

HINFormation

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

Spring 2016



MESSAGE FROM THE DIRECTOR

It is the end of another term and the faculty, staff and students in HINF have all been very busy, as usual this time of year! In the spring term we held two HINF open houses (one in January and one in March) to make students and the public more knowledgeable about our educational programs (and the advantages of applying to our programs) and what we do in general as health informatics professionals.

Over the term we also continued our HINF research seminar series, with seminars by Sari Palojoki, (Chief Patient Safety Officer for the Helsinki District Hospitals in Finland) and by Dr. Bruce Carleton (from the Faculty of Medicine, University of British Columbia and one of our HINF adjunct professors) - see page 7. The topics included the safety of healthcare IT systems and the potential of pharmacogenomics to prevent adverse drug events for children – both very important and emerging areas in health informatics.

Congratulations to Debbie Robertson on her retirement as the HINF co-op assistant! Debbie will be missed by staff and students who have had the pleasure of working with her. We are very pleased to welcome Selina Jorgensen, as the HINF co-op assistant. Selina has experience working on campus in both ceremonies and the VPAC office here at UVic and we are very happy to welcome her to HINF.

We are beginning preparations and planning for our ITCH 2017 conference to be held in Victoria in February 2017 (see the Call for Papers on the back page of this issue of the newsletter). This ITCH promises to be our best yet and will coincide with celebrating HINF's 35th anniversary!

We would like to congratulate the new graduates of our undergraduate and graduate programs and wish all the students about to go on co-ops luck in their work experiences! As many of you alumni are in positions where you are managing health IT projects, we also ask you to consider hiring our co-op students, if you get a chance to do so.

Finally, I wish you a great, happy and sunny summer coming up!

Andre Kushniruk
Director and Professor

MISCELLANEOUS

HINF Office New Look

All of the main offices in the HSD building have had their carpets replaced after many many years of wear and tear! The Health Information Science office was briefly closed during the renovation and the doors to our updated office space are now open. If you are in the neighborhood, please stop in.



Before



The hard working staff – Debbie, Sandy, Sandra and Erin- worked during the transition



After

Happy Birthday



Happy Birthday to Nefsal Muhammedkunji! Nefsal has been working with the School this year as a work study student. He is a graduate student in the Faculty of Engineering who is pursuing a Master's degree in Telecommunications and Information Security. Nefsal has been working closely with faculty and staff on the development of the new HINF website which will be launched in the summer of 2016.

ITCH 2017

The Call for Papers is on the back page of this newsletter. Be sure to mark your calendar for this exciting conference.

We have set up a new listserv for the conference to disseminate information. You have two options to join: You can send an email to itch@uvic.ca and ask to be added, or if you prefer, you may subscribe yourself at <https://lists.uvic.ca/mailman/listinfo/itch>.

STUDENTS

The Health Information Science Course Union (HINFCU) put on its first HINF Networking Event on Thursday, Feb 25th. The event was sponsored by the HINFCU and the HINF Department and was organized by Malia Moore, the president of the HINFCU. A number of local employers were invited to attend, including Deloitte, Gevity, Procura, and Telus Health. These companies commonly hire HINF co-op students and HINF graduates.

The event gave students the opportunity to network with potential employers and find out more about the kind of students they are looking for and the type of positions they have available. A number of the employer representatives were HINF graduates, and were able to share with students how the HINF program applied directly to their work and enabled them to progress in their career.

Approximately 60 students attended. The event received raving reviews from students and employers. Overall, it was a huge success and we hope to make it an annual event!

GRADUATE STUDENTS

Heba Elrefaey published a paper on security metrics for healthcare as part of her Masters thesis work:

Elrefaey, H., Borycki, E., Kushniruk, A. (2016). *Developing a Security Metrics Scorecard for Healthcare Organizations Security Metrics*. *Healthcare Quarterly*, 18(3) October 2015: 61-68. doi:10.12927/hcq.2015.24430

ALUMNI



After almost six years with Canada Health Infoway, Jennifer Zelmer ('93) is moving on to launch Azimuth Health Group. The new consulting practice's focus is to inspire, realize, and spread the significant, enduring advances in health and health care that its clients seek and our society needs.

Navigators measure the distance between true north and an object with an azimuth. Thus, the organization's name reflects both its Canadian roots and its intent to help those it works with – locally, nationally, and internationally – navigate to lasting positive outcomes that reflect their unique contexts and goals, working together to chart a path forward, develop insights, craft strategy, achieve transformation, and deliver results.

In addition to her new role as President of Azimuth Health Group, Jennifer will continue to serve as an adjunct faculty member with the School, as Editor-in-Chief of *Healthcare Policy*, and on various health-related advisory groups and Boards.

Alumni update from south of the border



There's a lot going on here at Group Health Cooperative (GHC) in Seattle; I thought an alumni update might be due. I moved to Seattle in 2006 and started work for GHC as a Clinical Information Systems Consultant. At the time, GHC was a world leader on the informatics front. They were well on the way to implementing a nearly paperless and fully integrated EMR across 26 ambulatory clinics, Urgent Cares, and multi-specialty centers. They were first in market to offer direct access to a web portal where patients could email their MD, view after visit summaries, results and health reminders and refill prescriptions among many other features. A member-governed, non-profit cooperative is structurally unique here in the US but has been a great fit for a Canadian heading south!

In 2007 the organization focused on developing a Patient Centered Medical Home and I took a new job as a Lean Consultant supporting that effort. Since then I've worked on dozens of process improvement initiatives across the group practice, health plan and

shared services spectrum. My primary focus has been in areas of care delivery; from OR turnover and coordinating hospital discharges to building new clinics and creating better flow in Primary Care. As the Affordable Care Act comes fully into effect I've had a front row seat observing and participating in the response to unprecedented challenges and changes both on the insurance and care delivery fronts (GHC does both). An acquisition agreement was recently announced with Kaiser Permanente. Finalization of the deal is subject to a member vote and a series of regulatory processes but the outcome seems fairly certain. If circumstances pan out as anticipated I'll have a new business card with Kaiser's name on it in about year and I'm happy about that. This is one of Kaiser's largest growth forays into a new market.

Historically our two organizations have been well aligned in structure and philosophy and already share in member insurance reciprocity and purchase agreements. The primary divergence is in governance. Group Health is a run by the community as a co-operative. Kaiser, though also a non-profit, is run by national and regional executive teams. This will be a loss. I recently volunteered at a member meeting on the subject of acquisition; it was attended by several thousand members, executives and staff. The emotion was palpable, so was the pragmatic belief that change is due. Through the turbulence of change I will continue in my role (now as Senior Lean Consultant) as a catalyst, supporting staff to

continually improve their daily work delivering care that is of the highest quality, in the most efficient way.

Kim deMacedo ('03)

Promotion



Mahmood Tara (PhD '08) was appointed as chief information officer at the Iranian Ministry of Health and Medical Education (MoHME). CIO at MoHME heads the office of Statistics and Information Technology (OSIT) which is responsible for governance of all health information/informatics projects across country including more than 550 government hospitals and 60 medical universities. OSIT sets the standards, policies, infrastructure frameworks, and set the strategies for national movement towards practical and efficient use of IT application in healthcare. On the statistics side, OSIT collect data from hundreds of health information systems across country and integrate them for data mining and data dashboard purposes. More than 700 hospitals, in Iran, are currently using hospital information systems and maintaining electronic medical records. The CIO at MoHME is directly appointed by the Minister of Health. The attached photo is the photo from ceremony.

Alumni Message



Our Director, Andre, has asked me to take on the role of HINF Alumni Contact for the school.

In accepting this role I have the pleasure of supporting the ongoing building of our alumni network. Our priority is to help HINF alumni stay connected with the school and enable alumni to connect with each other.

One of our goals is to raise alumni awareness of HINF School and related events both in Victoria and in their home geographies and encourage them to consider participating or even organizing. Another is to enable HINFers to connect with each other in their organizations, whether in co-op or career roles. HINF alumni make great mentors.

Another of our goals is to keep you informed about the school and the professional interests of our graduates, our faculty research work, and HINF related initiatives and conferences. We encourage you to be part of this conversation by sharing your areas of interest, projects, research, and HINF related work. Anecdotes, lessons learned, "wish I knew then what I know now," and thoughts on the future of our field all make for great sharing. For three decades, around the world, our

alumni have been key players in the evolution of health informatics at all organizational levels, from developing policy, to building standards, to flipping bits. We have a lot to share.

To get things going on the social front, we invite all Victoria and visiting alumni to our monthly school happy hour. It's the second Thursday of every month at Christie's Carriage House (a short saunter from Royal Jubilee Hospital) from 6 to 9.

All of this interpersonal connectivity is based on the assumption that you are interested in participating in the process and value the outcomes. To that end we're asking you to share your current contact information, to support the goals we've outline above. The school has a rudimentary alumni database but the information is not current or complete. The university has an excellent alumni database, but again it is not complete. We don't want to intrude if now is not the time. So feel free to ask us to remove you from the school alumni contact list at any time.

Feel free to connect directly with me or with the school office. We'd love to hear from you and we're looking forward to some great conversations.

Cheers

Gerry Bliss('87)
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Mowafa Househ (PhD '09) received the researcher award at King Saud Bin Abdulaziz University for Health Sciences, Saudi Arabia. HRH Prince Miteb bin Abdullah presented him with the prize.

Tyrone Austen



Hello fellow HINFers! My name is Tyrone Austen and I'm a very proud graduate of the Health Information Science program (both as a HINF/CSC undergraduate in 2008 and as a graduate in 2010). I'd like to write

a few words of encouragement and advice to you all as you progress towards your exciting careers in health information science.

I joined the computer science program at UVic straight from high school because I was always fascinated with technology. After a couple of years in computer science, however, I found my motivation waning, so I decided to take a half-year off of school to volunteer at an HIV/AIDS charity in Offinso, Ghana (via Travel Cuts in the SUB, if you're wondering). There I found my passion – to work in healthcare. Lucky for me, and much to my surprise, when I returned home to Canada, I found the Health Information Science program by chance in UVic Calendar and instantly fell in love. Health Information Science included everything that I was passionate about in computer science (technology, innovation, and problem solving) and added the motivation and satisfaction of being able to directly contribute to the health of individuals and populations. It's this aspect about the health informatics field that has always kept me driven, both through my schooling and now into my career.

My time in the school of Health Information Science was nothing but fantastic. The courses I took, to this day, are directly applicable to my career. I formed many close bonds with both the students and the professors in my program - many of whom I still stay in touch with today. The relationships you build during your schooling will pay dividends throughout your career. The industry is so small

that if you don't know someone directly, you're bound to know someone else who will. This comes in handy later on when you're looking for references!

My next bit of advice is to take your co-ops seriously! In my first co-op with CIHI in Toronto, I helped build a database to track the history of Canadian healthcare organizations. The impressions I made with the manager on that project turned into the direct lead that got my current position, close to 10 years later! Again – it's a small industry! I was also able to leverage the co-op program to support another one of my passions, travel! Dave Hutchinson (one of the best career resources you will ever have) was able to coordinate a position for me to consult with the European Commission in Germany for my last co-op. Do not be afraid to expand your horizons and think outside of BC or Canada! Even today, my international co-op looks great on my resume!

After graduation I decided to explore the consulting world. I felt that frequently taking on new and challenging projects with different clients across Canada and internationally would give me the best breadth of experience to ramp up my career. Over the past 8 years, I've taken on roles in business analysis, quality assurance, change management, and project management for healthcare clients in BC, Alberta, Saskatchewan, Ontario, the US, and even as far as Qatar and Tonga! I've helped develop provincial population health systems, led a multi-million-dollar utilization management system

deployment, and helped craft a business case for international gestational diabetes outreach. There is never a dull moment in the field of health informatics, which means that you're in for a lifetime of learning (you can't put the books down when you graduate).

I've recently been named the Director of Business Intelligence at Gevity Consulting, a Canadian-based health informatics consulting firm. In this role, I will get to manage a team of fellow consultants, focusing on utilizing information from across the healthcare enterprise to answer business questions. It's a really exciting opportunity, and I'm always looking to expand my team, so pay attention in HINF 200 if you want to talk to me about a career! Gevity is a playground for HINF nerds like me, so if you have a passion for health information science and continued learning, be sure to check us out (<http://gevityinc.com/>)!

If you have any further questions about a career in Health Information Science, consulting, business intelligence, or Gevity, feel free to reach out to me at tausten@gevityinc.com.

Good luck on the rest of your studies and happy co-op hunting!

All the best,

Tyrone Austen

FACULTY AND STAFF

Adjunct Professor David Birnbaum has been appointed by Emerald Group Publishing Ltd. as co-editor of the *International Journal of Health Governance*. Formerly published as *Clinical Governance: An International Journal*, for which he served as North America regional editor, the journal's new title reflects an expansion in scope. The *International Journal of Health Governance* is oriented to serve those at the policy and governance levels within government, healthcare systems or healthcare organizations. It bridges the academic, public and private sectors to bring forward case study, research finding and viewpoint articles presented as information its readers can use. Policy and governance to promote, maintain or restore health extends beyond the clinical care aspect alone. That comprehensive scope, inclusive of public health, social determinants of health, population health systems, informatics and the full range of healthcare settings, is the journal's domain.

Congratulations on your retirement Debbie



Debbie Robertson and Dave Hutchinson

Debbie Robertson, our wonderful, dedicated and knowledgeable HINF Co-op Assistant has retired! Debbie has worked in the HINF office for the past 10 years and will be greatly missed, by students, faculty, and staff, especially Dave Hutchinson. Debbie has been a joy to work with, and has enriched our lives with her witty and inspirational stories. Her incredible support for students as they navigated through the co-op process truly helped those who had the opportunity to work with her. Students have called her "our #1 HINF MOM" and have treasured her wisdom, humour, patience and honesty, especially during stressful times.

We wish Debbie a wonderful, happy and fun retirement!

AMIA



Andre Kushniruk and Abdul Roudsari

Faculty from the School of Health Information Science attended AMIA 2015 in San Francisco in November.



Karen Courtney presenting a poster she co-authored with Karen Martinez (MSc '14)



Vimla Patel, honorary degree holder from the University of Victoria and the School of Health Information Science, with Andre Kushniruk



Elizabeth Borycki presenting a poster from the University of Victoria with Andre Kushniruk.

SEMINAR SERIES

Past Seminars

<p>Feb. 9 Sari Palojoki</p> 	<p><i>Patient Safety Perspective on Electronic Health Records</i></p> <p>Sari, is a third year health informatics graduate student, with approximately 20 years' experience among clinical drug research teams, the Finnish Authority for Medicine and the development of functions in tertiary hospitals, having assumed leadership positions at the national and international levels. For 7 years, she worked deputy head and head of the eWelfare and eHealth unit at the National Institute for Health and Welfare. Currently, she works as Head of Patient Safety within the Helsinki University Hospital District's Group Administration. She is now completing her PhD thesis focusing on technology-induced errors in electronic health records.</p>
<p>Mar. 22 Bruce Carleton</p> 	<p><i>Predicting drug-induced harm in patients before therapy begins. Can it be done and why are data so important?</i></p> <p>Adverse Drug Reactions (ADRs) or side effects cause significant morbidity and mortality. By some estimates they are the 5th leading cause of death and 95% of all ADRs are never reported. Dr. Carleton was involved in the creation of a national network to characterize ADRs in children and find genomic biomarkers that, if used pre-emptively, would strongly predict these reactions would occur, Dr. Bruce Carleton's lifelong goal is to make medication use more effective and safer for all patients, particularly children. His research focus is on the impact of drug therapy on human health and quality of life.</p> <p>Dr. Carleton is a Professor of Paediatrics and Co-Chair of the Division of Translational Therapeutics in the Faculty of Medicine at the University of British Columbia. He is also the Director of the Pharmaceutical Outcomes Programme at the BC Children's Hospital.</p> <p><i>Playback at:</i> https://ca-sas.bbcollab.com/cr.inlp?suid=C.C04A26DEE7370C21E757594B01E970&sid=2009331</p>



BUILDING CAPACITY FOR HEALTH INFORMATICS IN THE FUTURE

February 16 – 19, 2017 Inn at Laurel Point, Victoria, BC, Canada

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

CALL FOR PAPERS

Building Capacity for Health Informatics in the Future is the working theme for the 2017 international conference being held in Victoria, BC, Canada. Health information technologies are revolutionizing and streamlining healthcare and their uptake is rising dramatically. The variety and range of systems and applications is considerable and there is increasing demand for implementation of healthcare IT in hospitals, clinics, homes and in the virtual space of mHealth, pervasive healthcare and social media. However, to effectively implement these technologies scientific, research, industrial and governmental supports must be strongly in place in order to transform healthcare and build capacity at the regional, national and global levels. The conference will take a multi-perspective view about what is needed in order to move technology along to real sustained and widespread use. Solutions range from improvements in usability and training, to need for new and improved design of information systems, user interfaces and interoperable solutions, to governmental policy, mandates, initiatives and need for regulation. In addition, greater interaction will be needed among industrial, governmental and academic partners.

Topics presented will range from the design, development and use of specific information communication technologies. We welcome submissions addressing, but not limited to, the following areas of interest:

- ✚ Electronic health records
- ✚ Personal health records and patient portals
- ✚ Human factors and usability engineering
- ✚ National & international strategies and policy
- ✚ Nursing informatics
- ✚ Public health informatics
- ✚ Ethics, privacy and cyber security
- ✚ Mobile technologies and telehealth
- ✚ Clinical decision support systems
- ✚ Clinical guidelines and protocols
- ✚ System safety and quality assurance
- ✚ Human-computer interaction
- ✚ Evaluation studies
- ✚ E-learning, education and training
- ✚ Consumer informatics
- ✚ Healthcare modeling and simulation
- ✚ Big data and data mining
- ✚ Interoperability
- ✚ Social media in healthcare
- ✚ Standards, terminologies and ontologies

Persons interested in presenting should submit completed papers to the ITCH 2017 Steering Committee no later than **September 10, 2016**. Papers which must be no longer than five pages, will be peer-reviewed for acceptance and publication in *Proceedings – ITCH 2017*. Authors will be notified of acceptance by **October 18, 2016**. All papers and requests for information are to be sent to itch@uvic.ca. The language of the papers and conference is English.

The camera-ready document must be structured and formatted in accordance with instructions found at the IOS Press website in <http://www.iospress.nl/authco/iospressbookarticle-word.zip>. Submit the manuscript in a file that is in Microsoft Word, as well as a high resolution PDF with all fonts embedded. Papers that have been accepted will be printed in a Medline indexed publication.

<http://www.uvic.ca/hsd/itch/>



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Celebrating 35 Years of Excellence

