

3rd

OPTIMIZING ELECTRONIC HEALTH RECORDS

March 23 & 24, 2009, Toronto

endorsed by:



participating organizations

Canadian Medical Alert Foundation
IMS Health
Lang Michener LLP
Markham Stouffville Hospital
The Hospital for Sick Children
Trillium Health Centre
West Park Healthcare Centre
xwave, A Division of Bell Aliant

who should attend

VPs, Directors & Managers of health records, healthcare, IT/IS, health informatics, quality, clinical information, privacy, risk and records management, In-house counsel, physicians, nurses, lawyers, consultants

course highlights

- Examine the nature of the emerging risks related to e-health records & information systems
- Take a hard look at error causes and what e-health records and systems can do to reduce the chance that they will occur
- Unearth successful strategies for gaining user acceptance and facilitating the transition to full implementation and utilization
- Hear about privacy breaches and identity theft, as well as the practices that you can adopt to proactively deal with this pernicious threat
- Examine the wider issues in implementing an integrated electronic healthcare system
- Learn about the progress made to date, emerging issues and how the LHIN's are resolving implementation challenges
- Explore what is being done to improve health record accessibility to maximize the effectiveness of healthcare decision-making

"Knowledge base of presenters, as well as their down to earth format was great."

"Very informative."

"Very organized, everything always on track!"

"Networking opportunity was great!"

"The networking and sharing of common issues and problems were very beneficial."

"It was good to discuss the issues that are affecting all of us."



Course Leader
Gary Folker,
xwave, A
Division Of Bell
Aliant



Chris
Robertson,
The Hospital
for Sick
Children



Michael
Shreve,
Canadian
Medical Alert
Foundation



Anita
Fineberg,
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Alona S. Cohen,
West Park
Healthcare
Centre



David M. W.
Young,
Lang Michener
LLP



Ayanna
Ferdinand,
Trillium Health
Centre

as well as:

Sharon
Tai-Young,
Markham
Stouffville
Hospital

FACULTY

COURSE LEADER

GARY FOLKER

Gary Folker has more than 30 years of experience pioneering healthcare technology in Canada and is ideally positioned to guide business development within xwave Healthcare. In this role, he builds and manages partnerships and propels development of solutions such as the Clinical Management System (CMS); the CMS is a hosted Application Service Provider (ASP) electronic medical record for primary-care physicians developed in partnership with GE Healthcare and now adopted in Ontario.

CO-LECTURERS

CHRIS ROBERTSON

Chris Robertson is the Development Director for Information Services at The Hospital for Sick Children. His portfolio includes data integration, data warehouse management, report, web, database and application development. He chairs both the IS Privacy & Risk Committee and the Confidential Data Committee. He has been with SickKids for 2 years.

MICHAEL SHREVE

Michael Shreve is Director, Systems and Supply Chain at the Canadian MedicAlert Foundation. He is responsible for the management of information systems and technology, including MedicAlert's PHR (personal health record),

which holds the health records of over 1 million Canadians. His current work is focused on the development of new electronic points of access into MedicAlert's PHR by patients and authorized first responders. He is also responsible for data privacy and security procedures and has recently assumed the role of Chief Privacy Officer.

ANITA FINEBERG

Anita Fineberg is the Corporate Counsel and Chief Privacy Officer for IMS Health Canada and Latin America. She oversees the legal affairs of the company, as well as the management of internal privacy compliance activities and external privacy advocacy and outreach activities. She has worked in the area of privacy and access to information for the past 17 years.

ALONA S. COHEN

Alona S. Cohen is a manager of Clinical Records and Privacy at West Park Healthcare Centre. She manages, coordinates and oversees the day-to-day operational activity of the Clinical Records Department and Privacy Office. She is responsible for evaluating and improving centre wide clinical records processes. She is chair of the facility's Clinical Records Committee.

DAVID M.W. YOUNG

David M.W. Young is a Partner and co-chair of the Privacy Law Group at Lang Michener LLP. His practice focuses on regulatory law with an emphasis on privacy, product regulation and organizational compliance. He advises on privacy law matters including security, compliance procedures and documentation, information audits, privacy policies, employee privacy, organizational procedures and practices, access to information and related regulatory matters in a variety of sectors.

SHARON TAI YOUNG

Sharon Tai Young is the Manager of health records and responsible for privacy at the Markham Stouffville Hospital in Markham.

AYANNA FERDINAND

Ayanne Ferdinand has a combined degree of Dalhousie University in Law and Masters of Health Services Administration. Over the years, she has acted as legal counsel for various health care organizations and she has published in the area privacy. She is currently General Counsel for Trillium Health Centre, one of the largest community hospitals in Canada.

COURSE PROGRAM

PREPARING USERS FOR E-HEALTH UTILIZATION AND MANAGING THE PROTOCOLS

Whatever the potential benefits, winning users over to new processes and protocols requires one part marketing and two parts education, to increase awareness of the availability of the new tools and sources of information. This session will discuss successful strategies for gaining user acceptance and facilitating the transition to full implementation and utilization.

- Marketing the rationale for the e-health system to all stakeholders in the circle of care
- Creating a support infrastructure for education to overcome user unease
- Demonstrating that workflow and productivity is enhanced and not impaired
- User engagement strategies to increase confidence and use at the clinical level
- Turning users into contributors: feeding the e-health knowledge base
- Successful breakthrough techniques for acceptance and adoption by physicians

REDUCING THE CHANCES OF HUMAN ERROR TO IMPROVE THE QUALITY OF PATIENT CARE

Patient concerns about the potential for mistakes in their diagnosis and treatment have become magnified by media reports of tragedies caused by human error. This perception, however harsh and overblown, acknowledges the complexity of variables involving medical history, symptoms and medications that come into play in making diagnoses and directing treatment. This session will take a hard look at error causes and what e-health records and systems can do to reduce the chance that they will occur.

- Targeting the four most frequent causes of medical errors
- Evaluating the accuracy and completeness of shared information from multiple sources
- Spotting potential trouble spots not covered by improved information access
- Procedural and operational mechanisms for improving information capture
- Ensuring internal and independent e-health record quality control and audits
- Outcomes to date: increasing vigilance for a higher level of consistency and accuracy

PREVENTING ACCESS ABUSE AND POTENTIAL FOR IDENTITY THEFT

Access abuse, ranging from the "innocent" employee look-up of information on a friend or relation to overtly malicious security breaches, is a constant security concern. This session takes a zero tolerance approach to access abuse, privacy breaches and identity theft and outlines the practices that you can adopt to proactively deal with this pernicious threat.

- Establishing department/position access passwords, authority levels and protocols
- Restricting system functionality to prevent unauthorized copies or transfers
- Communicating policies and requirements for ethical conduct by users
- Creating whistleblower protection when reporting access abuse
- Defining and enforcing employee disciplinary actions
- Defending against external access violations and attacks
- Guarding against the growing threat of identity theft

GOVERNANCE OF DATA PRIVACY, SECURITY AND INTEGRITY OF E-HEALTH RECORDS

E-health governance will undoubtedly continue to be an ongoing challenge well into the future. This presentation will discuss best governance practices for protecting patient privacy, welfare and safety and for optimizing the clinical benefits and the quality of patient care.

- Reinforcing personal health information privacy policies and compliance
- Establishing mechanisms for e-health oversight, monitoring and control
- Reviewing the protocols for ensuring data integrity
- Directing strategies for systems security and testing
- Maintaining and testing disaster recovery plans
- Addressing evolving privacy and security concerns about the use of the Internet, mobile, wireless devices and future technological innovations

IMPROVING HEALTHCARE DECISIONS THROUGH E-HEALTH RECORDS

Like the missing piece of a puzzle, given one additional piece of information, a medical situation can come into sharper focus and the healthcare decision may drastically change. Every medical practitioner understands this, yet has been forced to function knowing that there may well be critical information that is not immediately available. This session will explore what is being done to improve health record accessibility to maximize the effectiveness of healthcare decision-making.

- Making relevant health information more reliable and readily accessible
- What is being done to improve interconnectivity of information sources
- Usability evaluation of clinical information delivery systems
- Managing chronic care cases: maintaining the thread
- Therapeutic benefits: examples of the impact thus far on primary care decision making
- Always room for improvement: identifying next stage improvement areas

LEGAL ISSUES IN PATIENT PRIVACY, INFORMATION SHARING AND ACCESSIBILITY

As the transition is made from a paper-based to a comprehensive e-health information management system, to what extent are you exposed to the legal issues related to the maintenance and utilization of confidential patient information? This session looks at the legal requirements and guides you on where to look for the tripping stones in your healthcare operations.

- Ensuring e-health system utilization PHIPA compliance
- Implications of Regulation 537/06 amendments to PHIPA
- Accountability for access, use and misuse of confidential patient information
- Legal issues surrounding third-party disclosures
- Information sharing and transfers across jurisdictions
- Electronic consent and authentication concerns
- Best practices to reduce liability exposure

MEASURING THE IMPACT OF E-HEALTH RECORDS AND INFORMATION SYSTEMS

It is widely accepted that e-health records and information systems offer tremendous benefits to healthcare operations and patient care. This session will shift the discussion from expectations and perceptions to metrics as it outlines how you can measure the impact of your e-health initiatives on your organization's performance, productivity and quality of patient care.

- Reviewing the metrics and benchmarks that existed in the paper-based system
- Identifying key performance indicators and standards
- Comparing staffing & skill set requirements for information maintenance and retrieval
- Measuring and evaluating the impact upon clinical processes and patient throughput
- Outcomes analyses in assessing effectiveness and quality of patient care

ISSUES SURROUNDING E-HEALTH SYSTEM IMPLEMENTATION AND INTEGRATION

As healthcare providers have moved forward with their e-health record and information system implementation, the strategic issues related to implementing an integrated health system loom larger. This session will examine the wider issues in implementing an integrated electronic healthcare system.

- Moving from information silos to cross-boundary information sharing
- Universal patient identification and verification issues
- Identifying the sources of information being added to the system
- Migrating patient medical archives into the e-health system
- Eliminating separate "special use" databases that cannot reflect current updates
- Integrating laboratory and diagnostic device electronic information
- Expanding mobile and wireless capabilities
- Dealing with systems glitches and interruptions

PROGRESS OF E-HEALTH STRATEGY IN LHIN INTEGRATED HEALTH SERVICES PLANS

Electronic health records and information systems have figured prominently in the integrated health services plan strategies of Ontario's Local Health Integration Networks to link and strengthen health care delivery and management. Learn about the progress made to date, emerging issues and how the LHINs are resolving implementation challenges.

- IHSP plan updates: refocusing the strategic vision
- Progress report on e-health implementation and tales from the front
- Laboratory information system integration
- Connecting the circle of care: IS linkage
- Deployment, operational and utilization emerging issues
- Clinical informatics: content, workflow and adoption strategies
- Resolving the challenges being encountered during implementation

ASSESSING HEALTH PROVIDER EMERGING RISKS IN E-HEALTH INFORMATION SYSTEMS

New processes and new technological solutions often engender latent points of risk exposure. This session will explore the nature of the emerging risks related to e-health records and information systems.

- Evolving health care provider practices: managing personal liability and risk exposure
- When efficiency plus accessibility do not equal optimal results
- Mitigating risks stemming from software or hardware failures
- Establishing access and utilization policies and protocols
- Strengthening controls to avoid entry errors and misfiled patient information
- Creating a monitoring and governance framework

MULTIMEDIA PRESENTATIONS

Register for Optimizing Electronic Health Records and we will give you free of charge a CD-ROM comprising the following virtual presentations from recent Federated Press courses and conferences. Presented in their entirety with complete audio and accompanying PowerPoint slides totaling 667 minutes of expert learning, these presentations are an added bonus to this year's course. Bear in mind that these presenters are not necessarily those that you will see and hear at this year's course.

Privacy Assessments and Audits

Michael Power, VP Privacy & Security,
Ontario Smart Systems for Health Agency
Time: 41 Slides: 14

Privacy Compliance Tools & Methodologies

Gene Norvaisa, Risk and Patient
Safety Manager,
Providence Healthcare
Time: 35 Slides: 30

The Role of The Privacy Officer

Anne Lavigne, Privacy Coordinator,
Ottawa General Hospital
Time: 34

Privacy Update for Researchers

Kate Dewhirst, Barrister & Solicitor,
Kate Dewhirst Law Office
Time: 34 Slides: 30

Meeting the Challenges of Consent & Compliance

Judy Farrell, Director of Health
Information and Privacy,
London Health Sciences Centre and St Joseph's
Health Care London
Time: 46 Slides: 24

Health Care Trends: Considerations After EHR Implementation

Abigail Carter, Privacy Officer,
University Health Network
Natalie Comeau, Privacy Analyst,
University Health Network
Time: 70 Slides: 22

Updates on PHIPA Since 2005/Various Health Orders Issued by IPC

Dr. Ann Cavoukian, Privacy Commissioner
of Ontario,
Office of the Privacy Commissioner of Ontario
Time: 56 Slides: 34

Patient Privacy & Electronic Health Records

Michael Power, VP Privacy & Security,
Ontario Smart Systems for Health Agency
Time: 48 Slides: 12

Governance of Data Privacy & Security

Peter Lambert, Manager, Information
Privacy & Security,
St. Michael's Hospital
Time: 21 Slides: 21

Issues in E-Health Implementation & Integration

Cielo Medel, Director, Solution Delivery and
Management, Quality & Support Services,
Ontario Smart Systems for Health Agency
Time: 60 Slides: 35

Measuring Impact of E-Health Records and Information Systems

Linda Long, Manager Of Electronic
Health Records,
Royal Victoria Hospital
Time: 48 Slides: 14

Ontario's Initiatives in Private Compliance

Dr. Ann Cavoukian, Privacy Commissioner
of Ontario,
Office of the Privacy Commissioner of Ontario
Time: 62 Slides: 30

Third-Party Access & Disclosure

Erfan Alani, Managing Consultant,
IBM Business Consulting Services
Time: 34 Slides: 13

Limits & Obligations on Commercial Uses of Health Information

Wendy Komar, Privacy Manager,
London Health Sciences Centre/St. Joseph's
Health Care, London
Time: 43 Slides: 21

Role of Privacy Officer and Lockbox

Kathleen Lavoie, Chief Privacy Officer,
Grand River Hospital (GRH)
Time: 34 Slides: 18

Audio/Video segments clickable slide by slide
Papers and overheads also included
Print any of the material for your own use



Registration: To reserve your place, call Federated Press toll-free at 1-800-363-0722. In Toronto, call (416) 665-6868 or fax to (416) 665-7733. Then mail your payment along with the registration form. Places are limited. Your reservation will be confirmed before the course.

Location: Metropolitan Hotel, 108 Chestnut Street, Toronto, Ontario, M5G 1R3

Cost: The attendance fee for the course is \$895 per person and covers attendance for one person and the lecturers' presentation material. The fee further includes lunch on the first day, morning coffee on both days and refreshments during all breaks. You may purchase a Proceedings CD-ROM containing edited actual proceedings and materials from the course.

Time: Course registration begins at 8:00 a.m. The morning sessions start promptly at 9:00. The second day ends at noon.

Cancellation: Please note that non-attendance at the course does not entitle the registrant to a refund. In the event that a registrant becomes unable to attend following the deadline for cancellation, a substitute attendee may be delegated. Please notify Federated Press of any changes as soon as possible. Federated Press assumes no liability for changes in program content or speakers. A full refund of the attendance fee will be provided upon cancellation in writing received prior to March 10, 2009. No refunds will be issued after this date. Please note that a 15% service charge will be held in case of a cancellation.

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