Agenda – Council – June 25, 2014

Report – Standing Policy Committee on Protection and Community Services – June 13, 2014

Item No. 4 Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement – Winnipeg Regional Health Authority and City of Winnipeg (Winnipeg Fire Paramedic Service)

STANDING COMMITTEE RECOMMENDATION:

On June 18, 2014, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Protection and Community Services and submitted the following to Council:

1. That the City of Winnipeg enter into an Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement with the Winnipeg Regional Health Authority as outlined in this report.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Report – Standing Policy Committee on Protection and Community Services – June 13, 2014

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On June 18, 2014, the Executive Policy Committee concurred in the recommendations of the Standing Policy Committee on Protection and Community Services, and submitted the matter to Council.

STANDING COMMITTEE RECOMMENDATION:

On June 13, 2014, the Standing Policy Committee on Protection and Community Services concurred in the recommendation of the Winnipeg Public Service and submitted the matter to the Executive Policy Committee and Council.

ADMINISTRATIVE REPORT

Title: **Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement – Winnipeg Regional Health Authority and City of Winnipeg (Winnipeg Fire Paramedic Service)**

Critical Path: **Standing Policy Committee on Protection and Community Services – Executive Policy Committee - Council**

AUTHORIZATION

Author	Department Head	CFO	CAO
John Lane	John Lane	n/a	D. Joshi A/CAO

RECOMMENDATIONS

1. That the City enter into an Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement between the Winnipeg Regional Health Authority and City of Winnipeg as outlined in this report.

2. That the proper officers of the City do all things necessary to carry out the intent of the foregoing.

REASON FOR THE REPORT

Council approval is required for the City to enter into an Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement between the Winnipeg Regional Health Authority and City of Winnipeg.

IMPLICATIONS OF THE RECOMMENDATIONS

The Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement addresses the Winnipeg Fire Paramedic Service' (WFPS) access to the eChart Manitoba Viewer for three purposes:

1. Its provision of personnel in support of the Main Street Project (MSP).
2. Its provision of personnel in support of the Emergency Paramedics in the Community (EPIC) program.
3. Access for Finance personnel to patient demographic information to streamline the billing process.

The Main Street Project community paramedicine program involves the placement of paramedics at the Main Street Project with access to personal health information through the eChart Manitoba Viewer, operated by eHealth. This program has been able to define the role of the Community Paramedic (CP), and establish practices that have had significant impact on improving patient health care and outcomes. It has helped to demonstrate the effectiveness and benefits to having paramedics function in a primary care capacity. The project has been successful in not only providing early assessment and response to actual or potential health problems or health promotion needs, plan appropriate interventions with a client centered focus, but also demonstrate a more cost effective way to deliver healthcare. The MSP program has functioned to provide the clients of the MSP with better, more appropriate care, while at the same time reducing the number of ambulance transports from the facility by 59% in comparison to the previous 3 years.

Based upon the success of the MSP Paramedic Program and focusing on the concepts of integrated and collaborative practice, the WFPS and Winnipeg Regional Health Authority (WRHA) conceptualized the Emergency Paramedics In the Community (EPIC) program. The EPIC program focuses on identifying gaps in current service provision. It involves paramedics proactively reaching out to frequent users of health care services through home visits and mobile services. Innovative initiatives to improve the level of health care within the community have been created through collaboration with community organizations, social service agencies, and allied health professionals. Again, this program requires that paramedics access personal health information through the eChart Manitoba Viewer, operated by eHealth.

The WFPS provides Emergency Medical Services (EMS) on behalf of the WRHA. While providing EMS, for some incidents it is not always possible to obtain all of the required patient demographic information at the time of the call. In order to obtain the information required for billing purposes, WFPS Finance personnel must subsequently contact the respective WRHA sites to obtain the information. The subsequent follow up is extremely time consuming and the manner in which each site is contacted is not uniform i.e. some fax, email or courier. In order to improve the subsequent data collection / validation process, using the partial information provided on the patient care report, WFPS Finance personnel require access to the registry to obtain/verify patient demographic information. This will substantially reduce the time spent trying to obtain the information by WFPS and reliance on WRHA staff resources and time.

In order to ensure that the personal health information and personal information available through the eChart Manitoba Viewer is accessed, used and disclosed in compliance with *The Personal Health Information Act* and *The Freedom of Information and Protection of Privacy Act*, the WRHA and the City have agreed to terms and conditions of access and use by WFPS staff engaged in these programs. Among other things, the agreement requires that the City identify Authorized Users and determine an appropriate level of access for them, ensure that Authorized Users comply with eChart rules and sign a pledge of confidentiality concerning the information accessed. The City is also responsible for the network connection between its staff desktops and the eHealth Data Centre and for managing all issues related to the connection.

HISTORY

The eChart Viewer provides a web-based interface to a lifetime record of key health information for individuals within the health system in Manitoba. It has been developed by eHealth, which functions as an operating division of the Winnipeg Regional Health Authority (WRHA).

Initially, this agreement only included WFPS staff involved in supporting the Main Street Project. It now needs to be amended to include WFPS staff involved in the EPIC Program as well as WFPS Finance staff.

The Agreement is referred to as an *interim* use agreement because it is in place pending a comprehensive agreement for services that eHealth hopes to negotiate with all RHAs and sources of information. Once negotiated, that comprehensive agreement will ultimately replace this interim Agreement.

FINANCIAL IMPACT

Financial Impact Statement **Date:** May 14, 2014

Project Name:

Amended Manitoba Electronic Health Record Project Interim Systems Use Agreement - Winnipeg Regional Health Authority and City of Winnipeg

COMMENTS:

This agreement addresses WFPS' access to the eChart Manitoba Viewer for its provision of personnel in support of the MSP and EPIC programs as well as Finance personnel. There is no financial impact associated with this agreement.

Original signed by
Janice Romaniuk, CGA
Manager of Finance & Administration

CONSULTATION

In preparing this report there was consultation with:

Legal Services

SUBMITTED BY

Department: Fire Paramedic Service
Division: Administration
Prepared by: Michelle Weimer
Date: May 14, 2014
File No.