

BC Health Care Client Identity Management Project

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The British Columbia Health Chief Information Officer (CIO) Council has identified nine priority projects to move forward the electronic health record agenda in British Columbia. The nine projects are:

- Physician Information Management/Information Technology Strategy
- Electronic Medical Summary
- Infrastructure
- BC Healthcare Client Identity Management
- Provider Registry Uptake
- Electronic Health Record Architecture
- Diagnostic Imaging Services and Infrastructure
- Clinical Broker
- Pharmanet Uptake.

These are all significant initiatives that will have an important impact on the work of Health Record Professionals in BC.

One of the projects that has completed a substantial amount of work is the BC Healthcare Client Identity Management Strategy (BCHCIMS). Work on this project began in late 2002. The project is overseen by a Steering Committee with representation from the health authorities and the Ministry of Health.

Steering Committee Members

Name	Title	Organization
Carol Rother	Corporate Director, Clinical Information Services	Provincial Health Services Authority
Colin King	Acting Regional Director, Integration & Planning	Vancouver Coastal Health Authority
David Thompson	Director, Health Information Services	Fraser Health Authority
Denise Brecknell	Project Coordinator, Information and Technology Services	Northern Health Authority
Norma Malanowich	Director, EHR Development	Interior Health Authority
Simon Hall	Manager, Application Development and Support	Vancouver Island Health Authority
Stu Frampton	Director, healthNetBC	healthnetBC
Mike Leavy	Sr. Manager, Standards & Architecture	healthnetBC
Lorna Young	Project Manager	healthnetBC

The project structure also includes a Business Working Group and a Technical Working Group.

Business Working Group Members

Name	Title	Organization
Audrey Barry	Coordinator, Patient Information Management, Vancouver Centre, BCCA	Provincial Health Services Authority
Barb Oliver	Clinical Information Specialist, Electronic Health Information Initiatives, Health Information Services	Fraser Health Authority
Gay Buchanan	Manager, Patient Registration Services, Royal Inland Hospital	Interior Health Authority
Karanne Lambton	Regional Director, Business Systems & Information Management	Vancouver Coastal Health Authority
Lorrie Norvell	Regional Manager, Patient Access Information Systems	Vancouver Coastal Health Authority
Louise Lalonde	Patient Service Manager	Vancouver Island Health Authority
Pat Garcia	IT Coordinator, Health Information Management Systems	Interior Health Authority
Sandi Grady	Supervisor Admitting, C&W	Provincial Health Services Authority
Vicki Johnson	Leader, Admitting Services	Providence Healthcare - VCHA
Anita Malovec	Manager, Registries	Ministry of Health Services
Paul McDonnell	Sr. Business Analyst	healthnetBC
Lisa Marsh	Sr. Business Analyst / BWG Lead	healthnetBC

Technical Working Group Members

Name	Title	Organization
Al Cassidy	Business Analyst, Client Registry System	healthnetBC
Colin King	Acting Regional Director, Integration & Planning	Vancouver Coastal Health Authority
Jamus Spink	Corporate Director, Technical Services	Provincial Health Services Authority
Jeremy Moss	Sr. Technical Specialist, Client Registry System	Information Systems & Technology, Managed Operations
Laura White	Manager, Clinical Application Integration, Information Systems	Fraser Health Authority
Lorrie Norvell	Regional Manager, Patient Access Information Systems	Vancouver Coastal Health Authority
Mal Griffin	Director, Applications & Information Development - I & T Department	Interior Health Authority
Ron Quirk	Corporate Director, Application Services	Provincial Health Services Authority

Anita Malovec	Manager, Registries	healthnetBC
Doug Williscroft	Electronic Service Delivery Architect	Standards & Architecture
George Power	Data Architect	Standards & Architecture
Paul McDonnell	Sr. Business Analyst	healthnetBC
Tom Baker	Sr. Technical Analyst (TWG Lead)	healthnetBC

The concept behind the BCHCIMS is that one of the key building blocks of the electronic health record is the ability to uniquely identify individuals who interact with the health care system and for whom personal health information is managed in an electronic format. The project is focusing on the acquisition of an Enterprise Master Person Index (EMPI) for the province of British Columbia that will serve as a “source of truth” for the unique identification of people served by the BC health care system. The provincial EMPI will be fed by many source systems including local Master Person Indexes (MPI) and the BC Client Registry System (CRS).

During the 1990’s it was envisioned that the provincial Client Registry System (CRS) in conjunction with the British Columbia Personal Health Number (PHN) would provide a single universal identifier that would meet the needs of all healthcare stakeholders in British Columbia. The PHN has been in existence for over a decade. It is imprinted on the CareCard, issued to BC MSP beneficiaries, is a provincial health information standard, is pervasively used by MSP and Pharmacare and is widely available to other health information systems and their users via web or application program interfaces to the CRS. However, its use in regional and facility based systems is not yet pervasive. There are historical perception, usability, technical, cost, health information technology structure and care process reasons for lack of uptake of PHN.

The strategy phase of this initiative clearly indicated that a single unique identifier (e.g. PHN) to correlate client and clinical information in support of comprehensive client clinical information, both longitudinally and across the continuum of care, is not the direction the BC healthcare environment should be moving. This model forces a single unique client identifier on all source systems, and existing systems must be changed to accommodate this single unique identifier. This method is expensive and time consuming and provides no flexibility in accommodating new identifiers. Furthermore, the single unique identifier model is not supported by Gartner Group and is not aligned with other Canadian EHR initiatives.

Phase One of the project, completed in July 2003, developed a provincial client identity management (CIM) model and implementation strategy for the BC healthcare sector. The BC Health CIO Council approved the proposed model in July 2003. Phase 1 included provincial consultation and collaboration through formation of a Working Group, appointed and selected by the BC Health CIO Council. The Working Group, comprised of key members from each of the five Health Authorities, the Provincial Health Services Authority and the Ministry of Health Services, met regularly over a 5-month period and reached consensus on the need for a provincial EMPI in support of both the immediate health authority need to integrate data and the provincial EHR. The

BC model includes a provincial EMPI, a provincial CRS and Health Authority local client identifier correlation with the provincial EMPI and provincial CRS. This model leverages current investments in BC's Client Registry System and Personal Health Number as the provincial CRS will continue to be the authoritative source for/and assign the PHN.

The Provincial Requirements phase of this initiative will build on benefits and work completed in phase 1 as well as work previously undertaken by other province initiatives, such as the Edmonton - Capital Health Authority and Newfoundland UPI/Client Registry, and leverage knowledge and experience through the EMPI Toolkit being developed by these projects. This phase includes high-level planning for implementation of both provincial and health authority identity management solutions in a diverse multi-vendor/technical environment and will also include gathering province-wide client identity management requirements and standardization of identity management processes across BC's dispersed provincial health sector.

The approach taken for this phase of the project involves continued collaboration with the five regional Health Authorities, the Provincial Health Services Authority, the provincial Client Registry, Infoway, Inc and WHIC/WERC. This included formation of an Executive Steering Committee and both a Business and Technical Working Group to develop and obtain consensus on provincial requirements, including business and architecture models for BC's CIM solution for inclusion in an RFP (to be developed in phase 3). This phase also includes planning activities for product acquisition, implementation and governance. The final requirements document will be presented to the BC Health CIO Council at the beginning of June in request for approval to move to phase 3 of the project.

The provincial requirements completed in phase 2 will feed into the development of a Request for Proposal that will be used to acquire the necessary products and services associated with a provincial CIM solution. This initiative will also ensure privacy compliance through the development of a Privacy Assessment to ensure that any privacy issues related to patient personal information sharing are documented and directed to the appropriate individual for resolution. This initiative will comply with Infoway and industry standards that support Pan-Canadian interoperability such as HL7 messaging and the EHR architectural blueprint. As a result of the project's strengths, it will provide results that will benefit all jurisdictions, save costs, eliminate duplication of effort and encourage momentum for collaboration and sharing of results.

It is important that Health Record Professionals in the province be aware of initiative such as the BCHCIM as it will impact the way that health information is managed in the future. This is one of the major health information projects underway in BC that positions British Columbia to be a leader in the implementation of electronic health information.