



IT Disaster & Road to Recovery



Timmins FHT Experiences
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Timmins Family Health Team - 2010

▶ 24 Physicians

▶ 31 TFHT Staff, 5 NPs , 5 RNs,
5 RPNs,

2 SWs, HP, RD, Phm. Plus

Admin

▶ 21 WPFHN Staff (12 FTE)

▶ Total 76



Physician IT Incentives

- Under OntarioMD program, physician purchase one time \$2,000 computer and software
- EMR adoption Plan \$600 for 3 years for operating and updating system
- Future Application
 - One Time Performance Recognition Bonus \$2500 for establishment on EMR for 2/3 of rostered patients

Physician Incentives

- April 1, 2009 to March 31, 2012
- Early Adopter EMR Upgrade Funding (a subsidy of \$400 per month - not approved yet)
- Terms of agreement include:
 - Certified version of EMR specifications
 - IT policies and procedures in place



FHT IT Funding

- Equipment leases and/or purchases
- Software licenses and Maintenance
- IT services & Consulting
- Computer supplies
- One time costs for implementation
- No funding for on-going internal IT support

The Timmins Experience

- Physician receive incentives through OntarioMD- 2006
- Sept 2006 implementation of Jonoke software
- 3 weeks later discontinue in 2/4 sites and return to previous software and paper
- Connectivity problems
- March 2007, began vendor selection again
- Hired local IT consulting company to assist



The story continues

- Contract negotiations with Vendor continued Dec 2007 to early 2009
- Reasons for previous failure - Connectivity
 - Faulty wiring when site built, faulty equipment, needed larger lines
- Implementation planned for Sept 2008, Jan 2009, March 2009, Reality July 2009



And on.....

- IT team Committees formed
- 4 sites implemented on EMR July 09
- Last merge set for WPFHN May 2010
- Future merge Moose FHN



What went wrong

- Technical issues, wiring & equipment
- SSHA/eHealth to Allstream to Ontera to FHT
- Needed roles and responsibilities defined
- Funding from two sources, who pays for what
- Need for internal IT support and self sufficiency
- Identified by AFHTO need for IT support at FHTs
- Communicate, communicate, communicate...

What went right....

- 4 Sites are connected
- QM Standards being set
- Deciding to continue IT consultant or hire internally
- MeanwhileImplemented and completing
 - Meditech interface with local hospital (MOHLTC and LHIN sponsored)
 - OTN and One Mail
- Moving towards integration
- FHT participating in NE LHIN - eHealth Advisory Committee , eHealth strategy for Diabetes