

For Immediate Release  
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## **Supporting Better Care with Quality Health Information NL Centre for Health Information Holds 2013-2014 Annual General Meeting**

**St. John's, NL** - The Newfoundland and Labrador Centre for Health Information (the Centre) held its annual general meeting at the Ramada Inn in St. John's today. Ray Dillon, Board Chair, and Mike Barron, President and CEO, highlighted the Centre's many accomplishments from the past year.

**"The Centre was successful in its various health information management and technology initiatives in 2013-2014. The progress presented at our annual general meeting today was made possible through the leadership, dedication, and efforts of staff and our health system partners. As we work towards reaching our goals for the year ahead, we remain committed to our vision of improving health through quality health information."**

– *Ray Dillon, Board Chair, Newfoundland and Labrador Centre for Health Information*

This was the final year of the Centre's 2011-2014 business plan, which outlined priorities across four strategic areas: Provincial Health Information Systems, Quality Data, Research and Evaluation, and Stakeholder Engagement. Some of the Centre's 2013-2014 successes that supported those strategic areas included:

### **Provincial Health Information Systems**

- Implementing the HEALTHe NL Viewer, marking another milestone in provincial electronic health record (EHR) development. The Viewer is a portal that provides authorized health care professionals with greater access to important patient information in the EHR. It currently provides access to medication profiles via the Pharmacy Network and in 2015 it will bring more information, including lab results and diagnostic images, such as x-rays. As of March 2014, the Centre had exceeded its initial target of 180 users with 1625 clinicians registered for and 272 clinicians actively accessing the Viewer when providing care.
- Continuing to advance the Pharmacy Network with four additional pharmacies connecting to the Network. As of March 2014, 38% or 73 pharmacies were connected to the Pharmacy Network and there were more than 5.3 million prescriptions in the system, associated with more than 285,000 Newfoundlanders and Labradorians. More importantly, there were almost 78,000 instances when additional medication information was available to health care professionals via the Pharmacy Network had the information been required.
- Supporting growth of Telehealth services with the addition of four sites, which increased the total to 69 functional locations throughout the province as of March 2014. Telehealth remains a fundamental means of delivering health care in Newfoundland and Labrador as evidenced by the more than 13,000 scheduled Telehealth appointments in 2013-2014, an increase of over 5% from the previous year.

### **Research & Evaluation**

- Continuing to provide extensive research, evaluation and health analytic services to inform health care delivery, policy, and programs. In 2013-2014, this included completion of 13 reports related to research, analytics, and evaluation work, as well as responding to more than 400 requests for data and information.

### Quality Data

- Achieving strong results from the Canadian Institute for Health Information (CIHI) for work related to the hard error reports in the Discharge Abstract Database (DAD) for the second consecutive year, which was achieved in close collaboration with Regional Health Authority (RHA) partners. Outstanding hard errors remaining in the DAD for the fiscal year are indicators of the quality of the data; the lower the error score, the higher the data quality.
- Achieving unprecedented success by earning the highest Management Information Systems (MIS) Compliance Assessment score in provincial history from CIHI in 2013-2014, again in collaboration with RHA partners.

### Stakeholder Engagement

- Supporting clinician involvement in and adoption of the EHR through the provincial Peer-to-Peer Network. In 2013-2014, this initiative engaged 10 health care professionals from the physician, nurse, and pharmacist communities as peer leaders. These leaders supported and delivered education, awareness and adoption support to more than 800 of their clinician peers via 15 accredited regional workshops, various other education and professional events, and EHR demonstrations province-wide.
- Completing a stakeholder survey in which 47 per cent of respondents indicated increased awareness of the Centre; 83 per cent positively rated the overall quality of service received from the Centre; and, 91 per cent agreed that the Centre provides valuable services to the health care system.
- Leading and participating in numerous provincial and national stakeholder committees, including program advisory committees, eHealth executive and oversight committees, clinical working groups, and other committees related to health information management, data quality and standards, privacy, and research, analytics, and evaluation.

**“Our organization has successfully focused on the programs, products, and services that will best serve the health care system and our partners. We are working to build on this foundation and have set our 2014-2017 business plan priorities on continuing to support informed decision-making across the health care system by providing quality health information when and where it is needed.”**

– *Mike Barron, President and 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 provides quality information to health professionals, the public, researchers, and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards, maintains key health databases, prepares and distributes health reports, and supports and carries out applied health research, evaluations, and analytics. The Centre’s work also includes the development and implementation of a confidential and secure provincial electronic health record and other provincial health information systems.

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