

SHIIP is a tool to support patient care by enabling identification of patients with complex needs, facilitating timely flow of information, and supporting care coordination.

SHIIP Highlights – Q1 2016/17

- The South East CCAC signed off as a recipient participant in SHIIP, to collaborate with the Health Links as part of the care coordination process.
- An update of the South East LHIN SHIIP website as a centralized hub for SHIIP-related information.
- Kingston General Hospital is in the final stage of defining their Health Information Network Provider (HINP) policies to take on the role of HINP for SHIIP before the end of October.

Notable New Features

- Deceased flag
- Auto-populate watch list
- Patient removal context

Upcoming SHIIP Events

- SHIIP Clinical Working Group October (TBD), 2016
- SHIIP Steering Committee (TBD)
- Primary Health Care Forum, October 6, 2016 - SHIIP will have a Lunch and Learn option. To register for this year's Primary Health Care Forum, please visit www.southeastlhin.on.ca

SHIIP Steering Committee

The SHIIP Steering Committee held its first meeting on July 6, at the Kingston, Frontenac, Lennox & Addington Public Health Unit (KFL&A PHU). There was an excellent turn out of stakeholders representing all sectors within the south east region. As this was the first meeting the discussion laid the foundation for this committee as an effective governing entity to drive the adoption and development of SHIIP. To ensure that SHIIP remains rooted in its focus on improving patient care, it was recommended that patient representation be included on the committee, along with individuals providing rural and urban perspectives.

SHIIP User Working Group

The SHIIP project team understands and values the level of insight that users of the SHIIP tool provide. Each week users submit feedback on how the tool can be refined from a user experience perspective, as well as what new features and functions would provide added value. As a mechanism to organize this inflow of information, a SHIIP User Working Group is in development with the first meeting to be held later in the quarter. This working group will provide feedback on planned improvements to functionality, ensure new features are value-added, and provide a mechanism to demonstrate the priorities of the end users in future releases. Please visit the SHIIP website for updates on actions arising from this meeting.

A Focus on Core Deliverables

SHIIP has seen rapid development and expansion since its inception. Over time, there have been several user interface redesigns, integrations to hospitals and community support services, as well as extensive work done to enhance the analytical and reporting capabilities of SHIIP. Currently, the SHIIP project team is taking a brief pause from new enhancements to ensure that core functions of the tool are working well. One of the team's focus areas is to ensure the encounter data contributed by each hospital flows in a timely manner so that the analytics and reporting components of SHIIP are accurate. This will, in turn, improve the reliability of patient records within SHIIP.

SHIIP Support Update

Some recent resource changes within the SHIIP technical development team at the KFL&A PHU have taken place. As a result, there was an effort to ensure a knowledge transfer plan was in place to minimize disruption. Overall, the transition phase was successful, however it did identify numerous gaps in support and documentation. Moving forward, the SHIIP project team will establish processes to enhance knowledge management. Within Q2, an additional resource will join the team, and will be dedicated to support the development of resource materials for the project team and users (for example, a robust user guide). In addition, users are encouraged to contact the SHIIP helpdesk at SHIIP@kflapublichealth.ca with any questions, issues, and concerns related to the use of the tool.