

For Immediate Release
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NL Centre for Health Information Holds 2019/2020 Annual General Meeting

St. John's, NL - The Newfoundland and Labrador Centre for Health Information (NLCHI) held its annual general meeting today. Dr. Kris Aubrey-Bassler, Board Chair, and Mr. Stephen Clark, CEO, highlighted NLCHI's accomplishments from the past year.

"2019/2020 was a year of transition and achievement for the NLCHI team who continue to lead the new eHealth shared services model for the province. The eHealth model provides a single provincial digital health team supporting the health system. The experience and capability of this team was demonstrated throughout the year and notably, during the COVID-19 pandemic. Our team provided the necessary supports and data to help public health officials, stakeholders, and clients while simultaneously delivering our day-to-day provincial operations. On behalf of the Board of Directors, I extend our thanks and appreciation to the NLCHI team and our health system partners for their efforts over the past year."

– *Dr. Kris Aubrey-Bassler, Board Chair, Newfoundland and Labrador Centre for Health Information*

NLCHI's strategic priorities include: be a trusted source of health information; be responsive and proactive to stakeholders' needs through system and process improvements; and deliver dynamic and innovative solutions. Examples of some of NLCHI's successes in 2019/2020 that supported these strategic areas included:

Be a trusted source of health information

- NLCHI, the RHAs and the health research ethics authority developed a provincial process for researchers to securely and appropriately request access to health data in NL. The process includes a single application form and intake which will streamline the process and increase efficiency.
- NLCHI enhanced the metadata solution which helps the Centre manage and use the data under its custody and control and provide those looking to securely and appropriately access the information with details on what is available and how it can be used.
- Under the Data Lab initiative, NLCHI designed and configured a new Data Lab Access Portal which will provide users with appropriate secure access to available provincial data.
- NLCHI developed standard data documentation templates and tools for various datasets, including the Drug Information System.

Be responsive and proactive to stakeholders' needs through system and process improvements

- Nearly 1000 new users signed up for HEALTHe NL, NL's provincial electronic health record (EHR). Today, the EHR contains more than 35 million patient reports.
- NLCHI established an eHealth Executive Advisory Committee which provides oversight to program and stakeholder advisory subcommittees and supports the new eHealth model. A Strategic Engagement Committee was also established to incorporate stakeholders' priorities into the eHealth strategy.
- Patient safety is a key focus at NLCHI. NLCHI developed an eHealth safety program and framework. The framework aims to ensure that patient safety is proactively incorporated at the beginning of all eHealth projects and initiatives going forward.

Deliver dynamic and innovative solutions

- eDOCSNL met its target to implement the Med Access EMR solution in 300 fee-for-service physician practices. This target was met ahead of schedule in Q3 2019/20. By March 31, a total of 432 physicians and 36 RHA primary healthcare clinics in all regions were using the EMR solution.
- NLCHI continued to enhance HEALTHe NL with the addition of the eOrdering process for the vascular lab which went live in November 2019.
- NLCHI is committed to providing key health system stakeholders with confidential and secure access to information. NLCHI designed and built a two-factor authentication gateway for business intelligence users to securely access NLCHI's interactive dashboards.

In 2018, NLCHI's mandate was broadened to include support of the regional health authorities in the delivery of information technology and eHealth services. In 2019/2020, NLCHI began the transition to the new eHealth shared services model which included establishing a new organizational structure and aligning or establishing provincial processes, policies and technologies. Under its new mandate, the Centre supported a number of key projects and initiatives across the health system, including the online blood collection appointment booking system at Eastern Health's Majors Path location, the new long term care facility in Corner Brook and hospital information systems such as Meditech and ARIA – all in addition to ongoing desktop support, networking, IT security and more.

The COVID-19 pandemic also had an impact on NLCHI, requiring the organization to quickly pivot to address the needs of public health, stakeholders and clients. This included building on and implementing new virtual care technologies, supporting predictive analytics and reporting, and developing new applications and tracking portals such as the COVID-19 Negative Test Online Portal as well as providing remote work capabilities to thousands of health care employees across the province.

“The digital aspect of health care is advancing quickly and NLCHI is at the forefront. Over the past year we have expanded and enhanced technology solutions to deliver quality health information, supported system and process improvements and identified and delivered dynamic and innovative solutions to enable the province to achieve improved health outcomes. Much of this work was fast-tracked due to COVID-19 and I am very proud of the team's efforts to support the provincial response to the pandemic.”

- *Stephen Clark, CEO, Newfoundland and Labrador Centre for Health Information.*

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About the Centre for Health Information

The Newfoundland and Labrador Centre for Health Information (NLCHI) is a crown agency of the Provincial Government. NLCHI is responsible for:

- Providing quality information to health professionals, the public, researchers and health system decision-makers.
- Supporting the development of data and technical standards; maintaining key health databases; carrying out analytics and evaluation; and, supporting health research.
- Delivering provincial eHealth solutions such as the electronic health record and electronic medical record.
- Leading a shared services approach to manage eHealth services across the provincial health system.

Click for a copy of NLCHI's [2019-2020 Annual Business Report](#).

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