

# Summary of Electronic Health Records Workshop 23<sup>rd</sup> October 2009

## 1.0 Introduction

The Health Information and Quality Authority (The Authority) has responsibility under the Health Act 2007 for developing health information standards and making recommendations to the Minister for Health in this regard. This work is particularly important for enabling the more effective sharing and use of health information and is undertaken with a focus on increasing patient safety in Ireland's health and social care services.

The Authority hosted a half-day consultation workshop on Friday 23<sup>rd</sup> October 2009, at the National Museum of Ireland, Collins Barracks, Dublin 7 to consult with key experts in the area of Electronic Health Records.

Dr Dipak Kalra, Clinical Senior Lecturer in the Centre for Health Informatics at University College London gave a presentation on "Priorities and Strategies for successful EHR adoption". Professor Jane Grimson, Director of Health Information at the Authority gave a presentation entitled "Towards a national electronic health record for Ireland". This was followed by breakout sessions where attendees were given the opportunity to voice their views on this topic.  
Authority

## 2.0 Attendance

Sixty-eight participants attended the workshop ranging from healthcare professionals, healthcare managers, health ICT managers and software developers, policy makers and directors of healthcare agencies. Patient representatives and health IT vendors also participated in the workshop.

## 3.0 Feedback Forms

The following themes were identified from the twenty-six feedback forms that were received. The following themes emerged:

- Communications e.g. invitations, background documentation circulated and organisation of the event were considered to be very good.
- The majority of participants viewed the workshop as very informative.
- The venue was considered very good by the majority of participants
- Participants felt that they had many opportunities throughout the workshop to express their views and the views of their organisation
- Overall, participants rated the workshop as very good

Some of the participants expressed the following opinions:

- There is an opportunity for Ireland to get it right in relation to developing an EHR. It is advisable to concentrate on the business of healthcare first and not on the technology.
- It is important to ensure that all healthcare providers are represented by the EHR.
- It would be more beneficial to use open questions rather than closed-ended questions for the breakout sessions.
- Some participants felt that more time was needed for the workshop as it was difficult to discuss such a complex topic in a half day workshop.

Some quotes from participants included:

- "Congratulations on organising an extremely interesting and thought provoking conference"
- "Speakers were excellent, very good itinerary"
- "Good start on a very complex issue but well worth attending. It's definitely a journey worth taking"

### **3.1 Future Topics for Workshops**

The following topics for future workshops were recorded:

- Follow up on EHR workshop
- How to improve quality of care and improve patient safety.
- How information is important to quality, safety and efficiency
- Access Control & Terminologies (review of different options).
- Record Architecture options and strategy
- Identity Management
- Personal Health Records

### **4.0 Conclusions from workshop**

The following is a list of points summarising participant's viewpoints at the feedback session:

- A clear vision of our goals and objectives in relation to the EHR is required.
- Requirement gathering and benefits analysis is a good starting point.
- There was consensus that the "cradle to grave" scenario was not feasible in the short to medium term but could be seen as a long term goal.

- The summary care record would be a more reasonable approach to begin with. The out of hours (OOH) care model was given as an example where the summary record has been used and proven. Diagnosis and medications were highlighted as key components of the summary record and could be prioritised to kick start the summary record development.
- The model that would be used to implement an EHR would depend on the type of record agreed upon.
- The following comments in relation to EHR models were noted (1) information could be held and accessed locally and then copied to a central location. (2) A combination of a central and Index model was suggested (3) Index is more appropriate more practical, less data being transferred (4) Time delay with shared reference model
- An appropriate method of how to present and access the data was discussed e.g. using a web-based tool, portal was also suggested.
- Leverage quality existing systems e.g. laboratory systems, radiology systems, medication systems, allergies, transfer summary systems and chronic disease management systems.
- Both public and private agencies should be included in the approach to the EHR
- An incremental approach is required. Both chronic disease and the primary care domain were highlighted as a good starting point.
- Who decides what is held in the record and how much information is needed was raised as key point. The relevance of the information is critical.
- The issue of privacy and consent was viewed as an important consideration.
- Standards were seen as a critical component to the EHR development.
- Google Health could see Ireland as a good pilot site.
- Importance of GUI's for end users was highlighted.
- Importance of Information Governance in the process was noted.
- Always consider the patient in the process.