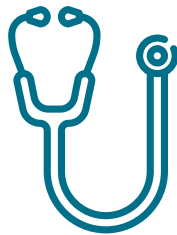


Security and Technology Project Report

January to March 2022

About the Project

Division members were invited to participate in an assessment of their virtual or in-clinic security and technology. The assessment was intended to support onboarding to CareConnect and Pathways, two key elements of an information technology enabled Patient Medical Home. Each provincial portal requires adherence to protocols and standards. One hundred and four physicians completed the assessments which involved documenting the current state of their systems (48 assessments on virtual environments and 56 assessments on in-office environments) through a phone interview or by completing a DTO/Vancouver Division needs assessment; meeting with a consultant who completed an on-site assessment and produced a scorecard that included recommendations; and completing an end-of-project survey (completed by 56 physicians).



104 Physicians



**56 Assessments of
Clinic Environments**



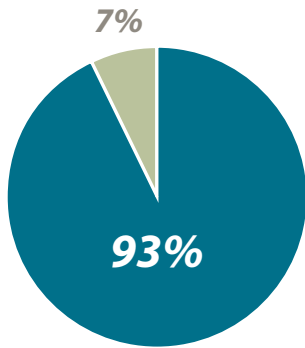
**48 Assessments of
Virtual Environments**



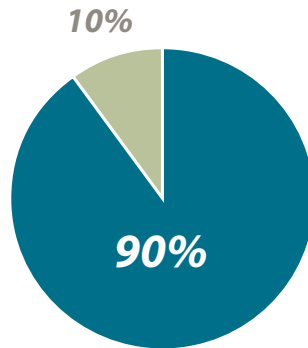
\$195,000 Invested:
\$122,000 Consultant Services
\$72,000 Physician Stipends

Quality of the Service

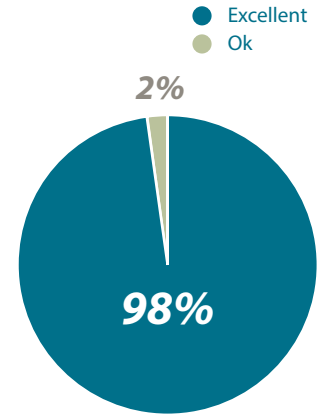
Physicians rated all aspects of the services as very high quality.



Ease of Booking an Appointment



Options for Appointment Times

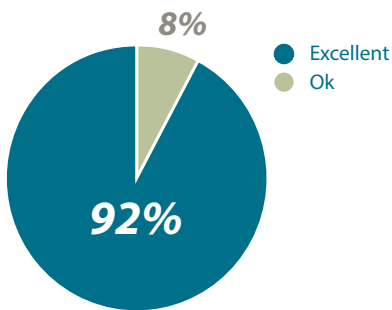


The Professionalism of the Consultant

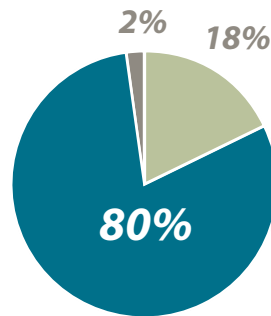
Quality of the Assessment

All physicians rated the quality of the assessment as very high.

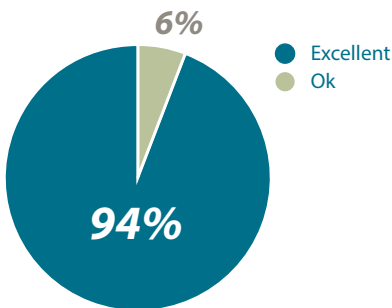
Ratings of how well consultant explained:



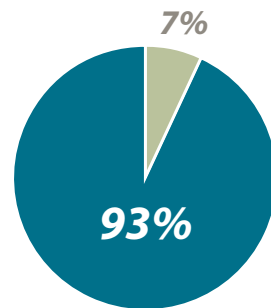
The Goals of the Program



The Support Available Post Assessment



The Assessment Process



How to Address any Deficiencies Revealed in the Assessment

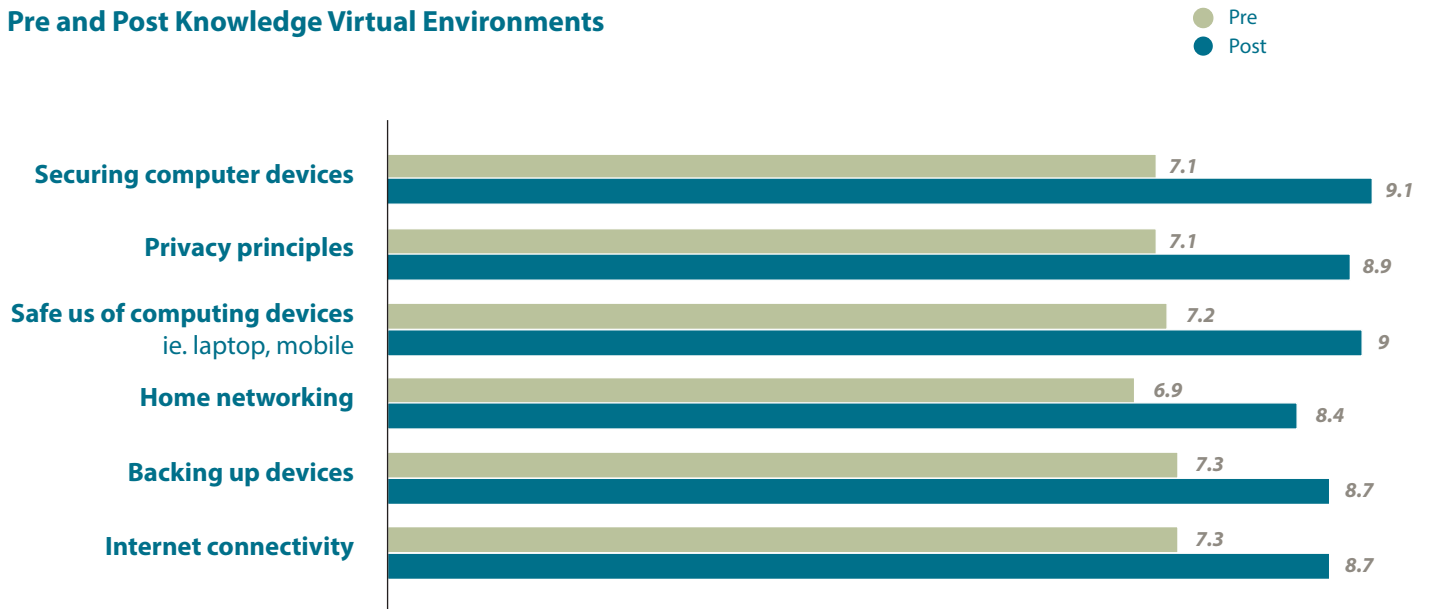
Impact of the Assessment

All physicians reported increased knowledge as a result of the assessment.

Pre and Post Knowledge Clinic Environments



Pre and Post Knowledge Virtual Environments



Suggestions for Improvement

Many suggestions for improving the service were offered. The most frequently mentioned were to provide a check-in or follow-up service. Other suggestions are shown below.

- Offer additional training
- Provide ongoing IT support (e.g. anti-virus or password management)
- Lengthen the session
- Offer assessment virtually
- Conduct assessment with all clinic partners
- Provide after hour appointment times
- Turn this into an annual program
- Change messaging to say physician will need to be available to meet with consultant
- Offer check-ins and feedback on progress or follow-up sessions
- Provide EMR support
- Find a way to increase knowledge transfer
- Provide funding for use of managed services
- Improve communications
- Provide estimates for recommendations
- Offer service a different time of year (June)

In addition, 38% of physicians requested further support in areas where deficiencies were found.

Physicians Appreciated the Service

All physicians reported they would recommend this service.

“Opened up my awareness regarding certain security measures I did not consider important.”

“It is great that the division offers such services, it brings us confidence in terms of security and proper handling of patient’s medical data.”

“This was exceptional and very helpful. Thank you for organizing this. It should make working remotely much easier, faster and secure.”

“Very good program/initiative. Should be offered yearly.”

“This is a great way to know if our office is keeping with standards – computer security-wise. We were given suggestions and recommendations, which were very helpful and great to know. Thanks for organizing.”

“I wish I had earlier contact with the techs. I’m a good doctor, I like to believe. I’m not good at keeping technology up to date. This session helped immensely.”