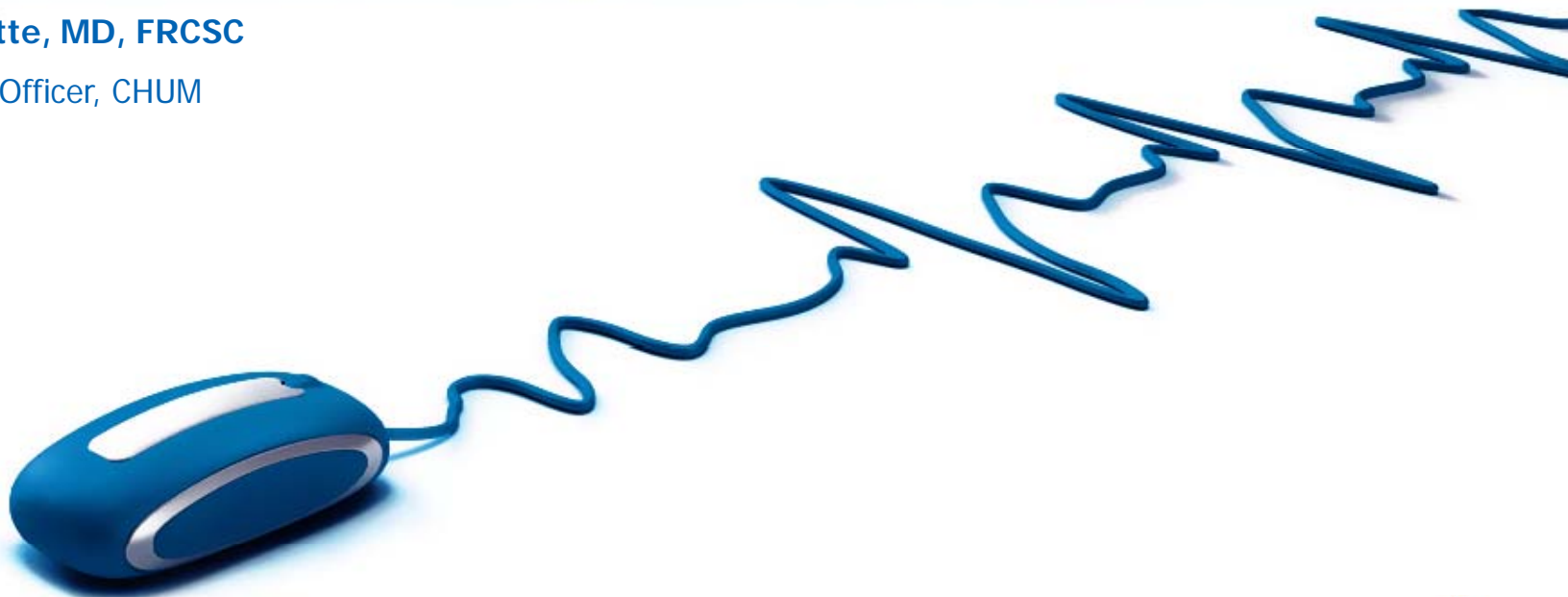


Integration of IT in Health Care – The challenge of changing

October 21 2010

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Agenda

1. CHUM MUHC Collaboration
 - a) Responding together to similar needs
 - b) Progress Assessment - Clinical Information System

2. Technological Transition Management
 - a) What to expect ?
 - b) Lessons learned from CIS Implementation
 - c) Why do we need to change

MUHC-CHUM Collaboration

Responding together to similar needs

- Same usual challenges
 - Health care is a complex domain
 - Change is a difficult process
 - Clinicians are difficult clients
 - Security, confidentiality, costs issues
- Specific common challenges/opportunities
 - Our organisations are complex but similar
 - We will move to new hospitals- IT essential

MUHC-CHUM Collaboration

Responding together to similar needs

MUHC



CHUM

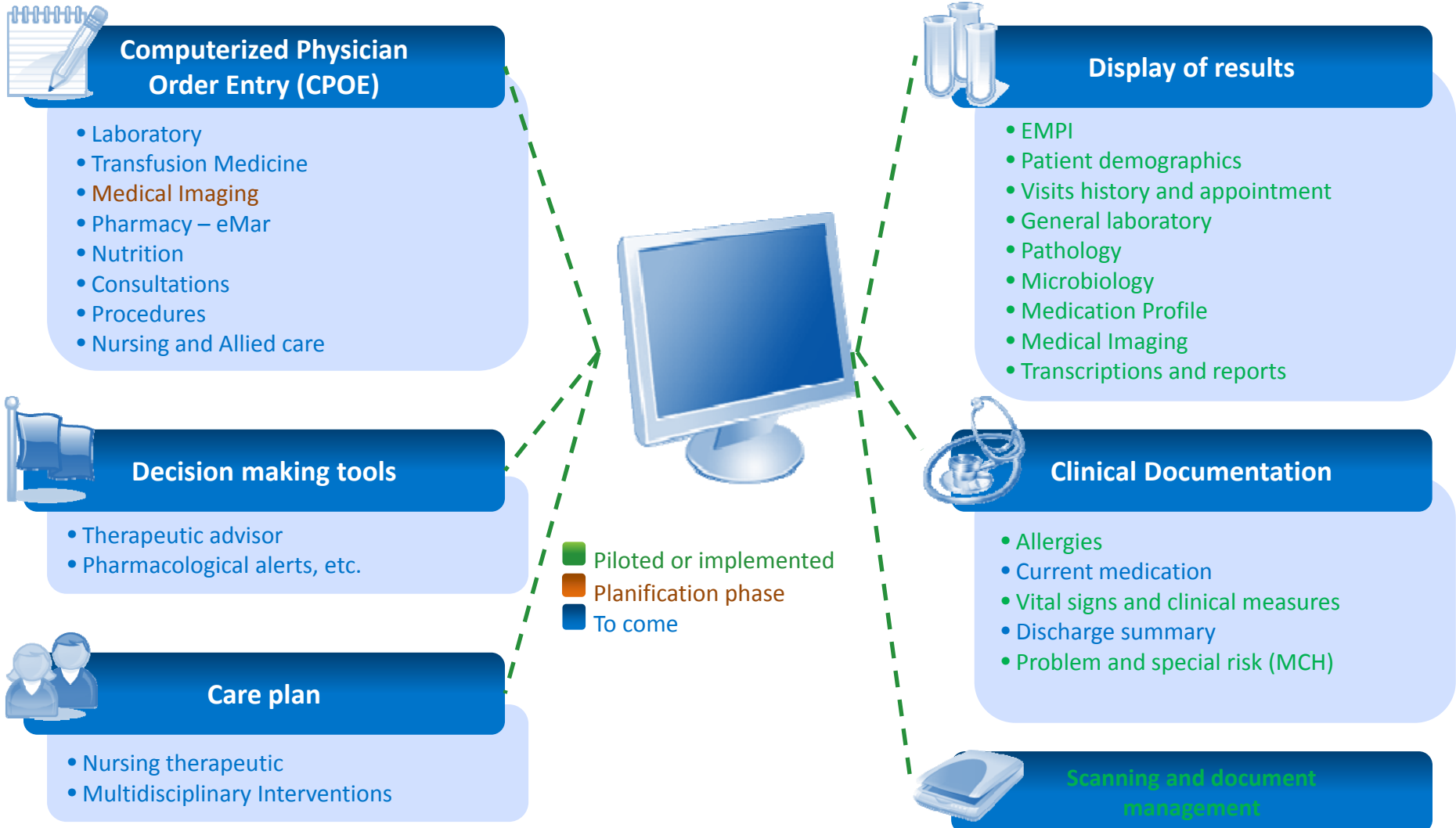


Renovation.
Construction.
Relocation.



Digital hospital.

Progress assessment Clinical Information System



Technological transition Management

What to expect ?



Change is hard

Medical culture is hard to change
(tradition of business
process, opportunity costs)

Change is hard for anyone (esp. older
crotchety workforce)

Technological transition Management

What to expect ?

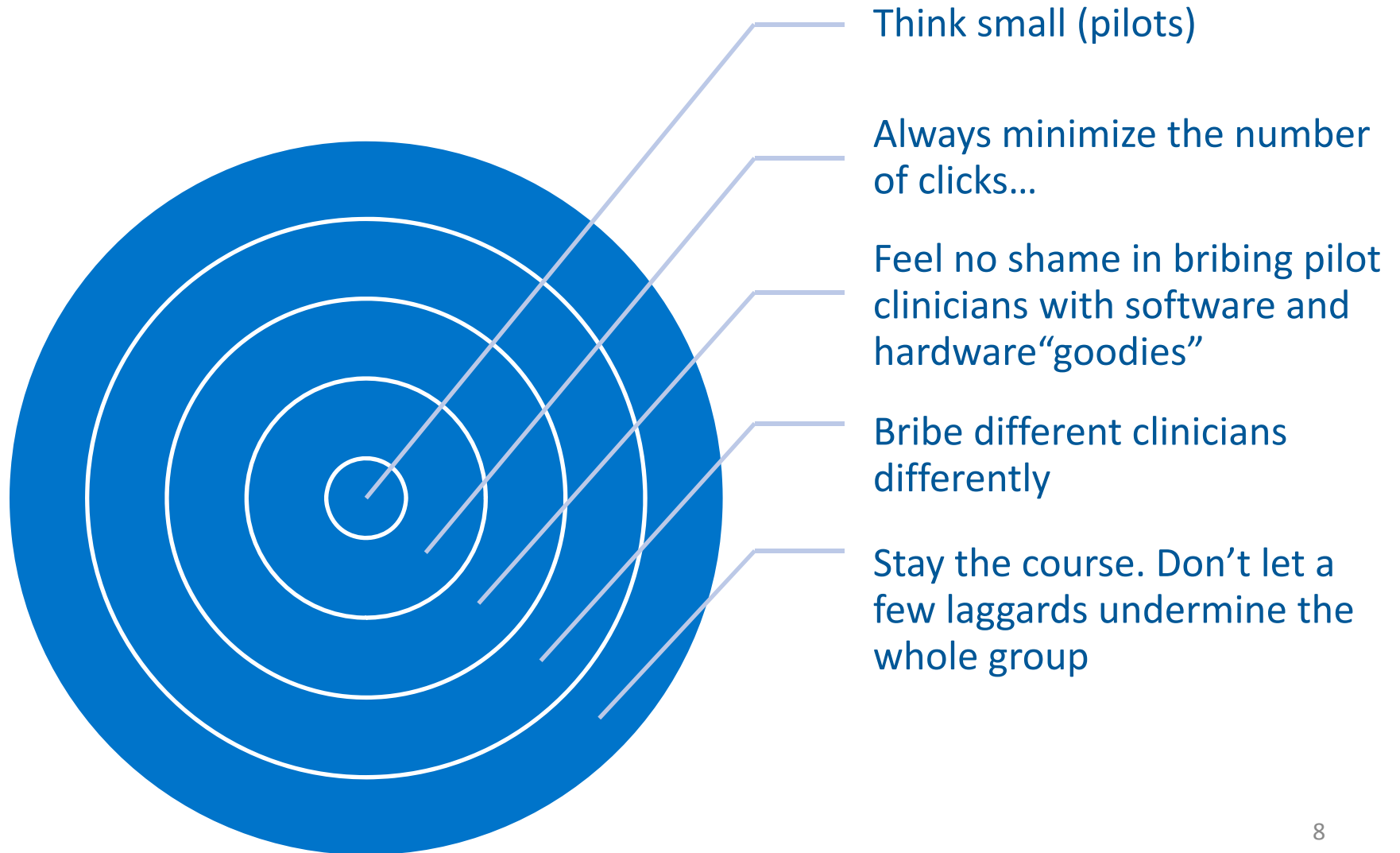
Champion has to be the straw man for the project

Recognize the strengths and weaknesses in the product- Integrity and honesty

Always think in terms of risk reduction

Technological transition Management

What to expect ?



Technological transition Management

Lessons learned from CIS Implementation



You are only as good as your team



You are only as good as your word



Failure is not an option



Every fight has to be in the name of patient benefits



MUHC-CHUM Project

Conclusion

- Top priority institutional project
- Clinical project, to improve care (and nothing else!)
- A real inter-pluri-multidisciplinary project
- Technology is a facilitating and limiting factor
- Clinicians are very sensitive to time and added value
- Need to listen to end users and to progress (slowly)
- Champions need to be real clinicians