

IHealth Information for MSAs

What is IHealth?

IHealth is the name of the Island Health rollout of the Cerner Electronic Health Record (or EHR). An EHR is the system that makes up the secure and private lifetime record of an individual’s health and health care history. EHRs securely store and share patient information such as lab results, medication profiles, orders, key clinical reports (e.g., hospital discharge summaries), diagnostic images (e.g., x-rays), and immunization history. The information is available electronically to authorized health care providers including physicians.¹ The goal of EHRs is to improve quality and safety through improved care coordination, improved accuracy and timeliness of communication, and embedded clinical decision support tools. Each health authority is at various stages in their implementation of EHRs.

Why is IHealth being implemented?

Key advantages of working with an Electronic Health Record include:

- Providing high quality and accessible clinical information for patients and care providers,
- Improved quality patient care and reduced medical errors for patients,
- Improved patient data security and privacy protection,
- Better cost control by avoiding unnecessary expenses and improving productivity,
- More effective management of public health, and
- Improved clinical decision support.

What is the current status of IHealth on Vancouver Island?

Bringing all Island Health owned and operated facilities onto IHealth will be a multi-year effort. While acute care sites up and down the Island are partially on electronic documentation Nanaimo Regional General Hospital is the only hospital on Vancouver Island where IHealth has been fully rolled out (Electronic Documentation and Computerized Provider Order Entry). Challenges that came up during implementation have created key learning opportunities for Island Health and the IHealth project team, which have been incorporated in other IHealth activations, including at Long Term Care Facilities, Urgent Primary Care Centres, Ambulatory, and Community Health Services. Rollout at NRGH is now complete, ongoing system improvements are taking place, and the multiple benefits of IHealth are being realized.

When will IHealth come to my hospital?

Rollout at some sites will take place in a phased approach:

Module Name	Commonly Known As	Description
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¹ <https://www.infoway-inforoute.ca/en/solutions/digital-health-foundation/understanding-ehrs-emrs-and-phrs>

Electronic Documentation	ClinDoc	Enables users to capture documentation electronically in structured notes and templates supported by voice recognition tools. Also includes a secure message centre to review results and communicate, complete medication reconciliation, and document diagnosis and problems.
Computerized Provider Order Entry	CPOE	Enables user to directly enter orders (medication, laboratory, diagnostic imaging, care orders) within the EHR. The order is also documented or captured in a digital, structured, and computable format to support safety.

As the plan currently stands, rollout will be staggered at sites across the Island:

Site	ClinDoc Date	CPOE Date
Royal Jubilee Hospital, Victoria General Hospital	Sep-Dec 2021	Jan 2023
Saanich Peninsula Hospital	Jan 2022	Fall 2023
Cowichan District Hospital	Mar 2022	Fall 2023/Winter 2024
North Island Hospitals	Summer/Fall 2022	2024/2025
West Coast General Hospital	Summer/Fall 2022	Spring 2024
Lady Minto Hospital	Fall 2023	
Tofino General Hospital	Winter 2024	
Port Hardy Hospital	2024/2025	
Port McNeill Hospital	2024/2025	
Alert Bay	2024/2025	

The expectation is that all sites will be fully implemented with IHealth by the end of March 2025.

What supports will be available?

The [Memorandum of Understanding on EHRs](#) outlines that Health Authorities will work with MSAs ensuring clear processes to identify, report, and address issues raised by physicians. Evaluation measures are additionally mandated, to measure the pre and post impact of the EHR implementation through specified metrics.

Doctors of BC: [One-time funding](#) (independent of your annual funding allocation) is available to support your site's IHealth engagement work. Your Engagement Partner can discuss the process for accessing these funds, which starts with a meeting to inform, involve, and engage physicians. Unused funding should be returned by the end of the PMA (2022).

Island Health: Closer to implementation, the health authority will provide a broad range of supports, including information sessions and training (both self-paced and elbow-to-elbow during implementation).

How can physicians provide input or feedback?

- Assign an MSA physician lead who has an interest in the topic and capacity to liaise between MSA members and the Health Authority
- Ensure there is a representative at the IHealth Regional Council
- Encourage MSA members to apply for the [physician lead postings](#)
- Invite site leads to provide updates to Medical Staff
- Attend virtual information sessions

What are the next steps?

- Speak with your Engagement Partner about any questions you have.
- Invite members of the IHealth executive team to present to your MSA. Your EP can assist with arranging this meeting.

What is my role as an MSA Executive?

- Encourage broad physician engagement with IHealth. The literature indicates that physicians who engage early have an easier transition.
- Set the tone for the implementation. As leaders, your peers will be listening to the messages you send. As the transition to EHR is a ministry mandate, it isn't about "if" it will happen, it's about how can we support the physician experience in the transition.
- Ensure a representative from your site sits at the Regional IHealth Council. This is an opportunity to share your site's feedback with the Health Authority, and to receive up to date IHealth details to share with your MSA.
- Consider launching an MSA IHealth subcommittee or having IHealth as a standing agenda item on your working group/advisory meetings.
- Canvass your medical staff to understand their concerns and questions. These questions can ensure IHealth HA presentation meets the needs of your site.

Additional information:

- [Ministry of Health - Health Sector Information Management](#)
- [Clinical systems Transformation](#)
- [What will it be like for me to use IHealth as a physician?](#) (Note: system upgrades are ongoing)