

Supporting Primary Care in Meeting Patient Needs



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 Primary Care?

SHIIP is being used in many primary care settings across the South East LHIN to support care providers in delivering timely care that meets the needs of their patients. SHIIP is currently being used by primary care to improve the following quality measures by means of real-time notification of hospital use and risk algorithms:

- 7 day post-discharge follow up with primary care
- Hospital readmissions for selected conditions
- ED visits for conditions best managed elsewhere
- Identifying patients for the Health Links approach to care
- Supporting timely medication reconciliation

In addition, SHIIP can support care coordination within the circle of care. By providing real-time and historic information on services patients are receiving from acute care, community addictions and mental health, and community support services, SHIIP gives primary care a better understanding of the patient's journey through health care system. Moreover, SHIIP provides a secure portal to store, maintain, and share the Health Links Coordinated Care Plan for patients with complex needs.

How can SHIIP benefit Primary Care?

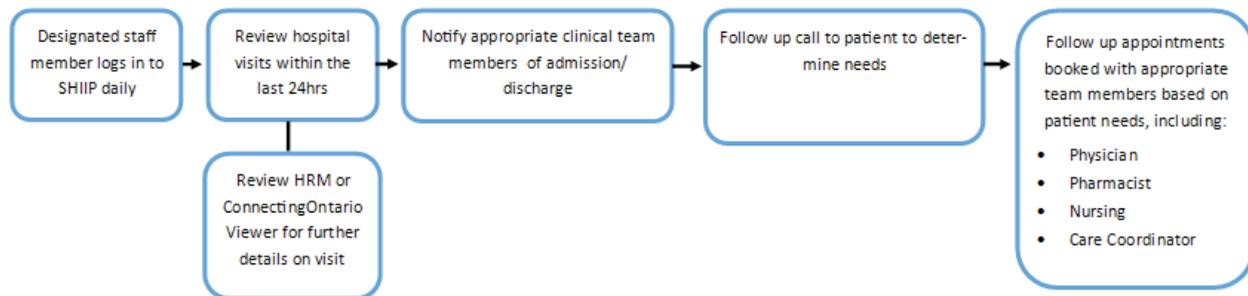
Primary Care organizations have identified SHIIP as a key enabler to support the delivery of quality care to their patients. Demonstrated benefits include:

- Access to real-time notification of discharges for all hospitals in the South East significantly improves ability to provide timely and appropriate care that best meets the needs of their patients
- Access to lists of patients who visit the ED with low acuity or for selected conditions allows for more targeted education on services available within the primary care team
- Improved patient safety as medication reconciliations are able to occur promptly
- Higher rates of follow up within 7 days with primary care team
- Better understanding of a patient's individual journey through the health care system
- Improved continuity of care
- Improved patient knowledge and ability to self-manage their condition through prompt follow up from their primary care team
- Patients are impressed with the prompt follow up care they receive
- Data within the SHIIP dashboards supports quality improvement activities, evaluations, and reporting

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How can SHIIP be integrated into Primary Care practices?

There are many ways in which primary care practices can use SHIIP. In many organizations, specific staff are selected to monitor SHIIP and follow up with the patients following a hospital visit to better understand the needs of the patient, then notify others in the primary care team to ensure the patient's needs are met. Within some organizations, nurses, pharmacists, or allied support staff monitor SHIIP; within other organizations, data support staff or receptionists monitor the tool based on the needs and structure of the organization. A common workflow is presented below:



How can Primary Care access SHIIP?

Access to SHIIP for primary care builds off of the CPSO and CNO numbers of the Physicians and Nurse Practitioners within the team. 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



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