

MySaskHealthRecord

Open Clinical Documents Overview

February 2024



Agenda

- Background and Governance
- Current State & Benefits
- Upcoming Enhancements
- Next Steps
- Questions



Background and Governance



What is MySaskHealthRecords (MSHR)?

- MySaskHealthRecord is a free and secure website enabling patients to view their Health records, and manage their own health information
- Launched in 2018, MySaskHealthRecord is currently available to patients 14 years and older. Parents and caregivers can also access health records for children and dependents under 14. Current users ~ 690K+
- MySaskHealthRecord allows patients to:
 - View their Lab Results, Medical Imaging Reports, Immunization History, Prescription History, Clinical Visit History, and select Clinical Documents
 - Track and self document their health information
- The Ministry of Health has included the mandate of open clinical documents from the eHRViewer to MSHR in its 2022-23 strategic priorities.

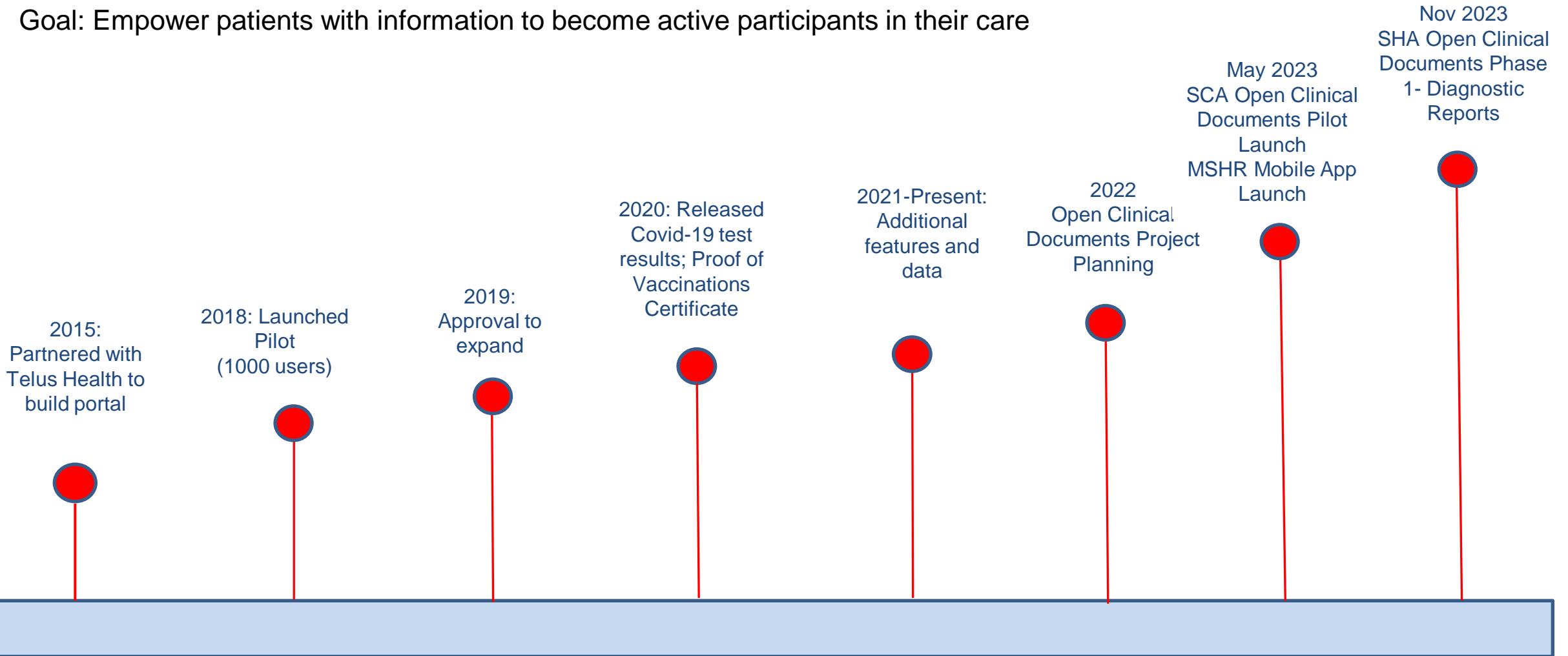
Current State & Benefits

MySaskHealthRecord Benefits	Results to Patients	Results to Health Care Providers
Increased access to relevant medical records	Improves patient engagement and encourages active participation	Active participation leading to improved health management
Increased ability to share records with health care providers and family members	Promotes transition and continuity of care	Improves continuity of care to make informed decisions Decreases time to access relevant patient medical records to support continuity of care
Increased ability to track personal medical information and appointments	Empowers patients to take an active role in their health management	Active participating leading to improved health management

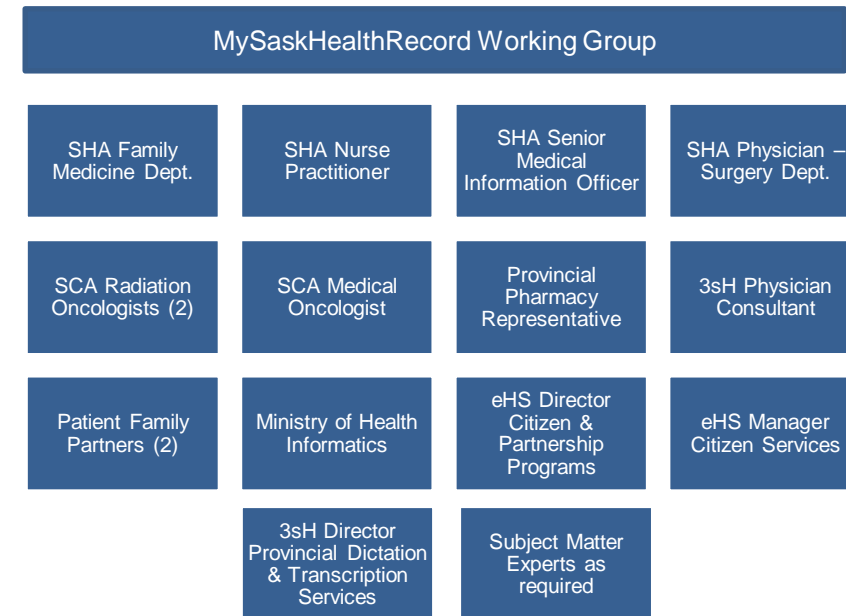
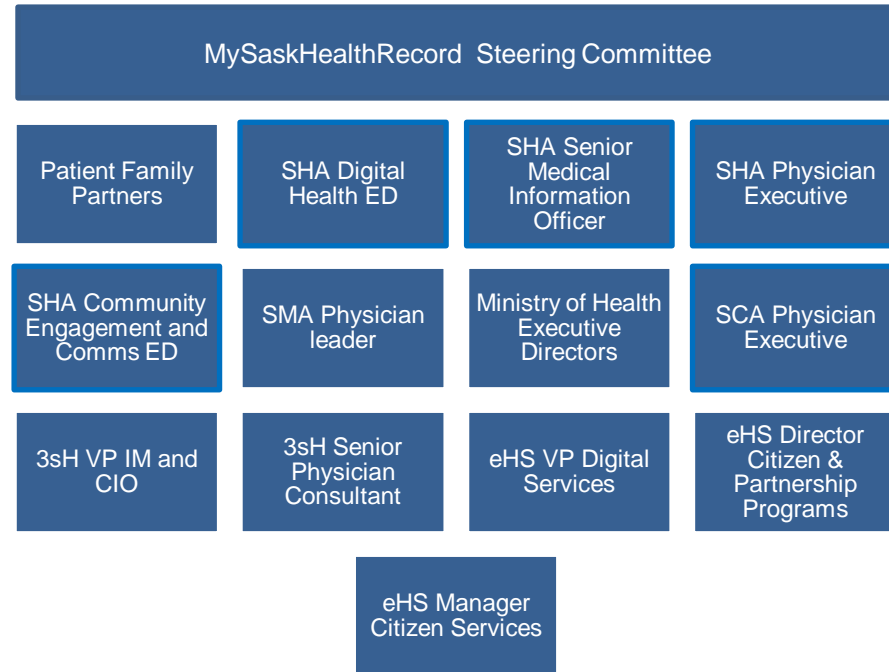
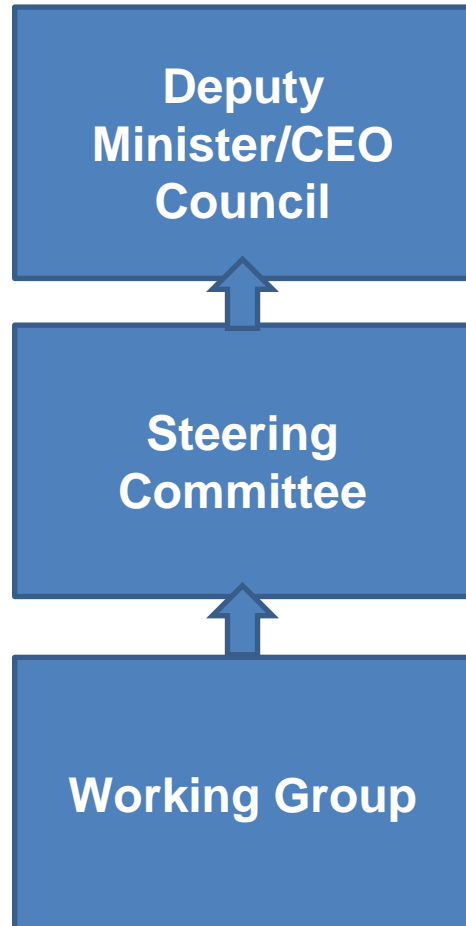


MySaskHealthRecord History

Goal: Empower patients with information to become active participants in their care



MySaskHealthRecord Governance



MySaskHealthRecord Support Task Teams

**Open Clinical Documents -
Corrections Task Team**

**Open Clinical Documents –
Sensitive Information Task Team**

**Patient Family Partner Focus
Group**

**Open Clinical Documents –
Change Management &
Communications Task Team**

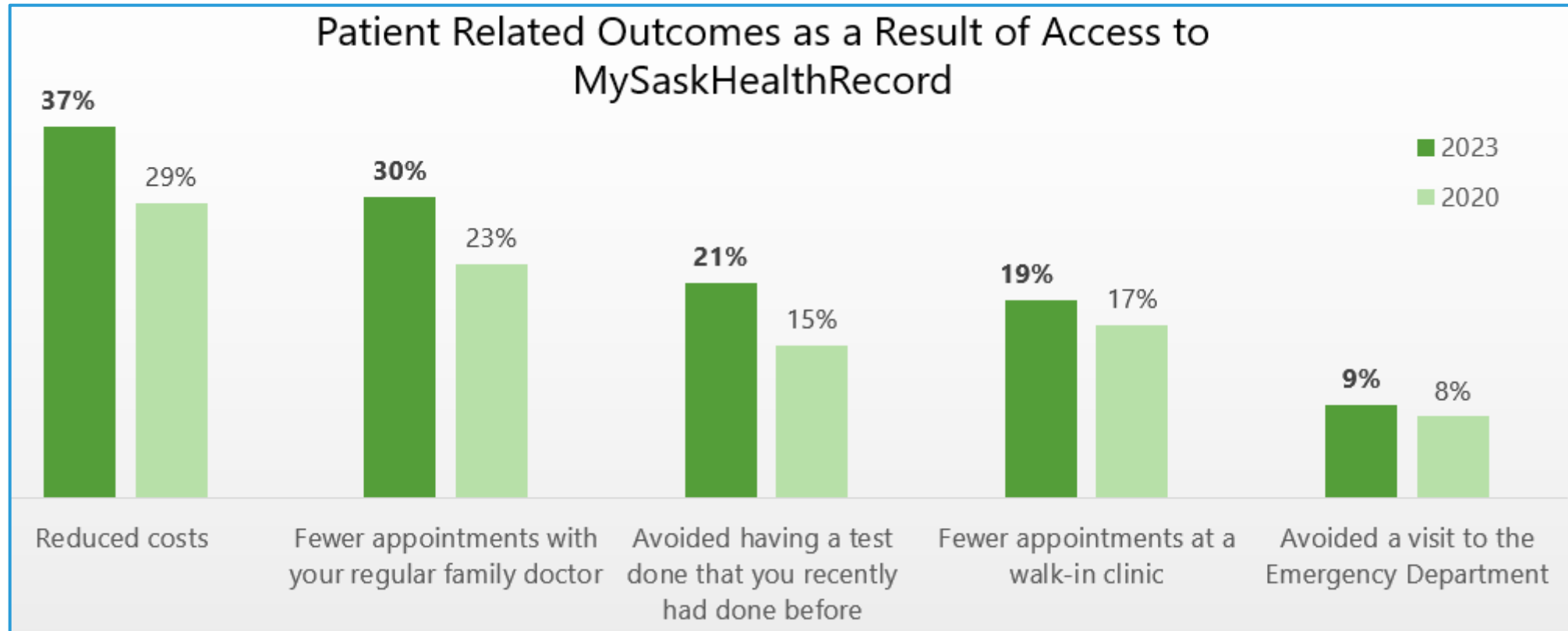
Operations - eHS Citizen Services

Patient Feedback: Highlights

- In the 2023 MySaskHealthRecord user survey:
 - 44% of users indicated they share their record with family or others who support their health care journey.
 - 78% of users indicated they have noticed an improvement in the understanding of their health.
 - 70% indicated and they are better prepared for their appointments and feel involved in managing their health in partnership with their health care providers.
 - 43% of users indicated their stress levels have improved as a result of having access to their own information in MSHR.
- Data points improved or remained steady between 2020 and 2023 surveys

Source: 2020 & 2023 MySaskHealthRecord Surveys

Patient Feedback: Outcomes



Source: 2020 & 2023 MySaskHealthRecord Surveys

See Appendix 1 for additional results

Upcoming Enhancements: Open Clinical Documents



Open clinical documents: Implementation approach

- Phased implementation:
 - Start small, not retroactive
 - Learn from other jurisdictions
 - Pilot with SCA
- Formation of task teams to manage risks and change:
 - Corrections team
 - Sensitive information team
 - Change management and communication (CMC) team

Open clinical documents: Scope

- In scope:
 - Documents generated in the SHA and SCA
 - Reports already in the eHRViewer:
 - Operative/Procedure
 - Discharge summaries/transfers
 - Consults & Referrals
 - Outpatient Review/Follow ups
 - History/Physicals

Open Clinical Documents SCA Pilot

- All SCA documents in the eHRViewer have been introduced:

SCA Reports	Timeframe
<ul style="list-style-type: none">• Iteration 1 – Discharge Summaries• Iteration 2 – Consults and Referrals• Iteration 3 – Progress Notes	<ul style="list-style-type: none">• May 3, 2023• May 10, 2023• May 31, 2023

SHA Implementation: Open Clinical Document Type

- Reports already in the eHRViewer:

Document Type	~# of Docs/month	Proposed Order
Diagnostic Reports	1084	1 (Nov 2023)
Operative Reports	9958	2024
Outpatient Reports	5733	
Discharge Summary/Transfer	7657	
Consults & Referrals	9758	
History & Physical	1029	

Most Frequently Generated SHA Diagnostic Reports

- Holter Monitors
- Sleep Studies
- Exercise Tolerance Tests
- Pulmonary Function Tests
- ECG
- Stress Tests
- EEG
- Esophageal manometry
- Ambulatory reflux monitoring and pH impedance

Flagging Confidential Personal Health Information (PHI), Privacy & Access

- Proxy access to MySaskHealthRecord
 - ~41,000 minors (under age 14) have a parent/legal guardian linked to their MySaskHealthRecord
 - ~8,300 are age 12-13
 - s.56 of HIPA allows others to act on behalf of an individual in certain circumstances
 - For individuals under the age of 18, the legal custodian can act on behalf of the minor if:
 1. The minor is not a “mature minor” (s.56(c))
 2. It is not an unreasonable invasion of the minor’s privacy (s.56(d))
- Flagging personal health information (PHI) for exclusion from MSHR
 - Threat to health or safety (s.38(1)(a)) – OIPC has set a high threshold of when this can be used

Next Steps



What you can do now

- **Learn about the portal.** Information about MySaskHealthRecords is available here:
For providers: [MySaskHealthRecord Home \(ehealth.sask.ca\)](https://ehealth.sask.ca/MySaskHealthRecordHome)
For the public: [MySaskHealthRecord About \(ehealth.sask.ca\)](https://ehealth.sask.ca/MySaskHealthRecordAbout)
- **Education:**
 - Training will be provided in the coming months on how and when to flag personal health information (PHI) for exclusion from MSHR.
- **Additional resources:**
 - Provider Tips, Provider FAQs, and the corrections process guidelines can be found on the [MySaskHealthRecord Home \(ehealth.sask.ca\)](https://ehealth.sask.ca/MySaskHealthRecordHome) site for providers.
 - [Patient-centred writing/dictation tips](#)
 - USA: [Opennotes.org](https://opennotes.org)
- **Inform your team** about MySaskHealthRecord
- **Provide feedback/Participate:** Be part of our journey to empower patients

Contact: citizenportal@ehealth.sask.ca

Questions?
Thank you!

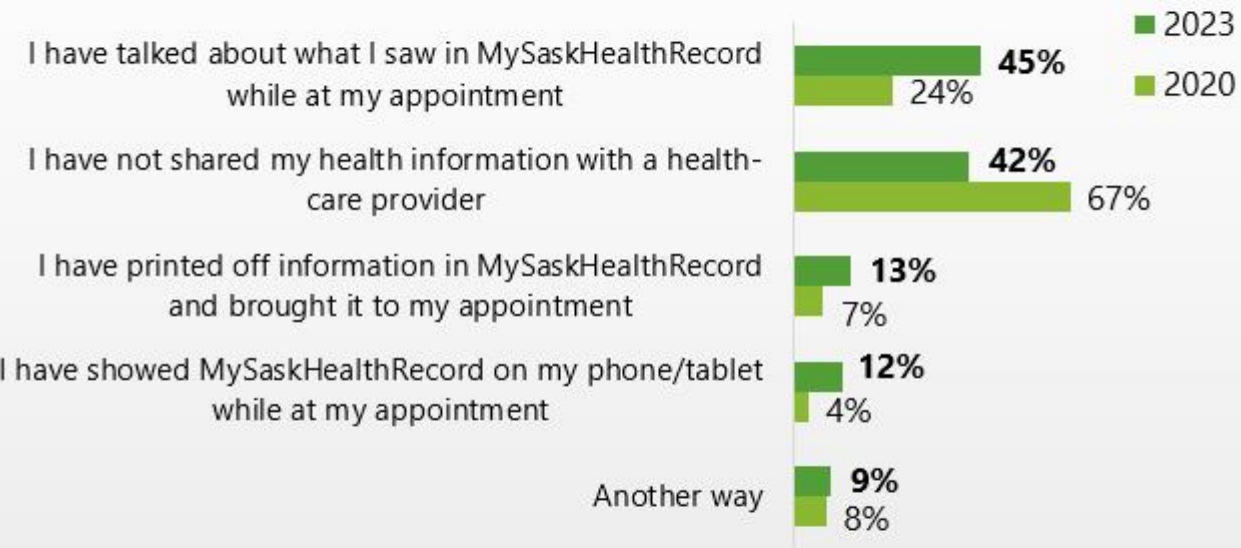


Appendix 1. 2023 MySaskHealthRecord Survey Results

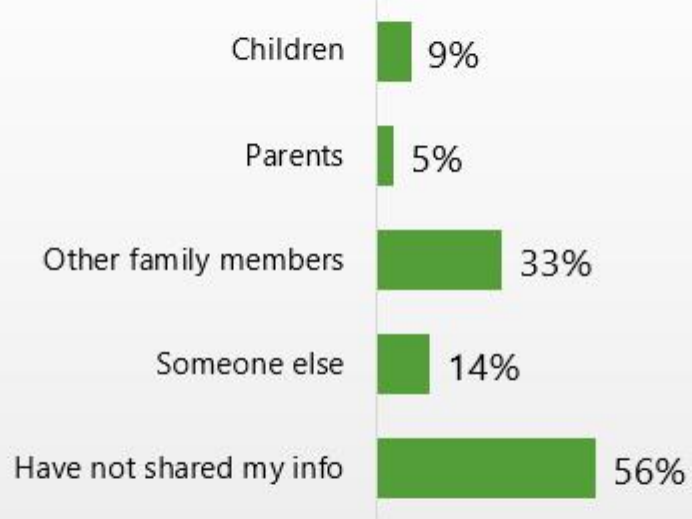


Users are much more likely to share and discuss their MySaskHealthRecord information during a doctor's appointment than in 2020. Modest proportions have shared their data with non-health-care providers.

Sharing Record with Health-Care Provider



Sharing Record with Non-Health-Care Provider

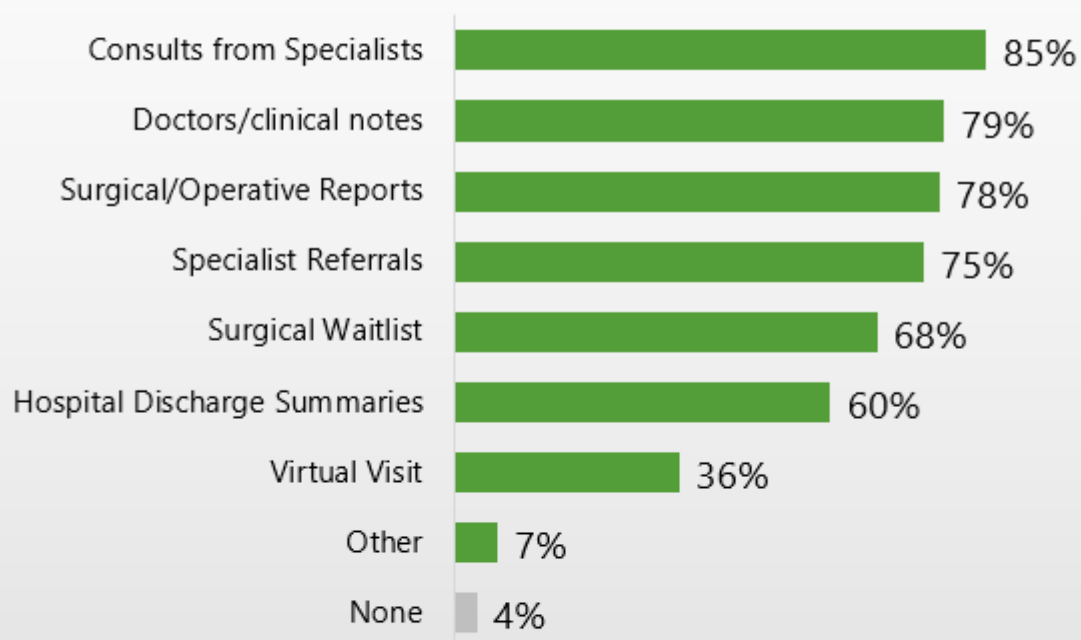


6. In which of the following ways have you shared your health information in MySaskHealthRecord with a health care provider during a visit? (Multi-select) Base: All respondents 2023: n=2,212; 2020: n=13,025.

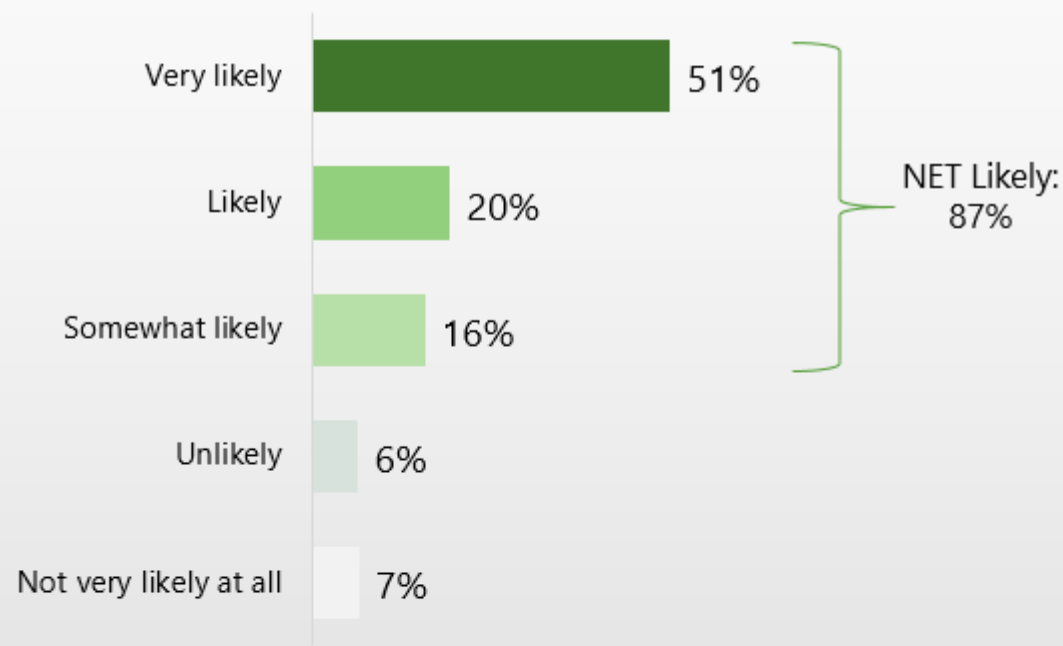
6a. Which of the following people have you shared your MySaskHealthRecord account information with? Base: All respondents, 2023: n=2,212.

Most users are interested in seeing additional information available within MySaskHealthRecord and interest in a mobile app is strong.

Interest in Additional Information on MySaskHealthRecord

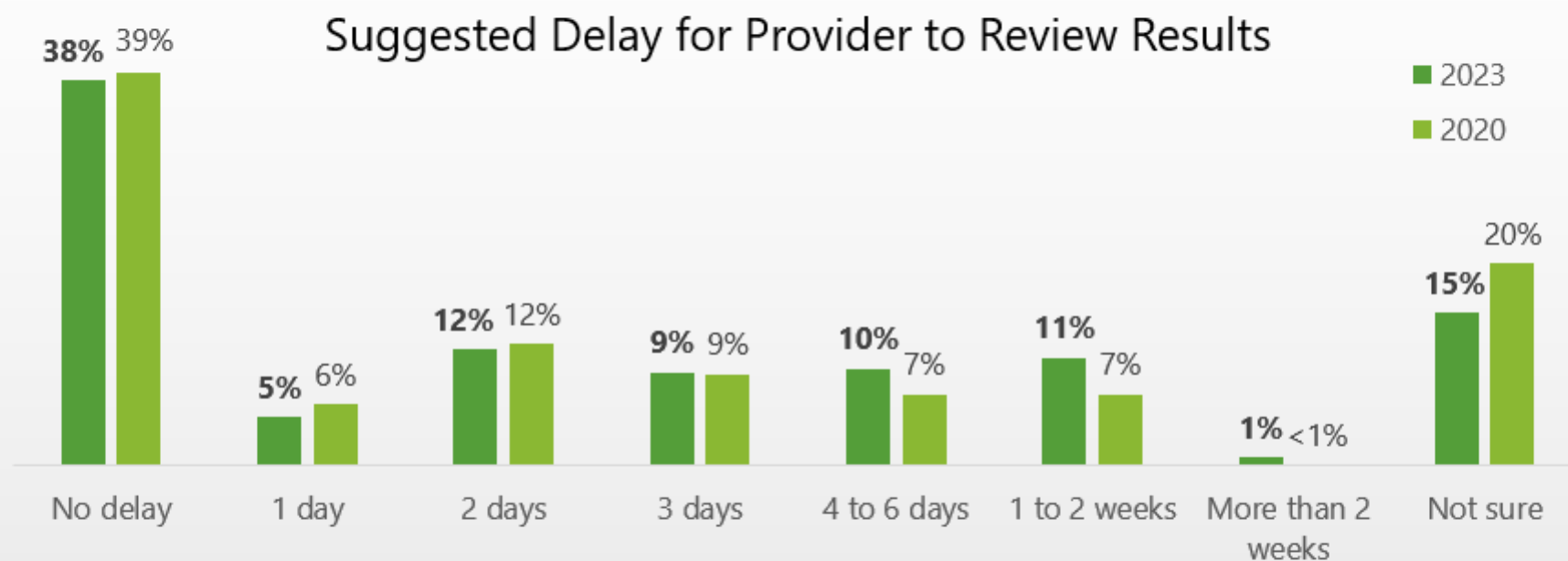


Likelihood to Utilize Mobile App Version of MySaskHealthRecord



6b. What additional information would you be interested in seeing within MySaskHealthRecord? Base: All respondents, 2023: n=2,212.
 6c. How likely are you to utilize a user-friendly mobile application version of MySaskHealthRecord? Base: All respondents, 2023: n=2,212.

Many users believe there should not be a delay in posting potentially sensitive test results to allow for review by a health-care provider. Opinions remain consistent with 2020.

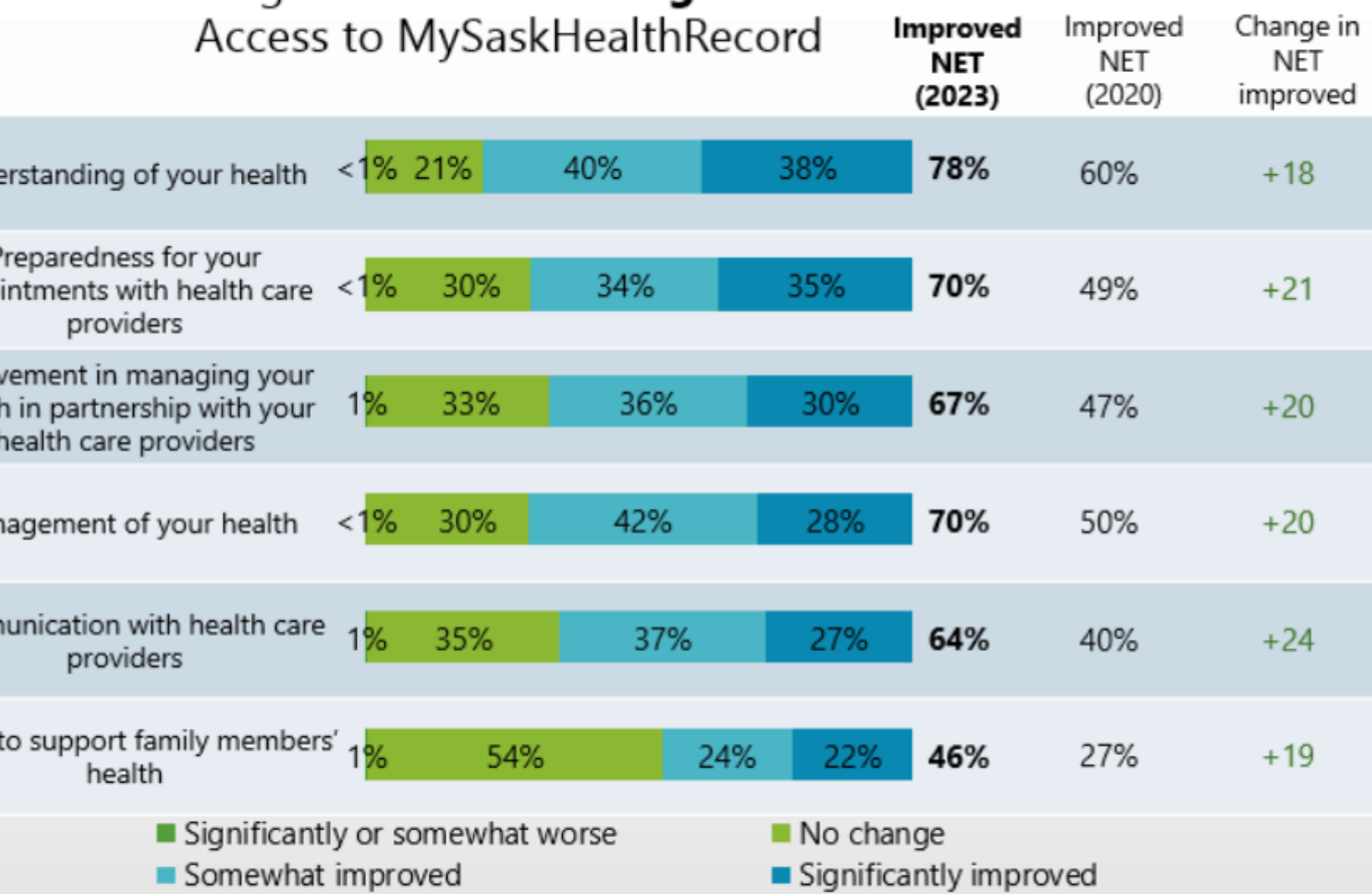


7. There may be some sensitive test results and information that would benefit from a review by a health care provider prior to being made available in your [MySaskHealthRecord](#) account. What do you think is a reasonable amount of time for your provider to review your results before you are able to see them? Base: All respondents, 2023: n=2,212; 2020: n=13,025.

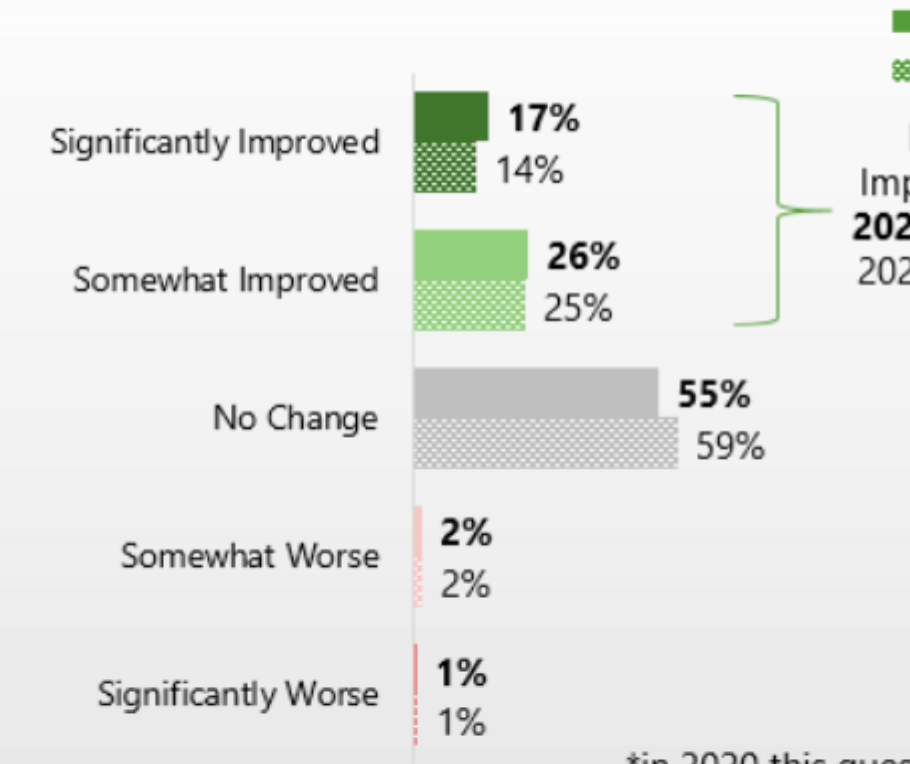
notably understanding one's health. Improvements are noted since 2020, including stress reduction.

-Noted Changes in **Health Management** as a Result of

Access to MySaskHealthRecord



User-Noted Changes in **Stress** as a Result of Access to MySaskHealthRecord*

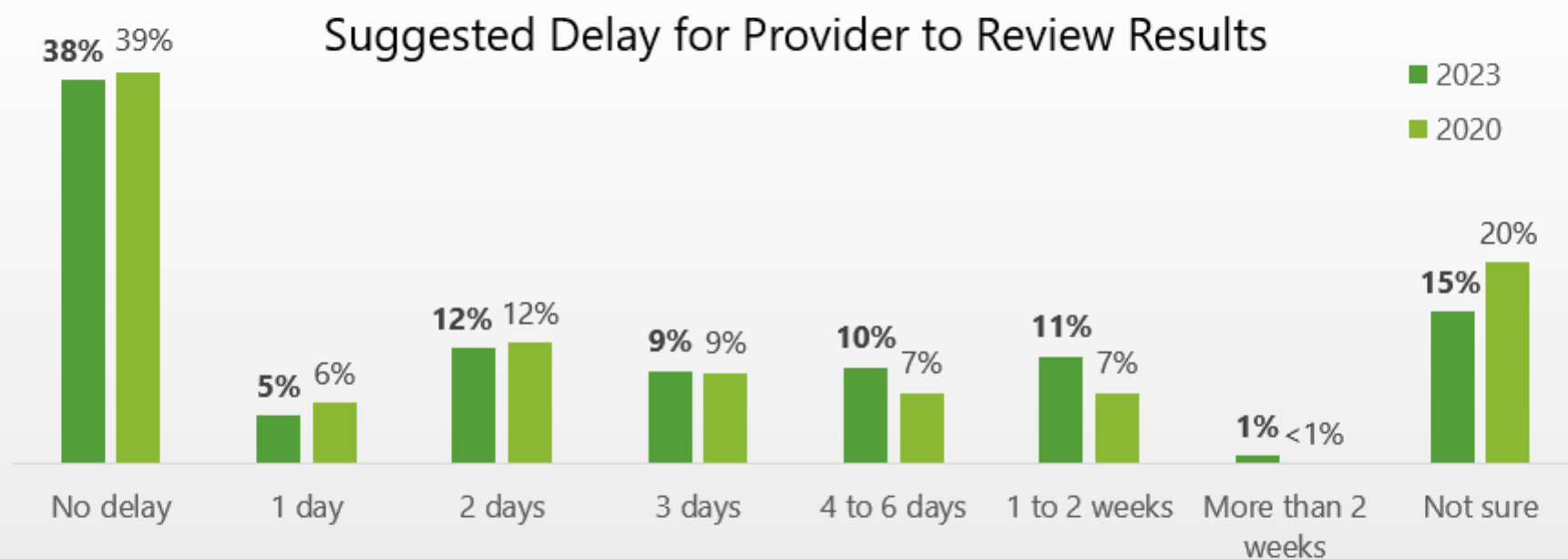


*in 2020 this question was a sub question

Have you noticed a change in the following areas since having access to your health information through MySaskHealthRecord? (Multi-select) Base: All respondents, n=2,212; 2020: n=13,025.

8a. Have you noticed a change in your stress level due to access to information in MySaskHealthRecord? Base: All respondents, 2023: n=2,212.

Many users believe there should not be a delay in posting potentially sensitive test results to allow for review by a health-care provider. Opinions remain consistent with 2020.



7. There may be some sensitive test results and information that would benefit from a review by a health care provider prior to being made available in your MySaskHealthRecord account. What do you think is a reasonable amount of time for your provider to review your results before you are able to see them? Base: All respondents, 2023: n=2,212; 2020: n=13,025.

eHealth
Saskatchewan 



eHealthSK



eHealthSaskatchewan



eHealthSask



eHealth-Saskatchewan



Saskatchewan
Health Authority



Sask
cancer
AGENCY



3sHealth
better together

