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Consulting

in the e-Health & Health Informatics Industries

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Agenda

- **About Me**
- **Qualifiers**
- **Consulting**
- **Consulting in e-Health & Health Informatics**
- **Q&A**

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About Me

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High-Level Profile

Work

- **Nearly exclusive work e-Health & Health Informatics**
- **Past 6 years as a Management and IT Consultant in Ontario-based consulting practices**

School

- **B.Sc. (Health Studies) at UW**
- **M.Eng. (Management Sciences) at UW**
- **Ph.D. *candidate* (Industrial Engineering) at UofT**

Other

- **Golf**
- **Puppies**
- **Etc. etc.**

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Examples of Projects

- **IM/IT/e-Health Strategic Planning**
- **Operational Review & Workflow Re-Engineering**
- **Change Management**
- **Application Development, Support & Report Writing**
- **End-User Training**
- **Business Development**
- **Project Management**
- **Testing**
- **Implementation**
- **Evaluation**
- **Requirements Definition & Management**
- **Tender Management**
- **Etc.**

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Examples of Past Clients

- Champlain Local Health Integration Network (LHIN)
- Fraser Health Authority
- Newfoundland & Labrador Centre for Health Information
- Markham-Stouffville Hospital
- St. Joseph's Hospital
- Halton Health Sciences Corporation
- London Health Sciences Corporation
- Trillium Health Centre
- William Osler Health Centre
- Woodstock General Hospital
- Lambton Hospital Group
- Quinte Health Care
- WSIB
- Queensway Carleton Hospital
- Thames Valley Hospital Planning Partnership
- North York General Hospital
- Providence Continuing Care Centre
- Grandview Childrens Treatment Centre
- Bridgepoint Health
- St. Peter's Hospital
- Cambridge Memorial Hospital
- + more …

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Qualifiers

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Qualifiers

- **My perspective only**
- **‘Generalizable’ content**
- **Variations according to**
  - Type of organization
  - Organizational culture
  - Manager
  - Project(s)
  - + more

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Consulting

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Definition

A **consultant** is a professional that provides expert advice in a particular domain or area of expertise such as accountancy, information technology, the law, human resources, marketing, medicine, finance or more esoteric areas of knowledge, for example engineering and scientific specialties such as materials science, instrumentation, avionics, and stress analysis…

From the Latin *consultare* meaning "to discuss" from which we also derive words such as *consul* and *counsel*)

- Wikipedia, en.wikipedia.org/wiki/consulting

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About Consulting

Types of Consulting

- Management/strategy consulting
- Information Technology (IT) consulting
- Subject-matter expertise
- Some combination of the above
- Etc.

Types of Consulting Firms or Practices

- Large, diversified
- Medium, diversified or niche
- Boutique, usually niche
- Independent consulting
- Of late, increase in an internal consulting approach

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Why Use Consultants?

- Expertise or service required for a finite period of time
- Expertise or skill-set not present or readily available in-house
- Deep pockets – resources, methodologies, etc.
- Objectivity
- Separate purse
- Credibility

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Benefits of Consulting

- Variety and amount of work
- Exposure
- Money
- Travel & Expenses
- Flexibility
- Pressure to succeed

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Challenges of Consulting

- Variety and amount of work
- Exposure
- Money
- Travel & Expens
- Flexibility
- Pressure to succeed

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What it Takes

- Drive and energy
- Organizational Skills
- Communication Skills
- Interpersonal ability
- Adaptability
- Ability to keep up in a fast-paced environment

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Consulting in e-Health & Health Informatics

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High-level Primer

- The Environment
- The Issues
- History

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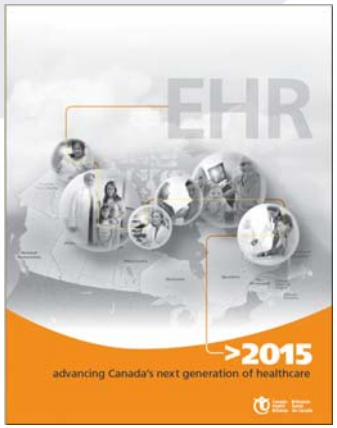
Canada Health Infoway



Canada Health Infoway / Inforoute Santé du Canada

INFOWAY'S GOAL AND INVESTMENT PRIORITIES

***Infoway's* goal**

To have an interoperable electronic health record covering 50 per cent of Canadians by 2010

with

The elements of the solution in place across all jurisdictions

Current priorities

Innovation and Adoption – $60 million					
Telehealth $120 million	Public Health Surveillance $100 million	Chronic Disease	Cancer	Wait Times	Etc.
		Primary Care	Patient Safety	Mental Health	
Interoperable EHR – $175 million					
Registries $134 million	Drug Systems $185 million	Laboratory Systems $150 million	Diagnostic Imaging $310 million		
Infostructure – $32 million					

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CHI – cont'd

Canada Health Infoway | Inforoute Santé du Canada

FIVE PRIORITIES EMERGED FOR 2015

	Elements	LARGEST INVESTMENT REQUIRED
1 Ensure baseline EHR and public health infostructure are in place across the country	Extend **EHR to 100 per cent of Canadians**, with ability to bridge across continuum of care through a viewer functionality	
2 Unlock additional quality and safety benefits by enabling decision support and communication across the care continuum	Link primary/ambulatory care, starting with **EMRs in physician offices** (GPs and specialists) Install advanced **clinical information systems** to enable enhanced decision support	
3 Enable public visibility into wait times	Enable each jurisdiction to report and manage aggregated wait times by location, procedure (e.g., diagnostics, surgeries, specialist care), and provider	
4 Facilitate improvements in patient self-care	Create patient portals with access to EHR and other basic information and self-care tools	
5 Trial more advanced functionality to meet high-priority system needs	A) **Create an integrated triaged scheduling and referral model solution** with a case management priority assessment across the care continuum in one to two jurisdictions B) Create a model solution that demonstrates proactive approaches to **chronic disease**	

Rationale

- Significant value will be unlocked by pursuing these priorities
- Stakeholders consistently articulate these as the highest priorities
- Some jurisdictions will be able to start on these elements soon (and in some cases already have) and create compelling examples of improved care delivery

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Example Projects / Activity

- Electronic Health Record (EHR)
  - **Development**
  - **Deployment**
  - **Testing**
  - **Training**
  - **Evaluation**
- Clinical & Corporate Decision Support
- Diagnostic Imaging / PACS
- Clinical Documentation
- Patient Tracking
- Surveillance
- Telemedicine
- Personal Health Information
- Laboratory Information (Systems)
- Drug Information (Systems)
- Privacy & Security
- Informatics
- Solution Development
- Evaluation
- Etc.
- Etc.

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Roles & Responsibilities

- Business Analysis
- Project Management
- Program Management
- Technical Architecture
- Informatics
- Change Management
- Business Process Analysis and Re-design
- Requirements Definition & Management
- Tender Management
- Training
- Documentation

+++ more

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Example/Potential Employers

- Emergis
- Deloitte & Touche
- PWC
- IBM
- CGI
- Accenture
- Courtyard Group
- Praxia
- Healthtech
- Anzen
- Sierra Systems

+ more

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Why work in e-Health & Health Informatics?

- Intelligent community
- Growing industry
- Contribution & purpose

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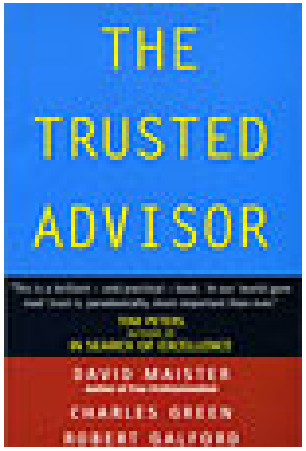
Resources

COACH Canada's Health Informatics Association | Association canadienne d'informatique de la santé

http://www.coachorg.com

Canada Health Infoway | Inforoute Santé du Canada

http://www.infoway-inforoute.ca



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Q&A

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