Ontario
South East Local Health Integration Network

SHIIP Newsletter

South East Health Integrated Information Portal

SHIIP
SOUTH EAST HEALTH INTEGRATED INFORMATION PORTAL

Q3 Update: October – December 2016

SHIIP is a tool which supports patient care by enabling identification of patients with complex needs, facilitating timely flow of information, and supporting care coordination.

Q3 Highlights – 2016/2017

- Successful session at the Primary Health Care Forum with full attendance.
- Completion of the NesdaTrak Phase Two integration to include more CSS event information.
- SHIIP had 36 new users registered for SHIIP which translates to 11 organizations.
- SHIIP has signed data sharing agreements with 13 home care community support service agencies, to send data from NesdaTrak to SHIIP.
- Current version upgrade to 2.1.3 that focuses on improving the auto-populate watch lists and audit functionality.

What We Are Planning In Q4

- SHIIP User Group (TBD).
- Community Support Services SHIIP Focus Sessions.
- SHIIP Clinical Working Group – February 17, 2017.
- Development of a new CSS tab to include event details. Stakeholders will be engaged in the near future to inform an updated CSS tab design.
- Addictions and Mental Health – EMHware integration.
- Community Care Access Center – CHRIS Integration.

Knowledge Center Update

We strived to ensure that our knowledge center supports SHIIP's eLearning strategy by offering self-serve online supports. By clicking the help icon in the top navigation bar, users are directed to a redesigned help page. Resources within the knowledge center currently include:

1. FAQ type support tools
2. eLearning modules
3. Guided content/quick reference tools
4. SHIIP documentation

The knowledge center is continuously undergoing development and the SHIIP team is always open to receiving recommendations from the user community. There is a development roadmap in place that will incorporate additional enhancements, such as providing dynamic content while using the tool.

Community Support Services Update

The SHIIP team has achieved a milestone as 13 community support services (CSS) home care agencies are sending their data to SHIIP. In the patient profile CSS tab, users will now see services used by patients from:

1. Community & Primary Health Care Lanark, Leeds and Grenville
2. Community Home Support Lanark County
3. North Frontenac Community Services
4. South Frontenac Community Services
5. VON Greater Kingston
6. Land of Lakes Community Services
7. VON Trenton
8. Community Care for Northumberland
9. Lennox and Addington Senior
10. Community Care South Hastings
11. Prince Edward County Community Care For Seniors Association
12. Community Care for North Hastings
13. Community Care for Central Hastings

Audit and Consent Directives

A latest version of SHIIP brings enhancements that align with the development of policies and procedures for SHIIP to manage audit and consent. SHIIP now has an audit tool to allow site administrators to view activity by user or a patient. In addition, by contacting SHIIP Helpdesks, privacy site leads can apply consent directives on patient profiles. A pop-up instructing of the consent directive will appear if a user attempts to access a patient profile with a consent directive. Education and support material will be available to help organizations ensure alignment with privacy policies and procedures.

Duplicate Visits Issue Update

Many users reported that SHIIP was displaying duplicate hospital event information within the list of encounters. This issue has been corrected and users should no longer see these data quality issues.