

Design of a Health Record Department Intranet Website

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How it came about - Joyce

I was given the opportunity to set up an Intranet website for Health Records to be included in the Simon Fraser Health Region (SFHR) Intranet (Now called Fraser North in the Fraser Health Authority) when it was first being developed back in 1998.

For Health Records, it was seen as a great opportunity as it would provide us with a medium to profile our department to a large audience, provide information and forms on-line and help streamline some of our routine statistics.

Training

Prior to training on Frontpage (web design software), we were asked to think about what we would like to see profiled for our Department and how we would like to see it structured. This proved to be very useful and made it easy to setup our website.

I spent about one hour with the computer programmer as he set up the shell of our website for us. He also reviewed development standards which included specific font sizes and styles for titles, body text, bullets, hyperlinks, background color and navigation bars. This provided a consistent look throughout the SFHR website. He also let me try my hand at using the Frontpage program. I then went back to my department full of ideas and enthusiasm and started adding more content to the website. It took some time to get used to the software, but it wasn't very difficult to learn. It was a matter of thinking in terms of rows, columns and cells.

Content

There are 6 main areas in our Intranet site:

- Who We Are
- Office Hours
- Services
- Statistics/Research
- Release of Information
- Acute Care Facility Statistics

Who we are

We identified the main groups of staff that people would be interested in contacting in Health Records and provided individual information for each. The groups were the Manager, Coordinators, Clinical Data Analysts, Release of Information, Chart Retrieval Line and Medical Transcription. For each

individual we included the person's name, site responsible for, phone # and a link to their e-mail address.

Office Hours

The days/hours of operation and public business hours were listed for each site (Royal Columbian Hospital, Eagle Ridge Hospital, Ridge Meadows Hospital, and Burnaby Hospital).

Services

Here we identified what our main role is, similar to a mission statement

Statistics/Research

This is the area we felt could provide a lot of useful information to our customers. We continue to develop this area and currently include the following:

- Statistical/Clinical Data Request form
A statistical request form can be printed directly off the intranet.
- CIHI CMG Directory and CIHI Day Procedure Group
The CIHI CMG and DPG directory are available for viewing on-line.
- Powerpoint Presentations
Routine statistics - provides an overview of the routine statistics that are generated.
CMG's and RIW's Demystified - provides an overview of CMGs and RIWs.
- Access Database Links
Provides a link to an access database with the Abstracted data. Patient identifiable information is not included in this database.
- Key to Abstract Databases and Dictionaries
Provides a description of the data tables and definition of dictionary entries (such as discharge disposition).

Release of Information

Since Release of Information is a large component of our department function, it was felt that a lot of common questions could be addressed here. There are 9 main sections under this topic.

- Who we are (specific to release of information staff)
- Office hours
- Services provided
- Frequently asked questions
- Patient Handbook (A SFHR document outlining: Your Health Record, Provisions of the Freedom of Information and Protection of Privacy Act, Access, When the hospital will release information and Third party requests)
- Release of Information Statistics (# of General and Legal Requests for information)
- Request Types (Patient Care, Freedom of Information, Misc)
- Request Forms (Inpatient Form for request for access to records; Discharge form for authorization for release of patient information)
- Other Links (Office of the Information & Privacy Commissioner; Office of the Information Commissioner of Canada; Queens Printer (for copies of the FOIPP Act); BC Information, Science & Technology Agency, Information Management & Corporate Policy Division)

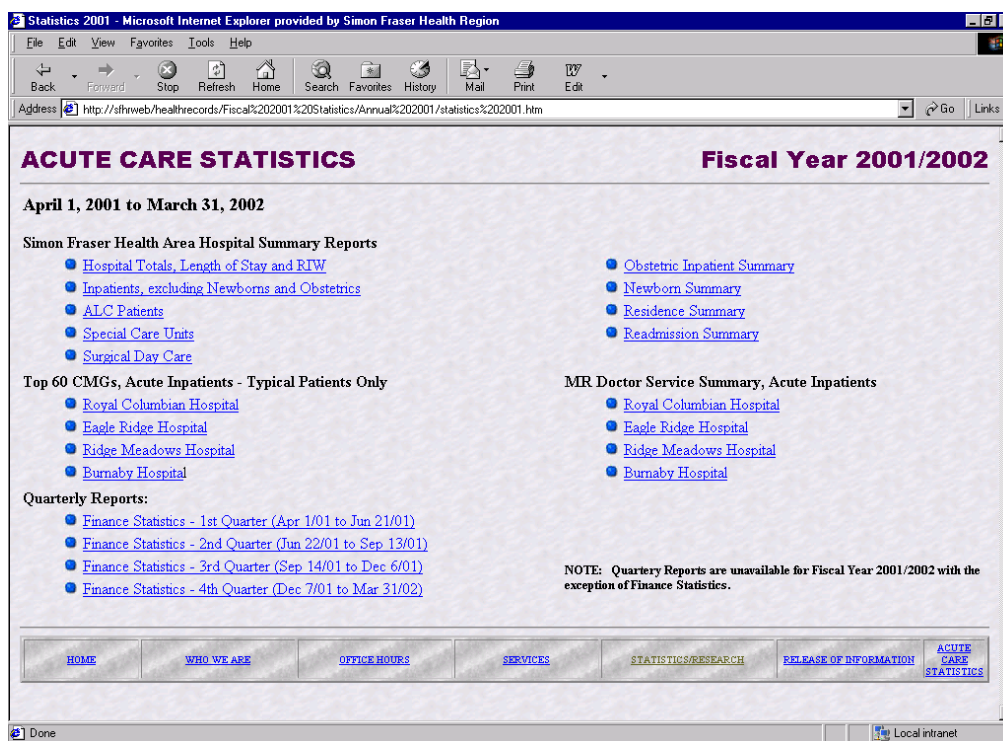
Acute Care Facility Stats

This is the area of our website that we were the most excited about and felt that there was a lot of potential for continual development. We could provide routine information to target a large audience here.

Prior to the development of the intranet site, we put together a large statistical reporting package for our senior administration summarizing the overall hospital activities. The reports were run by site, and then within each site by quarter and fiscal year to date. We then manually cut-and-pasted the pages together to provide a complete report. This was very time-consuming and we used a lot of paper! The routine reports were redesigned so that we could generate the reports electronically and include them on our intranet site.

The main "acute care statistics" page lists all the different types of reports. In order to select a report you just click on the hyperlink. It is easy to navigate between the different reports and sites. The data for the previous fiscal years is also included on the intranet site for comparison purposes.

This section of our Health Records intranet site is updated every quarter.



Redevelopment - Sharmaine

I was given the opportunity within the "old SFHR" now called Fraser North, to expand the website created by Health Records, to encompass the entire Patient Documentation division (now called Health Information Services). This would expand the website to include Patient Registration, Switchboard and Health Records. The website was re-designed to include much of the same contact/departmental

information as was originally prepared on the Health Record site and expand that to the other departments as well. Since we foresaw this website to be the main source for information, we made some additions.

The divisional indicators were added to show others how we as a division support the 6 Dimensions of Quality. (Access, Satisfaction, Efficiency, Safety, Utility/Value and Cost/Affordability). Each department monitors specific indicators that we all added to a spreadsheet. This information then can be used to set our goals, in regards to determining standards that we set in place for each of these indicators.

A separate section on the website was to outline the goals and objectives of the division. It was very specific in identifying where the Patient Documentation division was headed, and a time line for accomplishing that.

Our region is fortunate, that we all work together as a team, thus the information we collected was truly regional. This enables us to make decisions on a divisional level, identify ‘best practice scenarios’ and make the necessary changes. The website gives us a great opportunity for relaying these decisions. One of the examples of this was the Release of Information Manual. This very detailed procedure manual was put on the website as a link, to be available in a read only context to those who need it. As well a direct link is available to an online request form which would be forwarded to the ROI department .

Unfortunately the work that was done in preparation for this ‘new’ website was not used as the boundaries of regionalization were again widened.

Future Development

The Fraser Health Authority is now in the development stages of their new authority-wide website. A lot of the same information will eventually be added to the pages of the ‘Health Information Services’ Portfolio. With the Authority extending from Burnaby to Hope, and the restructuring of its services, this will be invaluable not only to the employees of the division, but to other employees within the region as well.

The intranet is a fast , easy and secure way to access the information needed, or to find out who you need to contact to find what you need. Basic questions will be answered, procedures will be outlined, performance indicators reported on, it truly will be a place to ‘go to know’.

Communication is vital in times of change, and what better way to answer those questions then on the pages of our Authority Intranet.