



“Closing the Gap”- Using Informatics to improve the quality of care

Andrew Hartshorn
eHealth Summit Singapore 2009
International Panel session



The Panel (1)

- **Dr. Caitlin Cusack**
 - HIT Programme Manager, National Opinion Research Centre, University of Chicago
 - Women's health, patient safety, I.T. adoption
- **Dr. Mike Bainbridge**
 - Clinical Informatician, IMIA
 - Clinical adoption of IM&T, using technology to manage clinical risk
- **Dr. Tom Inui**
 - President/ CEO of the Regenstrief Institute for Health Care, the Sam Regenstrief Professor of Health Services Research, Associate Dean for Health Care Research at Indiana University School of Medicine.
 - Physician/patient communication, health promotion and disease prevention and the social context of medicine

The Panel (2)

- **Professor Johanna Westbrook**
 - Professor of Health Informatics, Faculty of Health Sciences, The University of Sydney
 - Evaluation of the impact that clinical information systems have on health care delivery, health professionals' work and patient outcomes
- **Andrew Hartshorn, Chair/ Facilitator**
 - Managing Director/ Partner – Courtyard Group, with over 20 years experience at board level in healthcare management
 - Organisational culture and values, change adoption and value driven change

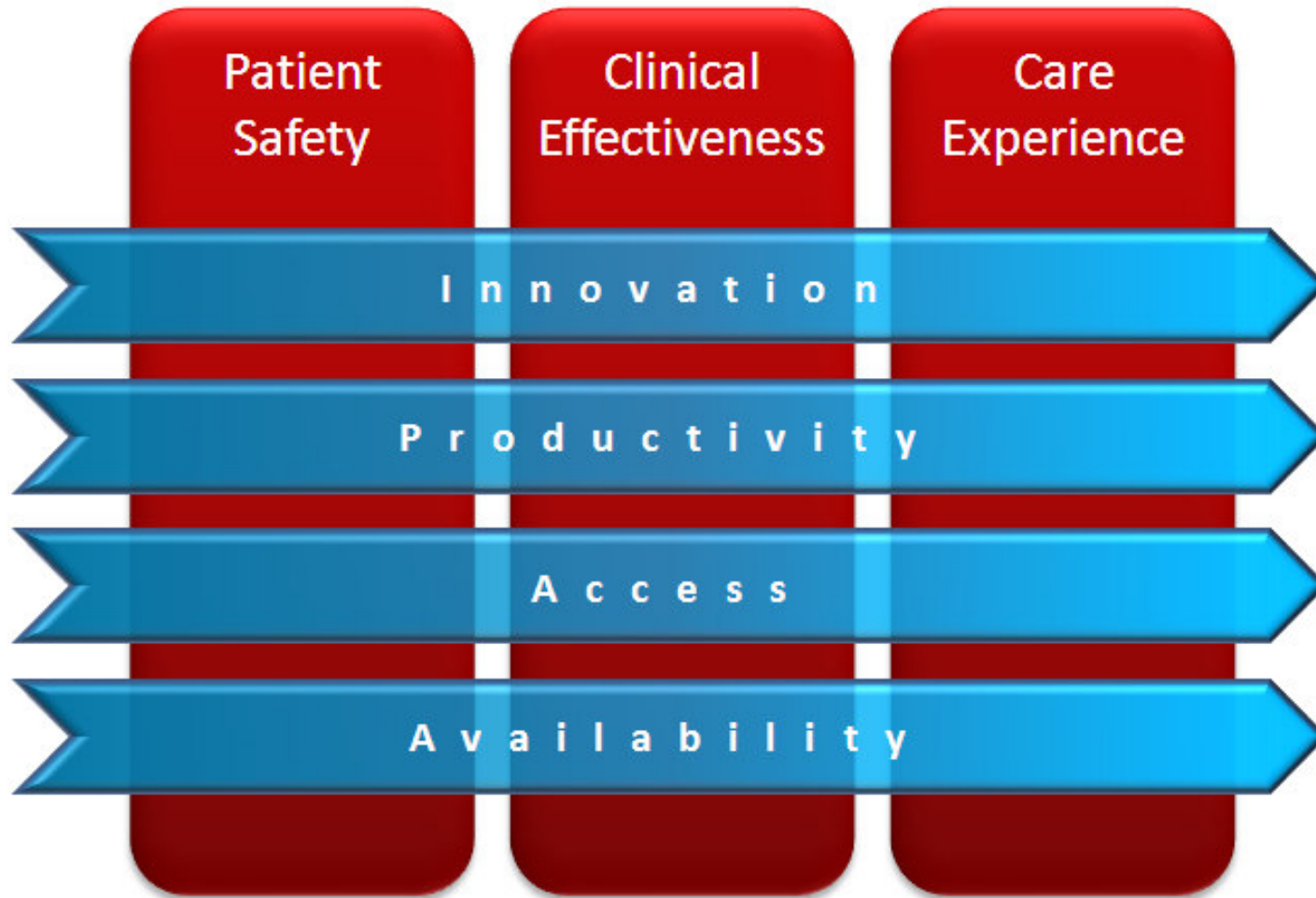
The Challenge

“Unless informatics can *demonstrably* support improvements in the *quality* of care delivery, there is no point in making this eHealth *investment*.”

Four Perspectives

- The connected physician – Johanna Westbrook
- The connected organisation – Tom Inui
- The connected patient – Caitlin Cusack
- The connected citizen – Mike Bainbridge

Quality in Healthcare



Four Perspectives

- The connected physician – Johanna Westbrook
 - Care within a discrete setting
- The connected organisation – Tom Inui
- The connected patient – Caitlin Cusack
- The connected citizen – Mike Bainbridge

Four Perspectives

- The connected physician – Johanna Westbrook
- The connected organisation – Tom Inui
 - Care between organisations
- The connected patient – Caitlin Cusack
- The connected citizen – Mike Bainbridge

Four Perspectives

- The connected physician – Johanna Westbrook
- The connected organisation – Tom Inui
- **The connected patient – Caitlin Cusack**
 - Care along the patient journey/ pathway
- The connected citizen – Mike Bainbridge

Four Perspectives

- The connected physician – Johanna Westbrook
- The connected organisation – Tom Inui
- The connected patient – Caitlin Cusack
- **The connected citizen – Mike Bainbridge**
 - Self care and general wellness

In conclusion