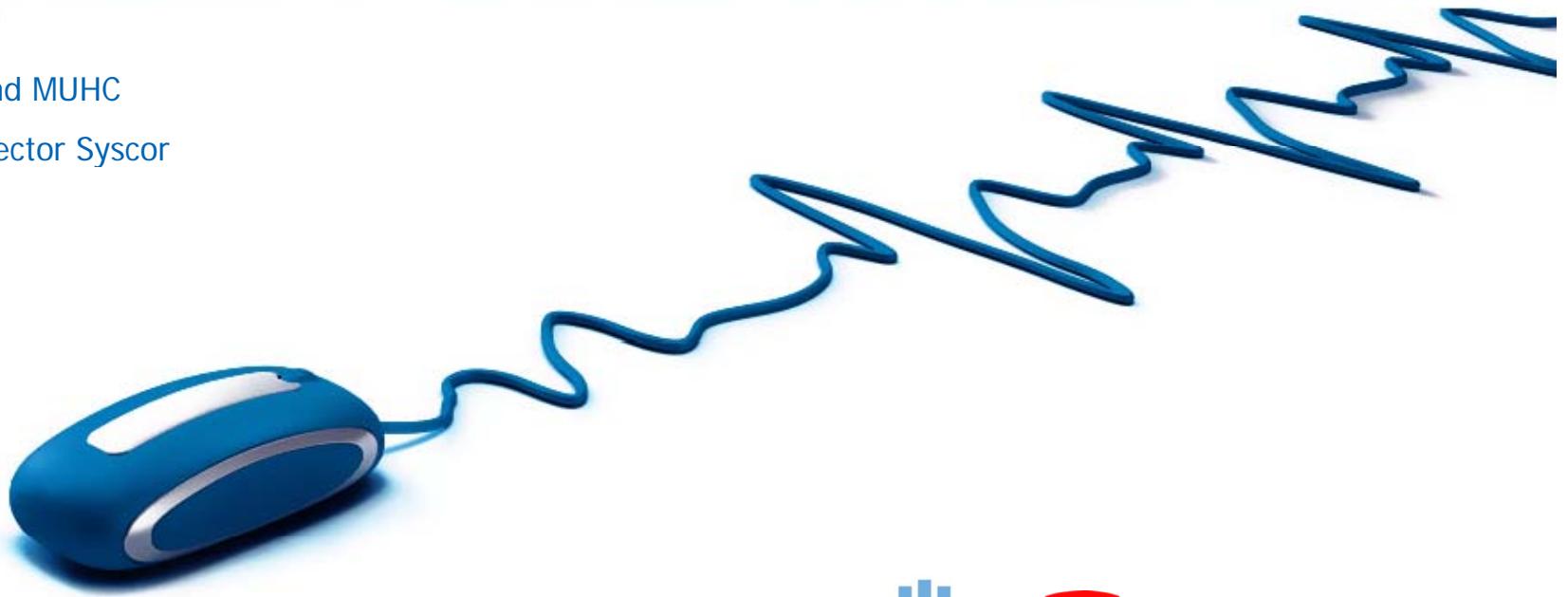
Ingredients for a successful adoption strategy in the health care context – Empower clinicians

October 21, 2010

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Agenda

1. Health care context
 - a) Core Business
 - b) Clinical Cost Containment
 - c) Multiple Stake Holders

2. Ingredient for a successful adoption strategy in the Health care context – Empower clinicians

Health Care Context

Core Business

Best Care first and foremost

Also in a teaching hospital,

Emphasis on research, teaching and technology assessment

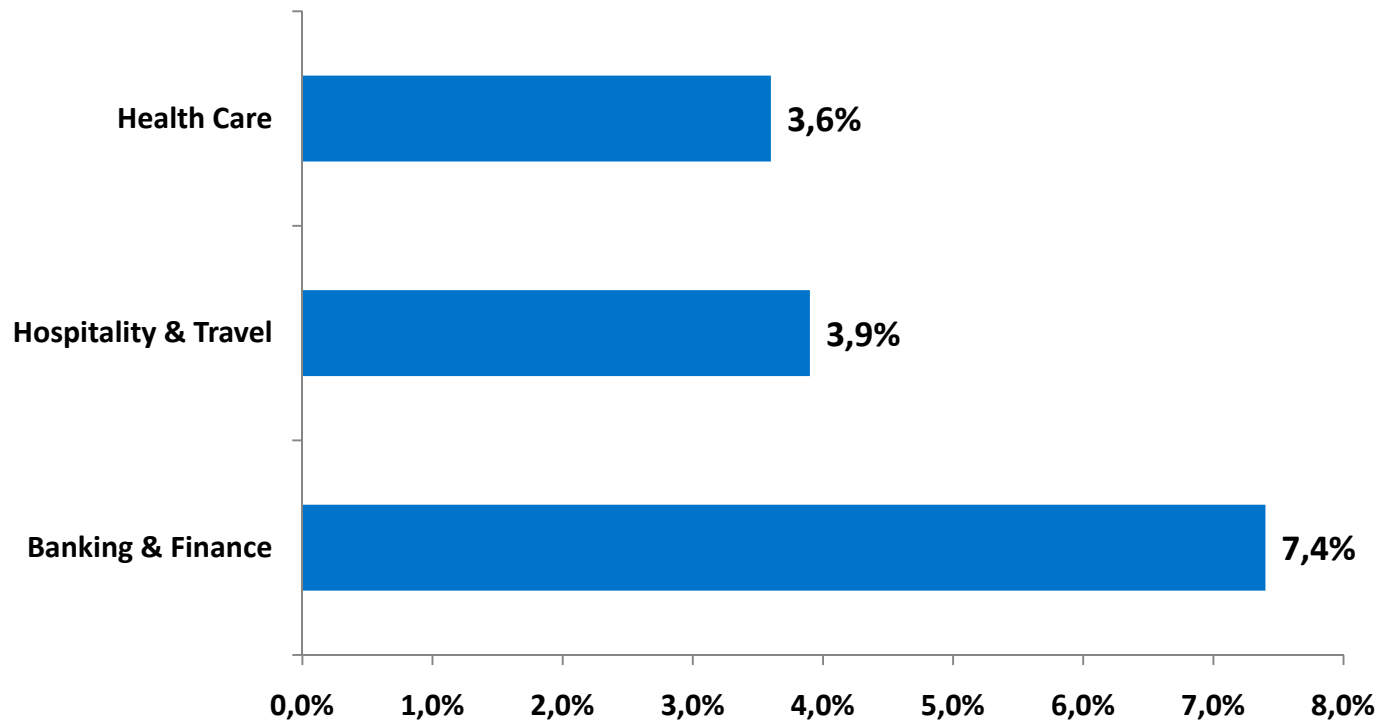
IT more and more part of the core business

Health Care Context

Clinical cost containment

Lack of financial resources to address IT-IS needs

IT Spend as % of Operating Expense - 2009 for North America

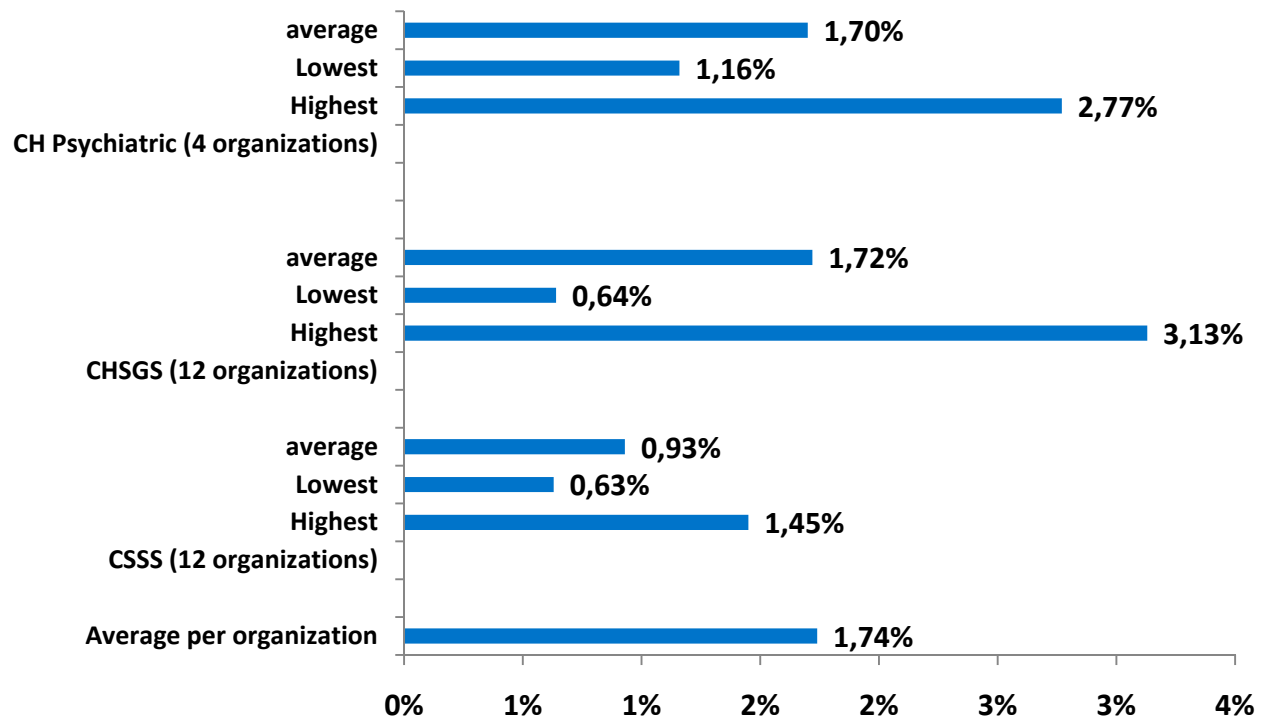


Health Care Context

Clinical cost containment

Lack of financial resources to address IT-IS needs

Average level of expense in IT for Montreal

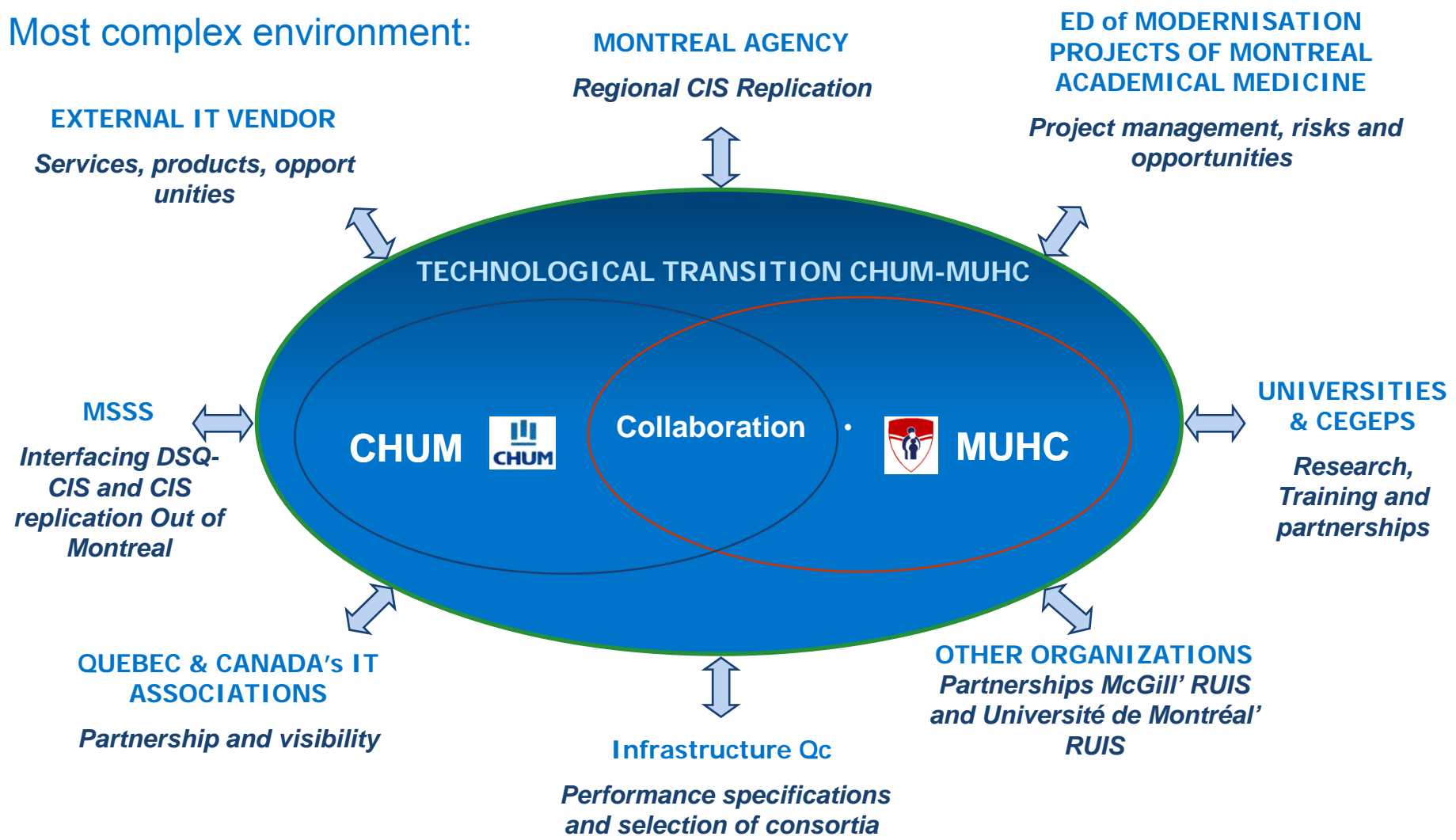


Source: Montreal Agency

Health Care Context

Multiple Stake Holders or Share Holders

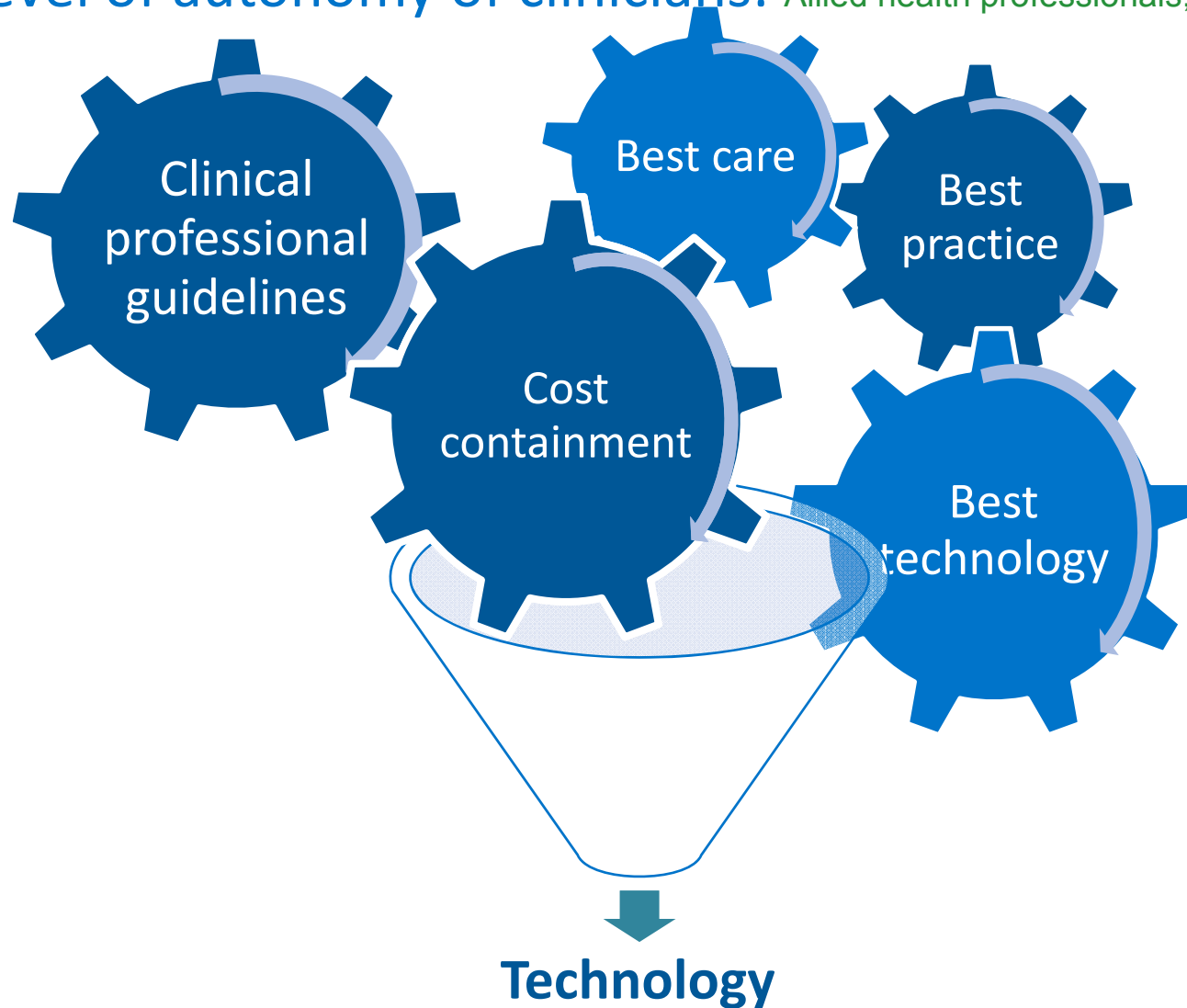
Most complex environment:



Health Care Context

Multiple Stake Holders

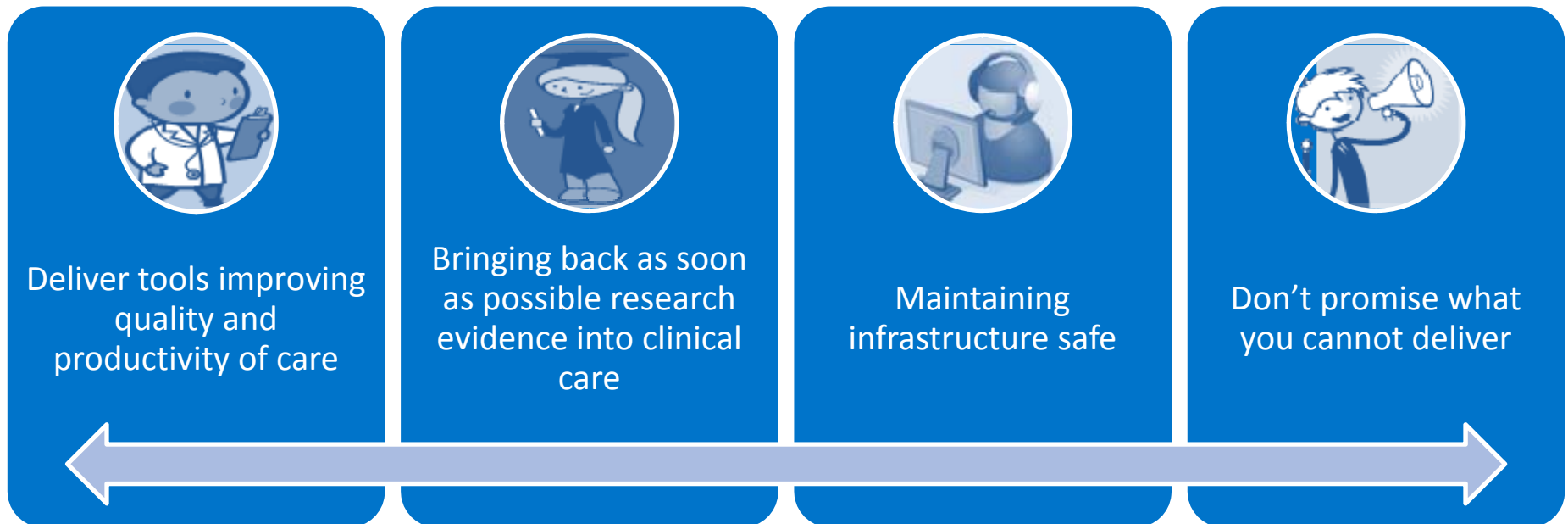
High level of autonomy of clinicians: Allied health professionals, Doctors, Nurses, etc.



Health Care Context

Ingredients for a successful adoption strategy in the health care context – Empower clinicians

- Support by all layers of the organization from bottom up
- Provide meaningful objectives for clinicians:



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Research conducted in USA

To Err Is Human : Building a Safer Health System (1999)



Adverse events in hospitals are responsible for 75,000 to 100,000 deaths per year in US.



1/3 of these events were avoidable by introducing information technology when the prescription is issued.



Research conducted in Canada

Baker GR. & al. The Canadian Adverse Events Study: the incidence of adverse events among hospital patients in Canada. CMAJ, 170(11):1678-86, 2004



Of 2.5 million admissions to acute care hospitals, 7.5% (185,000) experienced one AE or more during their stay.



70 000 of these events were avoidable.

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CPOE

Prevention of In-patient adverse event



Needs associated decision support

55 % reduction in serious medication error rate.
(Bates, JAMA, 1998)



Monitors and makes iterative changes

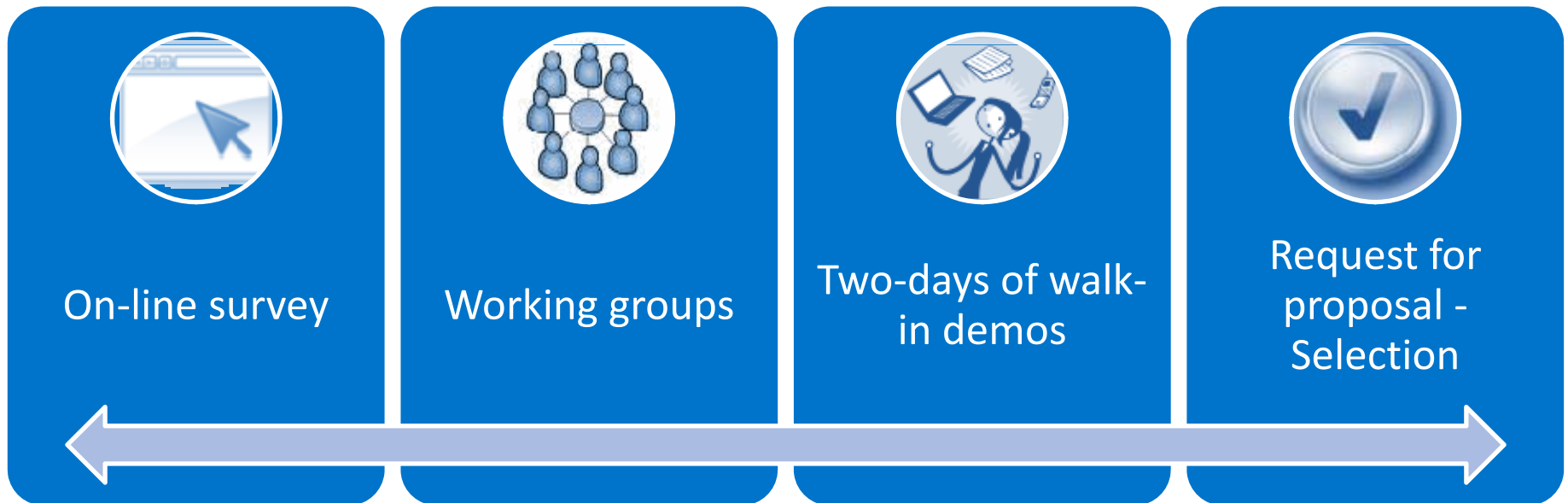
83 % reduction in overall medication error rate.
(Bates, JAMA, 2000)

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Help clinicians select what they need :

Define functional needs



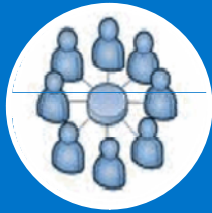
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Let clinicians define the implementation strategy :



Nomination of a
CCO for both
CHUM and MUHC



Committee meets
monthly at both
organizations



Clinical working
groups in place for
each phase



Creation of a
clinical champions'
meeting



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Let clinicians manage overall implementation strategy:

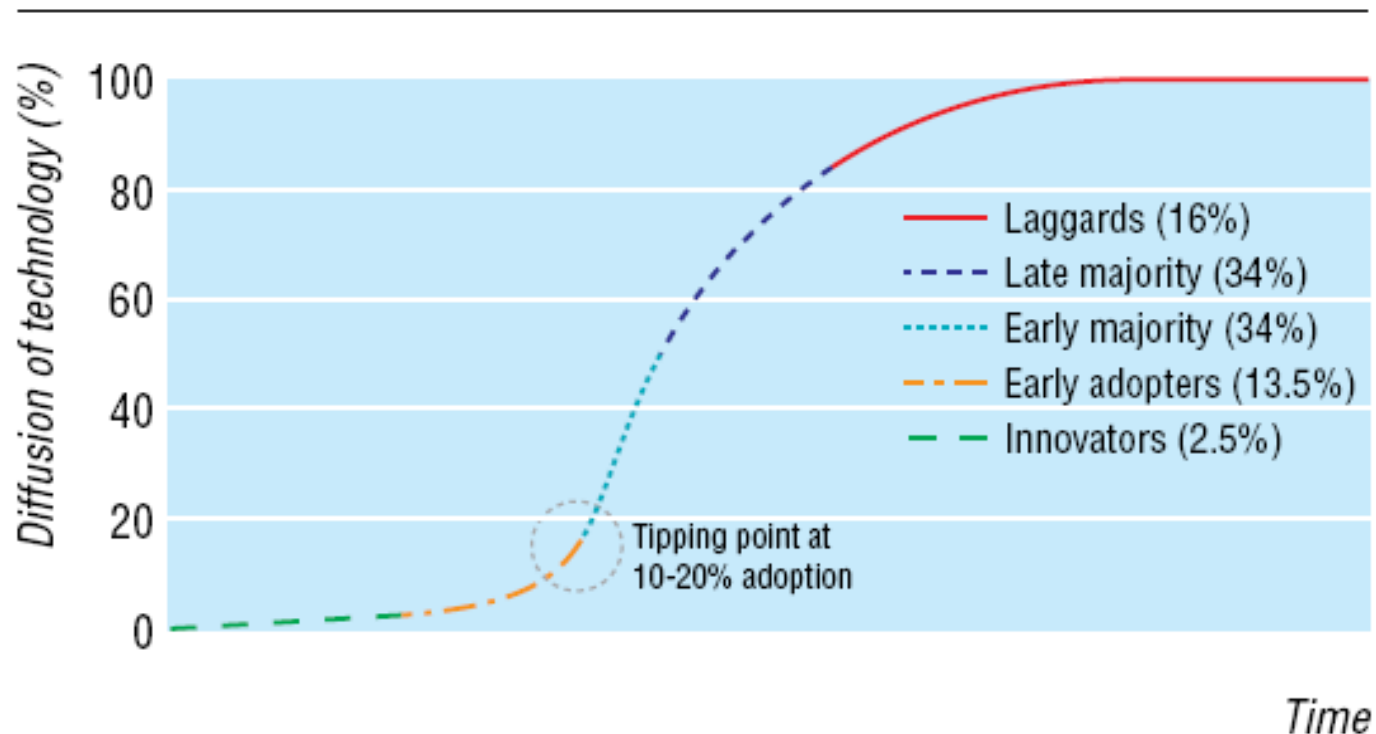
Chief Clinical Officer

Reports directly to the CEO.	Chair the clinical information system implementation committee.	Participates in the technological transition steering committee..
Chair the discussion table of clinical champions of the technological transition projects	Obtain executive representation from each department	Participate in Regional, Provincial, Canadian and International forums.
Generate discussions about technologies and information systems with clinicians and ensure their participation.	Takes comments from clinical champions and follows on issues pertaining to the technological transition projects.	Ensure the following with concerned people about projects evolution.

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Let clinicians monitor benefits in health care:



S-curve showing the five stages in adoption of innovations²

Rogers EM. *Diffusion of innovations*. 4th ed. New York: Free Press, 1995.

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Outcomes at the CHUM and at the MUHC:

Oacis Uper user different per day

