

What is SHIIP? – A tool to support patient care through enabling identification of patients with complex needs, facilitating timely flow of information, and supporting care coordination

SHIIP Highlights – Q1 2016/17

- SHIIP has identified approximately 4800 patients with complex needs to date
- There are currently 12 active sites accessing SHIIP

Notable New Features in SHIIP

- Community Support Services dashboard within the patient profile
- Service desk to submit issues directly to the SHIIP service desk.
- Enhancements to the Care Coordination Plan for management and performance
- Physicians and Nurse Practitioners are able to flag complex patients with associated conditions
- Ability to remove patient from roster

Upcoming SHIIP Events

May 26, 2016 – Community Support Services and NESDA collaboration event

Empowering primary care with new dashboards

Extensive engagement has been carried out to provide an indicator dashboard that will support various Health Links reporting requirements. Specifications for the indicator dashboard are near finalized and preliminary development has begun. To ease the adoption, elements of the indicator dashboard will be released in phases. The first phase will focus on the provision of basic indicators alongside a care coordination tab that will provide the necessary metrics for the coordinated care plans.

Defining the knowledge center

A knowledge center that can be accessed within SHIIP is currently in development. The intent is to provide a space where users can access resources that inform the many components of SHIIP. This includes basic information describing the risk scores (i.e. LACE and HARP), as well as advanced clinical based scenarios to help visualize to health care how to leverage the information to direct clinical action.

We are refining the registration and implementation process

Feedback from various engagements made it clear that the current registration and implementation process for SHIIP requires improvements to promote ease and simplicity. The SHIIP team has made extensive changes to the registration process, including clarifying support roles for onboarding as well as introducing roles of a legally responsible person (LRPs) and a local registration authority (LRA). These roles are part of the existing eHealth model for registration. Your organization already has an LRA and/or LRP, however you may refer to these roles differently. The LRP is defined as the legal signatory for the site and has the added responsibility of user validation and management of the site. More information is available during the SHIIP registration process. Utilizing this structure prepares the site for implementation of other eHealth applications such as the clinical viewer with Connecting North East Ontario (cNEO) and OneMail.

The development of the SHIIP Steering committee

The SHIIP Steering Committee is being established to provide direction and advice on the continued development and implementation of SHIIP. There will be a focus on the many components of SHIIP development and operations, including:

- strategic oversight of SHIIP;
- system design and interface;
- architecture;
- privacy and security;
- data governance;
- care coordination;
- quality improvement;
- metrics and reporting.

The SHIIP project team will be reaching out to users with further information including participant nomination details.

If you would like more information about SHIIP, please don't hesitate to contact:
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