

Supporting Health Links Care Coordination



What is SHIIP?

The Shared Health Integrated Information Portal (SHIIP) project is a central component of the South East Local Health Integration Network's (LHIN) Health Links Information Management Strategy. The South East LHIN sponsored the development of the SHIIP solution to support the delivery of collaborative, coordinated care to complex and high-needs patients (the cost of whose care consumes a substantial portion of provincial health care budgets).

With SHIIP, health care providers have timely access to information on health system encounters for all patients. SHIIP also contains a shared electronic coordinated care plan to support health care needs, goals and outcomes for patients being followed by the Health Links approach to care. Moreover, SHIIP allows providers to look at their patient's health outcomes at a population-level through dashboards to support continuous quality improvement.

How can SHIIP support Health Links?

SHIIP is the electronic Care Coordination Solution for the South East LHIN. As a result, SHIIP continues to evolve to meet the needs of Health Links and to support the spread of the Health Links approach to care across the health care system.

As the Care Coordination Solution for Health Links, SHIIP provides the following functionality:

- A secure portal to store and maintain the Health Links Coordinated Care Plan (CCP)
- A dynamic platform for the circle of care to view and update the CCP
- Algorithms that utilize clinical data to identify patients who may benefit from the Health Links approach to care
- Real-time notifications when a patient is admitted to or discharged from hospital to prompt timely follow up
- Automated calculations of key Health Links performance measures

How can SHIIP benefit Health Links?

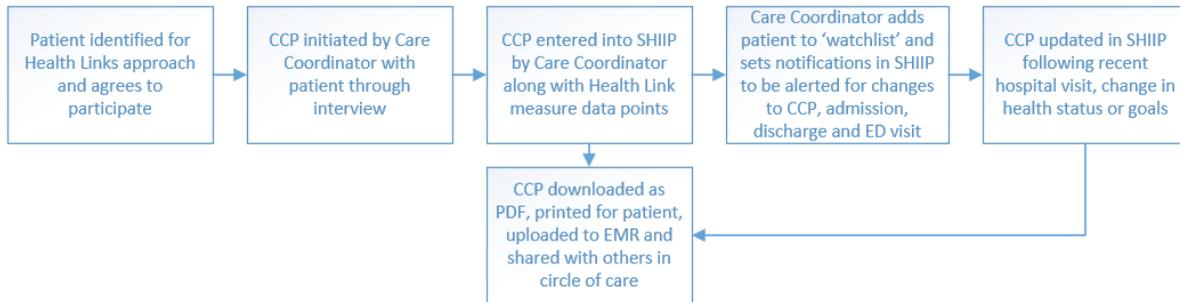
Health Links Care Coordinators have identified SHIIP as a key enabler to support the delivery of quality care to their patients. Demonstrated benefits include:

- Real time notification of ED visits and discharges prompts follow up for primary care providers and care coordinators
- Ease of entering and maintaining CCPs
- CCPs can be easily updated with the patient at a visit
- CCPs are accessible and able to be updated by others in the circle of care
- Patients appreciate prompt follow up as a result of real time notification
- Data within the SHIIP dashboards supports reporting

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How can SHIIP be integrated into Health Links Care Coordination?

Health Links have played a key role in the development of SHIIP. As a result, the Portal has been designed to be easily integrated into the workflow for Health Links Care Coordinators. A common workflow that utilizes SHIIP for patient identification, care plan management, notification and data collection for reporting purposes is presented below: How can Health Links access SHIIP?



How can Health Links access SHIIP?

Access to SHIIP for Health Links is currently built off of delegation from Primary Care Providers. As patients visit the hospital and identify their Primary Care Provider, they are automatically mapped in SHIIP to the Primary Care Provider and their delegates. Access to SHIIP is provided through the following activities:

1. A SHIIP demonstration and discussion with the primary care team
2. A readiness assessment to review the organizations privacy and security protocols
3. Signing of a Participation Agreement
4. Individual registration and privacy training

Significant work is underway to improve how Health Link Care Coordinators access SHIIP to support patients being followed by the Health Link approach. Engagement with Health Links on the updated delegation/access model and development will occur in 2018-19.



For more information on SHIIP and how to access the tool, please contact the SHIIP Business Desk at SHIIP@LHINS.ON.CA