Automated Patient-Level Health Card validation with Ministry of Health, streamlines registration process and improves the experience for Patients and Staff

CASE STUDY

Sunnybrook Health Sciences Centre

Location
Toronto, Canada

Size
1,325 Beds

About
Sunnybrook is a fully affiliated teaching hospital of the University of Toronto where over 200 scientists and clinician-scientists conduct breakthrough research each year

Sunnybrook Health Sciences Centre is an academic health science centre in Toronto, Canada. It is the largest trauma centre in the country and over 1.3 million patients visit the facility each year, across its three campuses.

Harris Healthcare partnered with Sunnybrook to improve the health card validation process with the Ontario Ministry of Health (MOH). Harris Healthcare transitioned from a VISIT-level process to a PATIENT-level one, in the HARRIS Flex electronic health record. The solution leverages the latest MOH Web Services. The new function streamlines the registration process and returns numerous benefits to the organization, registration staff, and most importantly to the patients that visit the healthcare organization.

BACKGROUND AND CHALLENGES

Sunnybrook implemented HARRIS Flex in 2019 as its main Patient Registration system. Previous to this Sunnybrook would register a new visit each time a patient visited the hospital in the Registration system which auto populated the patient's pertinent information via the card validation process.

HARRIS HEALTHCARE

With Harris Healthcare, it was towards the end of the process, when all the information was entered that the health card validation process with the MOH would be triggered and completed.

This process was inefficient, especially in the cases where the health card was deemed invalid or expired. In these situations, the Registration Clerk was first required to set up direct billing with the patient. This resulted in an overall lengthy registration process, increased patient wait-time and extra work for Registration staff. In addition, previously entered Visit information had to be re-entered after insurance coverage was established.

THE SOLUTION

With a focus on streamlining, Sunnybrook and HARRIS teams worked together to enhance the registration process for a better patient experience. A multidisciplinary team comprised of Clinical and IT personnel was created and tasked with examining the current registration workflows to capture Sunnybrook's previous workflow and learnings. The team looked at all scenarios including registration workflow for patients being admitted to the hospital but also for those coming to Sunnybrook for a procedure or for an emergency visit. It made a lot of sense for this collaboration to validate by taking a closer look at work flow and what worked best for patients and staff.

The workflow analysis and assessment confirmed if health card validation using MOH's Webservices occurred earlier in the process as was Sunnybrook's process with the original registration workflow and at higher level (i.e. at the Patient rather than the Visit level), the registration process would be streamlined and Registration Staff's efforts would be minimized for a better experience.

The team defined key requirements that would enable Registration Staff to conduct effective and rapid registrations

in all situations and under any circumstance. The functionality was developed, and after thorough testing, the solution was deployed across the healthcare facility.

BENEFITS REALIZED

"This is a great example of designing technology solutions that make sense and also keep the patient in mind" says Sarina Cheng, Director at Sunnybrook.

Indeed, the enhancement brings a more streamlined and validated workflow for a decreased wait time for patients as they register at the healthcare facility. It also increases overall staff satisfaction which is very important.

In addition, it ensures the Ontario Health Insurance Plan (OHIP) card presented by the patient is current by checking the version code on the card. This reduces the number of claims rejections due to invalid codes. Furthermore, the solution ensures the card information correlates with the patient, this reduces fraudulent use of the provincial health card.

In conclusion, the enhanced process streamlines the registration workflow which benefits patients, staff while also increasing the accuracy and integrity of patient data.

> " *Together we are committed to improve the experience for both patients and staff* "
>
> **Sarina Cheng**
> Director, *MyChart Program,*
> *Health Records & Patient Registration Services,*
> *eHealth Strategies & Operations,*
> *Information Services*
>
> **Sunnybrook Health Sciences Centre**

HARRIS HEALTHCARE