



Eastern  
**Health**

***CIHI Portal – Stairway to  
Decision Support Heaven?  
Reflections on the Journey So Far***

**Jim Brown**  
**Director, Health Services & Informatics**  
**Montreal, QC – October 14, 2007**





**“That it will ever come into general use notwithstanding its value [...] is extremely doubtful; there is even something ludicrous in the picture of physicians using this device.”**

*The Times, London*

**1862**



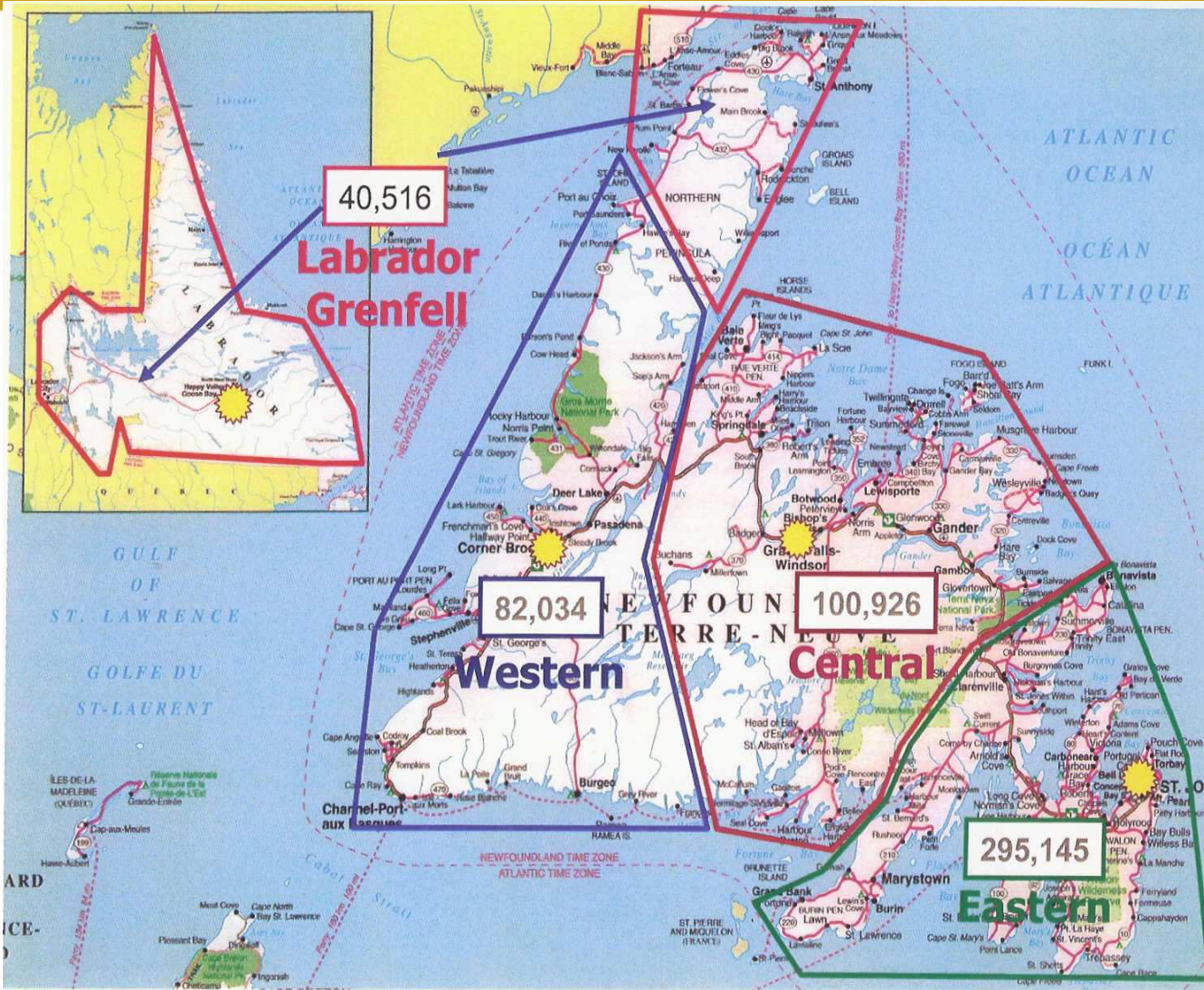
# Finding Eastern Health



Eastern Health



# Finding Eastern Health



Eastern Health



# EH Region



Eastern  
Health



## *EH - Who We Are ...*



- ✓ Academic teaching-research centre
- ✓ Integrated regional authority
  - Community, acute-tertiary hospital care, cancer care, MH, child protection and LTC
  - Conception to grave
  - Urban, rural mix



## *EH - Who We Are ...*

- ✓ Region with 60% of provincial population
- ✓ 75% of total services in the province
- ✓ 2007-08 budget \$960 M \$CAN
- ✓ Serve large province (as large as California or Eastern USA Virginia to Maine) with pop density of Alaska



## *Decision Support Philosophy*

- ✓ No formal decision support dept – virtual structure
- ✓ Push tools out to managers' desktops
- ✓ Provide training and support in using tools (COGNOS BI and Performance Metrics)
- ✓ Super users in “information” depts.
- ✓ Portal is consistent with this vision



## *Path to Acquire Portal – Lessons Learned*

- ✓ **Identification of potential champions and time commitment**
- ✓ **Look for early wins and/or be lucky**
- ✓ **Market the concept to acquisition decision makers**



Eastern  
Health



## *Uses of Portal*

- ✓ CAPHC-CPDSN analyses
- ✓ Pediatric tertiary-secondary service review tool for RHA
- ✓ Market share analysis
- ✓ Community assessments
- ✓ Ronald McDonald House feasibility study using residence distance from hospitals
- ✓ Eating disorder program planning



Eastern  
Health



## *New Uses of Portal*

- ✓ Link asthma spikes with unhealthy school environments
- ✓ Relationship between gastroenterology presentation and water supply concerns
- ✓ Link to NL community accounts with determinants of health
- ✓ Province-wide adoption
- ✓ Episode of care pilot to examine service flow across province



Eastern  
Health



## *The EH Portal Experience*

- ✓ **Training investment critical**
- ✓ **Practice essential at analyst and consumer level**
- ✓ **“Reader” introduction by CIHI  
logical next step**



Eastern  
Health



## *The Future ...*

- ✓ This will be the delivery method for CIHI
- ✓ New additional data sets will facilitate a new level of benchmarking
- ✓ The analyst and consumer mix will evolve as new datasets are incorporated
- ✓ Multiple communities of practice



Eastern  
Health



## *User distribution ...*

- ✓ Analysts (a few, experts and super-users)
- ✓ Consumers (just a few, high end savvy users)
- ✓ Readers (the rest and lots of us)



Eastern  
Health



## *Final Thoughts ...*

- ✓ The learning curve is worth it
- ✓ CIHI will adapt to greater data sharing role
- ✓ Opportunities will be limited by our own imagination
- ✓ The Challenge:

**“To boldly go where no one has gone before.”**

**James T Kirk,  
Stardate 24015**

