



Memorandum

Ministry of Health
Office of the Deputy Minister

September 14, 2017

To: All Staff at Nanaimo Regional General Hospital, Oceanside Health Centre and Dufferin Place

Re: Independent Review of Current Status of IHealth Project

I would like to personally thank everyone who has worked tirelessly over the past 18 months in efforts to implement IHealth while ensuring safe patient care. I know this process has not been easy and managing through this change has been difficult.

Despite a significant amount of work from physicians, nurses and other health professionals as well as, site management and Island Health executive, there continue to be concerns about the use and adoption of the IHealth system and the impact on care delivery. In recognition of the ongoing concerns the Minister of Health has asked the ministry to engage the services of Ernst & Young (EY) to conduct an independent review to establish the current status and issues with the project.

The ministry is working with EY to plan and undertake this review. Specifically EY will assess what action has been taken since the Cochrane review and confirm the current challenges with adoption and use of the system as well as current plans for continued development and improvement. They will also review whether the system is likely to achieve the intended patient and clinical care benefits as well as assess the financial status of the project. Finally EY will make recommendations on how to move forward based on the challenges that may be identified. It is anticipated that the review will be completed later this fall.

EY has a strong BC presence and a dedicated national health care practice with reach and access to other health systems, jurisdictions and specialist expertise. As a professional services firm, EY regularly provides independent and objective assessments and reviews within hospitals, and other clinical and patient care settings for its health sector clients.

Beginning later this week EY will work with Island Health and other health sector partners such as associations and unions to access relevant documentation related to IHealth. Outcomes of previous staff surveys and other previous reports will be included as inputs into the review. Within the next week, EY will invite a broad cross section of users and stakeholders to participate in a rapid and confidential interview process. Participants will include care professionals who work within Nanaimo General Hospital, Oceanside Health Centre and Dufferin Place as well as leaders of the IHealth Program and across Island Health more broadly. Interview participants and responses will be held in confidence and only aggregated themes and findings will be reported through to the Minister of Health and ministry.

EY is also establishing an opportunity for staff to submit questions or comments related to their experiences with IHealth through a confidential and anonymous online mechanism. If you have any questions about the review, please contact EY at: ihealthfeedback@ca.ey.com

Staff and stakeholders are also invited to submit a response or question online:

<https://eysurveytool.ey.com/wix/p1768383.aspx>.

In order to conduct the review in a timely way, EY will read and consider all feedback submitted. EY will have the discretion to confidentially follow up on feedback if they consider it important to completing their overall review.

The ministry values the perspectives of all staff and stakeholders as it relates to current functioning of IHealth. I strongly encourage you to participate. These interviews are your opportunity to provide your feedback on the functioning of IHealth and how we move forward together.

I am committed to working with you to find a way forward so that you can deliver care that we all agree is a priority, built on a healthy work environment. Thank you in advance for your participation and for the continued excellent work you do in caring for patients.

Sincerely,

Steve Brown
Deputy Minister

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Ms. Val Avery, President, Health Science Association of BC
Ms. Christine Sorensen, Vice President, BC Nurses' Union
Mr. Allan Seckel, Chief Executive Officer, Doctors of BC
Dr. David Forrest, Medical Staff Association