Connect Care

Why does Connect Care Matter?

February 12, 2018

Alberta Health Services
Connect Care

Why does Connect Care Matter?

Goals

Value

Intent

Guides

Goals

- Integration across generations, geography, and the health care continuum.

- Comprehensive and accessible for every Albertan

- Albertans contribute to, access, and own their data

- Standardization of clinical knowledge and practices

Connect Care Value

Value for Albertans + **Value for Clinicians** + **Value for AHS** + **Value for Health Care System** = **Total Value**

Value for Albertans	Value for Clinicians	Value for AHS	Value for Health Care System	Total Value
• Information Access	• Convenience	• Consistency	• Precision & population health	• Better information
• Seamless experience	• Connection	• Integration of information, inquiry & improvement	• Connections across the care continuum	• Better care
• Common story connecting care	• Adaptation	• Insight about what works, for how much	• Surveillance of emerging health threats	• Better health
• Agency	• Integration	• Sustainable infrastructure & infostructure		
	• Improvement			

Epic Systems Benefits Prospects

Connect Care Value

Resource benefits accrue starting year 3, ramping up with successive deployments.

PATIENT CARE BENEFITS

Percentage reduced as appropriateness of care work already underway.

10% reduction in patient length of stay
- better coordination of care
- reduction of adverse events (hospital aquired infections)

EPIC'S EXPERIENCE
11 - 14% reduction

7%* reduction in lab expenses
- duplicate testing
- better alignment with the care pathways

EPIC'S EXPERIENCE
2 - 18% reduction

5%* reduction in pharmacy expenses
- automation reduces duplicate entry
- better alignment with the care pathways

EPIC'S EXPERIENCE
11 - 14% reduction

10%* reduction in radiology expenses
- duplicate testing
- better alignment with the care pathways

EPIC'S EXPERIENCE
11 - 14% reduction

ADMINISTRATIVE BENEFITS

50% reduction in transcription services

EPIC'S EXPERIENCE
30 - 100% reduction

30% reduction in HIM operations

EPIC'S EXPERIENCE
15 - 45% reduction

50% reduction in cost to store documents off-site

EPIC'S EXPERIENCE
54% reduction

50% reduction in cost to produce paper forms

A CIS will replace the majority of the 100,000 clinical forms that currently exist.

rethinking SUPPLY CHAIN management

EPIC'S EXPERIENCE
20 - 85% reduction

Connect Care Value

Degree of Difficulty (vertical axis)

Physician Time Savings: Documentation Templates

Lab Order Entry Labor Savings

Fewer Unnecessary Labs and Images

Decreased Unwarranted Practice Variation

Circle size suggests magnitude of benefit (not to scale)

Time to Value (horizontal axis)
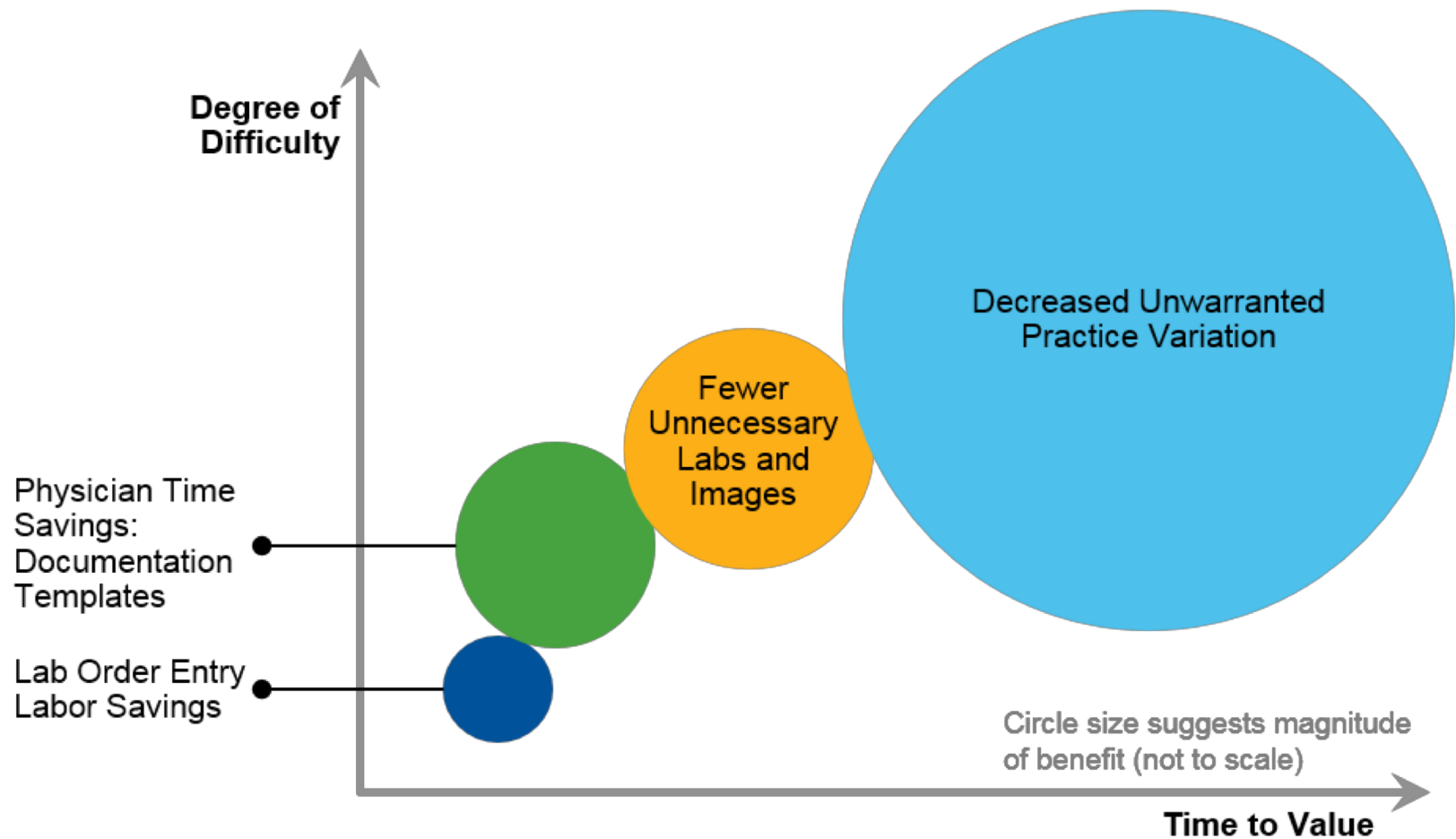
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Benefits Realization Process

Establish sponsors & governance → Identify benefits → Assign owners and teams → Establish benefit plan → Collect baselines → Measure and manage
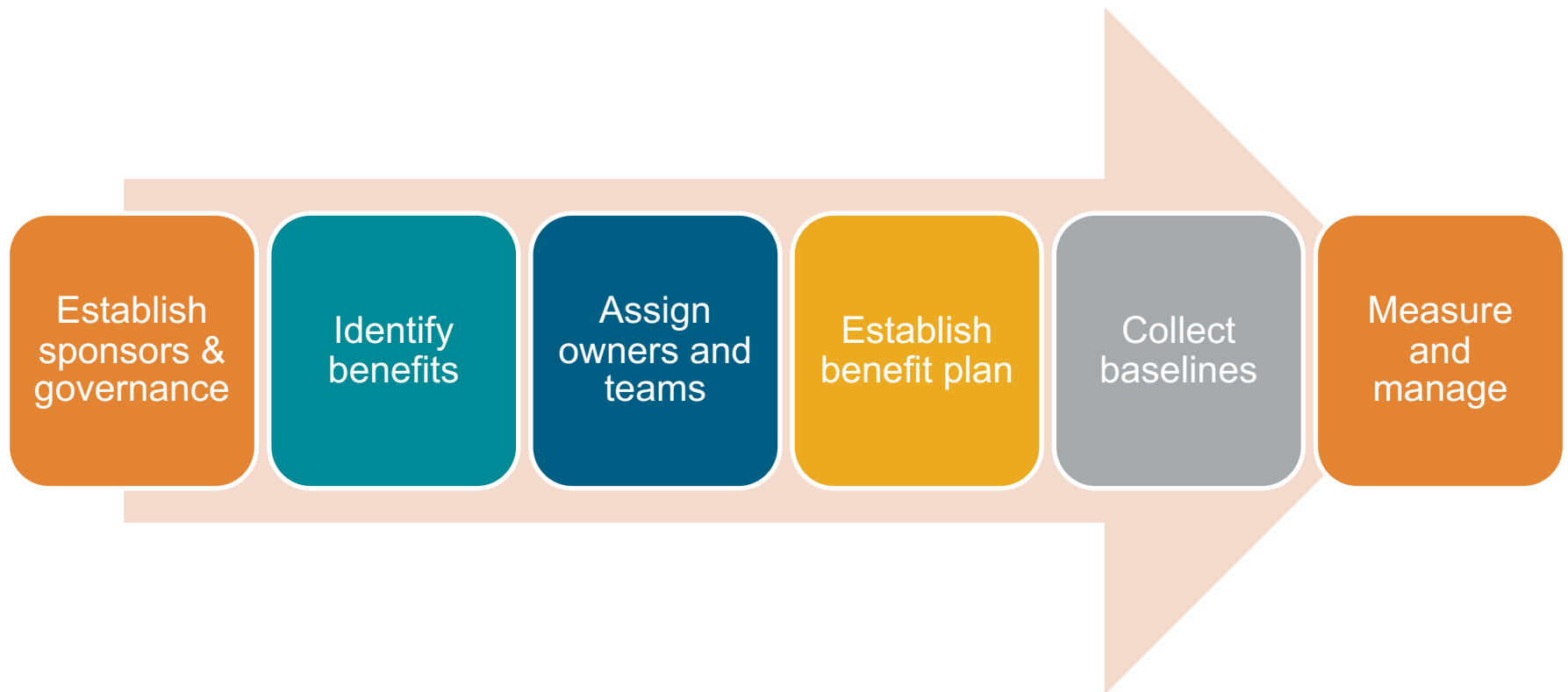
Connect Care will transform how health care is delivered and experienced, using a clinical information system to integrate standards-informed services – bridging technology with transformation, knowledge with action, and information with understanding – to continuously improve healthcare for Albertans.

Alberta Health Services

Connect Care

Keep Patient & Family Focused

One integrated health record across the continuum of care supports consistent and collaborative patient and clinician experiences.

Patient goals ground care-giving and care-givers where and whenever care happens.

Safety, process and outcome improvement are defined in terms that matter to patients and families.

Patients' and families' health care participation is enhanced by real-time access to helpful information.

Connect Technology with Transformation

Adopt common data structures, terminologies, workflows & processes to promote the study, measurement, monitoring, and improvement of health services.

Stay current on features, functionality and system workflows through continuing updates & optimization after go-live.

Streamline clinical processes and workflows to increase efficiency.

Achieve on time, on budget.

Connect Knowledge with Action

Attain HIMSS Stage 6 at go-live and anticipate Stage 7 early.

Collect, store, access, and analyze healthcare information to bridge gaps between patient goals and healthcare performance.

Enable clinicians to do the right thing, at the right time, where it matters most.

Inform optimized workflows with clinical operations, physician, information technology, and leader perspectives.

Connect Information with Understanding

Build and support governance structures for agile, interdisciplinary decision-making that stands the test of time.

Communicate in a transparent and collaborative way that focuses on problem solving.

Design for evolution, allowing flexibility to adapt to the changing needs of a rapidly evolving healthcare sector.

Provide an integrated data environment for clinical inquiry, research, and quality improvement; all as means to organizational learning.

Connect Care Build Guides

1. **Put patients and families first.**
   Enhance safety and improve the healthcare experience.

2. **Move fast.**
   Make timely, clear and actionable decisions, staying on schedule.

3. **Integrate across the care continuum.**
   Favour seamless information flows over niche solutions.

4. **Avoid unhelpful variation.**
   Implement evidence-informed, provincially standardized, guidance and workflows.

5. **Adopt and adapt.**
   Express AHS best practice, leveraging Epic content to fill gaps.

Connect Care Build Guides

6. ## Use tools for transformation.
    Do not entrench old inefficiencies in new technologies.

7. ## Lead with purpose.
    Meaningfully engage clinical and operational leaders.

8. ## Partner to advantage.
    Fully leverage Epic's community and relationships.

9. ## Transform intentionally.
    Monitor and measure expected benefits and unexpected harms.

10. ## Heed best experience.
    Collaborate to make the most of Epic's Good Install program.

What if we reject Connect Care?

- Expensive Burning Platforms
  - Vax/Tandem beyond end-of-life
  - Cost of growing fragmentation (>1300 systems) greatly exceeds cost of integration

- Hitting the improvement wall
  - Quality, safety, optimization, inquiry, care transformation all increasingly hobbled by lack of credible performance information

- Loss of agency
  - Public support cost of increasing fragmentation of patient & family healthcare experience

Staying Informed:

- Website   connect-care.ca

- Resources   ahs-cis.ca/mdresources

- Blog   bytes.connect-care.ca

- Vlog   vlog.connect-care.ca

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