Finding your way in a time of uncertainty: Informatics & the COVID-19 HUB

Michelle Helliwell, Manager, Policy Office

Joanne Hodder, Manager, Provincial Library Services

Kate Mercer, Professional Practice Lead, Manager, Interprofessional Practice & Learning

Katie Puxley, Librarian Educator, Provincial Library Services

Chelsey Millen, Content Management Analyst, Policy Office

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Please be advised that we are currently in a controlled vendor environment for the One Person One Record project.

Please refrain from questions or discussion related to the One Person One Record project.

Informatics

uses health information and health care technology to enable patients to receive best treatment and best outcome possible.

Clinical informatics

is the application of informatics and information technology to deliver health care.

— AMIA. (2017, January 13). Retrieved from https://www.amia.org/applications-infomatics/clinical-informatics

Objectives

At the conclusion of this activity, participants will be able to:

- Identify what knowledge and skills health care providers will need to use information now and in the future.

- Prepare health care providers by introducing them to concepts and local experiences in Informatics.

- Acquire knowledge to remain current with new trends, terminology , studies, data and breaking news.

- Cooperate with a network of colleagues establishing connections and leaders that will provide assistance and advice for business issues, as well as for best-practice and knowledge sharing.

Conflict of interest declaration

We do not have an affiliation (financial or otherwise) with a pharmaceutical, medical device, health care informatics organization, or other for-profit funder of this program.

Our objective

Demonstrate the importance of collaborative teams to support content management (CM) for clinical practice and standardization

Our agenda

- Discuss how the Hub was conceptualized & implemented

- Share the CM strategies applied

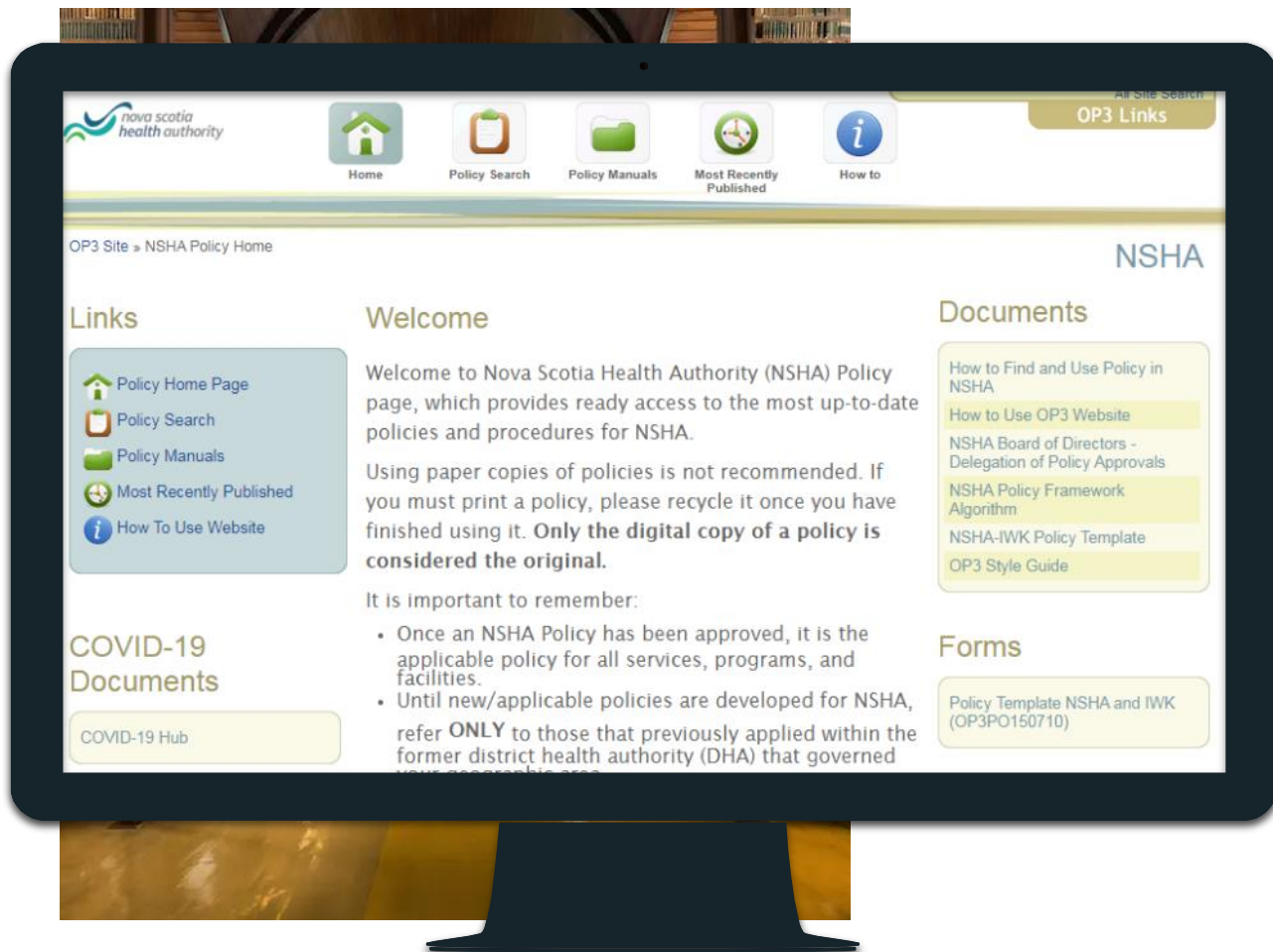- Explain the end-user centered approach

March 8

Content Management

- **Content** is information produced through editorial process and ultimately intended for human consumption via publication.

- **Content Management** is a set of processes and technologies that supports the collection, managing, and publishing of information in any form or medium.

Genomic characterization of the 2019 novel human-pathogenic coronavirus isolated from a patient with atypical pneumonia after visiting Wuhan

Jasper Fuk-Woo Chan,[a,b,c,d,*] Kin-Hang Kok,[a,c,d,*,CONTACT] Zheng Zhu,[c,*] Hin Chu,[a,c,d,*] Kelvin Kai-Wang To,[a,b,c,d] Shuofeng Yuan,[a,c,d] and Kwok-Yung Yuen[b,c,d,CONTACT]

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ABSTRACT

Go to: ⌄

A mysterious outbreak of atypical pneumonia in late 2019 was traced to a seafood wholesale market in Wuhan of China. Within a few weeks, a novel coronavirus tentatively named as 2019 novel coronavirus (2019-nCoV) was announced by the World Health Organization. We performed bioinformatics analysis on a virus genome from a patient with 2019-nCoV infection and compared it with other related coronavirus

Swell Gell ▶ March To Unmask: Halifax
2d · 🌐

For all the haters creeping....take off your masks I think the lack of oxygen is making you lash out.

"We know that wearing a mask outside health care facilities offers little, if any, protection from infection. Public health authorities define a significant exposure to Covid-19 as face-to-face contact within 6 feet with a patient with symptomatic Covid-19 that is sustained for at least a few minutes (and some say more than 10 minutes or even 30 minutes). The chance of catching Covid-19 from a passing interaction in a public space is therefore minimal. In many cases, the desire for widespread masking is a reflexive reaction to anxiety over the pandemic."
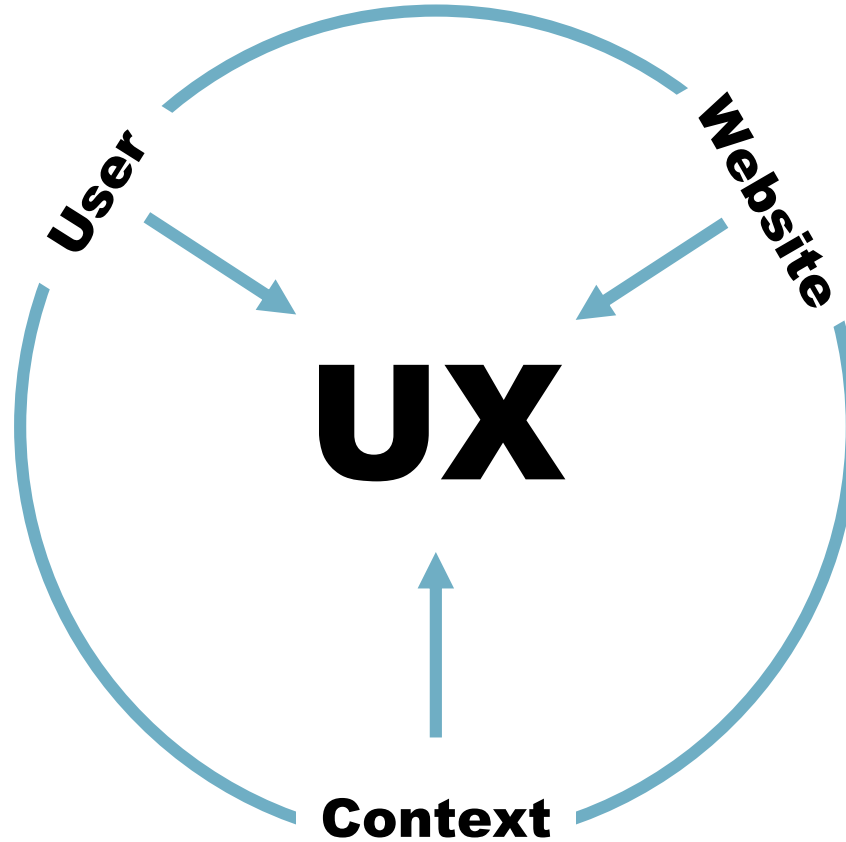
Conceiving the Hub: The Raw Materials

- Staff with the right skillsets

- Content Management tools
  - Content Inventory
  - Content Warehouse

- Support from Stakeholders
  - CMAC
  - EOC

Designing the Hub

Content management focused on the end-user

User

Website

UX

Context

Araz, C. (2018). Why you should ditch your UX definition, and use this one instead. *UX Collective*.
https://uxdesign.cc/we-have-lost-track-of-what-ux-actually-means-8d55259dacb0
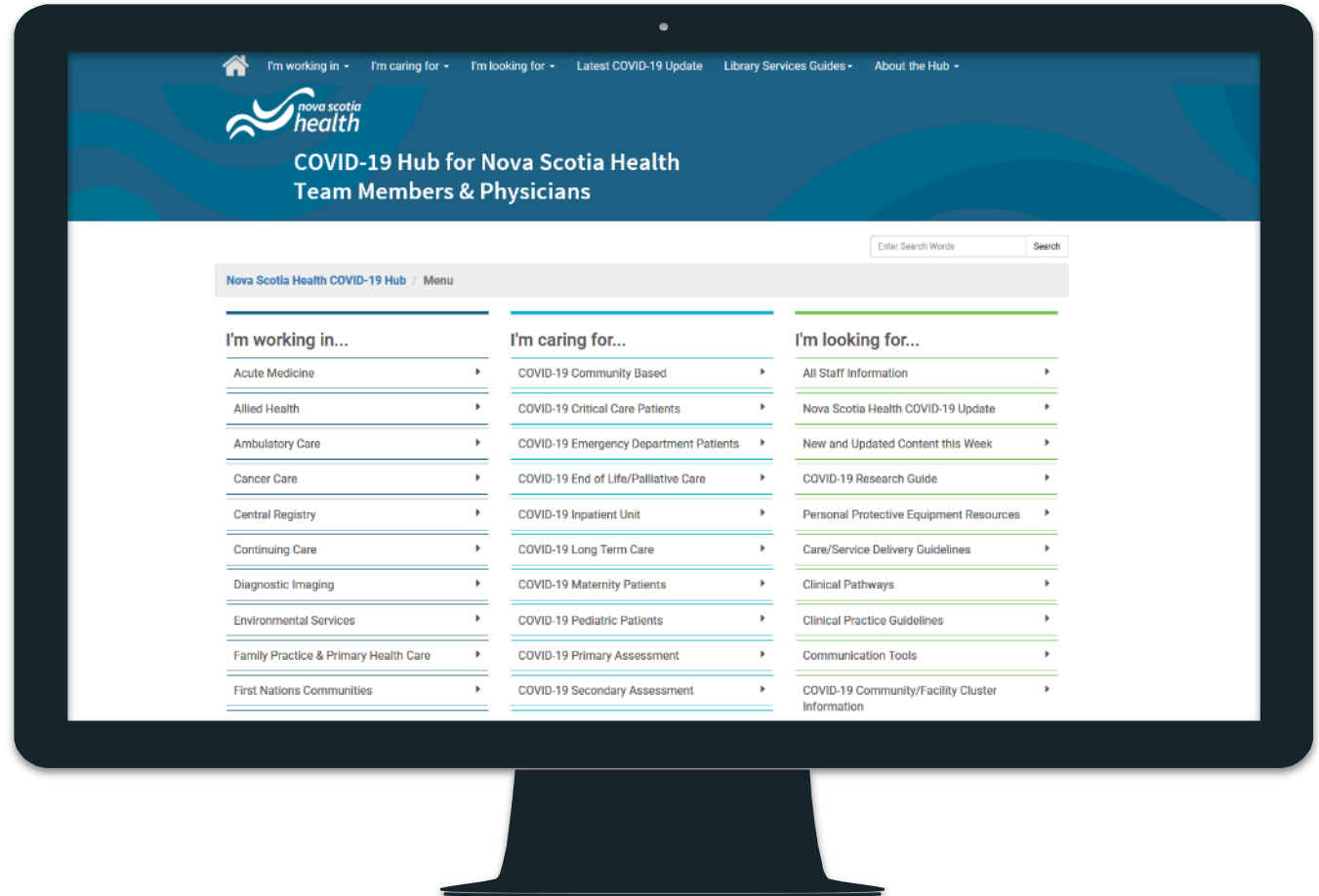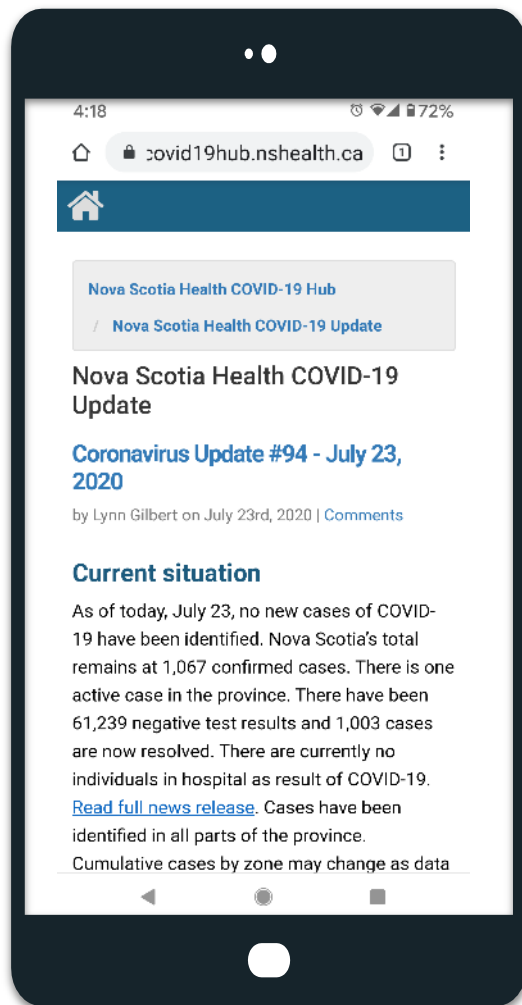
Developing a content management plan

- A defined purpose

- Grounded in guiding principles

Running the Hub

Staff:
The driving force

- 4 departments

- ~25 staff members

- Rotating schedule

- 5–7 working in various roles each day

The team

Roles	Policy Office	Library Services	Interprofessional Practice & Learning	Communications
Disciplines	Librarian & Library Technician	Librarians & Library Technicians	Nursing/Subject Matter Expert	Public Relations
Responsibilities	Governance	Content Management	Clinical Knowledge	Dissemination
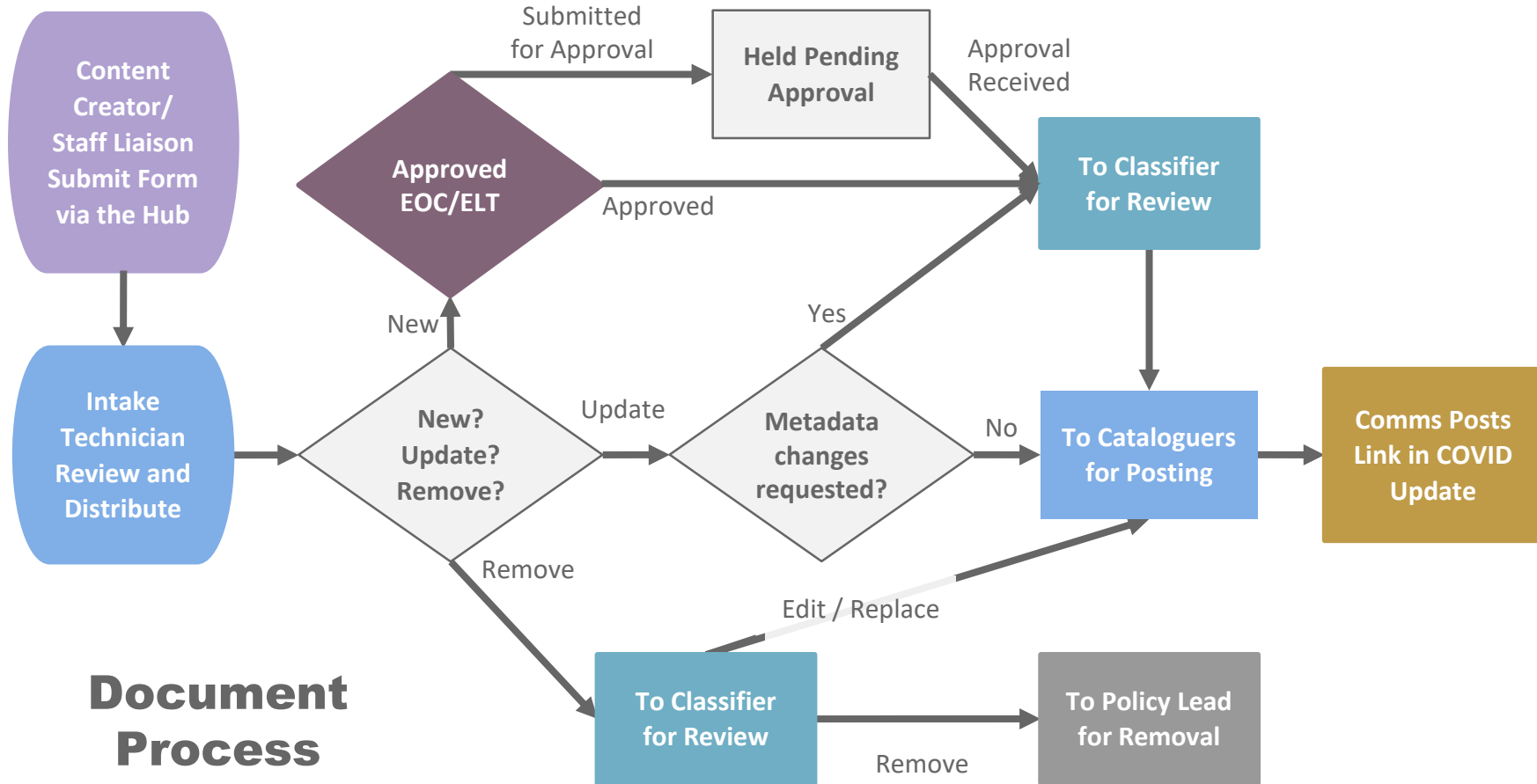
Document Process

Managing the content

500+ content items on the Hub

1000+ items processed per month from March to May

20-30 minutes of staff time per document

Time is a resource.

Documenting the process

Improving the Hub

Interprofessional collaboration

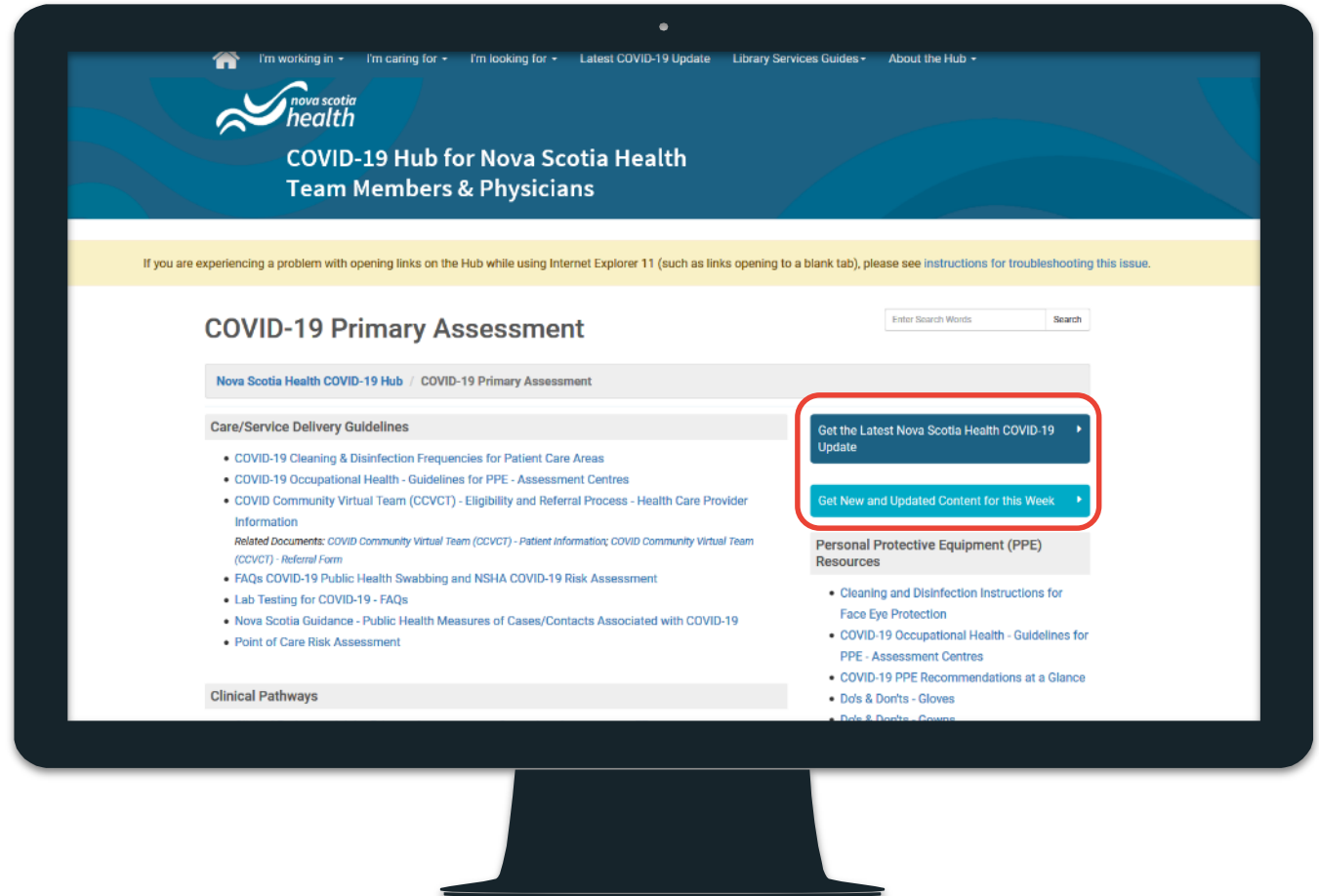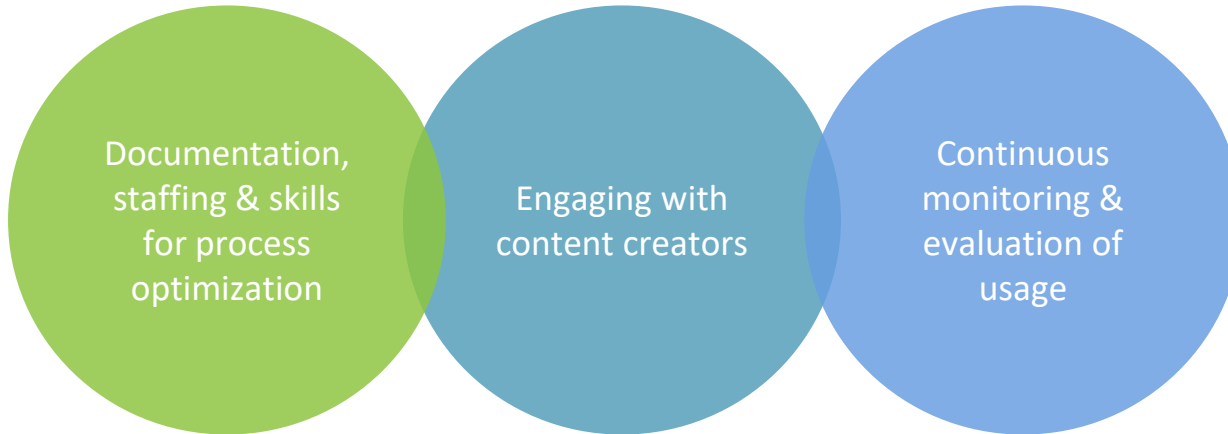- Role clarity

- Communication

- Shared goals

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COVID-19 Hub for Nova Scotia Health
Team Members & Physicians

If you are experiencing a problem with opening links on the Hub while using Internet Explorer 11 (such as links opening to a blank tab), please see instructions for troubleshooting this issue.

COVID-19 Primary Assessment

Enter Search Words   [Search]

Nova Scotia Health COVID-19 Hub / COVID-19 Primary Assessment

Care/Service Delivery Guidelines

- COVID-19 Cleaning & Disinfection Frequencies for Patient Care Areas
- COVID-19 Occupational Health - Guidelines for PPE - Assessment Centres
- COVID Community Virtual Team (CCVCT) - Eligibility and Referral Process - Health Care Provider Information
  Related Documents: *COVID Community Virtual Team (CCVCT) - Patient Information*; *COVID Community Virtual Team (CCVCT) - Referral Form*
- FAQs COVID-19 Public Health Swabbing and NSHA COVID-19 Risk Assessment
- Lab Testing for COVID-19 - FAQs
- Nova Scotia Guidance - Public Health Measures of Cases/Contacts Associated with COVID-19
- Point of Care Risk Assessment

Clinical Pathways

Get the Latest Nova Scotia Health COVID-19 Update ▶

Get New and Updated Content for this Week ▶

Personal Protective Equipment (PPE) Resources

- Cleaning and Disinfection Instructions for Face Eye Protection
- COVID-19 Occupational Health - Guidelines for PPE - Assessment Centres
- COVID-19 PPE Recommendations at a Glance
- Do's & Don'ts - Gloves
- Do's & Don'ts - Gowns

IMPROVING PROCESSES

Documentation, staffing & skills for process optimization

Engaging with content creators

Continuous monitoring & evaluation of usage

39,721 users

since site launch on March 30

404,654 page views

averaging 2.88 pages/session

". . . we conducted simulations across [Nova Scotia Health] and the consistent message from everyone I encountered was that **the HUB saved lives.**

Both the patients we provide care to and the staff when trying to navigate through the sea of documentation."

— User feedback

In conclusion

"From the outset, a single source of truth on COVID-19 was required [for Nova Scotia Health] because the danger of splintering the message and the [requirement for the] trustworthiness of the information is real; the impact of failure to deliver on those two needs could damage trust and undermine care.

A single source of truth must be easy to reach, because people will choose the path of least resistance."

— Michelle Helliwell, Nova Scotia Health Manager Policy Office, March 2020

Any questions?

https://covid19hub.nshealth.ca

COVID-19Hub@nshealth.ca

CREDITS

Special thanks to all the people who made and released these awesome resources for free:

- Presentation template adapted from SlidesCarnival
- Photographs by Unsplash (unless noted directly on slide)

The *Let's Talk Informatics* series meet the criteria outlined in the Manipro+ Certification guide for non-certified credits by providing content aimed at improving computer skills as applied to learning and access to information.

To receive a certificate of attendance for today's session, there is a place for you to provide your email address in the evaluation survey.

Thank you for attending today's event.