

CHARD BULLETIN

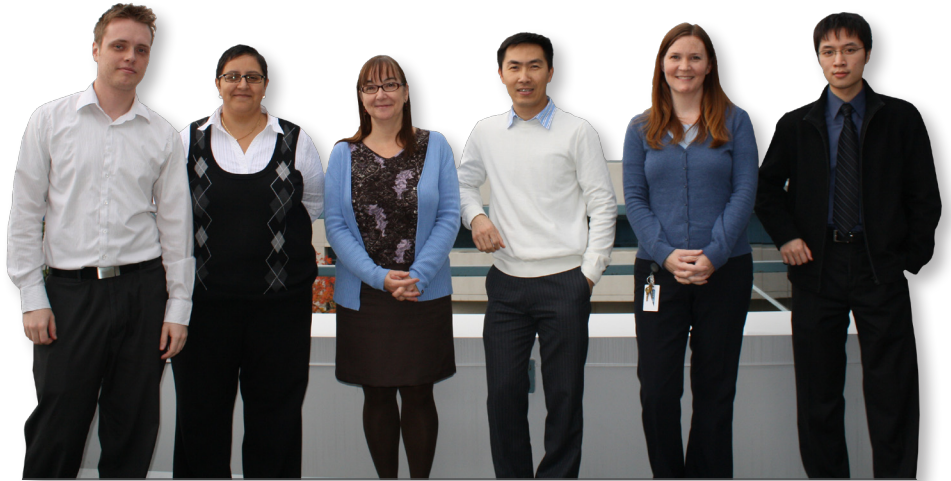


CHARD: An online Directory to support referrals sponsored by the BCMA, the Ministry of Health Services and HealthLink BC.

DECEMBER 2009

INTRODUCTION

The Community Healthcare and Resource Directory (CHARD) project is a joint initiative funded by the General Practice Services Committee (GPSC). CHARD is an online Directory of service and practitioner information designed to improve the patient referral process. Both GPs and their assistants benefit by being able to rapidly identify the correct service or practitioner for their patient, and specialists benefit by receiving more appropriate referrals. The Directory was initially prototyped in April 2009 on Vancouver Island with a focus on mental health and addictions. Initial feedback on this prototype was overwhelmingly positive. Doctors felt that mental health and addictions services throughout the province could benefit from this type of referral information. The next phase of the CHARD project is



CHARD Data Gathering Team

currently underway. This phase extends the Directory to cover the remainder of BC while maintaining the initial focus on mental health and addictions.

PROJECT PROGRESS

The College of Psychologists of BC, the BC Association of Clinical Counsellors and the BC College of Social Workers have signed information sharing agreements with the Ministry of Health Services to provide practitioner information for CHARD. Active discussions with other colleges continue and there may be as many as five contributing colleges or associations supplying information to CHARD.

The design of the CHARD system is complete. The development of the web application and the interface to the Provider Registry Service as well as interactions with other data feeds are now underway.

A new youth mental health practice support program (PSP) is being developed by the BCMA and the Ministry and will be piloted at

Killarney Secondary School in East Vancouver. The CHARD project has agreed to participate in this important initiative.

CHARD data gathering is progressing quickly with the CHARD Data Gathering Team now in place. So far, over 35 per cent of BC's public and private Mental Health and Addictions service records have been captured in CHARD and the team is on track for listing the majority of these services prior to launch.

The CHARD project team has completed productive meetings with all BC health authority mental health leads and their data stewards. The team received very positive responses from all health authorities.

CHARD TIMELINE

Within the next few weeks, practitioner data will begin arriving from those colleges and associations that have signed information sharing agreements.

Mid-November is annual renewal time for several colleges & associations. These colleges & associations will enclose a special CHARD form with their renewal documents. This will enable practitioners to provide a complete profile of their practice in the Directory.

Early in 2010, testing of the CHARD system will begin.

CHARD service launches in **Spring 2010**.

CHARD FAQ

What is CHARD?

The British Columbia Medical Association, the Ministry of Health Services and HealthLink BC have committed to improving the patient referral process by creating a Community Healthcare and Resource Directory (CHARD) focused initially on mental health and addictions. This will be a web-based service enabling physicians and other select practitioners to find detailed information on healthcare specialists and resources. CHARD is being built on existing services offered by HealthLink BC. A prototype of the Directory was launched in April 2009 on Vancouver Island with a focus on mental health and addictions. Initial feedback from this pilot was overwhelmingly positive. Doctors felt that services throughout the province could benefit from CHARD. Thus, the next phase of the project is currently underway. This phase extends the CHARD Directory to cover the remainder of BC while still maintaining the initial focus on mental health and addictions.

Why is the CHARD service being developed?

A major challenge facing GPs and other healthcare providers in British Columbia is obtaining timely and appropriate referral information for patients. This is difficult because of the lack of accessible, accurate and up-to-date information on healthcare services and providers in the province, both in terms of types of services available, and information on accessing those services.

What are the sources of information for CHARD?

The information in CHARD comes from a variety of sources. Information related to both private and public services is collected by the CHARD Data Gathering Team. This team obtains data from the Health Authorities, as well as contacting services directly for deeper referral information. Information related to practitioners is collected via the Ministry's Provider Registry Service which obtains the data directly from the practitioners' colleges and associations. Additional practitioner information is gathered with the assistance of the

"CHARD promises significant benefits for a range of groups. Patients get referred quickly to the appropriate care provider, government has access to information for health system planning, and GPs and their staff have a list of patient care resources literally at their fingertips."

Dr David Attwell
GP, CHARD Champion and
Advisory Committee member

colleges and associations and the CHARD Data Gathering Team.

What is the cost for a service or practitioner to be included in the CHARD Directory?

CHARD is a free Directory service for eligible services and practitioners in BC.

Is CHARD secure? Are there privacy implications?

The information in CHARD will be managed in accordance with the provisions of the British Columbia Freedom of Information and Protection of Privacy Act (FOIPPA). All data collected is housed in Canada in a secure facility. CHARD can only be accessed by authorized users using the BC government's BCeID authentication.

Who will be able to use CHARD?

Authorized CHARD users will be general practitioners, psychiatrists, and nurse practitioners and, through them, their medical office assistants, as well as Integrated Health Network staff.

How will users gain access to CHARD?

The CHARD project team will send out invitations to all authorized CHARD users. These invitations will contain instructions for obtaining a secure user id and password through the BC government's BCeID system. This will allow the user to sign on to CHARD.

**For more information about CHARD,
please contact chard.data@gov.bc.ca**