
Moving Clinical Terminologies from Strategy to Operations

Building a Service Delivery Model

Health Terminology Standards – Issues, Trends and Strategies

Health Information Science Seminar Series

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Sharilyn Kmech

Director, Clinical Terminologies

Health Information Management

Alberta Health Services

Agenda

1. Getting Started
2. Building a Service Delivery Model
3. Learnings

Getting Started

Getting Started

- Align with health system, organizational and departmental strategies, plans, projects and initiatives
 - Other projects and operational initiatives impacting deliverables and timelines
- Develop communication materials tailored to your audience
- Engage
 - Create networks: Experts, Standards Development Organizations, Professional Associations, analytics and reporting agencies (CIHI), vendors
 - Find executive sponsors, mentors and clinical champions
- Develop Value Chain as your starting point

Building a Service Delivery Model



Business Model Canvas

- One page placemat used for planning
 - People, process, technology and governance
 - Starting point for written strategy and operational plan

People

- Customers
 - Beneficiaries – direct and indirect users, patients and families
- Key Partners
 - People and organizations – requestors, vendors, standards development organizations
- Team
 - Skills and qualifications
 - Consider time required for recruitment and training
 - Grow over time

Process

- Establish deliverables and timelines
 - Current, Interim and Future States
- Service Offerings
 - Terminology Content Management
 - Terminologies and classifications supported (in- and out-of-scope)
- Workflow

Technology

- Clinical Terminology Content
 - Develop internally
 - License third party vendor content
 - Apply hybrid model
- Terminology Management Tools
 - Vendor or freeware tools
- Service Intake Tools

Governance

- Reporting Structure
- Endorsement and approval processes

Learnings



Team



Business process



Strategy



Success

Learnings

- Keep learning/evolving – it's a long journey!
- Ongoing support of Executive Sponsors is essential for success
- Clinical champions are critical
 - Anecdotal clinical benefits are the most powerful
- Value Chain and Service Delivery Model guide scope and services



Sharilyn Kmech CHIM, CHE, CTSS, ITIL
Director, Clinical Terminologies
Health Information Management
Alberta Health Services
Sharilyn.Kmech@ahs.ca