

Building Consensus on the readiness for EHR in Lebanon

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June 15, 2019



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Leads the AUB Medical Centre Information Technology team. His team works closely with healthcare leaders and stakeholders on strategic initiatives and clinical transformation journeys. They recently implemented Epic with integrations to dozens of other solutions which were purchased or built in-house over the last couple of decades. He also serves on the national IT committee of the syndicate of hospitals in Lebanon and is also currently serving as the president of the Lebanese Healthcare Management Association (LHMA). He is also a HIMSS Certified Professional and Certified Health CIO from CHIME.

Focus Group Discussions

IT Focus Group **April 24, 2019**

- IT specialists from healthcare institutions, public and private hospitals, primary health care centers and ministries.

Payers' Focus Group **April 24, 2019**

- Representatives from third-party payers including private insurance companies, the National Social Security Fund, the Civil Servants Cooperative, Military Schemes and non-governmental organizations.

Hospitals' Focus Group **April 25, 2019**

- Representatives from Lebanese private hospitals (directors, administrators and managers).

Public Sector Focus Group **May 28, 2019**

- Representatives from Lebanese Order of Physicians, Syndicate of Private Hospitals, Lebanese Order of Nurses, and governmental authorities (ministries, army and government institutions)

Guiding Questions for the Focus Group Discussions

Transitory questions

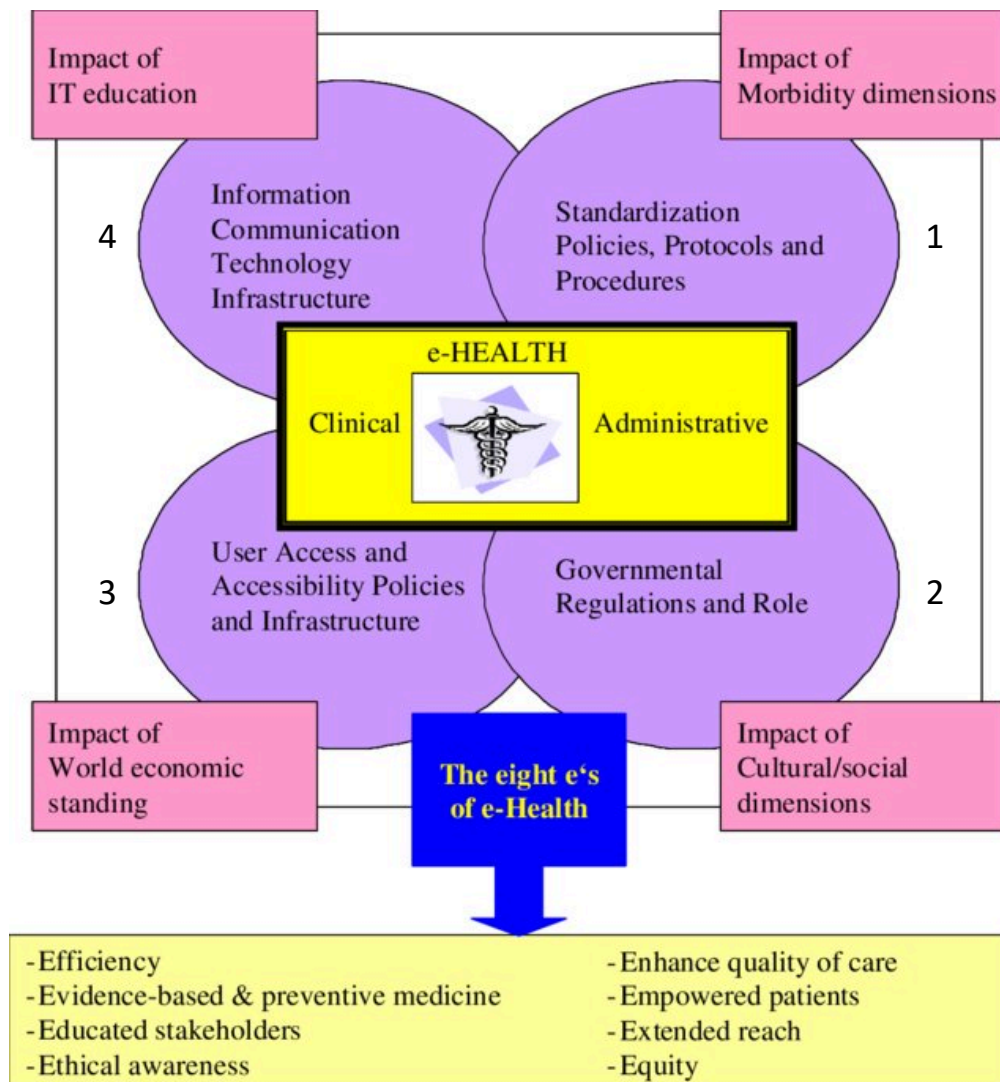
- Q1.** Why do you think EHR has not yet rolled out in Lebanon?
- Q2.** What do you think is the most important factor of success of EHR?
- Q3.** How soon do you expect it to be implemented?
- Q4.** What would you like to see added to the current means and channels of operations with hospitals?
- Q5.** What is your organization's objective for implementing an EMR/EHR?

Key questions

- Q6.** What do you think are the IT related interoperability standards that need to be available so that EHR can be successfully implemented?
- Q7.** Which of the Pre-requisites for e-Health goals do you think is the most challenging? Why?
- Q8.** What are the barriers that you expect to face while migrating to or integrating with an EMR and EHR?
- Q9.** How do you think deploying EHR will reflect on the overall productivity, quality of services and patients' care in the private healthcare sector?
- Q10.** How would installing an EHR system reflect on your organization's operations?
- Q11.** What do you think are the necessary legislations for EHR to roll out?

Ending questions

- Q12.** What are your suggestions to overcome these barriers?
- Q13.** How do you see things moving?
- Q14.** How do think this project could be funded?

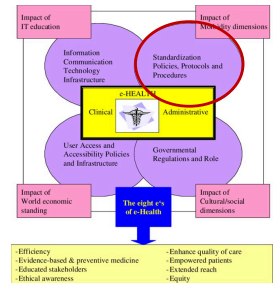


Emerging Themes From Focus Group Discussions

Dimension 1:

Standardization Policies,
Protocols and procedures
(Q1, Q2, Q6, Q7 & Q8)

Challenges, barriers & success factors

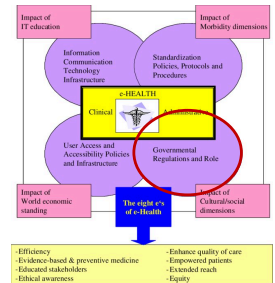


Emerging Themes From Focus Group Discussions

Dimension 2: Government Regulations and Roles (Q1, Q4 & Q8)

Challenges & barriers

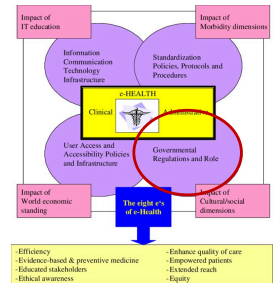
fragmented health system
 centralization of authority
 lack of ministerial decision
 sustainability issues
 lack of transparency
 no common standards
 different codes
 lack of legislation strategies
 change of priorities
 missing leadership
 lack of continuity
 lack of trust
 lack of coordination
 lack of collaboration
 budget
 lack of funds
 no unified standards
 no common vision
 lack of national policy
 competition
 lack of public priorities
 lack of legal mandate
 ownership issues
 lack of commitment
 unique patient identifier
 lack of private-public
 not an accreditation requirement



Emerging Themes From Focus Group Discussions

Dimension 2:
Governmental
Regulations and Roles
(Q2 & Q11)

Success Factors



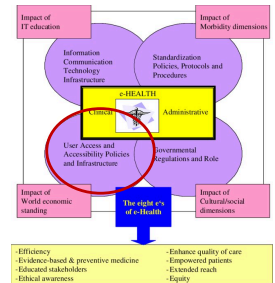
Emerging Themes From Focus Group Discussions

Dimension 3:

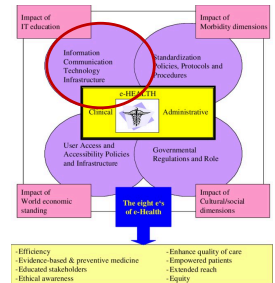
User Access and
Accessibility Policies and
Infrastructure
(Q1, Q2 & Q8)

Challenges, barriers & success factors

Confidentiality issues
confidentiality and privacy
Empowered patients
knowledge issue
Raising awareness about EHR benefits
changing the culture
data security
engaging the media
awareness campaigns
Advocacy groups
Data accessibility
Lack of awareness
patients acceptance



Emerging Themes From Focus Group Discussions



Dimension 4:
Information Communication
Technologies
Architecture/Infrastructure
(Q1, Q4 & Q8)

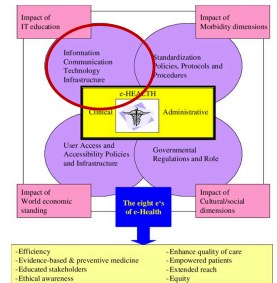
Challenges & barriers

interoperability
return on investment data entry
organization maturity data transfer
know-how readiness specialized personnel maintenance
awareness of EHR benefits qualified people
electricity lack of technological means data migration issue
lack of trainings data quality security compliance
capacity building data transfer issues
trust issues
skilled individuals weak infrastructure Non-readiness
data centralization data storage educational programs
lack of expertise organizational structure standardization
transition technology specialists privacy and
knowledge and skills migration
internet connection human resources

Emerging Themes From Focus Group Discussions

Dimension 4:
Information Communication
Technologies
Architecture/Infrastructure
(Q2 & Q10)

Success Factors

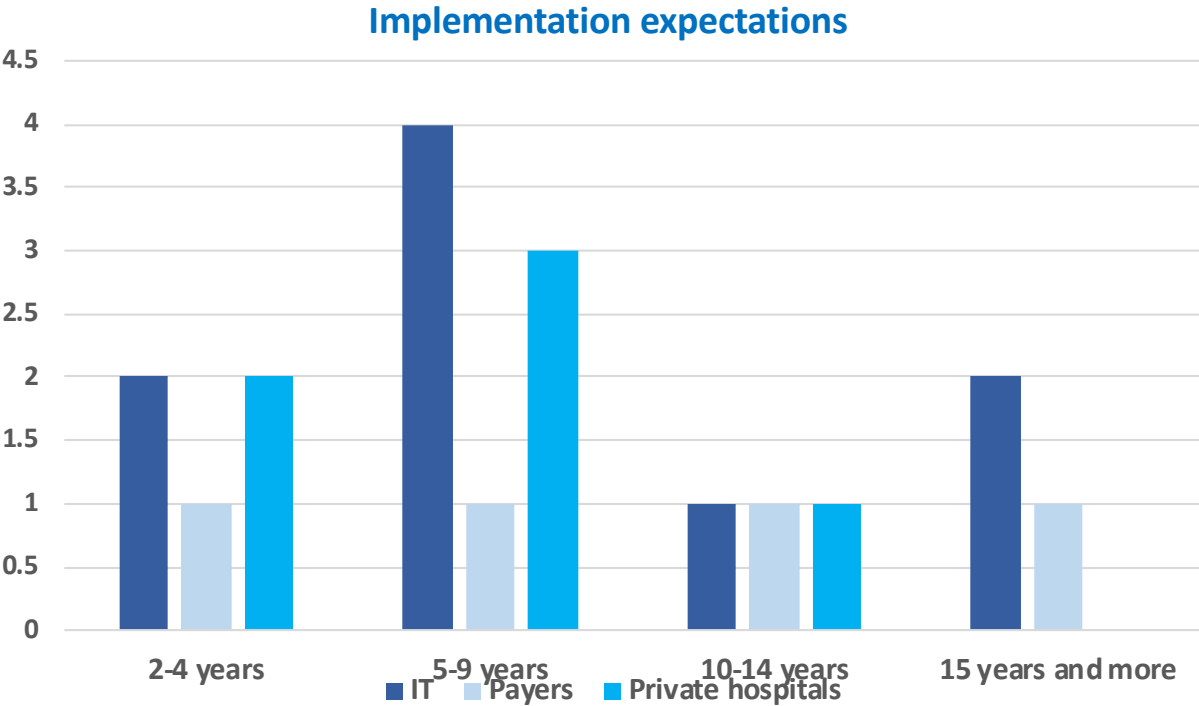


Emerging Themes From Focus Group Discussions

Recommendations from
the three focus group
discussions
(Q4, Q6, Q9, Q11 & Q12)



Responses to how soon EHR is expected to be implemented (Q3)



Focus group discussion with the Public Sector

Participants agreed with the themes that emerged from the previous focus group discussions and stressed on the following issues:

- Having a national patient identifier
- Imposing minimum standards to be adopted by the software companies to ensure interoperability
- The ministry of public health should issue a resolution with the requirement for EHR at the national level to be adopted by all hospitals and healthcare institutions.
- Learning from the experience of other countries and not reinventing the wheel
- Planning and implementing this project on the long term since the technology field is evolving rapidly and falling behind is not an option
- Ensuring the security of data

Preliminary findings from the online survey

70 stakeholder filled the online survey. Distribution of respondents is as follow:

