



Estrie Health and Social Services Implements QuadraMed Computerized Patient Record to Enable a Regional Health Information Exchange

ESTRIE HEALTH AND SOCIAL SERVICES

SITUATION OVERVIEW

CHALLENGE

- Enhance quality of care
- Provide an EHR that can be utilized by all healthcare providers throughout the region through a health information exchange
- Implement an integrated customizable, flexible solution
- Establish a collaborative partnership
- Achieve universal user buy-in

SOLUTION

- QCPR

RESULTS

- Complete, comprehensive patient records improve quality of care
- Electronic access to all patient records throughout the region
- Fully customizable, centralized database
- Scalable solution – additional facilities can be added at any time
- Long-term relationship established
- All participating clinicians dedicated to system use
- Fully integrated system

Installation of QuadraMed's Computerized-Patient Record (QCPR) solution began at Sherbrooke University Hospital Center (French acronym: CHUS) in 1989. Sherbrooke is the largest city in the predominantly French speaking Estrie region of the eastern province of Quebec, Canada. The ultimate goal of this project was to create a health information exchange by implementing a fully integrated Electronic Health Record (EHR) solution that could be utilized by all of the region's medical centers and CHUS to provide a single longitudinal record of care for every local patient.

During the 2005-2006 time frame, based upon the success CHUS had achieved to date, a decision was made to assess whether QCPR could be used on a regional basis for a new project named Ariane by the Estrie Health and Social Services Agency (French acronym: ASSS) de L'Estrie. Conceptually, this project was designed to link all of the region's diverse medical centers and CHUS through a common EHR, thereby providing a complete and comprehensive electronic medical record at all points of patient care throughout the region.

The assessment confirmed that QuadraMed was the right partner and QCPR was the right system to implement this regional EHR. "I would say that what people liked most was being able to establish a true partnership with QuadraMed, not only a client-vendor relationship," said Micheline Savoie, Chief Information Officer, ASSS l'Estrie. "We wanted not only products, but a relationship that would allow us to progress, to develop the products to meet our needs, and be able to collaborate on our progress."

The ASSS de l'Estrie-QuadraMed partnership had to meet two primary goals. "One of the project goals was to make, share and circulate clinical information," said Micheline Savoie. "The other was to be able to connect with the national Quebec Health Records when this service became available."

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ARIANE PROJECT CHALLENGES AND SOLUTIONS

“Ariane is a project that requires change management, and much communication,” said Ms. Savoie. “QCPR was used only at CHUS, initially, but now it had to be used by many participants throughout the entire region in multiple facilities. We had to ensure that QCPR would align with our goals throughout the region and match our expanding needs.

“After the evaluation was completed,” Savoie continued, “I would say all healthcare organizations in the Estrie region have approved of this project.”

The other main challenge concerned the system’s database architecture. Among other factors, it needed to comply with Law 83, requiring the database to be built using an environment that was not initially available from QuadraMed. However, to ensure QCPR could link seamlessly with the proposed Quebec Health Records, compliance with Law 83 was a necessity.

QuadraMed responded by building a modified database to meet the requirement. “This ensures

“(With QCPR) We can have a regional, global and local model to comply with health information exchange and the mission of each facility using everyone’s contributions.”

Micheline Savoie
Chief Information Officer, ASSS de l’Estrie

HEALTH AND SOCIAL SERVICES AGENCY OF L’ESTRIE AT A GLANCE

Eight hospitals serving a regional population of 965,875 in a predominantly French-speaking region

Sherbrooke University Hospital Center; the only university and regional hospital in that region of Quebec: **A 682-bed multi-facility hospital**

Acute care hospitals ranging between 100 to 150 beds in size: **4**

Rehab long-term care hospitals (745 beds): **2**

Ambulatory care hospitals: **2**

Regional care centers (clinics): **16**

that by using the new architecture, a link with Quebec Health Records will be easy for us,” said Ms. Savoie. “That gives us great flexibility. It allows us to optimize not only the technology that will be used, the equipment, the infrastructure, but also to optimize the software. We can have a regional, global and local model to comply with health information exchange and the mission of each facility using everyone’s contributions.”

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case study

ESTRIE HEALTH AND SOCIAL SERVICES

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INITIAL RESULTS

The preliminary results have met expectations. According to Micheline Savoie, “Our experience with QuadraMed is positive pertaining to what we wanted to develop together. ...we always manage to achieve our objectives.”

Physicians in the region often travel from health center to health center. Many of these facilities provide specialized patient care. “QCPR enables our physicians to get results quickly, to access the reports easily and view the images wherever they travel. This is a significant benefit. Another is that it avoids duplication of tests that have already been requested. After using QCPR, doctors and other clinical staff would not go back.”

“In effect, one of the main contributions we have seen so far is that the EHR enables our staff to have the information they need to give quality care to their patients at their fingertips. It meets the general goal we have to circulate and share clinical information, ensuring patients will receive the best possible care from clinicians supported by a complete and comprehensive record of patient care.”

In closing, Micheline Savoie added, “I would say that we are very satisfied. We would not change direction. We want to continue our development

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Chief Information Officer, ASSS de l'Estrie*

of the Ariane Estrie continuum which, in fact, is QCPR. In Estrie, the QuadraMed solution is a very good solution that meets our needs.”