

# Canadian Health Informatics Awards 2007 Award Recipients



## Project Implementation Team of the Year Award

Initiate Systems Inc. and the Saskatchewan Client Registry



The Project Implementation Team of the Year Award was established to recognize a for-profit Healthcare ICT company/client team that has successfully implemented a health-IT solution at a healthcare organization within the past 12 months. This annual Award honours private and public sector team effort and recognizes the team delivery of the solution on time and within budget, working effectively together in its implementation. The project must demonstrate successful knowledge transfer, innovation, achievement of the project objectives, leveraging of industry best practices and an outcome of substantial adoption and utilization of the health-IT solution.

Executing any project on time within budget, while meeting all project objectives is challenging in today's complex, fast-paced enterprise technology environment - add multiple stakeholders and multiple vendors to the partnership and the bar is elevated even higher. The Saskatchewan Client Registry/Initiate Systems team cleared all the hurdles with poise and professionalism, overcoming complications of scope and scale to successfully implement a Client Registry for Saskatchewan in six months - with senior executive approvals from 15 different stakeholder organizations, including Canada Health Infoway and the provincial government.

Key deliverables and associated timelines were defined early in the process by vendors and stakeholders alike. As the project advanced, there was no ambiguity regarding who was responsible and accountable for what and when. Saskatchewan demonstrated an unmistakable commitment to vision and partnership, which fostered the team's innovation and creativity.



*Randy Mickey, Vice President, Services, Initiate Systems (R) accepting the award presented by Michael Whitt, CHITTA Director*

As the province supported rural-urban referral patterns, duplicate medical records were considered to be a patient safety issue. The project funded data cleansing on the part of the sources, including key data elements. Specifically the Personal Health Number was targeted for corrective action as they play a pivotal role in the on-going linking of data. Since deploying software which enabled each source stakeholder to monitor and correct their internal source errors, data quality across all sources has improved remarkably to a national best practice standard of 0.13% down from as high as a 10% error range. This is excellent considering the multi-stakeholder involvement and continuing commitment to the realization that data quality has a 1-1 relationship to patient safety.

In summary, what makes the results of the Saskatchewan Client Registry/Initiate Systems team extraordinary and worthy of this Award is the caliber of collaboration between so many different stakeholder organizations, and exceeding the original scope of work within the outlined timeframes.