

Information Management / ICT in the Health sector

challenges, road blocks, joys, and successes

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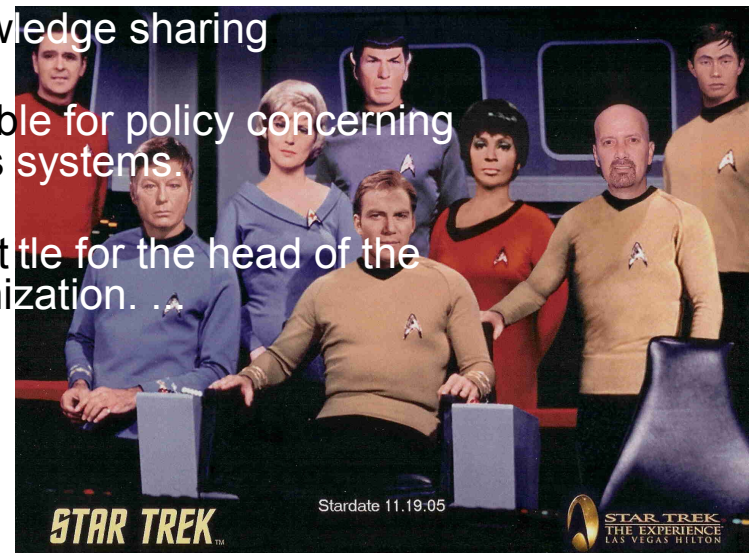


What is a CIO / ICT Manager?

Some Definitions (*Google*) :

- Director of the Office of the Chief Information Officer
- Works closely with the Director of Data Processing/MIS. Responsible for the programming and maintenance of the computer systems. ...
- A senior strategic-level management position that oversees all information technology systems and personnel for a firm, concentrating on long ...
- Department manager; makes strategic decisions relating to the flow of information in the organization
- Manager of knowledge architecture and knowledge sharing
- The CIO is the highest-level person responsible for policy concerning information systems and telecommunications systems.
- The Chief Information Officer or CIO is a job title for the head of the information technology group within an organization. ...

What is missing from these statements?



Current CIO/ ICT in the Health Sector Environment



- Most Health organisations have CIO report to Finance Director – this diminishes their worth
- Information in an organisation is an ASSET not a liability
- The job of a CIO is to educate their environment about Information Management not I.T. only
- I.T. is not the only role of a CIO / ICT Manager
- Many CIO's talk about technology not Information management
- Very few CIO reside on the Executive Council and report to the CEO – this is slowly changing.....

The “*Challenges*” -Health Sector

- The Health environment is exciting and challenging
- Expectations are high / unrealistic
- Why isn't Health Information Management industry like airlines / banks?
- User population demanding (Dr's, Nurses, etc.)

The “*Road Blocks*” -Health Sector

- People don't want change
- Technology is available
- Technology = Change
- Change is the “road block”
- Too much Technology Processes not Business Processes



Peter Mac

The “*Joys*” -Health Sector

- Providing systems and clinical business and organisational changes that work and improve patient care
- Getting the right clinical information to the right person at the right time
- Clinicians viewing clinical information from there iPhone

The “*Successes*” -Health Sector

- Clinical Medication Management system that has clinical decision support enables the doctor to prescribe without errors
- Implementing business process systems that speeds up the “paper and admin work” so the nurses can spend more time with the patients.

Future CIO / ICT Manager 2015

- CIO / ICT Manager is on Exec – Board and is a pivotal role within an organisation
- CMIO or CNIO is the trend in USA
- Lives in the business strategy of the organisation – is part of steering the Information Management ship through the murkey waters through to the future
- If the environment doesn't support the future CIO / ICT Manager – find a new job !!

The path to the CIO of the Future

Our jobs as CIO / ICT Manager we have to:

- Educate the executives /clinicians / all departments
- Always talk about Information Management not I.T. – I.T. will not solve your problems – your business processes is the key to success – use the IT / IM tools to deliver your business / patient outcomes.
- Australia can and is a leader in some aspects all it takes is passion and bravery

Where it does work!

- Digital Hospital – Baptist Health Jackson Ville Florida USA
- Roland Garcia, Senior Vice President, Chief Information Officer (on Exec and Board – Baptist Health)



The future CIO /ICT Manager – from eternity and beyond

