

HINFormation

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

September 2005

MESSAGE FROM THE DIRECTOR

Welcome to the start of another new academic year! I hope you had a great summer and are looking forward to an exciting fall term. Pictures of the new students are in the display booth outside the HINF main office. When you see the new students, please introduce yourself and make them feel welcome.

The new curriculum has started this September and we have tried to come up with an interesting and informative range of courses. As the new curriculum will affect current students, every student is strongly encouraged to review their PADRE report along with the curriculum changes and FAQ sheet at <http://hinf.uvic.ca/sinfo/index.htm> to be sure you are taking the appropriate substitute courses. If you have a question about your PADRE report, see Leslie Wood. If you need academic advice, the undergraduate student advisor is Professor Gerhard Brauer.

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As we announced on *hinf-1* recently, we are resurrecting the ITCH conference. The new title will be "Information Technology and Communications in Health". The first conference will be in February 2007 with the theme "Today's Information for Tomorrow's Improvements". We have had a first planning committee and will have more details to share with you in the next newsletter. Watch for the notices on *hinf-1* and *hinfinfo* as well as on our website.

Friday morning research seminars (from 9 am -11 am) have resumed and all are welcome as we have lined up what we believe to be an interesting set of speakers and topics in health informatics.

The distributed (on-line) Masters program saw its first cohort of students begin their studies last January and is now in full swing. This is a new and innovative Masters program designed for the working professional who wants to continue studies in Health Informatics. We have increased the entry points for the program to three times a year - please see the HINF website for more details on the program if you are interested in applying for it.

Good luck with the new academic year!

Andre Kushniruk

ALUMNI

HINF Alumna nominated for Nobel Peace Prize

On June 28, 2005 the names of 1,000 women collectively nominated for the 2005 Nobel Peace Prize were announced simultaneously in different parts of the world. Neema Mgana ('99) of Tanzania is the youngest of the nominees. Other women nominated include Noeleen Heyzer, Executive Director of the United Nations Development Fund for Women; Swanee Hunt, former American Ambassador in Vienna and Director of the Women and Public Policy Program at Harvard's Kennedy School of Government; and Barbara Lee, Democratic California Congresswoman.

Miss Mgana is an aspiring and committed young African activist who promotes social and political change in Africa. As an undergraduate student, she co-founded an Aids organization to serve children affected with HIV/Aids in Tanzania. In 2002, she founded the African Regional Youth Initiative, an organization working with hundreds of youth and community-based organizations all over Africa on social, economic and political issues facing the continent. She is the co-Executive Director of the International Council for Global Initiatives (www.intcouncil.net) and is presently completing an Internship/fellowship program at the United Nations secretariat in New York.

The nomination was submitted to the Nobel Peace Prize Committee in Oslo, Norway, in January 2005. In October, the Committee will announce the winner of the Nobel Prize for 2005. There are other nominees (individuals, pairs or groups) in the peace category. The "1000 Women for the Nobel Peace Prize" is one of them.

The nominated women were picked on the basis of their active commitment to the cause of peace and justice, often under the most difficult circumstances.

The Association describes the 1,000 women as follows:

"They call for reconciliation and organize peace talks, they rebuild what has been destroyed in villages and cities, they fight against poverty and create new sources of income. They struggle for access to clean water, land and other resources. They care for those infected with HIV and give war orphans a home. They denounce violations of human rights and publicly condemn all forms of torture. They hold silent protests in public places and seek solutions to all forms of aggression.

"They work mainly in their own villages and regions, but many women are also in institutes and universities. Some of them are members of governments or are active in the international scene. The criteria for each nomination were, among others, sustainability, integrity, long-term engagement, the inclusion of all parties to conflict and a wide network. The 1,000 women are experts in their fields of work, they are beacons of hope for their local people, they are informed, demanding, and not accommodating!"

A book of the women's biographies and pictures will be completed at the end of 2005 and serve as inspiration and reference for women, peace advocates, institutions and governments. A travelling exhibit to go all over the world is planned, with texts and pictures documenting the 1000 women. An interactive online platform will improve the women's networking and make their biographies readily

available. Press conferences to make known the names of the 1000 Women for the Nobel Peace Prize 2005 are taking place from Fiji to California, from Germany to Brazil.

You can find several short biographies under www.1000peacewomen.org. Neema Mgana can be reached at nmgana@yahoo.com.



Chase Maurice Dodek

Congratulations to Jordana Dodek (née Epstein '99) and husband Noah on the birth of their son, Chase Maurice Dodek, born August 24, 2005, weighing 7 lb. 12 oz.

Where are they now.....

Catherine Claiter ('02), has been appointed the Chief Information Officer at the Vancouver Island Health Authority.....Birute Curran ('00) is now working for the Children's Hospital in Seattle as the Clinical Research Systems Manager..... Jeff Green ('99) has accepted a Senior Consultant position at the HayGroup in Toronto..... Yuko Kawano ('04) is at the Vancouver Coastal Health Authority.....Robin Saunders ('95) has moved to the Northern Health Authority in Prince George as Regional Director, CIS, Information & Technology Services.

Jamil Merchant ('05), after attaining his bachelor's degree in Health Information Science, decided to further his education by pursuing a masters degree in Health Administration at the University of Ottawa. It has been a whirlwind adventure for Jamil and he believes that the HINF Program definitely prepared him for what is out in the real world.

News from the UK

Since March 2004 I've been living and working in the UK (in Slough, 20 miles west of London), on the NHS Account. We (Fujitsu Services) are one of five suppliers contracted to deliver the integrated Care Records Service solution across England. Our territory (Cluster) is the South (excluding London), giving us the largest population base and geography of the five. You can read about the National Programme for IT (NPFIT) here:

www.connectingforhealth.nhs.uk. While you're there, note whose picture is prominent at the bottom of the page!

I've had very interesting roles since I've been here. I spent the first year on a team developing a complete method and tools for implementing the solution in each Trust. We need to standardise this as much as possible to control costs and enable us to pursue an aggressive implementation schedule. My HINF degree came in handy here; I was considered to be the technical specialist on the team for awhile, the rest of the team being composed of a bunch of business consultants!

Since February 2005 I've been on the Change Management team. As most of you can appreciate, the greatest effort in these implementations is not in the technical installation of the system, but in the business change required to obtain the planned benefits of the solution. We (Fujitsu and its partners and sub-contractors) are responsible for assisting, consulting, coaching, etc. while the NHS (Trusts and SHAs) are really responsible for the doing. However, like their Canadian counterparts, NHS entities

don't usually employ Change Management specialists, and have severe resource constraints, so we end up being a little more active in these projects than planned! I am one of the Lead Change Facilitators, meaning I'm the senior change management consultant on a team. I'm just kicking off my third Trust. We cover benefits realisation, organisational context, culture, stakeholder management, communications, business process change, and a whole bunch of other disciplines, so it's very challenging, particularly when you have a Trust family comprising primary and secondary care and maybe mental health and others, multiple locations, thousands of employees, conflicting initiatives, limited budgets, etc. You know, the usual!

I also have a role at the Strategic Health Authority (SHA level) as the representative of Business Consultancy (Healthcare Practice) for Fujitsu. I work with the Account Manager, Programme Manager and others to identify and meet client needs for services outside of the CRS implementations. I also do much of the same kind of business development work for the Practice with no limits to territory (all of the UK and Europe).

It has been a wonderful ride so far. It seems like all my experience and education (HINF and my MBA) has contributed in some way to this Programme, and I feel very well prepared for the challenges I've faced. Participating in the modernisation of the NHS seems like the Holy Grail to me; now we have to actually make it work!

On the home front, Brian joined me last July, and our youngest daughter (Shannon) last August. She has just started her second year of school here. She's in the local grammar school, starting their International Baccalaureate (2 year) college and doing well. She's also rowing at Dorney Lake (where the 2012 Olympic rowing will be held). The facility is owned and managed by Eton College, so I think she hopes to meet some Eton boys there! Our oldest daughter, Christa finished up a year

volunteering in Cork Ireland with the Simon Communities in June, spent 5 weeks touring Europe, and has now returned to Victoria to attend UVic. It's very strange having a child attending my Alma Mater. As she will be in the Child and Youth Programme, she'll even be in my old stomping ground!

Anyway, it has been nice to hear from some of you over the last year or so. Keep those notes coming, and let me know if you want to come and visit (or work, we're always looking for more people as projects ramp up)!

Wendy Farwell ('95)

A Recent HINF Grad's Experiences at Courtyard Group



Matthew Morgan, Joanne Walker, Katie Mackle and Dave Wattling

When I graduated from the HINF program in the Spring I had assumed that I would find my first job in the public sector. I was still unsure if I wanted to work in a hospital or within the government, but I had no interest in working in the private sector. In my final semester at UVic I met Dr. Michael Guerriere who co-taught the HINF 410 course. Mike is one of the managing partners of Courtyard Group, a professional services consulting firm with expertise in health informatics and clinical practice. Mike and I spoke about Courtyard Group's mission to transform healthcare by simultaneously influencing every level of the system. I realized that this meant that by working for Courtyard I could gain experience in every area of healthcare from a single organization. By the end of my conversation with Mike I was convinced that Courtyard

Group was the ideal place for me to begin my career.

I returned to Toronto after my exams and began to interview with several organizations, including Courtyard Group. Their interview process was unlike anything I had ever been through. I was told immediately that I already had everything that they were looking for on paper so these interviews were to determine my fit with the organization. I had four separate interviews and not one of the interviewers read a single question to me or recorded notes on my responses. Instead, I was asked about my ambitions, and to articulate my vision of the future of healthcare and the role that technology will play. When I received the call from Courtyard Group offering me a position I was thrilled.

Courtyard Group has proven to be a phenomenal organization with which to start my career. On my first day I was paired with Dr. Matthew Morgan for my orientation. I had read articles by Matthew and listened to him speak at conferences and will admit that I was somewhat awe-struck to be being taken to lunch by someone who commanded so much respect within the field. What I found even more amazing is that as I met the rest of the Courtyard staff I realized that many of my colleagues are leaders in the field. It is amazing to work with a group of people with such diverse backgrounds that collectively embody all of the skills required to transform healthcare. Courtyard Group employs physicians and nurses, MBA graduates, pharmacists, lawyers, computer programmers, technical experts and several HINF grads!

My first engagement at Courtyard was on a project for Canada Health Infoway that will likely have a significant impact on the Canadian health information standards landscape. Although I was the most junior member of our team I quickly learned that at Courtyard Group titles mean very little and all team members are expected to equally contribute to the success of a project. I was constantly challenged to expand my thinking and

was encouraged to question the members of my team to ensure that we had approached each problem from every angle. Only weeks into my career I was attending, and sometimes even leading, meetings with some of the most influential people in Canadian healthcare. It was such a gratifying experience to be able to contribute to such an important project, and to know that my efforts will lead to positive change within health informatics in Canada.

The atmosphere within the Courtyard offices is truly inspiring. There is an overwhelming level of enthusiasm for the work being done. The entire company meets bi-weekly to provide project updates and share lessons learned, as well as to welcome new staff and to celebrate all of the successes of the company and our clients. These meetings are an opportunity for news to be shared from our offices in Toronto, Edmonton, New York and London. The internal company motto of “work hard, play hard” could not be more fitting. The entire staff often gathers together for social events. In the three months I have been here there have been numerous staff events planned, ranging from pick-up football to a staff brewery tour and drinks.

After graduating from the Health Information Science program I knew that I wanted to work in an organization that would allow me to continue to develop my skills, constantly challenge my thinking, and provide me with a level of responsibility that allowed me to feel that my work was making an impact – I have found all of this at Courtyard Group. Courtyard Group prides itself on employing the leading minds in the field and it is truly humbling to be part of such a unique and progressive organization so early in my career.

Please feel free to contact me if you have any questions or comments regarding Courtyard Group. I can be reached at (416) 349 2311 or katie.mackle@courtyard-group.com.

Katie Mackle ('05)

STUDENTS

Welcome to the new students admitted this month: Chris Arnsdorf, Manbir Atwal, Tyrone Austen, David Bittner, Michael Bowen, Christopher Carvalho, Hilary Chan, Jessie Cheng, Brian Chou, Herman Dhillon, Mikael Gebre-Mariam, Diane Gowing, Jennifer Heslop, Derek Ho, Stacey Kowalchuk, Antoine Lamah, Stephen Leavitt, Farhad Moradi, Patrice Noronha, Derek Olszowy, Byung Park, Blaine Perry, Stacey Slager, Quyen Tran, Emily Van Elk, Chrisy Wang, Shujin Wang, Kathy Yang, Ali Yousefi, and Yinxin Zhu,

Once again our students did very well in the scholarship arena. Congratulations to Kira Allingham “The Presidents Scholarship for Part-Time Undergraduate Students” (\$2000); Bryan Christiansen “The Presidents Scholarship for Part-Time Undergraduate Students” (\$500) and “The University of Victoria Faculty Scholarship” (\$500); Gagandeep Dhaliwal “The Mrs. Annie Greskiw Scholarship in Health Information Science” (\$1550); Inderpaul Girm “The Mrs. Annie Greskiw Scholarship in Health Information Science” (\$1550); Janine Greenwell “University of Victoria Excellence Scholarships Renewal” (\$3500) and “The ICBC Scholarship in Health Information Science (\$5000); Quyen Tran “The President’s Regional Entrance Scholarship – The David Oppenheimer Memorial Scholarship (\$2000). In addition, Mahmood Tara is this year’s recipient of the Michael Miller Scholarship (\$3,000). The Barbara Thornton Memorial Award goes to Emily Van Elk and Quyen Tran.

FACULTY



Congratulations to Denis and Pat Protti on the birth of their new grandson, Elijah. He was born at home on Wednesday and weighed 7 lb. 5 oz. Proud Grandma is shown here with Elijah.



Still on the baby front, HINF 340 instructor, Victoria Barr, is the proud new mother of daughter Bridget Caitlin Barr-Hoadley (above) born on Saturday, June 4 at 5:31 pm and weighing 7 lbs, 12 oz. Mom, Dad, Bridget, and big brother Jonah are all doing well.

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For a full listing of the faculty, staff and graduate students, see the School's web site.

CO-OP

HINF CO-OP PLACEMENTS SET RECORD

This fall was an extremely successful semester for co-op placements. 38 HINF students were placed in co-op positions across the country and abroad, including: Victoria (11); Vancouver (14), Kelowna (2), Toronto (5), Kamloops, Prince George, Calgary, Saskatoon, Nova Scotia, and London, England.

In addition, we placed 5 students from other faculties in jobs with our employers. This represents a new record for fall co-op placements for HINF.

Our "veteran" employers continue to enjoy having our students work for them, and we're getting an increasing number of new employers on board. As usual, HINF alumni are frequently responsible for getting co-op students into their organizations, and provide excellent learning opportunities.

Dave Hutchinson

GRADUATE STUDENTS

Nicole Grimm

Nicole Grimm defended her Master's thesis entitled, "The Influence of Organizational Culture and Strategy on Implementation of Evidence-based Practice" in July (Jochen Moehr, Supervisor). This research was conducted within the Neonatal Intensive Care Unit at Children's and Women's Health Centre, Vancouver, BC. She has now proceeded into the PhD program (Andre Kushniruk, Supervisor). Nicole will pursue research on improving maternal/child care through the integration of Information and Communication Technologies (ICTs) within a rural clinical environment in sub-Saharan Africa. Through the assistance of Neema Mgana, a former HINF grad, Nicole will be visiting Tanzania in January 2006 to conduct a short site visit and to improve her understanding of ICT-related issues within urban and rural clinical environments. Nicole is a trainee in the CIHR Health Informatics PhD/Postdoc Strategic Training Program (CHPSTP - Francis Lau, Program Director), and has been approved for a UVic graduate fellowship. She will be presenting a poster on her MSc research at the upcoming AMIA conference in October (Washington, DC).

Also completing their Masters this term are Neelam Sandhu "National Health Information Management Information Technology Priorities: An International Comparative Study" – defended August 5, 2005 and Patricia Fortin "An Investigation of Clinician Acceptance of a Guideline Based Patient Registry System for Chronic Disease Management" – defended August 26, 2005

Jeremy Smith

Jeremy Smith (BSc '99) will be awarded the "Distinguished Young Alumni" award by the University of Victoria Alumni Association at the 2005 Legacy Awards, November 22nd.

From their website:

"Jeremy Smith

Bachelor of Science (Health Information) 1999

Distinguished Young Alumni

"In health information science—an increasingly critical area of our health care system—Jeremy Smith is a rising star. Since graduating from UVic only six years ago, Jeremy has worked his way to the influential position of chief information officer for Calgary Health, leading the region's \$100-million commitment to creating electronic health records for each resident. The 2002 Romanow Report said that a functional electronic health record will be essential for proper health care delivery in Canada's future. Jeremy is at the forefront of that movement, one which promises to make health care delivery more effective and safer. He has already earned a national reputation for being able to tackle complex problems and develop logical, practical solutions. He maintains strong ties with the UVic School of Health Information Science, serving as a mentor to its co-op program. In four years, 20 UVic alumni have been hired by Calgary Health thanks to his support and leadership."



Carolyn Green and Jochen Moehr

Carolyn Green became the third HINFer to receive her PhD when she walked across the stage on June 10th. She is shown here with her proud supervisor, Dr. Jochen Moehr.

MISCELLANEOUS

Michael Miller Memorial Ride

Paddy Miller and Joan Skillings are riding their bikes across Canada (in stages) in memory of Paddy's son Mike (MSc '98) who died in August 2000 after a long and very private battle with bipolar disease (manic depression). The fourth stage of the ride from Wawa to Ottawa takes place Sept. 24 – Oct. 9, 2005.

The bike trip across Canada is in aid of a new Crisis Stabilization Unit at the Royal Jubilee Hospital in Victoria. This unit will provide appropriate, timely and dignified care for individuals living with mental illness.

If you wish to support the Crisis Stabilization Unit, you can send donations to:

The Greater Victoria Hospitals Foundation

H304, 633 Courtenay Street
Victoria, B.C. V8W 1B9

In memory of Michael Miller

For more information about Mike go to: www.michaelmillermemorial.com

BC.NET Student Competition

BCNET builds high-performance networks for British Columbia's research and education institutes. A not-for-profit society, BCNET is collectively funded by BC's universities, federal and provincial governments.

BCNET was the birthplace of the Internet in British Columbia in 1988. Today, BCNET is the leader in advanced networking technology in BC.

BCNET is out to prove how innovative applications are being used over advanced, high bandwidth networks. If you have created a really unique online application that is making a difference, then they want to hear about it. And, more importantly, they want to tell the world. They will reward your efforts with cash prizes and the opportunity to showcase your applications to business, government and academic professionals.

BCNET is soliciting university students across British Columbia for the best and most unique online applications for the BCNET 2005/2006 Coolest Applications Contest. They invite full-time and part-time graduate and undergraduate (doing honours thesis work) students from BCIT, University of British Columbia, Simon Fraser University, University of Northern British Columbia, University of Victoria, Emily Carr and Royal Roads University.

As well as the chance to win thousands of dollars in prize money, winners will have the opportunity to showcase their applications at the 2006 BCNET Advanced Networks Conference, on the BCNET website and in their quarterly newsletter. Your application will be highlighted as a case study.

Application Deadline:

Intention to apply: October 31, 2005

Working applications must be ready by January 31, 2006

Application form and Contest Rules

www.bc.net

Bits and Bites....

Denis Protti and Jeremy Smith delivered the keynote speech "Bioinformatics Meets Clinical Informatics" on August 30 at MIE 2005 in Geneva.

The August 2005 issue of the *International Journal of Medical Informatics* contains the article "Technology induced error and usability: The relationship between usability problems and prescription errors when using a handheld application" by Andre Kushniruk, M. Trila, E. Borycki, B Stein, and J. Kannry.

The Denis and Pat Protti Endowment Fund has been enriched a further \$15,000 through proceeds from this year's P&P conference.

All HINF students are expected to subscribe to the student list serv "hininfo". See <http://lists.uvic.ca/mailman/listinfo/hininfo> to subscribe.

Class list servs will automatically be generated from the class lists on ISIS using UVic net link IDs only. Messages to the class lists are to be sent to year, session, course number and section number @lists.uvic.ca

For example, to send a message to everyone on the HINF 172 list serv, the message would be sent to 2005whinf172f01@lists.uvic.ca