

## Success Story



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### North York General Hospital Advances Patient Safety with Health IT



North York General Hospital is leading an initiative that will help hospitals from across Canada implement technology that improves patient safety.

The project, which received a \$1 million investment from Canada Health Infoway, will leverage the investments NYGH has already made in creating over 350 electronic order sets covering medicine, surgery and critical care, and will add an additional 250 order sets covering pediatrics, maternal/newborn, and mental health.

Order sets are detailed, evidence-based checklists that allow doctors to quickly and easily specify appropriate treatments for medical conditions. This can include up-to-date evidence, guidelines and treatment best practices, with links to regularly-updated information from leading medical journals. Improvements in patient safety and quality of care as well as cost efficiencies result when order sets are used. With order sets, physicians have the important information they need right at their fingertips when they are treating patients, ensuring patients receive the safest and best quality care.

The funding will also support the development of the Canadian Computerized Provider Order Entry (CPOE) Toolkit. CPOE eliminates the need for handwritten orders and prescriptions, reducing the the possibility of error and enhancing communication between health care team members. As part of the initiative, NYGH will make its order sets freely available to help hospitals and health care providers across the country implement CPOE.

“I am delighted that Canada Health Infoway recognizes the leadership role NYGH plays in eHealth innovation,” said Tim Rutledge, president and CEO of NYGH. “This funding will allow us to advance our health information technology infrastructure for the benefit of our patients, while supporting other health care providers reach their full potential in CPOE for the benefit of their patients.”

Once the toolkit is developed, other hospitals will be able to add their order sets, saving health care providers the time and money it would take to develop their own. Funding will also be used to report and evaluate physician adoption with following the order sets, the percentage of physicians using the order sets and patient outcomes.

In October 2010, North York General Hospital launched the second phase of eCare, a multi-year collaborative project with CPOE as a key feature. It included several Canadian firsts for hospitals, such as integrating medical literature into physician workflow and averting adverse medication events using bar-code technology. Through the eCare initiative, NYGH became the only academic hospital in Canada to receive a Stage 6 designation from HIMSS Analytics, the research arm of the Healthcare Information and Management Systems Society (HIMSS).

Since the launch of eCare phase two, all physicians from medical, surgical, critical and paediatric care areas have adopted CPOE with 94 per cent of all orders entered directly by physicians. The remaining six per cent of orders are comprised of verbal, phone and medical directives entered by other clinicians.