

# Improving Medication Management and Patient Safety through e-Prescribing

EMR: Every Step Conference

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Confidential – For Discussion Purposes only



## Faculty/Presenter Disclosure

**Faculty:**

Michael Green  
Bobbi Reinholdt

**Relationships with commercial interests:**

None

## Disclosure of Commercial Support

**No Commercial Support**

**Potential for conflict(s) of interest:**

None

## Mitigating Potential Bias

**None**

## Canada Health Infoway



- Established in 2001
- Independent, not-for-profit corporation
- Equally accountable to 14 F/P/T governments; the Members
- Independent Board of Directors appointed by the Members
- Since inception, \$2.45 billion in capitalization from federal government

# Infoway's Vision: Healthier Canadians Through Innovative Digital Health Solutions

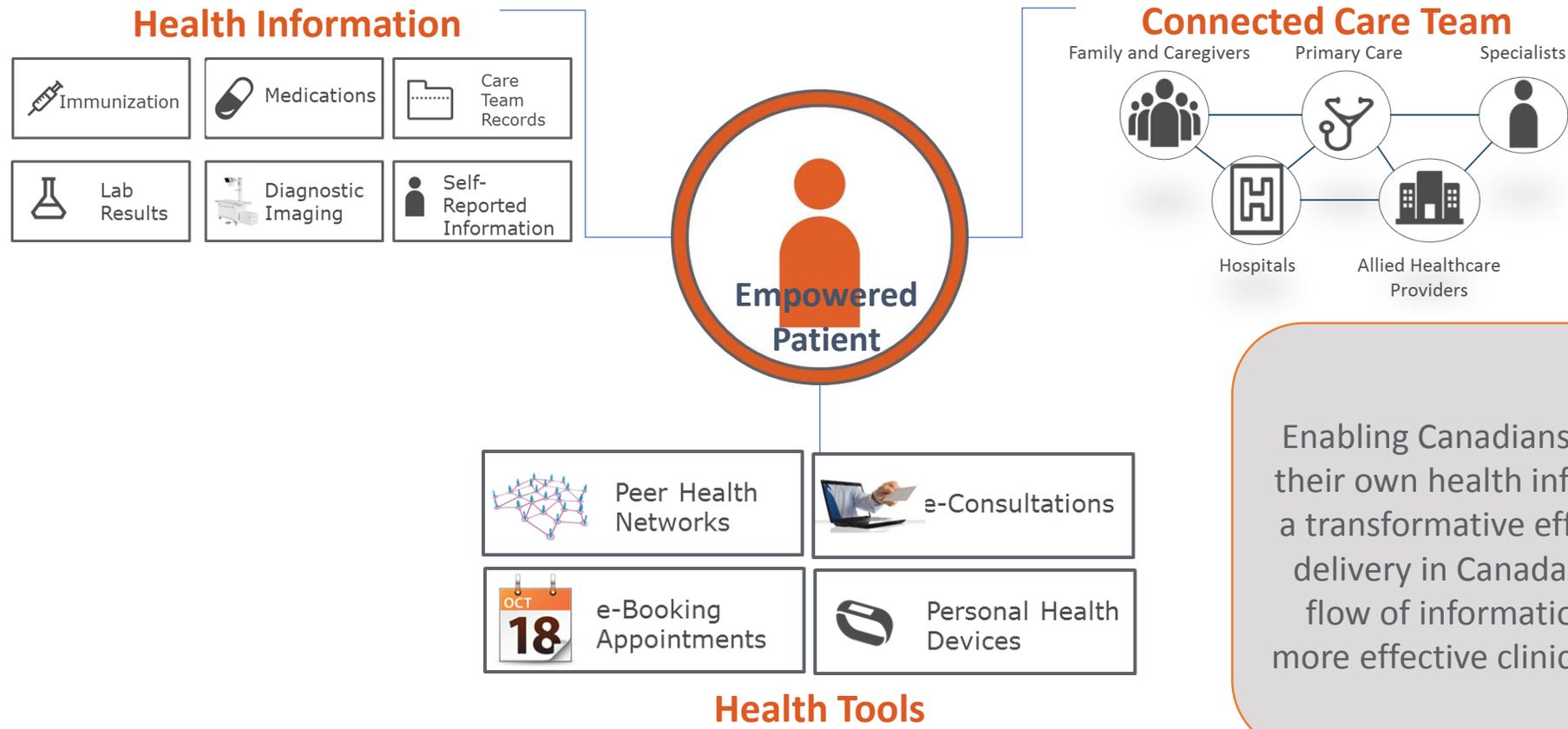


## Three Waves of Digital Health Innovation

- Building blocks
- Digital tools for clinicians
- Empowering patients

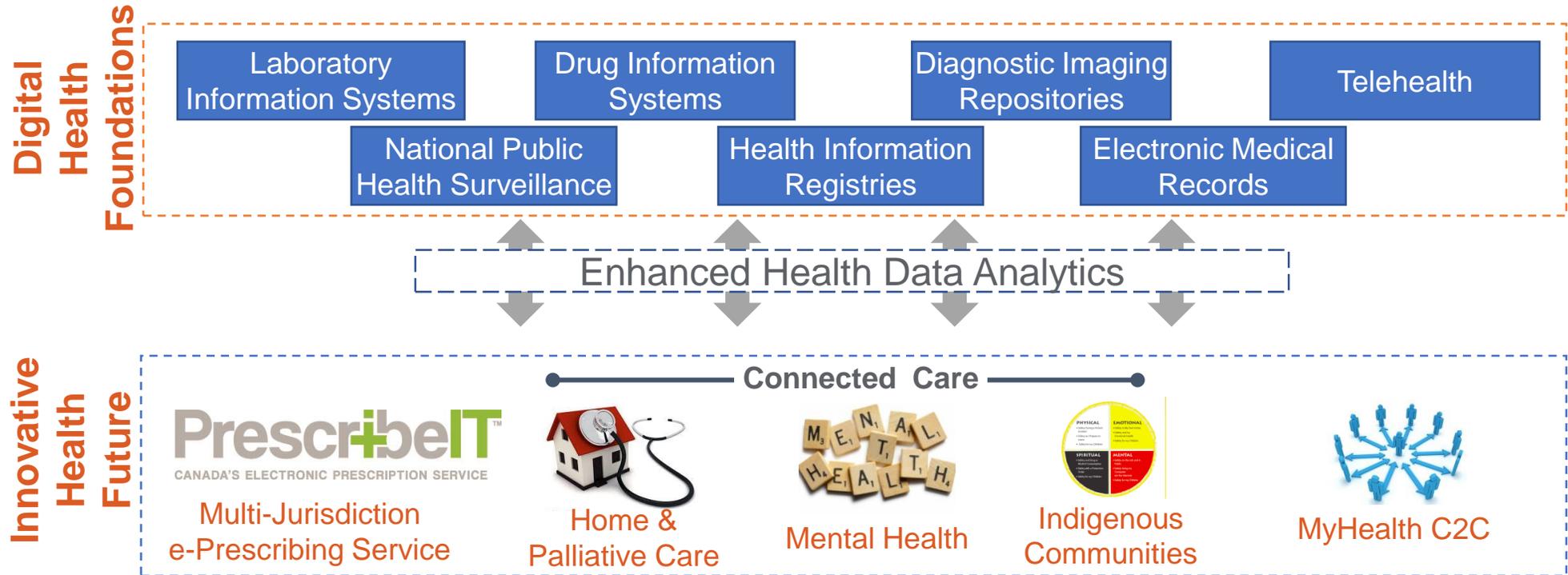


Our vision is to enable Canadians to hold and share their health information, empower them to take control of their own health, and create a more seamless interaction with their care team



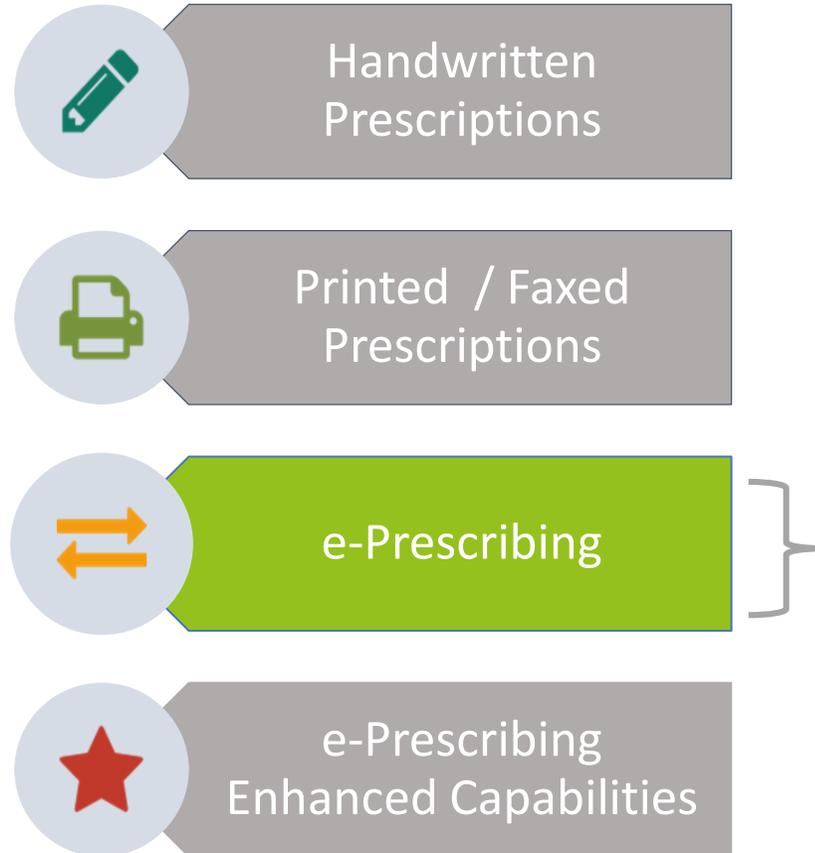
Enabling Canadians to hold and share their own health information will have a transformative effect on health care delivery in Canada by improving the flow of information and delivering more effective clinical decision-making

## Strong Foundation – Vibrant Future



# e-Prescribing in Canada

## e-Prescribing Defined



e-Prescribing is the secure electronic creation and transmission of a prescription between an authorized prescriber and a patient's pharmacy of choice, using clinical Point of Service (POS) solution, in a manner which integrates clinical workflow and software.

*Canadian Medical Association  
Canadian Pharmacists Association  
Joint e-Prescribing Statement 2012*

## Infoway's Objective

- *Enable community-based prescribers to electronically transmit a prescription to a patient's pharmacy of choice.*
- *Reduce the use of paper prescriptions; optimize existing drug information system investments*
- *Enhance patient safety, improve continuity of care, and facilitate better health outcomes.*

To create and operate a not-for-profit and maintain a **financially self-sustaining** e-Prescribing Service that will be the long time “go to” solution of choice for **e-transmission of prescriptions** for government, prescribers, and pharmacies for the ultimate **benefit of the patient**. Benefits derived from the service will be meaningful to all key stakeholders.

## Progress to Date

Infoway has received a five year funding commitment from the Government of Canada.

Agreements with six provinces representing 61 per cent of the Canadian population

(Alberta, Ontario, Manitoba, Nova Scotia, New Brunswick, and Newfoundland and Labrador)

PrescribeIT™ is working with 16 different community pharmacy companies, with local, regional and national reach, representing more than 2,600 stores in six provinces

Health Canada is showing interest in narcotics surveillance functionality; and other potential healthcare priorities

## PrescribelT™ in the 2017 Federal Budget

PrescribelT™ is one of four cornerstones of Health Canada's Action on Opioid Misuse. In the recent federal budget, PrescribelT™ was mentioned in the context of the Canadian Drugs and Substances Strategy:

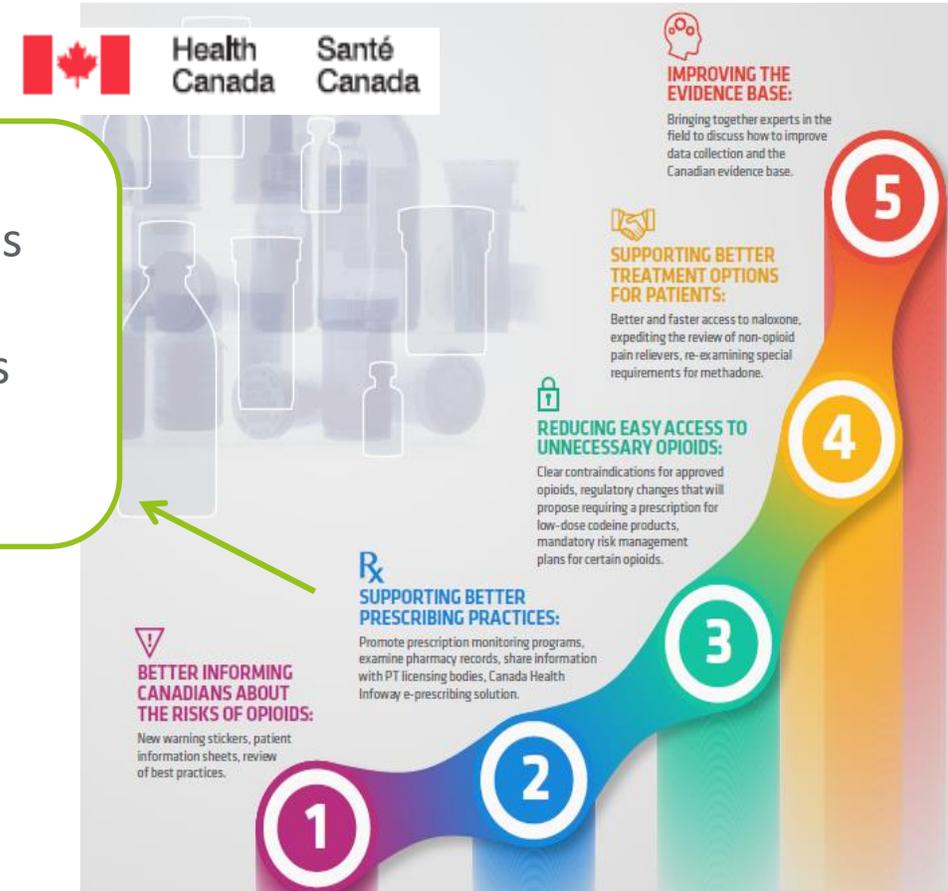


“Canada Health Infoway committed to reduce the harm and the costs of opioid-related fraud and misuse with launch of PrescribelT™, Canada's national e-prescribing service. PrescribelT's secure electronic transmission will ensure that prescriptions cannot be altered or forged and will provide value-added data to physician regulators, policy-makers and others.”

# Health Canada's Action on Opioid Misuse

## “Supporting better prescribing practices:

- Promote prescription monitoring programs
- Examine pharmacy records
- Share information with PT licensing bodies
- **Canada Health Infoway e-prescribing solution”**



# e-Prescribing Features Important to Canadians

**90%** Neither the prescription nor the service cost anything extra



**89%** Makes sure the most affordable medication is prescribed



**89%** Allows your Rx to be filled ahead of time so that it's ready for pick-up



**85%** Allows Rx to be sent automatically from HCP to pharmacy of your choice



**88%** Allows secure IM between HCP and pharmacist to clarify any questions they may have



**86%** Eliminate handwritten prescriptions to ensure legibility and accuracy



Source: Nielsen Study; Annual Tracking Survey for Infoway, March 2016

## Prescribing and Dispensing Landscape in Canada

More than 600 million prescriptions are dispensed in Canada annually and this number continues to grow



Approximately 9% of all prescriptions are narcotics, controlled or other monitored drugs



Pharmacies play a major role in the narcotics and other controlled drugs notification process as almost 70% of notifications originate at the pharmacy level



39% of physicians are either never notified of a patient's drug misuse or notified after the patient picks up the prescription



## Why Infoway?

1

Infoway can broker collaboration between the private and public sectors and will establish a governance structure that includes both

2

Infoway is leveraging federal investment, build on provincial EHR investments and work with the private sector

3

Infoway is a trusted, neutral not-for-profit organization amongst a complex group of stakeholders

4

A national, standards based, open solution will provide the economies of scale needed for a sustainable e-Prescribing service in Canada

5

Maintain focus on patient safety and alignment with federal and jurisdictional opioid plans

*PrescribEIT™ supports Infoway's historical mandate to advance digital health for the benefit of patients. As a national agency, Infoway is well positioned to implement and advance this solution.*

## Guiding Principles

### Operating Principles:

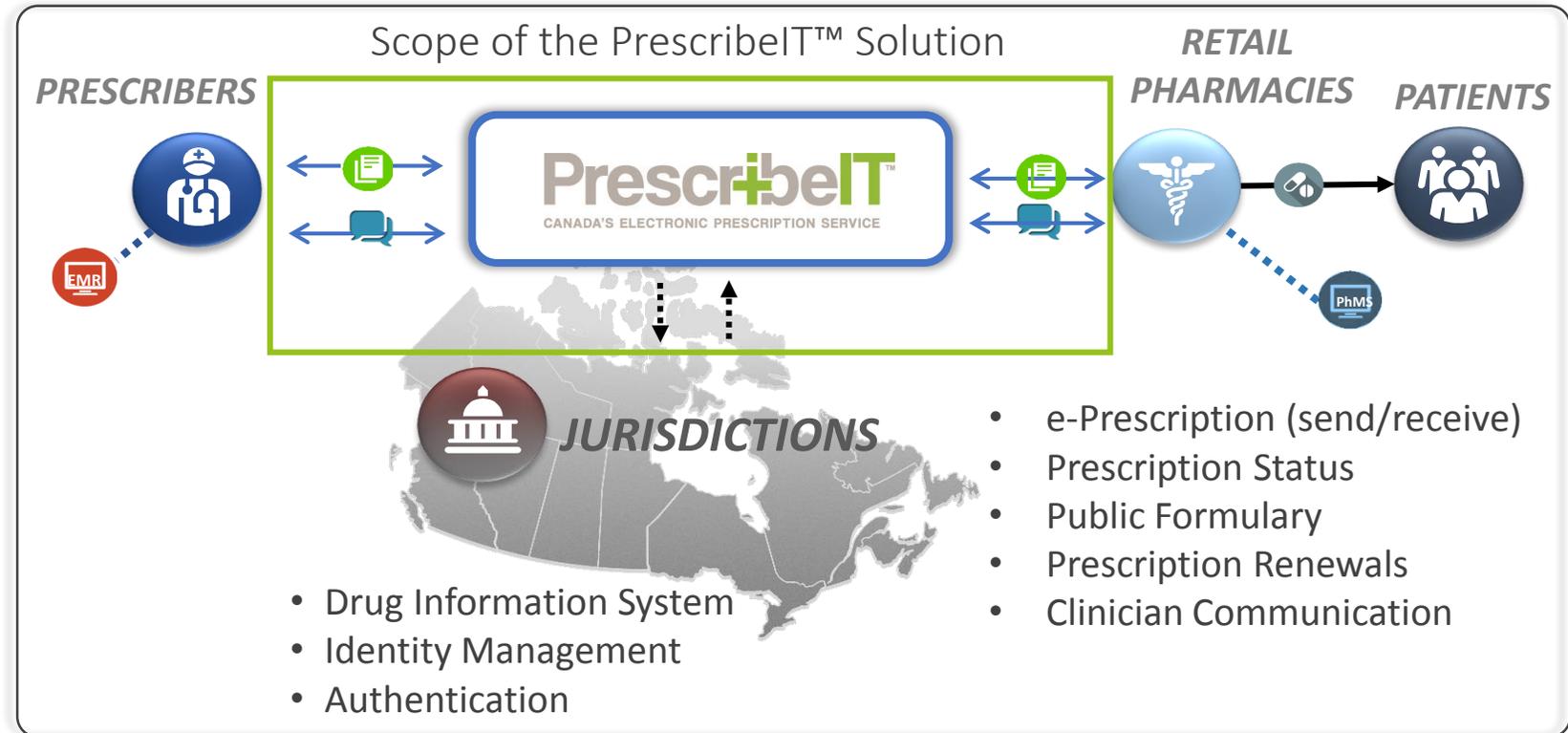
- Ensure patients maintain their choice of pharmacy
- Remain focused on patient well-being while balancing the needs of stakeholders
- Ensure privacy while providing secure communication among authorized providers
- Minimize impact on prescriber/pharmacy workflow
- Equitable and transparent governance
- Comply with and enable applicable regulatory and policy guidelines and objectives

### Solution Design Principles:

- Buy vs build and minimize customization
- Start lean and enhance over time based on a defined roadmap
- Integrate with EHR infrastructure including Drug Information Systems (DIS) in the provinces and territories, where available, and support these as the key medication databases
- Leverage the work already underway to enable e-prescribing
- Will offer services in English and French

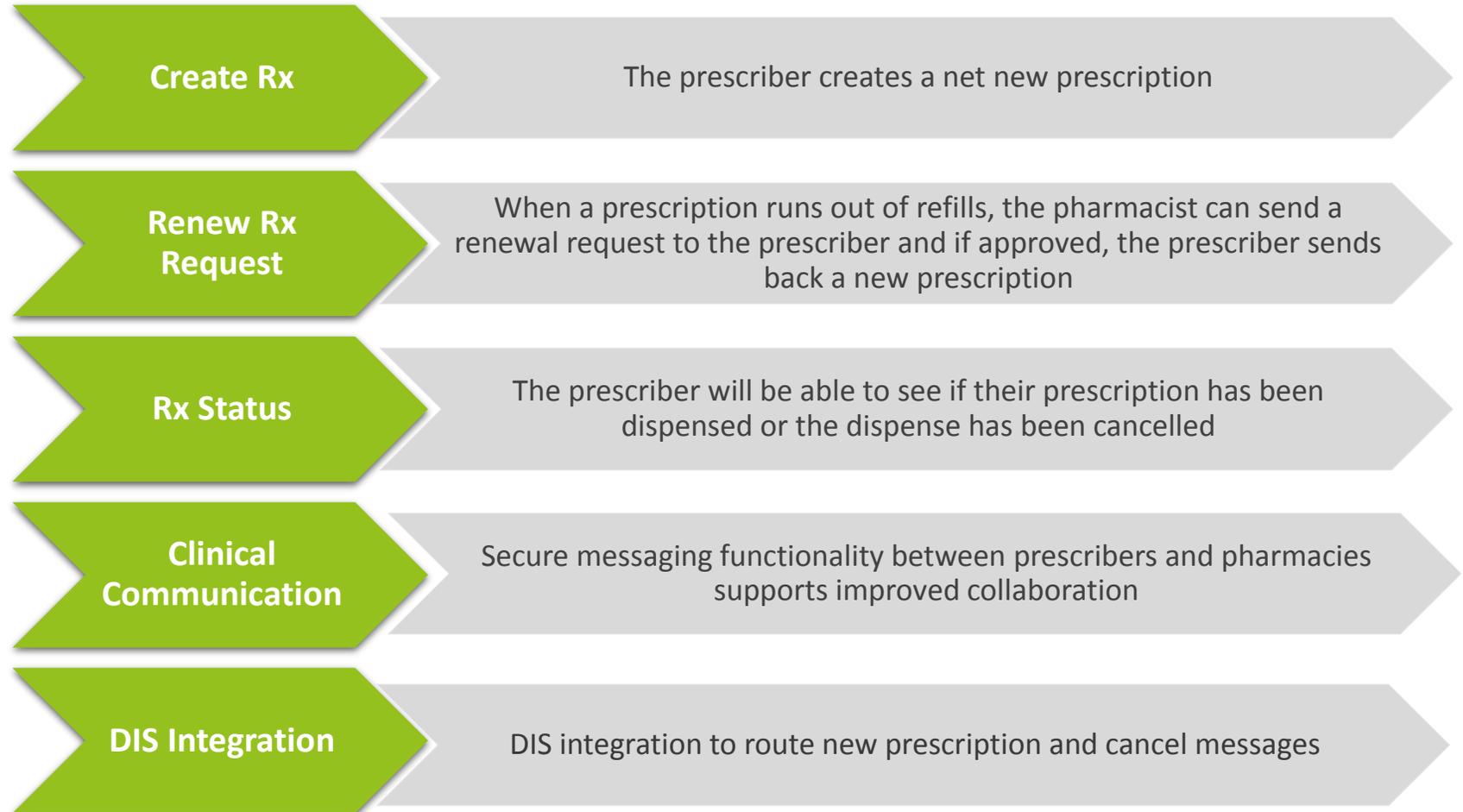
# Prescrib*+*elT™ Scope

## PrescribelT™ Overview



## PrescribelT™ Scope – Release 1 (Spring 2018)

- Prescriptions will initially be sent from community prescribers to community pharmacies, with integration into EMRs and Pharmacy Management Systems
- The scope of the service includes all prescriptions, including narcotics and controlled drugs
- Prescribers will be authenticated using two-factor authentication before sending a prescription



## Patient Choice



Patient Directed

If a patient knows which pharmacy they want to go to at the time of prescribing, prescriptions can be sent directly to the patient's pharmacy of choice.

The solution supports fax back-up capabilities to deliver prescriptions by fax if a prescription cannot be delivered electronically



Patient Deferred

Once PrescribEIT™ is at scale, if the patient does not know which pharmacy they want to go to, prescriptions can be sent to PrescribEIT™ and retrieved by a pharmacy when the patient presents with a prescription receipt

# Progress to Date

## Canada's Opioid Crisis

Prescription drug abuse – now a leading public health and safety concern for all jurisdictions – results in lost productivity, crime and adverse health outcomes:<sup>1,2</sup>

- Between 2000 and 2010, Canadians' use of prescription opioids increased by 203%. Canada is the world's second largest per capita consumer of narcotics and prescription opioids.<sup>3</sup>
- According to IMS Brogan, in 2015, there were 53 opioid prescriptions for every 100 people in Canada<sup>4</sup>

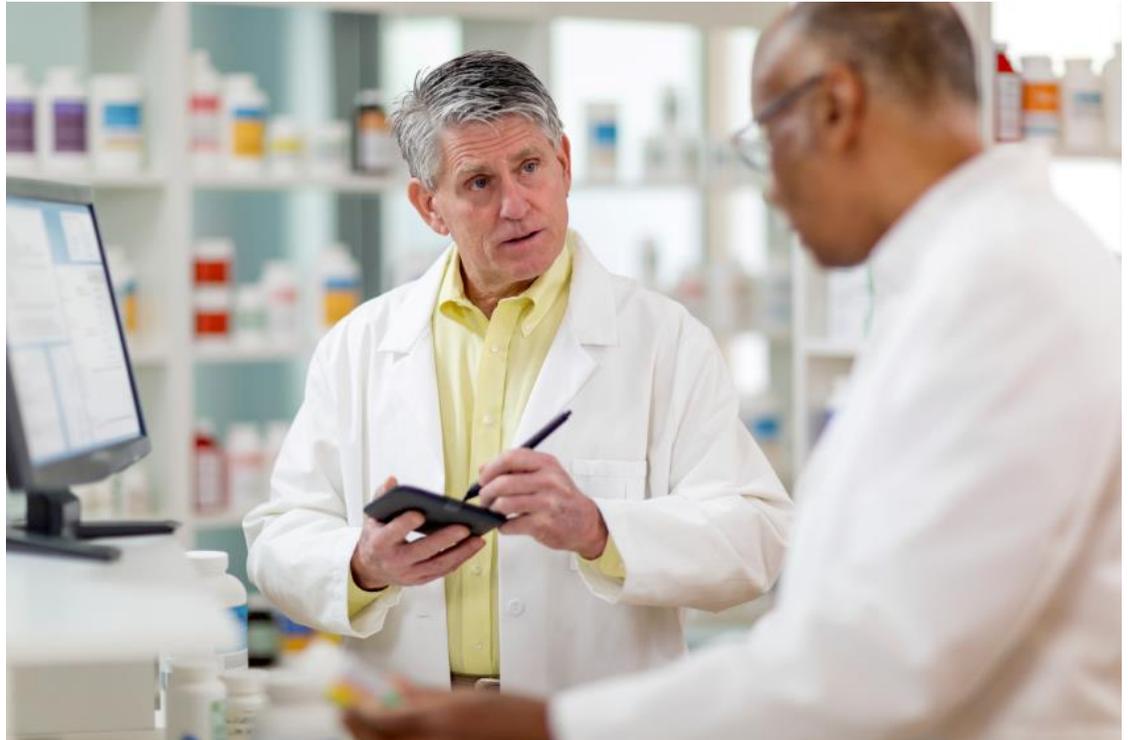


A man walks past a mural by street artist Smokey D. about the fentanyl and opioid overdose crisis, in the Downtown Eastside of Vancouver, B.C., on Thursday December 22, 2016. (Darryl Dyck/CP)

1. [http://www.hc-sc.gc.ca/hc-ps/drugs-drogues/stat/\\_2012/summary-sommaire-eng.php](http://www.hc-sc.gc.ca/hc-ps/drugs-drogues/stat/_2012/summary-sommaire-eng.php)
2. Hansen R, et al. Economic costs of nonmedical use of prescription opioids. Clin J Pain 2011;27:194-202.
3. International Narcotics Control Board. Narcotics Drugs: Estimated World Requirements for 2012; Statistics for 2010. New York: United Nations. 2011.
4. Howlett, Karen. "Mounting cost of opioid abuse treatment taxes health system," The Globe and Mail, 23 August 2016.

## Current Landscape

- 39% of physicians are either never notified of a patient's drug misuse or are notified after the patient picks up the prescription<sup>1</sup>
- 70% of physicians are notified of a patient's misuse of narcotics/controlled drugs by pharmacies<sup>1</sup>
- Almost three quarters of all new prescriptions are brought to the pharmacy by the patient<sup>2</sup>
- 5 in 10 prescriptions they receive are handwritten (either brought in by the patient or faxed)<sup>3</sup>



1. *Current Prescribing And Dispensing Landscape In Canada*, Canada Health Infoway, 2017.
2. 2016 Canadian Primary Care Physician Prescribing Practices and Perception of Electronic Prescribing survey
3. 2016 National Survey of Canadian Community Pharmacists: Use of Digital Health Technology in Practice

## Role of PrescribeIT™: Canada's Electronic Prescription Service

PrescribeIT™ will be able to provide policy makers and health care providers access to critical information to help understand and help control the use of narcotics and controlled substances:

- Reduce prescription fraud by eliminating handwritten prescriptions;
- Provide better information at point of care; and
- Provide enhanced support and surveillance for narcotics monitoring programs.

Electronic prescriptions are more difficult to falsify thus making it almost impossible to steal or divert. PrescribeIT™ functionality will allow for:

- Easier monitoring;
- Faster fraud detection and prevention; and
- Tracking of suspicious and inappropriate prescribing.



