

# VIRTUAL MEDICAL STAFF FORUM

## Clinical Documents in Health Gateway

May 1, 2023

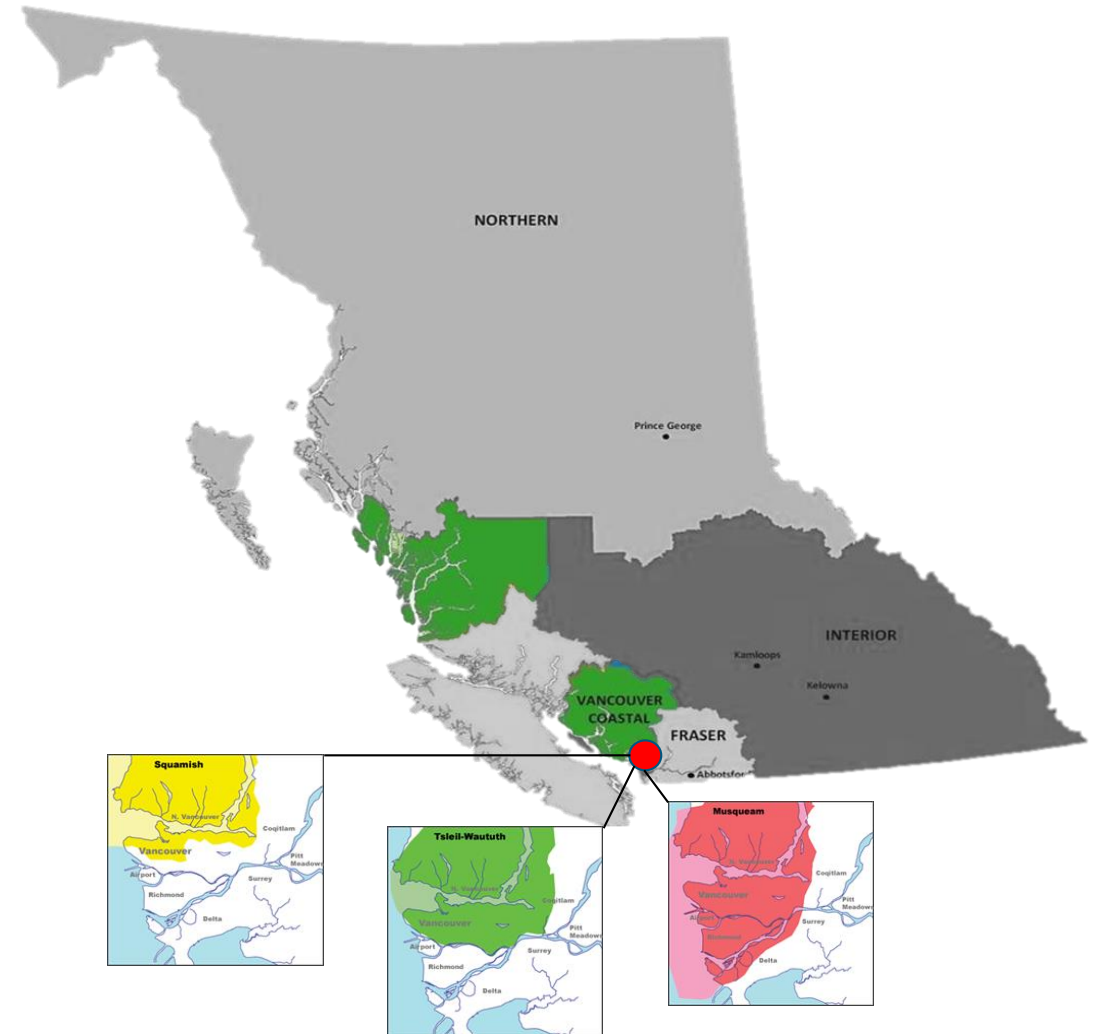
Naomi Brooks, Dr. Kiley Cindrich, Dr. Eric Grafstein, Dr. Chad Kim Sing, Claire Snyman, and Sonya Strong



*The Medical Staff Forums are supported by Vivian Chan, Leah Christoff, Laurie Kilburn, Michigan Lee and Lana Moroz*

**We wish to acknowledge that the land on which we gather is the traditional and unceded territory of the Coast Salish Peoples, including the Musqueam, Squamish, and Tsleil-Waututh Nations.**

Vancouver Coastal Health is committed to delivering exceptional care to 1.2 million people, including the First Nations, Métis and Inuit in our region, within the traditional territories of the Heiltsuk, Kitasoo-Xai'xais, Lil'wat, Musqueam, N'Quatqua, Nuxalk, Samahquam, shíshálh, Skatin, Squamish, Tla'amin, Tsleil-Waututh, Wuikinuxv, and Xa'xtsa.



# Agenda

5:30 – 5:35	<b>Welcome &amp; Opening Remarks</b>	Dr. Chad Kim Sing, Associate VP, Medicine, Quality & Safety
5:35 – 5:55	<b>Presentation: Patient Access to Clinical Documents in Health Gateway</b>	Naomi Brooks, Regional Director, Transcription Services, Health and Information Exchange Dr. Kiley Cindrich, Executive Medical Director, Clinical Informatics, Interior Health Sonya Strong, Project Director, Patient Empowerment Portfolio, and Interim Project Manager, Health Gateway, Ministry of Health
5:55 – 6:00	<b>Presentation: A Patient's Perspective</b>	Claire Snyman - Patient Partner
6:00 – 6:12	<b>Q&amp;A Discussion</b>	All panelists
6:12 – 6:26	<b>Live Q&amp;A</b>	All panelists
6:26 – 6:30	<b>Closing</b>	Dr. Chad Kim Sing



# THIS WEBINAR IS BEING RECORDED

We are recording this session for our medical staff who are unable to join us live.

**Only forum panelists will be recorded.**

The guest presentation (recording, slides, and chat box links) will be available on the Medical Staff Intranet and emailed to attendees.

## For your attention:

This Virtual Medical Staff Forum is intended to provide relevant information and updates to VCH medical staff, and is not intended for broader public consumption.

The registration link/video content should not be circulated to third parties, including those outside of VCH.

By attending this virtual forum, you are committing to:

- Not recording using a personal mobile (or other) device
- Not sharing information with third parties (including on social media)

We appreciate your understanding.

# Today's Objectives:

- Understand that this isn't new technology and that it can be done safely and thoughtfully
- Address common concerns by creating space and time for 2-way dialogue and support
- Understand patient needs and perspective; where the future of digital health is best served with patients as partners responsible for their data as well

# Patient Access to Clinical Documents in Health Gateway

Naomi Brooks

Dr. Kiley Cindrach

Sonya Strong

# Presenters



**Sonya Strong**

Project Manager, Health Gateway,  
Ministry of Health



**Naomi Brooks**

Regional Director,  
Transcription Services  
& Health Information  
Exchange,  
Health Information  
Management



**Dr. Kiley Cindrich**

Executive Medical Director,  
Clinical Informatics,  
General Internal Medicine,  
Interior Health Authority



# Topic & Objectives

## Topic

Patient Access to clinical documents in Health Gateway.

### What is clinical documentation?

Notation in a patient's chart about a patient's medical condition or treatment. Examples: discharge summary, consult notes, operative report, etc.

### What are we aiming to do?

Enable online patient access to some health authority clinical documents, at the provider's discretion. Clinical documents are not shared automatically with patients.

### Not in scope for today's discussion:

- medical imaging reports
- community practice clinical documents

## Objectives

- Share information
- Answer questions
- Obtain feedback on materials and engagement approach
- Gain support



# What is driving the change?

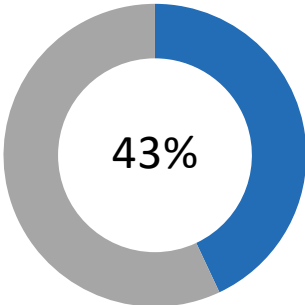
## CARE PROVIDER DEMAND

Some providers have requested the capability to share clinical documents electronically with their patients. They see benefits to enhanced communication and quality of patient care.

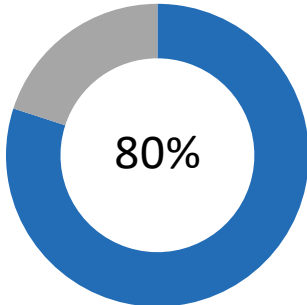


## PATIENT DEMAND & BENEFITS

Patients highly value the ability to access their health information



I avoided an in-person visit to a doctor and/or emergency room at least once.



I can better manage my health because I can access my personal health information.

Ref: Canadian Digital Health Survey (Dec 2, 2020, over 6000 survey responses)

## CONSISTENCY & EASE OF ACCESS

Patient electronic access to health records varies by region, including:



What can be accessed



How it's accessed



Who can access

# High-level plan


## Patient access to clinical documents in Health Gateway

- Health Gateway clinical documents feature is live as of March 16, 2023 for those sites that use CST Cerner.
- The clinical documents feature in Health Gateway will be expanded to other health authorities, giving patients access to their clinical documents no matter where they received health care in BC.
- Some health authorities already share clinical documents in their patient portals.

### Vancouver Coastal, Providence and PHSA:



Available in Health Gateway:  
March 16, 2023

 Cerner roll out will continue to expand VPP physicians' ability to copy patients

Jul-Sept

Oct-Dec

Jan-Mar

Apr-Jun

Jul-Sept

### Other health authorities:



Target timing TBD

# Provider Resources

Providers are responsible for ensuring patient-centred clinical documents. When sharing electronically, no one else will review, redact or otherwise modify your documents.

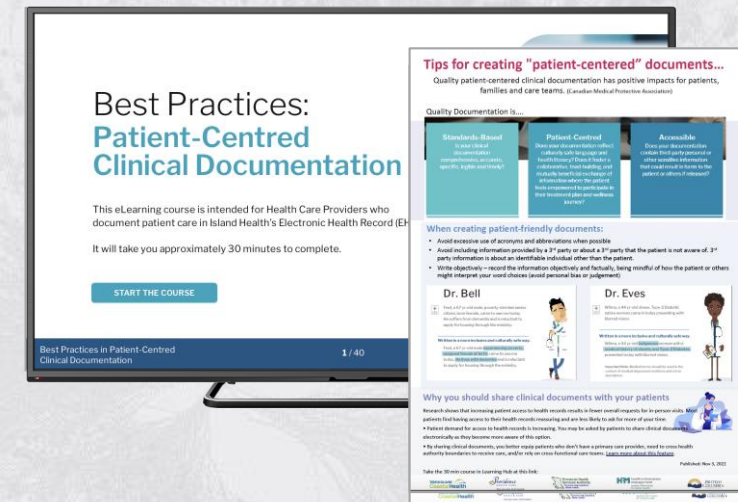
Patient-centred documentation:

- Is inclusive and culturally safe
- Is comprehensive, objective and legible
- Excludes third-party personal or other sensitive information

Even if you don't share documents electronically, an increasing number of patients are requesting paper copies. Consider the need to write patient-centred documents regardless of whether the document is shared electronically.

Providers can use the following resources (to be shared after today's session):

- eLearning course: "[Best Practices in Patient-Centred Documentation](#)"
- Handout on Tips for Creating Patient-Centred Documentation
- Handout on Sharing Documents with Patients via Health Gateway



Send your feedback on the provider materials to [HealthGateway@gov.bc.ca](mailto:HealthGateway@gov.bc.ca)

# Considerations for when to share

You may choose **not** to share clinical documents electronically if:

- You are working in mental health services
  - Sharing clinical notes may be harmful to the patient
- You need to include potentially sensitive third-party information
- For detailed guidance take [the e-learning course](#)
- Reminder that whether a document is shared electronically or not, patients can request a paper copy through the Release of Information process
  - Potentially sensitive 3rd party information will be redacted as per FIPPA guidelines as appropriate
  - Medical jargon, acronyms and other potentially sensitive comments will not be redacted

# Interior Health – Sharing Clinical Documents



**Kiley Cindrich, BSc RT MD FRCPC**

Executive Medical Director, Clinical Informatics  
General Internal Medicine  
Kamloops Internal Medicine Associates  
Royal Inland Hospital

“My hospital discharge plans are available to patients in 24 hours in Interior Health. This lists follow up plans, reasons to return to ER, discharge medications and allergies. Although in medical language, many of my patients feel empowered to learn more and be involved in their care.”

# Document view in Health Gateway

Learn about Health Gateway:  
[www.gov.bc.ca/healthgateway](http://www.gov.bc.ca/healthgateway)

- Clinical documents will appear in the patient's timeline.
- Patients can download a PDF of the report.
- Reports are available in HGW once final signing occurs by author.
- Patients have access to in-app links, resources, and FAQs.

The screenshot displays the Health Gateway interface. At the top, the British Columbia logo and 'Health Gateway' text are visible, along with the user name 'Jay Pritchett'. The left sidebar contains navigation options: Home, Timeline (selected), COVID-19, Dependents, Export Records, and Feedback. The main content area shows a 'Timeline' section with a filter set to 'Clinical Doc'. Below the filter, it indicates 'Displaying 7 of 32 records'. A list of documents is shown, including 'Cardiology Consult' (Document Type: Consult Notes), 'Endocrinology Clinic Note' (Document Type: Clinic Notes), 'Psychiatry Discharge Summary' (Document Type: Clinical Document), and 'Oximetry Study' (Document Type: Respirology Procedure). A detailed view of the 'Cardiology Consult' document is shown on the right, featuring patient information (MRN: 740027592, BC PHN: 9873194221, Patient: BUILDPTCOPY, ARIADNE, DOB: 08-Oct-2010, Gender: Female, Admit Date: 07-Oct-2022, Discharge Date: Encounter #: 740000067590, Encounter Type: Inpatient, Location: BCH T3 ACU), discipline (Cardiology), facility (Vancouver General Hospital), and a 'Download Full Report' button. The document content includes 'Cardiac Catheterization' and 'Additional Copies To: Primary Care Physician PLUSIVEN, HANNA MD, MD, Referring Physician'. It also contains a signature block with the name 'Ahmed, Khaja Faisaluddin' and the date '12-Dec-2022 15:57'. At the bottom, there is a disclaimer: 'This printed report contains confidential personal information and is for direct care purposes only. Printed By: Bailey, Wade PHSABOtabally Printed On: 04-Jan-2023 23:26 Page: 1 of 8'.

# How can you support this initiative?

- Start applying best practices in patient centred clinical documentation
  - Take the 30-minute [Best Practices in Patient Centred Clinical Documentation course](#) to be aware of what to consider when creating patient centred documentation
  - Patients are getting access to their clinical documentation through ROI or other patient portals
- Share Health Gateway information with your patients and encourage them to register
  - [Patient Resources](#)
- If you are in VPP and use CST Cerner, use the Copy Patient function when creating your session notes
  - Save it as your Favorite so you don't have to look for it
- Send your feedback on any of the materials shared today to [HealthGateway@gov.bc.ca](mailto:HealthGateway@gov.bc.ca)

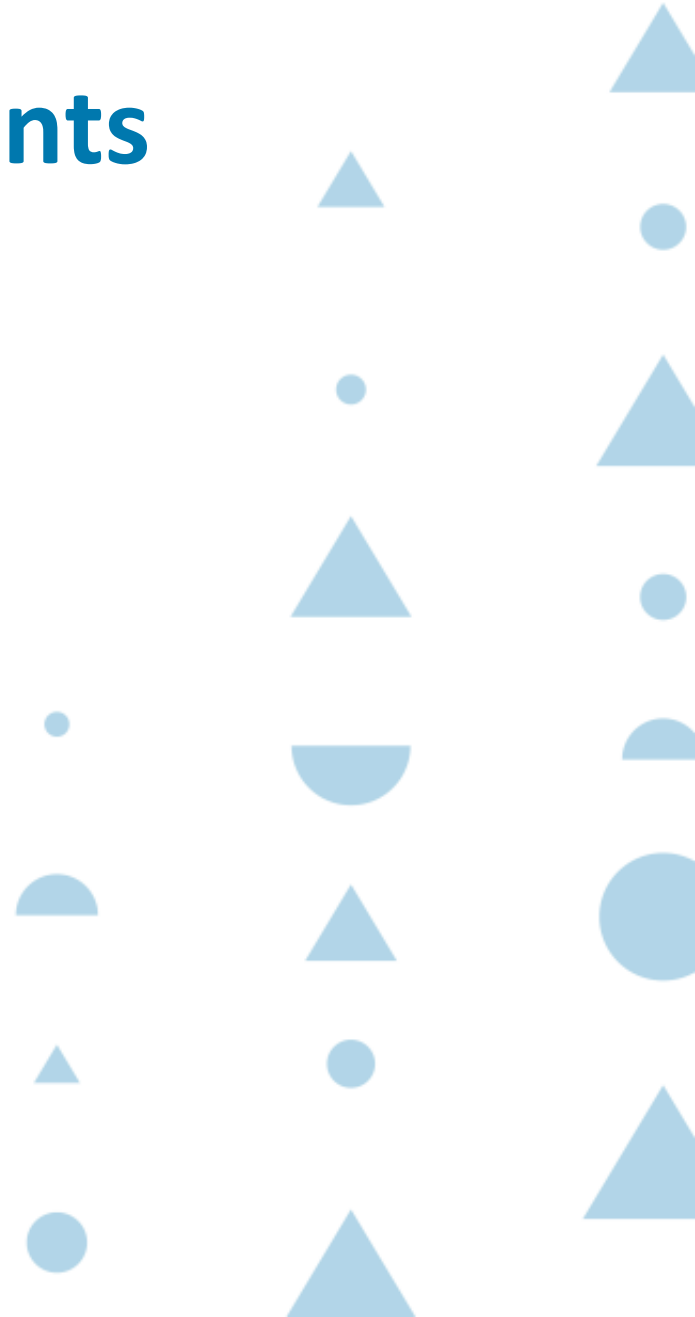




# Thank you

# How Will Access to Clinical Documents Impact Quality of Care? A Patient's Perspective

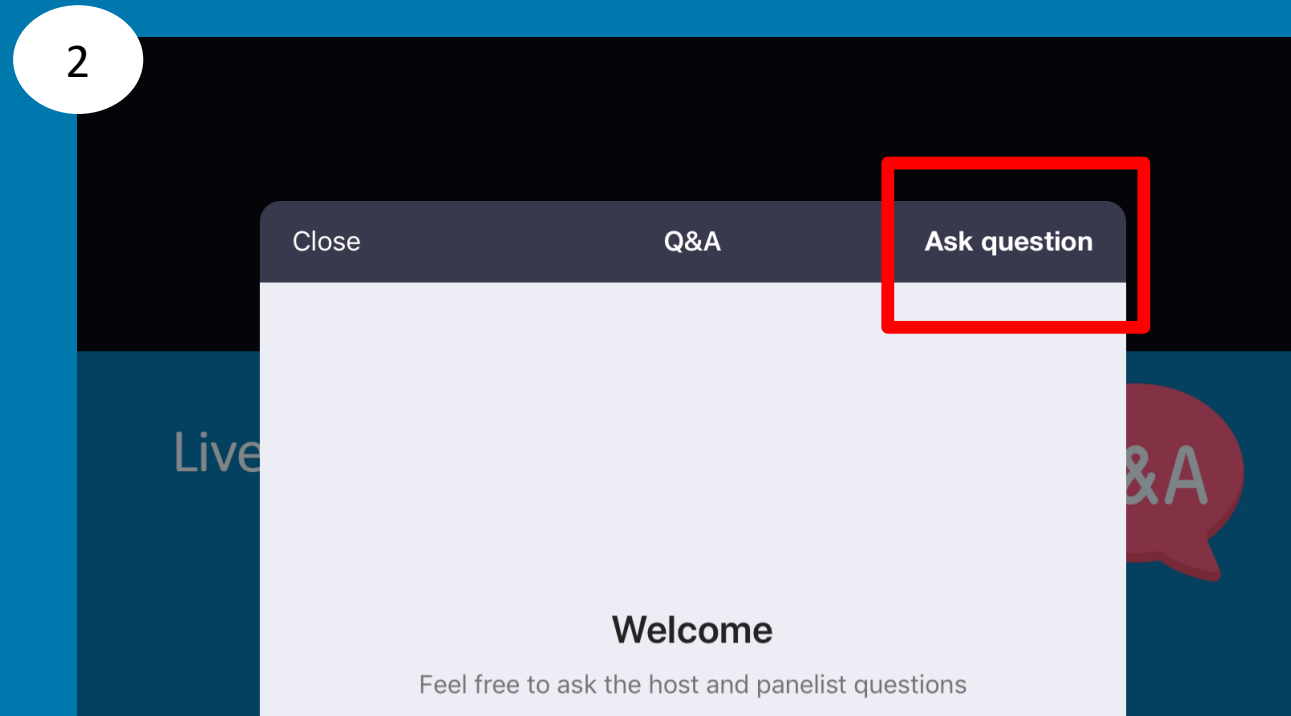
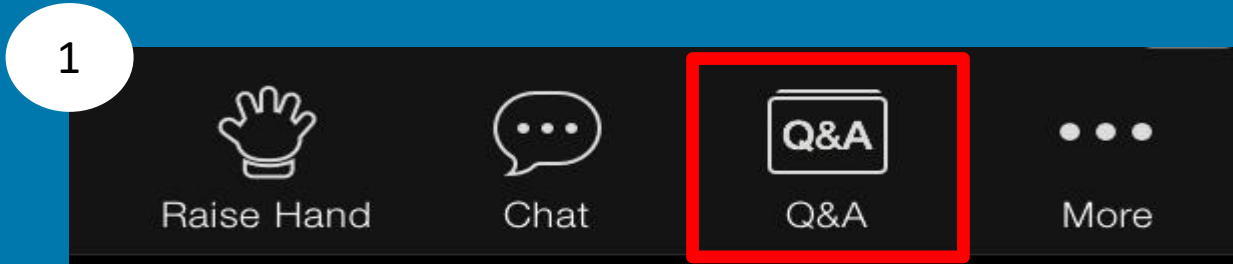
Claire Snyman, Patient Advisor, Patient Experience



## Questions For Discussion (All Panelists)

1. How do we ensure consistency in the type of information shared and the timeline for sharing information to patients using Gateway? What are the acceptable standards of practice?
2. How do we ensure adequate support for patients who may have questions about reports and no access to GPs?
3. What are the considerations for sites and Communities of Care that are without Cerner and still paper based?

# Live Q&A – Use Zoom Q&A



# Wellness Supports For VCH Medical Staff

## LifeWorks EFAP

Physicians can access the [Physician Health Program \(PHP\)](#) at **1-800-663-6729**

Dentists can access the [Dentist Wellness Program](#) at **1-800-661-9199**

All other VCH Medical Staff can access [LifeWorks](#) by calling **1-833-533-1577**



Reach out for  
confidential &  
immediate support  
for you and your  
family.

## LifeWorks Digital Platform

Offers wellness resources, self-directed CareNow programs, and exclusive perks and offers:  
<https://vchmedical.lifeworks.com>

## Team Critical Incident and Cumulative Stress Debriefings

Debriefings for teams experiencing prolonged or cumulative stress, a critical incident, or a traumatic event.

Leaders can request a team debriefing by calling **1-833-533-1577**



# SAVE THE DATE: June 21st, 2023



Join us for the next Medical Staff Forum:

## Planetary Health

Register now: <http://bit.ly/3ZaUGvM>

Email [michigan.lee@vch.ca](mailto:michigan.lee@vch.ca) for suggestions & questions



Please take 2-min to give us anonymous feedback once the webinar ends