

Case Study: A look into the Group Health Centre's Electronic Medical Record Procurement Process

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Overview

- * Introduction to the Group Health Centre
- * Introduction to eSolution Revitalization Program
- * Objectives of the Study
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- * Methodology
- * Benefits to the GHC
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Group Health Centre

- * The Group Health Centre (GHC) is a multi-specialty, ambulatory care health organization, located in Sault Ste. Marie, Ontario, Canada.
- * Founded in 1963, the GHC is one of Canada's first consumer-sponsored health care facilities built with private funds donated by local union members (1).
- * The GHC is a partnership between the Sault Ste. Marie and District Group Health Association and the Algoma District Medical Group.
- * The GHC serves a patient roster of 60, 000, which is 75% of Sault Ste. Marie's 80, 000 residents (1).

Group Health Centre

<ul style="list-style-type: none">• HPI(Health Promotion Initiatives)• Family Medicine• Paediatrics• Surgery• Eye Care• Laboratory (Life Labs)• Nutrition Services• Communication Disorders• Industrial and Cardiac Rehab• ADEC(Algoma Diabetes Education & Care)• Congestive Heart Failure• Clinical Research• Algoma Breast Health Program• Algoma Asthma Education Centre (AAEC)	<ul style="list-style-type: none">• Cardiology• Geriatrics• Internal Medicine• Audiology• Diagnostic Imaging• Dermatology• Women's Health• Physical Therapy• Chiropody• Counselling/EAP• Injection Clinic• Anticoag Clinic• Smoking Tobacco Cessation Program (STOP)• Flu Vaccination Program
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Table 1: Services and Programs at the Group Health Centre

Why a new EMR?

- * GHC has had an EMR for approximately 15 years.
- * End of Life Technology is currently in place.
- * Technology will not be supported by vendor following the product's sunset date in approximately 2-3 years.
- * Plan to do a comprehensive needs assessment and vendor search before choosing a new system.

GHC's eSolution Revitalization Program (eRP)

- * The eRP has been put in place by the GHC in order to navigate through the EMR procurement process. There are several committees and individuals that make up the eRP. **This study will focus on the Provider Stakeholder Committee and the Marketplace Stakeholder Committee.**
- * The goals of the **Provider Stakeholder Committee** are to identify stakeholders, identify current workflows, to discover new workflows and to identify the functional requirements.
- * The goals of the **Marketplace Stakeholder Committee** are to investigate and understand, through research and site visits, vendor products/systems that are available, innovative processes and approaches being used elsewhere, and emerging or strategic 'eHealth' technologies/directions.

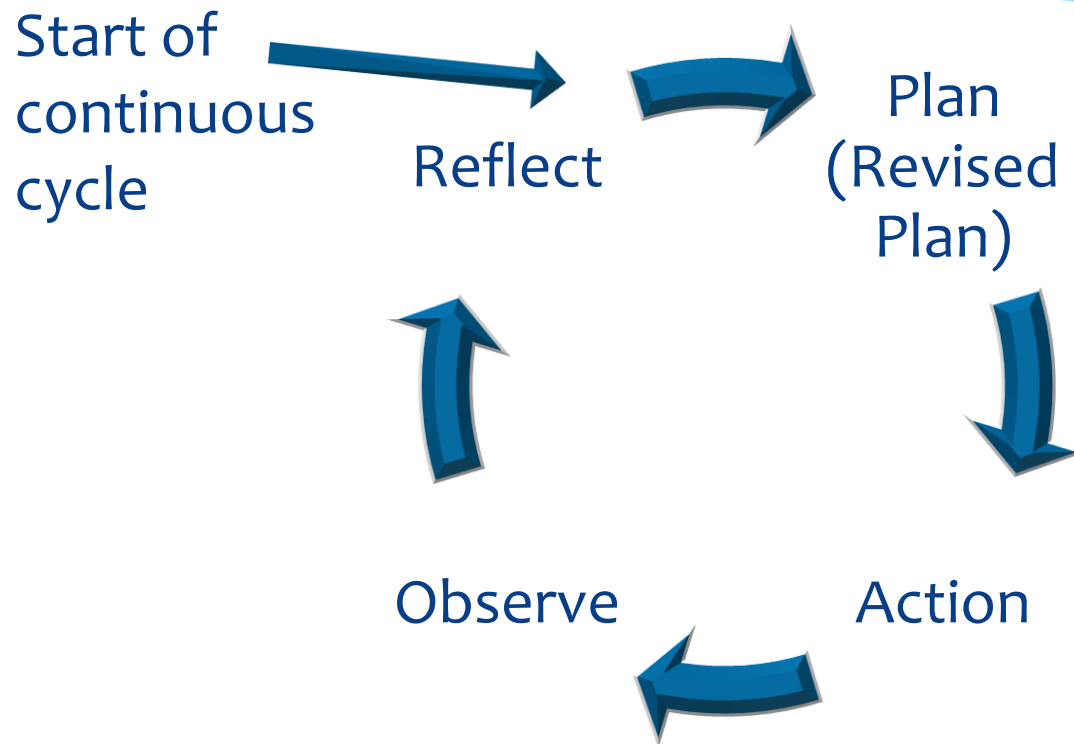
Objectives of Study

- * To observe how the GHC has organized its eSolution Revitalization Program.
- * To observe the GHC's process for choosing which needs are more important than other needs.
- * To discover if the GHC was successful in incorporating all of its stakeholders in the first step of the eSolution Revitalization program.
- * To record personal views, conflicts, obstacles that the eSolution Revitalization Program had to overcome.

Participatory Action Research

- * Participatory Action Research (PAR) is research in which the researchers work explicitly with, and for, people rather than undertake research on them (2).
- * The feedback from the PAR will offer suggestions for improving the procurement process while it is taking place.

Participatory Action Research



Methodology

- * This study will observe both the Marketplace and Provider Stakeholder committees when they meet and when they hold information sessions for the rest of the physicians and staff at the Group Health Centre.
- * Members of these two committees will also be asked to participate in one on one interviews.

Methodology

Data will be collected by:

- * Observations
- * One-on-one interviews
- * Focus groups
- * Surveys

Data will be analyzed with the help of qualitative data software Atlas. Ti.

Benefits of Study

- * The potential benefits of this study include:
 - * The Group Health Centre will be given feedback during the study guiding them in their procurement process.
 - * This study will provide information for other clinics that are going through their own EMR procurement process.
 - * It will provide information for other organizations that are implementing an organization wide information system.
 - * Since there is little information on the needs assessment process for procuring an EMR this research will fill that gap.

Progress on Study so Far

- * Have attended all Marketplace meetings since they began in early February.
- * Have attended all Stakeholder meetings since they began in early February.
- * Presenting our first formal report to the eRP group on June 13th.
- * Have presented informal feedback to the GHC for the past 4 months.

Future of Project

- * The first phase of the three phase eRP will be finished by the end of December.
- * Health Informatics Institute is hoping to continue with the research study for the next 2 phases but that is subject to funding.

References

- * 1. Group Health Centre Website. 2011; Available at: <http://www.ghc.on.ca/>. Accessed May 31, 2011.
- * 2. Meyer J. Using qualitative methods in health related action research. In: Pope C, Mays N, editors. Qualitative Research in Health Care. 2nd ed. London: BMJ Books; 1999. p. 59-74

Questions?

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