

HINFormation

A Newsletter of the School of Health Information Science,
University of Victoria

May 2008

HEALTH INFORMATICS PIONEER HONOURED

On April 22, 2008, Dave Watling, Managing Partner of Courtyard Group, presented Denis and Pat Protti with a cheque for \$50,000 for the Protti Endowment Fund. This was just the first installment by Courtyard Group in an annual commitment of \$50,000 for the Fund, and the latest in the ongoing relationship enjoyed by Courtyard and the School of Health Information Science.

Michael Guerriere, Managing Partner of Courtyard Group, was the driving force behind the establishment of the Protti Endowment Fund. In 2003 when Denis announced that after 19 years he would no longer chair the annual Partnership and Productivity Colloquium (P&P) Michael organized a group of P&P participants to raise funds to recognize the important contributions made by Denis and Pat Protti to the healthcare industry in Canada. In the first six months they raised over \$100,000. Since then, the Fund has more than doubled as a result of additional corporate donations and the proceeds of the P&P Colloquia, under the leadership of Richard Alvarez since 2005.



Pat Protti, Dave Watling, Denis Protti

“In many ways we view this donation as giving back to the health informatics community. It is through innovative programs like Denis and Pat Protti’s Partnership and Productivity that our health informatics community has been galvanized. Indeed it was at P&P that Mike and I truly connected. The stimulating environment and health-care leaders in attendance provided the forum for the exploration of creative ideas and the formation of new relationships. One of these led to the formation of Courtyard Group, a firm that we believe is instrumental in healthcare transformation,” states Mr. Watling.

In July 1981, Denis Protti was appointed Professor and Director of the Health Information Science program. In the fall of 1982 the initial curriculum was implemented.

Professor Protti worked tenaciously to keep the new School afloat as the inaugural class of 17 students was admitted into the School in September 1983 at the same time that the economic recession began to affect British Columbia. The program’s five year, \$1,920,075 (1980 dollars) earmarked funding was cancelled and the budget frozen at the 1983 level.

The resources for 9.2 faculty and an annual intake of 30 students per year were no longer assured; part of the program’s funds were directed to other parts of the University. The program’s future was seriously in doubt, to the point that the University’s Admissions Officers were advising new applicants that the program was going to be terminated. The program’s team at the time consisted only of the Director, a part-time co-operative coordinator and a secretary. During the next three years, Professor Protti and a dedicated group of sessional lecturers managed to teach all of the required courses despite cutbacks to university funding. The program survived due primarily to the pressures put on the University from the health care community and the dedication of Denis Protti.

The School of Health Information Science celebrated its 25th anniversary last year. For over 26 years it has been a leader in health informatics education and research both at the national and international levels and it still leads the way in education in the health informatics industry.

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Pat and Denis Protti

For over 40 years, Denis Protti has dedicated himself to advancing the field of health informatics. He was a founding member of COACH - Canada's Health Informatics Organization. He served as its 2nd President and was granted lifetime member status in 1981. He was a founding member of the American Medical Informatics Association and in 1989 was one of the first non-Americans elected a fellow of the American College of Medical Informatics. He has served on numerous federal and provincial committees and councils. Over the past decades he has chaired bodies such as the Canadian Institute for Health Information (CIHI) Partnership Working Group on data content standards, Statistics Canada's Advisory Committee for Health Programs, and the International Medical Informatics Association working group on Education. In October 2004, he won the Who's Who in Healthcare Award for Technology/Health Informatics. In 2006, he was appointed chair of the Informing Healthcare's International Advisory Group for NHS Wales, and visiting professor and chair of Health Informatics at City University London. The next year he was asked to represent Canada at the OECD working group on e-Health.

Courtyard's relationship with the School of Health Information Science goes far beyond the monetary contributions. Denis Protti states, "Ever since its creation, Courtyard Group has been a strong supporter of the School of Health Information Science. Dr. Michael Guerriere is particularly active having co-taught HINF 410 for over 10 years. Other Courtyard staff – including a number of HINF alumni – are frequent guest lecturers in a variety of courses."

As a co-op employer, Courtyard has been supporting the School by hiring co-op students since its formation. One of their newest employees, Chris Carvalho, spent his third work term in Courtyard's Edmonton office and will be starting there full-time in September. After graduating in June, Chris plans to travel Europe for six weeks.



Jochen Moehr, Joanne Walker, Andre Kushniruk, Pat and Denis Protti

The School's alumni continue to be involved in the School in a variety of ways including serving on committees, giving guest lectures in classes and presenting research seminars. Joanne Walker ('90) has been with Courtyard from its inception and is now a Principal of the company based in the Toronto office. Joanne has agreed to be on the inaugural Denis and Pat Protti Endowment Fund Awards Committee with Denis and Pat, Jochen Moehr, and Andre Kushniruk.

Although based in Courtyard's New York office, Katie Mackle ('05) is a frequent visitor to Victoria. She has presented research seminars, given guest lectures, and always makes a point of organizing an informal "life after HINF" information session with students over pizza and pop. Katie's continuing interest in the School is explained by her comment "I strongly believe that the HINF program provided me with the foundation I needed to excel at Courtyard Group. Most new consultants have either clinical, technical or business process expertise, whereas the HINF program provided me with a background in all three areas, which has been invaluable at Courtyard."

In February 2007, John Waldron ('01) also in Courtyard's New York office, along with co-author Katie Mackle presented their paper "Building and Deploying a Patient Registry: Technology to Measure and Improve Patient Care" at Information Technology and Communications in Health (ITCH 2007) a biannual international conference presented by the School. John says "HINF provided me with the foundational healthcare and technical skills needed for a rewarding career where I have worked for a clinical software vendor, a large teaching hospital and, most recently, as a specialist with Courtyard Group."

Catherine Claiter ('00) was an original Courtyard employee. She has gone on to become the CIO for the Vancouver Island Health Authority. Catherine is a member of the School's Advisory Council and continues to give guest lectures in HINF courses.

Courtyard Group is a healthcare transformation company. Working with and for clients in the healthcare industry is all they do. They combine a deep, core knowledge of healthcare systems management and planning, change management, information management and technology with the disciplines of systems engineering, law, business, operations management and several areas of clinical practice. Their team is diverse and 160 consultants strong, operating from

offices across Canada, the United States and the United Kingdom. Health Information Science alumni make up 13% of their workforce. Shannon Malovec ('04) perhaps best sums up the HINFers attitude when she says, "The UVic School of Health Information Science is a very well known and respected program in our industry. Courtyard Group recognizes the deep level of industry knowledge acquired by program graduates. The courses offered directly apply to the work experienced in the field. I am grateful to the program for preparing me to help carry out Courtyard Group's mission of transforming healthcare and I look forward to working with future graduates to make this mission a reality."

Courtyard Group is passionate about healthcare. They have also demonstrated they are passionate about the School of Health Information Science and dedicated to the success of its students and alumni.

Leslie Wood

[More pictures taken at the presentation reception can be found on the electronic copy of this newsletter.]

MISCELLANEOUS

ITCH 2009

Plans are well underway for **Information Technology and Communications in Health (ITCH 2009)**. This biannual international conference will again take place at Victoria's Delta Laurel Point Inn. The web site at <http://itch.uvic.ca> is constantly being updated and now lists the Scientific Program Committee and the tentative program schedule. The Call for Papers is on the back page of this issue – please note the deadline to submit abstracts is June 30th. There is a sample abstract under the tab "presenter information" to assist any students who are contemplating submitting an abstract for the first time.

Denis and Pat Endowment Fund

In 2004, an Endowment Fund was created at the University of Victoria in the name of Denis and Pat Protti. It was created by the Partnership & Productivity Colloquium – a group Professor Protti founded in 1984 – for their contributions to Canada's healthcare system.

One or more annual awards will be given out to:

- (a) a graduate student in or about to enter the School's on-campus or distance-based program
- (b) senior undergraduate students and graduate students for a short-term study at another organization or institution
- (c) students who wish to attend a scientific conference.

Terms of reference for the Awards Committee and application forms can be found on the School's web site <http://hinf.uvic.ca/sinfo/awards.php>

Applications for an Award are to be submitted in writing to the Director of the School of Health Information Science by June 30 and should include:

- (a) Evidence of admission or intent to be admitted to the School of Health Information Science
- (b) A copy of the student's academic record
- (c) A statement of how the student intends to use the knowledge gained from their studies in their future career.

Funds will normally be awarded in August of each year.

Tafadzwa Mupfawa from Zimbabwe was a visitor at the School for a year in 1999 – 2000, and again in 2004-05. She writes that she moved to Mozambique at the end of 2006. She is currently working as the Monitoring and Evaluation Officer for Africare in Chimoio, Mozambique. Africare has a community based Orphan and Vulnerable Children and Home Based Care program.

e-health 2008



Beth, Derek, Chris and Brian

Thanks to Beth Nuniam for the picture above. Beth, Brian Chou, and Derek Olsozwy, volunteered at the e-health conference while Chris Carvalho attended as a general admission. E-health took place in Vancouver May 4 – 7, 2008. Beth reports they all had a good time.

Update from Benjamin Jung

Dear friends and colleagues,

The geographic changes in 2007 haven't been enough: I wrapped up my past activities in the eHealth domain and now work as Manager Learning Services for RedDot Solutions (<http://www.reddot.de/>) in Oldenburg, Germany.

RedDot, The Open Text Web Solutions Group with more than a decade of experience in Web Content Management (WCM), provides Web-centric ECM solutions to create, manage and deliver the content that drives business. RedDot content management and delivery solutions are recognized throughout the industry for their legendary ease of use and feature leading multilingual support, enterprise Web 2.0 capabilities, content integration, and contextualized delivery.

From midmarket to enterprise, more than 2,600 clients around the world rely on RedDot to create, manage and deliver personalized Web experiences for their Intranets, Extranets and Web sites.

You will find my new contact details at the end of this email. If you wish, you can also connect with me on LinkedIn,
<http://www.linkedin.com/in/bjung>

Many regards and please stay in touch,

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GRADUATE STUDENTS

Tom Sparrow, Director, Yukon Operation, Public Works & Government Services Canada, and MSc candidate in the Distributed Stream program recently passed and obtained his "Project Management Professional" Certification and "PMP" Designation with the Project Management Institute.

New graduate students

New students in the on-campus Masters program are: Tyrone Austen ('08), Tristin Baylis, Douglas Csima, Desmond Guarin, Qi Huang, Alex Kuo, and Te-Shu Lee. New students in the Distributed Stream Masters program are: Douglas Mitchell, Yoanna Serraf, and Richard Teitelbaum. All the students started their programs in May.



Spencer and Quintin Nicoll

Jim Nicoll (MSc. Student – Distributed) and Linda Nicoll, and big brother Quintin are thrilled to announce the birth of a beautiful baby boy, Spencer Edward Nicoll. Spencer was born at 12:24 p.m. on March 4, 2008 at Victoria General Hospital weighing in at 9 lbs. 15 oz. While Jim is looking forward to joining his wife this summer on parental leave; he suspects his grad supervisor will be looking for him to multitask between diapers and degree completion.

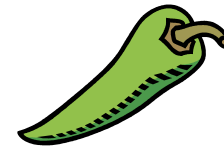
Poster Award

Mowafa Househ's poster was selected as best poster at the **Canadian Agency for Drugs and Technologies in Health Invitational Symposium** on Monday April 28, 2007 in Edmonton Alberta. The title was related to his doctoral dissertation on: A Case Study in Knowledge Translation: Developing a Conceptual Model to Evaluate the Role of Information and Communication Technology on Linkage and Exchange Processes in Distant Drug Policy Groups.

HINF'S 10 K & Half Marathon Man!

Congratulations to Steve Murenbeeld on his impressive finishes in the Oak Bay 'Kool' Half Marathon – 1:12:21 and the Time's Colonist 10K – 31:58.

Steve was on the UVic Varsity Track & Cross Country team from 2000-04. He leads a running clinic for Peninsula Runners preparing others for 10 K and Half Marathons. He setup the course for the Oak Bay 'Kool' Half Marathon at the end of May. Steve is also the coach for the Mt. Doug Track Team and the team will be participating in the BC Track and Field Championships in Abbotsford in June.



Who says they don't know how to have fun at the Northern Health

Authority? Eight chefs (including our own James Haggerstone ('98) and Mowafa Househ) contributed their chili concoctions for the 5th annual Chili Cook-off. And the grandmeister chili chef for 2008 is..... MOWAFA HOUSEH!! His winning recipe was "Spicy Lemon Black Pea Beef Chili".

Graduate students from the Distributed Stream MSc program gathered on campus for their annual workshop May 7 - 20. Felicia Pantazi brought husband Stefan (PhD '06) and daughter Erica for a visit.

New MSc candidate Alan Yung, states, "After surveying the world for the best graduate program for the application of technology in health care, I came across the University of Victoria's MSc Health Informatics. Usually when one is considering studies in a graduate program one would be looking at institutions in the US, which are apparently the best. I compared programs from the United Kingdom, Australia, Canada, and the United States for over one year. Every time my search returned to the MSc Health Informatics program at UVic. Certainly with Professor Protti's caliber, as a leading faculty, the MSc Health Informatics at UVic has no comparison; it is truly in a league of its own.

"Furthermore, the 2008 summer workshops were truly amazing. It is hard to find another graduate program - in any field - that has students with such high quality. The majority of the students in the program are seasoned professionals with expert knowledge in their chosen fields. The guest lecturers are from the highest levels in health organizations, not only in Canada but from the US as well. The MSc Health Informatics is probably one of the best programs in this field in the world, if it is not the best. The high caliber and high quality certainly confirm the University of Victoria's pole position in the Canadian comprehensive universities ranking."

STUDENTS

Congratulations to Lara Dahle, the recipient of the COACH Founding President's award. In addition to a cash award of \$500 and registration for the e-Health 2008 Conference in May, Lara has also received a complimentary membership to COACH for 2008.



Congratulations to Kevin Cho and his family on the birth of his baby boy, born on March 31st at 10:00.. Kevin is on his first work term

ALUMNI

Monika Savai ('05) has joined a number of other HINFormers at the Toronto Office of Courtyard Group where she is working as a senior analyst.

Greetings from Iran



Mahmood, Hliya, Hodi and Vida Tara

It is now more than six months since we left Canada; but, for us, it passed in the twinkling of an eye. After one month of negotiation with the authorities in our Ministry of Health and several universities, I finally decided to accept the faculty position in the Mashad University of Medical Sciences (MUMS) - at the School of Medicine. MUMS has been ranked twice as the No.1 medical university in Iran.

We stayed in Canada for about five and a half years whose every moment was unforgettable. During this period, I finally graduated from my 24-year student life, my older daughter started and finished the elementary school life, and my youngest had her first five years of life getting shaped. I experienced a variety of marvelous part-time jobs as well, from being a Web coordinator for the UVic Web site or being on the board of Campus Community Garden to working as a visiting worker for National Research Council of Canada. Thanks to my little camera, I brought with me 120GB of pictures and movies taken and recorded from very many pleasant occasions and events we were through in the five years. And thanks to multiculturalness of Canada (and Victoria), I now have friends from almost every corner of the world.

Now, we are back in Iran. As expected, the kids began to adapt very quickly.

Hoda and Hliya (my daughters) began school in the second week and soon found themselves surrounded with lots of kind and curious friends.

Here is an interesting story about Hliya who resisted speaking Farsi until three days ago! On the second day at her new school she took part in a public performance. Although everybody in that one-hour session had had at least two months of prior practice, she managed to appear along with the others by just mimicking their actions, moves and gestures (with absolutely no idea about what they were singing or doing!).

Nobody in the audiences felt any divergence or inconsistency during the performance and all were amazed when they were told about this after the show by the principal.



The picture above shows Hliya six months later dressed in a folkloric dress for her graduation ceremony. This time she was able to take a totally active role in the ceremony.

Despite the kids, me and Vida (my wife) had a longer time to adapt. It was a big change moving from a city of 80-90% humidity and a fairly moderate temperature to a city of 16% humidity and -25 to >+40 C. A bigger change was to go back to a highly family-centered society in which everybody has to stay involved – whether you like it or not - with the ups and downs of all the other people in the family. And when I say family I

mean the big family including the grandchildren of your aunt! Honestly, that was one of things we were missing in Canada. Anyway, regardless of what we all hear in the international news, the life is going peacefully inside the country as usual and we finally got used to the differences.

And about me: Besides the courses I am teaching, my first priority here has been to found a health/medical informatics department (and establish a related Master program) at MUMS. I have gathered/obtained the MI core curriculum for Master program from several American and European schools/departments (including HINF) so far and invited scholars from MUMS or other Iranian universities to join the initiative. We are also assessing different possibilities of establishing a distributed program in collaboration with other universities abroad (through remote courses). We recently had Arie Hasman and his colleagues visit us and got their agreement for a joint prospective program. I am also going to consult the precious people at HINF (and UVic) and several others. What I have learnt so far is that establishing a new quality program from scratch is definitely a tough job.

I now really appreciate Denis' job in founding HINF.

I and my family truly enjoyed our life in Canada. We miss Victoria, our friends and I miss all of you people at HINF. We now feel as if we have two homes: Iran and Canada.

Mahmood Tara

FACULTY AND STAFF

Website helps prostate cancer patients track health info and manage their disease



Dr. Howard Pai, principal investigator, PROVIDER study,

The BC Cancer Agency's Vancouver Island Centre in partnership with the University of Victoria is conducting a research study piloting an innovative new website which investigators hope will give men the information they need for better decision-making, and help them to cope better with their journey through cancer diagnosis, treatment and survivorship.

The website, called PROVIDER (an acronym for Prostate Cancer Patient Internet-based Delivery System of Electronic Medical Records), allows men to navigate to their personal profile and to access up-to-date medical records, a summary of their treatments, medications and appointments through the BC Cancer Agency.

The site was developed by HINF Adjunct Associate Professor Dr. Howard Pai, a radiation oncologist at the Vancouver Island Centre, inspired by his colleague Dr. Charles Ludgate, in close collaboration with Drs. Francis Ho and Francis Lau with the School of Health Information Science at the University of Victoria. Co-investigators at the Agency include Dr. Paul Blood, Stephanie Soon, and Maria Cristina Barroetavena.

“There are some patients who are information seekers and want to be active participants in the decision-making process,” says Howard. “We believe that when patients are informed and more involved in decision-making, they feel more engaged, less distressed, and more satisfied with their care.”

“Prostate cancer patients in particular tend to be information-seekers and often use the Internet to acquire medical knowledge” says Howard. “But often the information they find on the Internet or by other means may be too generalized and out of context or not applicable in their particular case.”

The medical records posted on the website are those which are routinely provided to patients requesting paper copies of their health records. However, the advantage of the website is that information is instantaneous, it can be customized and provided in an easy to view format, and it is updated every 48 hours.

However, according to Howard, “the real point of this study is not to showcase the tools and applications available using computers, but to determine the feasibility, usefulness, patterns of usage and level of satisfaction with providing patients timely access to their own medical records. There is definitely a patient demand out there and we have an obligation to meet those needs beyond the traditional role of paper-based systems.”

If you're interested in learning more about PROVIDER, please contact Dr. Howard Pai at hpai@bccancer.bc.ca.

HINF Faculty Produce New Book

Human, Social, and Organizational Aspects of Health Information Systems offers an evidence-based management approach to issues associated with the human and social aspects of designing, developing, implementing, and maintaining health information systems across a healthcare organization—specific to an individual, team, organizational, system, and international perspective. Integrating knowledge from multiple levels, this book will benefit scholars and practitioners from the medical information, health service management, information technology arenas.

The book was edited by Andre Kushniruk and Elizabeth Borycki and contains chapters by HINF faculty, alumni, and graduate students including John Copen (MSc candidate), Craig Kuziemyk (PhD '06), Morgan Price (PhD candidate), Denis Protti, and Nola Ries, Adjunct Assistant Professor.

For details about the book see <http://www.igi-global.com/reference/details.asp?id=7425>



Paul Yamashita Guerriere

Miyo and I are delighted to announce the arrival of Paul Yamashita Guerriere on February 26, 2008 at 6:10am. He weighed in at 8lb 11oz and has a loud voice and a good head of hair (which he must get from his mother!)

Michael Guerriere

Symposium

Scott Macdonald is the Conference Chair for the 34th Annual Alcohol Epidemiology Symposium of the Kettil Bruun Society (KBS 2008) in Victoria, June 2-6, 2008.

Scott is an Associate Professor in the School of Health Information Science and the Assistant Director of the Centre for Addictions Research of BC.

The primary purpose of the conference is to provide a forum where researchers involved in studies on alcohol can exchange ideas about their ongoing research. The scope of the symposium includes studies of determinants and consequences of drinking, drinking practices, attitudes and the social and institutional responses to drinking related harms. Empirical research, theoretical papers and reviews of the literature are welcome. Epidemiology is broadly construed and includes research in a variety of disciplines, such as psychology, sociology, criminology, economics, history and other disciplines.

The Symposium focuses on discussion of papers that are pre-circulated electronically at the website. Papers are presented in 10 minute segments, followed by a discussant's comments and general audience participation.



REVOLUTIONIZING HEALTH CARE with INFORMATICS: FROM RESEARCH to PRACTICE

February 19 – 22, 2009 Laurel Point Inn, Victoria, BC, Canada

An international conference addressing *Information Technology and Communications in Health (ITCH)*

CALL FOR PAPERS

Revolutionizing Health Care with Informatics: From Research to Practice is the working theme for the 2009 international conference being held in Victoria, BC, Canada. Health information technology has assisted and enabled many other technologies in health assessment and health care management, delivery, and assurance. Emerging technologies, notably decision support, mobile communications, modeling and advanced imaging, owe their practical implementation to advanced information systems. Such information systems are diverse but usually interrelated and yet non-integrated. Coordination among managers, researchers, and industry should be encouraged to develop new, more closely associated, informatics tools for these technologies. Knowledge of information techniques can be used to extend the capabilities of existing information systems to new frontiers and to leverage greater efficiency and effectiveness in technologies already well-established. At the ITCH 2009 conference, leading interdisciplinary practitioners and researchers from Canada and the world will meet to discuss methods in information production and use that will revolutionize the way in which health care is delivered.

Topics presented will range from the design, development and use of specific information technologies to wide issues in information production and use. Submissions to the ITCH 2009 conference should address the following areas of interest.

- ✚ Clinical Support in Primary and Ambulatory Care
- ✚ Clinical Support in Tertiary Care
- ✚ Decision Support (including AI, modeling and expert systems)
- ✚ Educational Initiatives and Professional Development
- ✚ Electronic Health Records
- ✚ Ethics and Social Issues, Government and Policy
- ✚ Nursing Informatics
- ✚ Quality Management
- ✚ Research and Development (including systems and epidemiology)
- ✚ Security, Privacy, Reliability and Standardization
- ✚ Service Administration and Management
- ✚ Telemedicine and Telehealth

Persons interested in presenting should submit abstracts of their papers to the ITCH 2009 Steering Committee no later than **June 30, 2008**. Abstracts, which must be no longer than 500 words, will be peer-reviewed for acceptance of the paper and publication in *Proceedings – ITCH 2009*. Authors will be notified of acceptance by **August 1, 2008** and the completed papers must be submitted by **November 15, 2008**. All abstracts and requests for information are to be sent to itch@uvic.ca. The language of the abstracts, papers and conference is English.

Papers that have been accepted will be printed in a Medline indexed publication. Due to the exclusive license to publish that must be granted to the publisher, no republication of any papers in a professional journal will be pursued by the Committee. Note that the following sentence no longer applies: ~~If an author wishes to have a paper peer reviewed and submitted by the Committee for possible secondary publication in a professional journal, the paper must be submitted in its entirety by **June 30, 2008**.~~

STUDENT POSTER CONTEST

Students who are registered in full-time undergraduate or graduate programs are invited to participate in a student poster contest. An abstract, no longer than 500 words, that describes each poster presentation must be submitted to itch@uvic.ca for review by **November 15, 2008**. A poster should address one of the areas of interest given above. During the conference, an independent panel will judge the posters and the winner of the contest will receive a cash prize and a complimentary registration to the conference. Additional prizes may be given.

