



Principles & Requirements for an IT Platform to enable Value-Based Health Care at Providence Health Care

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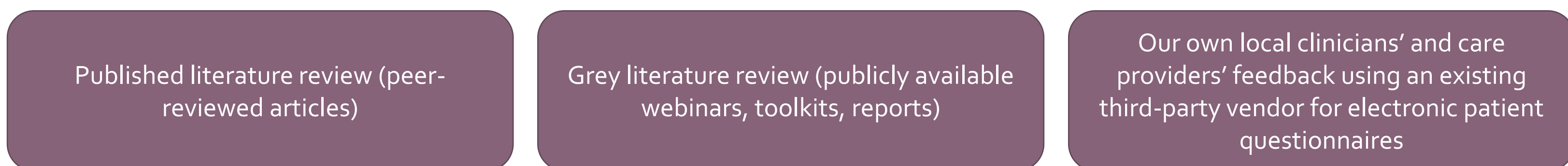
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Introduction

Providence Health Care (PHC) is a health care organization in Vancouver, BC, Canada, committed to compassionate people-centered care. As part of our organization’s strategic plan to achieve quality, safety & value, we are committed to practice Value-Based Health Care (VBHC) to prioritize what matters to the people we serve and have started our journey to support the organization in this health care transformation in 2022. Although the essence of VBHC is not reliant on technology, there is recognition that an IT platform can help reduce the burden placed on clinicians and patients to systematically support the measurement of patient-reported outcome measures, use them to inform shared decision-making, empower patients, assess treatment response, allocate health care resources, etc. Our goal was to develop a set of vendor-neutral principles and requirements needed from an IT platform to enable outcome measurement and its use to support Value-Based Health Care at PHC, to help guide us in our informatics work and strategy.

Methods

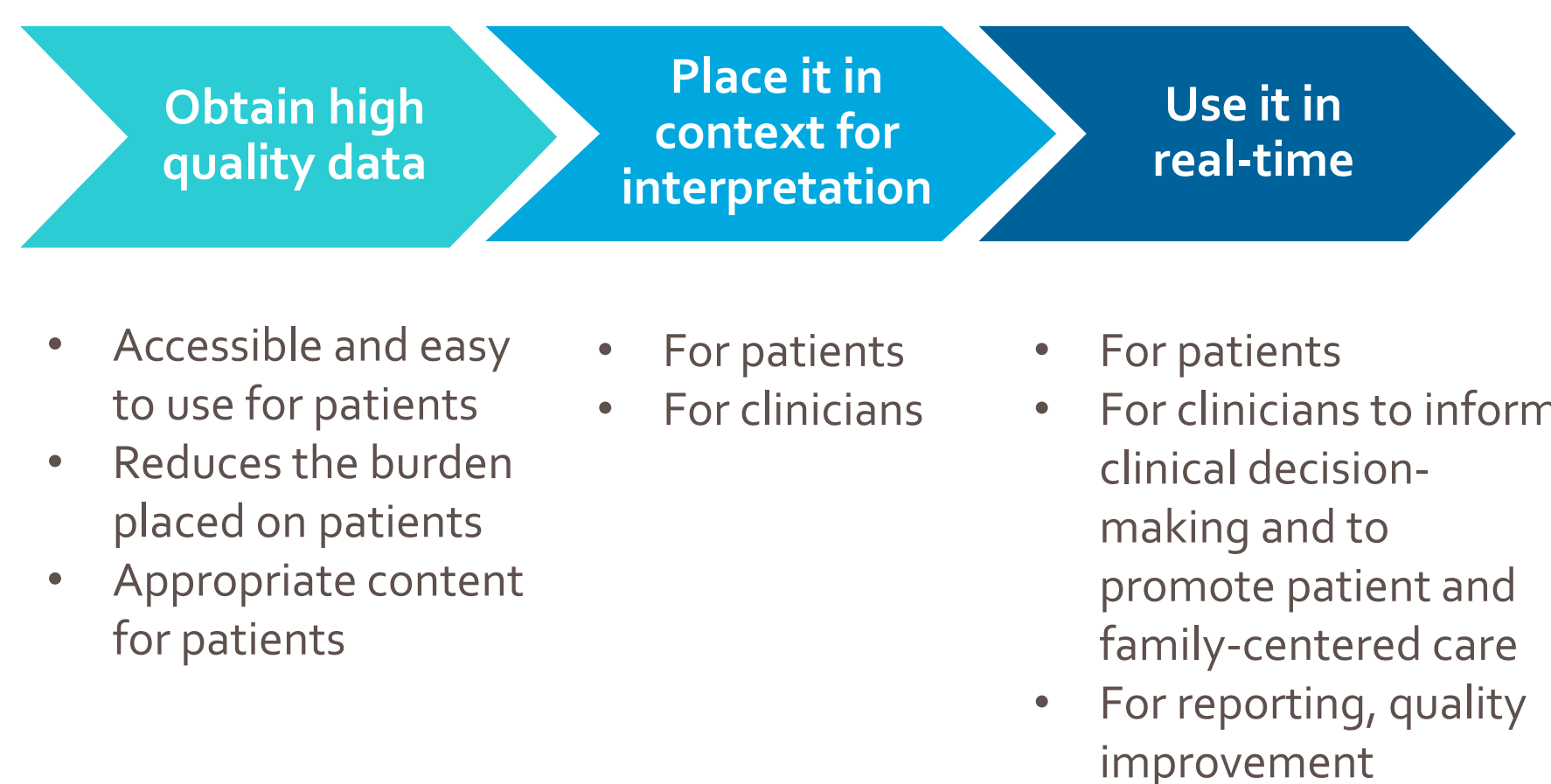
We used a 3-pronged approach to develop these principles and requirements for an IT platform to enable VBHC at PHC. The latter was key to ensure the needs of those who use/would use the technology in our local context were heard and met.



Results

These features and aspects were then organized into 11 guiding principles and 53 requirements as our organization’s first version of our guiding requirements to which we would reference and help support our value-based health care informatics roadmap. Learning from experts around the world and local experiences, our local group endorsed the following principles, that an enabling IT platform must be able to:

These principles and associated 53 requirements were validated by a committee consisting of clinical and operational partners within our organization, as well as external experts (such as provincial and/or academic partners). We apply these principles at the micro, meso, and macro level of our work consistently, with some examples listed below:



Conclusion

This set of requirements helps us work towards common goals and using the same language. It consistently serves as a guide for our large organization with our many partners, perspectives, and pressures. These requirements will be reviewed, refined, modified, and prioritized as needed as our organization progresses on our VBHC journey.

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