FACULTY OF MEDICINE

eHEALTH STRATEGY OFFICE

annual report
2010 | 2011

CONTENTS

Vision

The guiding vision of the eHealth Strategy Office is to explore how modern information and communication technologies can enable, enhance, and fulfill the academic mission of education, research, knowledge translation and community engagement in the context of health care, ultimately leading to social accountability of academia in partnership with communities. The Office's mandate is to create innovative pathways of eHealth, to align its activities and directions to the Faculty of Medicine, and to serve the Faculty of Medicine's different departments and research centres in their respective eHealth needs. The Office's motto is: "Imagine, Improve, Inspire".

The eHealth Strategy Office is given freedom to explore its broad mandate provincially, nationally, and internationally. Thanks to the Faculty's support, we have offices at three sites:

- 1st floor of the IRC building on the UBC Point Grey campus;
- 2nd floor of the 855 W. 10th Avenue building near Vancouver General Hospital;
- a state-of-the-art Knowledge Studio generously supported by the Mock Ross Foundation, currently being built in Purdy Pavilion at the UBC Hospital, and anticipated to open in the academic year 2011-2012.

The 25 members of the eHealth Strategy office represent a multi-disciplinary expertise, including clinical practice, education, research methodology, psychology, cost effectiveness, library science, statistics, and computer science. This host of skills is what enables our multifaceted approach to innovation, research and evaluation.

A Bridge to the Future

How can modern information and communication technologies help health professionals in their practice, education, research, and knowledge translation? The Faculty of Medicine's eHealth Strategy Office is dedicated to exploring and characterizing optimal ways that technologies can enhance health education and services, and achieve best practices.

While eHealth is continuing to gain prominence in health care practice and education, the focus of the government and technology organizations is on the implementation of electronic records. Academic institutions can not only participate in these developments, but also have the opportunity to scrutinize the use of ICT for knowledge capturing, sharing, dissemination, exchange, utilization and renewal. The eHealth Strategy Office, by venturing into the area of technology enabled knowledge translation, is gaining experience and expertise in this domain. The Office has a core group of personnel and a range of interdisciplinary talents to embark on this exciting direction. Building on this momentum to strengthen our academic goals would be ideal. We invite you to join us in this exciting journey forward!

Dr. Kendall Ho
Director

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Integrating eHealth into Health Care

One of the things that we see in the changing technologies, innovations, and applications of eHealth, is the need to understand how to *integrate* technology into health care today. In part, this means we must be aware of the many different contexts that make up the health care system. Broadly speaking, we can think of these contexts as administrative, clinical and educational. At the eHealth Strategy Office, we bring into question how changing technologies have truly impacted, and continue to affect, these foundational health care contexts.

Since our office's inception, we have been working on a number of research projects that relate to these different educational, administrative and clinical contexts. We appreciate that there is a demand for researchers, policy makers, and health professionals who understand how to integrate technology into best practices in these contexts. The idea of asking "how it worked", "when it worked", "where it worked" and "who it worked with," have been really the things that decision makers and health professionals have been looking for.

We also question the role of technology in various health care contexts. Part of our work at the eHealth Strategy Office is to better understand the current and future impact of technology, and the broad area of technology enabled knowledge translation. For example, many of our projects have an implementation component which aligns closely with an evaluation. For evaluations, we look at not only the *impact* of the implementation but also at the *process*. We question, "how did it come to be?", "what were the challenges?", "what were the successes?", "have we developed a sustainability model?" By looking back as well as looking forward, our office is well equipped to do effective research and evaluation in eHealth.

I think all of this will help our researchers position themselves to inform the conversation for decision makers, policy makers, senior administrators and health professionals. Ultimately, we want to improve healthcare through the appropriate application of technology to the areas of administration, education and clinical service delivery. And in so doing, we can illuminate how eHealth can be successfully integrated into the larger system of health care.

Dr. Sandra Jarvis-Selinger
Associate Director

The Year in Review

The eHealth Research team is a full service research unit that embodies excellence in innovation, evaluation and knowledge translation. During this past year, we continued to refine our program of research around three central themes: 1) Technology-enabled innovations in health practice and education contexts; 2) Multi-channel community engagement to support health education and patient-centred care; and 3) eHealth innovation and collaborative partnerships to support global health.

Two faculty members (Dr. Kendall Ho, Director, and Dr. Sandra Jarvis-Selinger, Associate Director) are lead principal investigators. This year, our interdisciplinary research staff included one Assistant Director, three Research Coordinators, two Project Managers, and seven full time staff researchers. In addition, our research projects supported assistantships for eight part-time students including graduate students. Our program of research represents partnerships with academia, health professionals, policy makers, health administration, and community organizations. With funding from Tri-Council grants, service contracts, and competitive foundation grants, our program of research includes collaboration within the Faculty of Medicine and UBC, as well as with provincial, national and international bodies.

2010-2011 has been an exciting, busy and gratifying year as part of the eHealth team. We've commenced two flagship projects in partnership with and funded by the BC Ministry of Health. The Intercultural Online Health Network (better known to us as iCON) became a key partner in the provincial Patients as Partners movement, and launched 10 major community events in less than 7 months. Next, the Technology Enabled Academic Detailing (TEAD) project went into full swing. Please refer to the Highlights page for more information on these exciting projects.

> " **Our program of research represents partnerships with academia, health professionals, policy makers, health administration, and community organizations.** "

Over the past year, our team has successfully obtained funding through 5 competitive grants and 6 bids for proposals. During the same period, we submitted an additional 5 grant proposals and 2 bids for contracts. We supported the publication of peer reviewed journal articles and conference abstracts as well as presented to a variety of community, policy, and health provider partners and audiences. 2010-2011 also saw the completion of the four year reporting cycle of the Michael Smith Foundation-funded Technology Enabled Knowledge Translation Investigative Centre (TEKTIC). The final report, submitted in September 2010, showcased 35 projects undertaken with TEKTIC members and partners. Findings of many of these projects will be published in a textbook by Springer next year.

With burgeoning expertise in collaborative, participatory methodologies and a reputation for developing and implementing rigorous multi-method research, we will continue to apply and enhance our capacity for innovative program evaluation in a variety of health contexts. We are looking forward to another action-packed year delivering on our current projects, collaboratively developing grants for new initiatives, and sharing what we've learned with a variety of stakeholders and audiences.

Dr. Helen Novak Lauscher
Assistant Director, Research
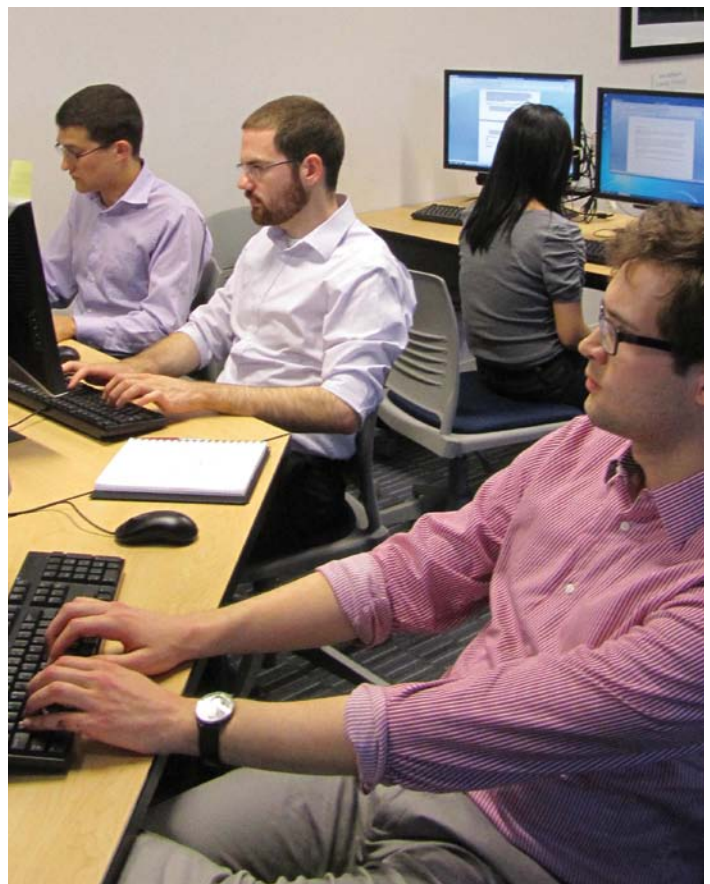
Forging an eHealth Learning Path

It has been a busy year since my appointment to this position in the eHealth Strategy Office. Strategically, we identified various educational activities for the education continuum:
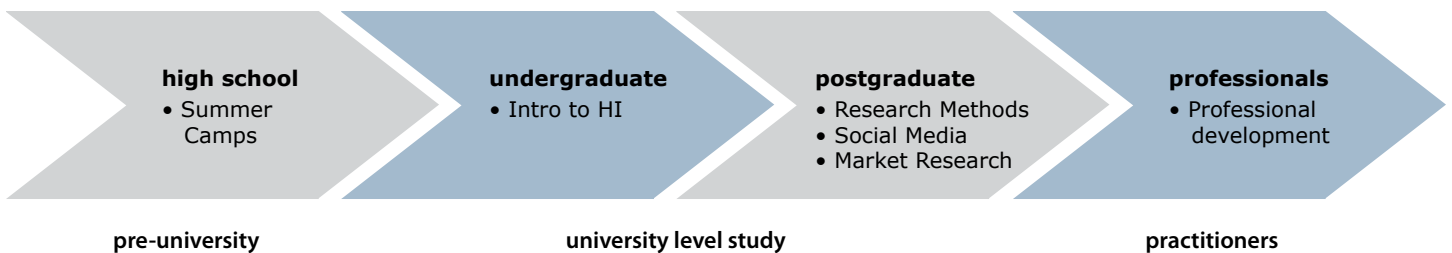
Pre-University Educational Activities:
Planning for a week-long summer camp (to be offered twice - in both July and August 2011) for high school students is underway. The camp focuses on students in the last 3 years of high school who will have the opportunity to experiment with various eHealth technologies, explore potential careers and identify particular areas of interest with the guidance of UBC faculty and health informatics students.

University for-credit study:
A completely updated undergraduate course, IHHS302 Health Informatics for Health/Life Sciences Students, ran in the summer of 2010, with students coming from nursing, pharmacy, computer science and other diverse fields. We have two new postgraduate courses in Health Informatics: SPPH581g: Research Methods in eHealth, which ran in January 2011, and SPPH581f: Social Media for Health and Medicine, which will be offered in September 2011.

To gain a better perspective of the feasibility for postgraduate Health Informatics (HI) education at UBC, we conducted market research surveys and interviews to review existing HI programs, the overall eHealth landscape in Canada, and statements of competencies for HI professionals. We asked students about their interest in postgraduate HI studies, and interviewed potential employers about their willingness to hire students with an HI background, as well as what expectations they would have of someone with that qualification. Results of this research are forthcoming.

high school
- Summer Camps

undergraduate
- Intro to HI

postgraduate
- Research Methods
- Social Media
- Market Research

professionals
- Professional development

pre-university   **university level study**   **practitioners**

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Professional Development:

A monthly third-Thursday round called the eHealth Investigative Partnership Program (eHIPP) has seen speakers come to the eHealth Strategy Office from the USA, China, Australia, and right here at UBC. Most rounds are recorded for future viewing (see http://ehealth.med.ubc.ca/education/ehipp). The forthcoming SPPH581f course on social media will, in addition to being offered to graduate students, also be open to health professionals in the area.

Other Projects:

A number of new projects in the education portfolio were initiated over the past year. A Teaching and Learning Enhancement Fund (TLEF) grant will expand the use of student-created video for learning based on findings of a current project for rural medical students. Also, an online health risk assessment project in collaboration with the Department of Urology has begun to define algorithms for assessing health risk for a number of common health issues, which will be used to customize the user experience of an online survey tool.

I look forward to continuing to expand the course offerings and other educational opportunities in eHealth and HI with the help of the team at the eHealth Strategy Office, faculty members from Computer Science, Nursing and Medicine and various professional partners.

Liz Heathcote
Assistant Director, Education

Functional Roles and Services

- Developing and implementing eHealth education for medical students, residents, faculty members, and university students (undergraduate and masters level)

- Working with departments in eHealth project implementation and research: e.g. Medicine (Diabetes web education), Family Medicine (mobile health in primary care), Emergency Medicine (quality improvement, knowledge translation), etc.

- Co-chairing eHealth related committees in the Faculty of Medicine (Technology Enabled Learning Advisory Committee, curriculum renewal health systems and eHealth working group)

- Designing educational research using eHealth tools: Remote hands-on YouTube Mediated Education (RHYME), mobile Phone A Librarian (mPAL)

- Developing and deploying technological innovations for health practitioners (CliniPEARLS and BC Guidelines)

- Implementing and evaluating community engagement to support patient-centred care (eMentoring for First Nations high school students, community learning centres for health education, Inter-Cultural Online Network (iCON) for Chinese/Punjabi/ First Nations)

- Working with government (Provincial, Federal, International) on evidence-based policy translation in eHealth

- Innovating and partnering in global eHealth initiatives: potential partnerships with China & Brazil; authorship of World Health Organization Global eHealth Observatory report

- Collaborating with MedIT and UBC Media Group on technology implementation issues

- Carrying out strategic programming to lead innovation primarily in the domains of mobile devices, web development, electronic communities of practice (eCoPs), quality assurance and technical support.

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Highlights

The eHealth Strategy Office is involved in projects and initiatives that span a wide array of health services and populations. Though there are many projects that achieved considerable milestones over the past year, the following three "pillar" projects represent the range of our office's work and impact in British Columbia.

### InterCultural Online Network (iCON)

iCON has been a flagship project for the eHealth Strategy Office for many years. The in-person health forums that offer health information in native languages for Vancouver-area immigrant communities have drawn unexpected and unprecedented crowds. This year saw the expansion of the webcasting of iCON events, that enables us to bring on-demand, native language health presentations to an audience beyond the Vancouver area. Over 700 viewers have watched 2010-2011's final webcast, an event in Chinese on diabetes information, including one from Shanghai, China. In the future, our plans include expanding the webcasting, as well as supplementing the webcasts with digital information in many forms, including blog posts, videos and other interactive media.

Technology Enabled Academic Detailing (TEAD)

This year has seen the TEAD project, a partnership between the eHealth Strategy Office and the Provincial Academic Detailing (PAD) program, move beyond the trial phase and into actual implementation. We have been able to offer academic detailing sessions – information for physicians on proper prescribing informed by latest evidence normally delivered face-to-face – to many physicians across the province, without taxing the schedules of the pharmacists who deliver the session. Additionally, the redesign process for the online learning and collaboration community for the pharmacists began this year, and the TEAD program is set for rapid expansion in multiple spheres in the coming year.

eHealth Mentoring: Building Pathways to Health Careers for Aboriginal Youth

We are proud to announce that Dr. Sandra Jarvis Selinger was awarded a four-year grant to undertake an initiative entitled "eHealth Mentoring: Building Pathways to Health Careers for Aboriginal Youth." The purpose of the eMentoring project is to connect Aboriginal youth to mentors who can provide them with the support, knowledge and confidence they need to succeed in high school, transition into post-secondary programs, and ultimately, enter into a health career. Working groups were formed at the introductory forum, a day-long event that brought a wide variety of stakeholders and community representatives together to discuss the implementation of the program. That work continues as the first round of mentorship begins in Fall 2011.
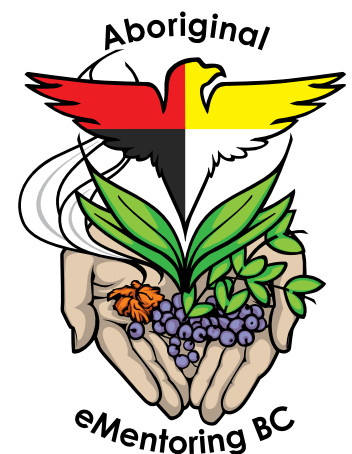
Project Achievements

Your Voice Counts: Training Patients to be Effective Partners in Health System Redesign
iCON partnered with the Patient Voices Network (Impact BC), Fraser Health Authority, and the Ministry of Health Services' "Patients as Partners" initiative for this innovative project. Funded by the Canadian Health Services Research Foundation, the purpose of the project is to develop knowledge and skills required for patients to understand, be engaged in and contribute to the health care system in BC and to engage with the system at local, regional and provincial levels.

Community Learning Centres (CLC)
This project is a model of community engagement across health, education and training. The Community Learning Centre project aims to evaluate the design and implementation of CLCs in four communities located in the traditional territory of the Ktunaxa Nation in Southeastern BC. A CLC is an innovative model of delivering health care and health information rooted in the idea of participatory health and community engagement. In Ktunaxa, these CLCs aim to create centres where residents and health professionals can access health resources primarily through the use of information and communication technologies.

Remote Hands-on "You-Tube" Mediated Education (RHYME)
The 3rd-year students in UBC's longitudinal integrated clinical clerkship (LICC), felt they could benefit from academic feedback provided by urban physicians who regularly prepare students for Objective Structured Clinical Examinations (OSCEs). The RHYME project is an innovative video-based model created to address these distance learning needs.

Evaluating Electronic Medical Record Competency Skills Using Objective Structural Clinical Examinations.
The purpose of this research project, referred to as "EMR OSCE" for short, is to develop and test core electronic medical record (EMR) competencies to be included in medical students' objective structured clinical exams (OSCEs).

mPAL (Mobile Phone-a-Librarian)
The purpose of the mPAL project is to explore an electronic community of medical residents in rural clerkship with on-demand access to a librarian for research support.

Evidence 2 Excellence (E2E)
E2E is a not-for-profit academic organization established to improve clinical and operational outcomes for emergency departments (ED) across British Columbia. E2E provides a grass roots collaborative model for improvement and knowledge translation by working directly with teams and connecting sites across the province through an online community. In partnership with the BC Ministry of Health Services, the UBC eHealth Strategy Office, and the BC Patient Safety and Quality Council, E2E has become the leading provider of BC-based ED quality improvement work.

Supplementing the evaluation of E2E, the eHealth Strategy Office is currently leading a Canadian Institutes of Health Research funded project, "Investigating Care Harmonization for Provincial Knowledge Translation". Using a multiple case study design, the research aims to understand and evaluate how diverse emergency department sites across British Columbia are engaging in a Quality Improvement Collaborative for the improvement of care for septic patients in EDs.

InspireNet eCoP Development and Evaluation Project
Evaluation Framework Process Map
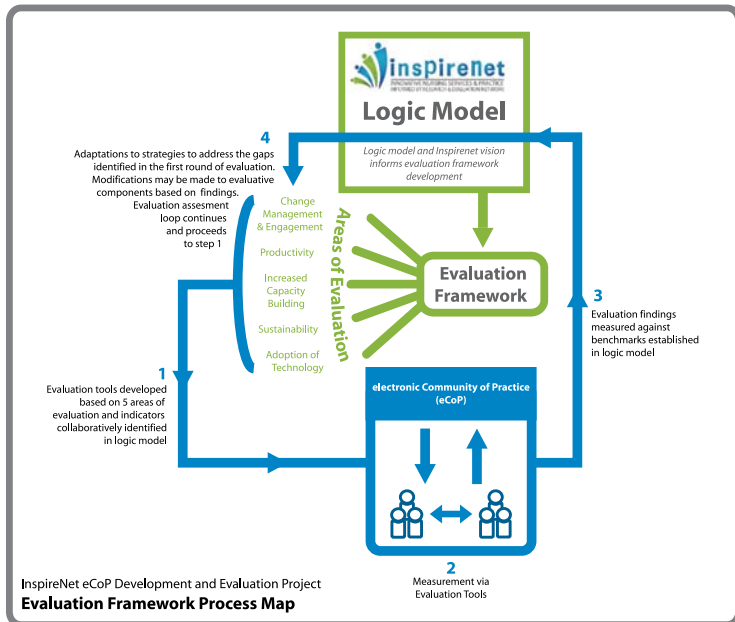
Building a Virtual Home for InspireNet & Developing e-Communities of Practice.
The eHealth Strategy Office has developed a partnership with an electronic community designed to build capacity for nursing health services research in BC called InspireNet. Over the next 3-4 years, our office will consult with InspireNet's leadership to conduct a rigourous evaluation of the network, and nurture the innovative platform which is based on the electronic Community of Practice (eCoP) model. The aim is to create a 'virtual home' for nursing researchers that provides an environment in which learning, collaboration and innovation can thrive.

Home-Based Telehealth for Chronic Disease Management: Synthesis of Knowledge, Gaps and Priorities
A scoping review conducted to identify information gaps and priority research questions demonstrated that research on home-based telehealth services is far from comprehensive, particularly in Canada. The lack of reliable empirical data on the cost-effectiveness, outcomes, and patient/provider experience of telehealth services is a major hindrance for decision-makers. The aim of this project is to develop a knowledge synthesis that will help decision-makers understand the remaining gaps, and to assess the viability of implementing home-based telehealth services.

Project Achievements

World Health Organization Telemedicine Report
The eHealth Strategy Office worked with the World Health Organization (WHO) to produce a report on the global state of tele-medicine. The 93-page report issued in late 2010 presented an analysis and interpretation of a WHO survey of 114 countries. Along with a comprehensive literature review of telemedicine in developing countries, the report highlights case studies around the world that illustrate the potential of telemedicine for health improvement and system change. The telemedicine report is one of several reports by the WHO looking at various topics in eHealth, called the Global Observatory for eHealth Series.

BC Guidelines
The BC Guidelines project delivers condensed up-to-date clinical practice guidelines via the CliniPEARLS mobile platform to Physicians and other health professionals within British Columbia. BC Guidelines is powered by CliniPEARLS – publishing software for mobile devices. This software was custom developed for the BC clinical practice guidelines, and the content created in conjunction with the Guidelines and Protocols Advisory Committee (GPAC). Now a provincial initiative, the guidelines are digitized and formatted for iPhone, Blackberry, and Palm devices for health professionals to download and use in decision support. CliniPEARLS software is also being used for BC Cancer Agency guidelines.
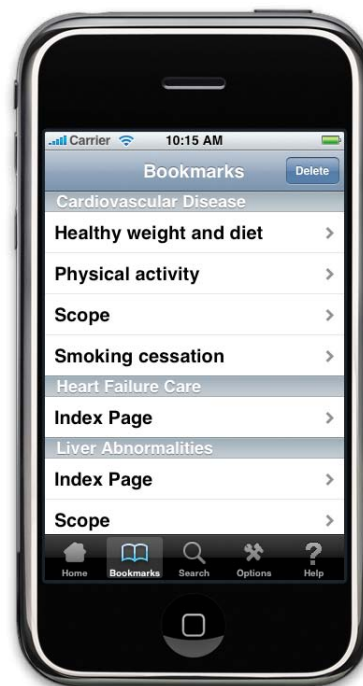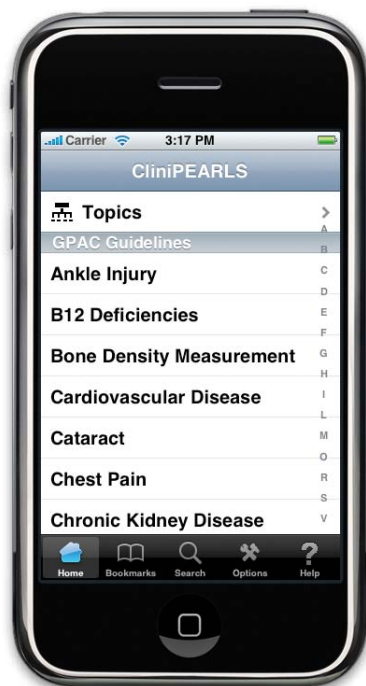
Health Knowledge Studio

Knowledge Studio will become the innovative base for strategies involving the use of broadcasting, multimedia technology, electronic devices, and the web to support health care in communities throughout BC. By facilitating the creative use of modern information and communications technology, the Health Knowledge Studio will transform access to health information for students, patients, their family members, community administrators, physicians, and other health care providers. By equipping the eHealth Strategy Office with state-of-the-art recording and broadcasting equipment, this project stands to serve health care for people throughout the entire province of BC.

Educational Technology Evaluation Framework

This project developed guidelines collaboratively with the Evaluation Studies Unit and The Technology Enabled Learning group to evaluate educational technologies. The resulting guidelines include when to involve other units at UBC and a step-by-step set of supports for project teams, project managers, researchers or faculty members undertaking the evaluation themselves.

Lights, Camera, Reflection!

A collaborative project with the Faculty of Arts designed to scale up the system pioneered in the RHYME student-created video project. The primary goal of this TLEF-funded project is to develop an innovative and easy-to-use recording, sharing and annotation platform for a variety of curricular settings.

Health Optimization through Online Self Risk Assessment

The risk assessment survey has identified evidence-based risks for key common diseases and will be combining these into an adaptive survey which will guide participants through health questions depending on their potential risks. The results from the survey are designed to help motivate participants to make positive health changes based on their main risk factors.

In the News

Yet another use for the iPhone - treating patients
UBC Reports Vol. 56, No. 8 | August 5, 2010

"We're providing the latest evidence, vetted by medical experts in B.C., on demand," says Kendall Ho, Director of the eHealth Strategy Office in the Faculty of Medicine and an associate professor of Emergency Medicine. "Would you trust your health professional to remember all of the latest information? Wouldn't you want a health professional who wants to check out the latest evidence when treating you?"

At their fingertips: New iPhone technology helps doctors diagnose and treat patients
Gen Handley
Metro Vancouver | September 7, 2010

Developed in partnership with the University of British Columbia Faculty of Medicine and the Ministry of Health Services, the BC Guidelines iPhone application allows doctors easy access to the latest diagnosis and treatment information without having to flip through the latest medical journal…

B.C. Urged To Take Lead Role In IT For Health Care
Gillian Shaw
Vancouver Sun | October 5, 2010

Dr. Kendall Ho, an emergency medicine specialist and director of the eHealth Strategy office of UBC's Faculty of Medicine, said while B.C. leads in some areas, including its PharmaNet system, in electronic records, B.C. and the rest of the country lag behind other parts of the world.

WHO enlists UBC for a global analysis of telemedicine
UBC Faculty of Medicine News | March 2011

When the World Health Organization (WHO) needed help compiling a report on telemedicine, it turned to UBC's eHealth Strategy Office. The office, headed by Associate Professor Kendall Ho and part of the Faculty of Medicine, was recruited for the job of writing the overview report, which summarizes the results of a 2009 survey that focused on the level of development in four areas – teledermatology, telepathology, teleradiology and telepsychology.
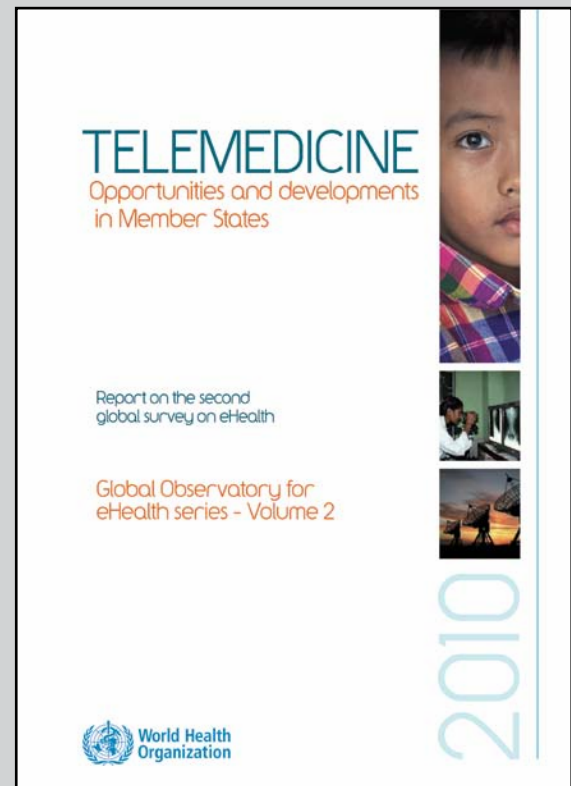
Network seeks to build support in real world and online
Gillian Shaw
Vancouver Sun | November 5, 2010

"The really wonderful thing about these forums is that they are video-conferenced to other areas of the province," she said... "As health care providers we really have to look at different ways to reach our patients," she said. An online strategy that uses technology and social media are very important and creates an interactive connection, reaching patients in their own language."

Health advice online
Leah Hendry
CBC News | January 21, 2011

A B.C. website provides medical information for patients with chronic illnesses who do not speak English. Includes an interview with eHealth Strategy Office's director, Dr. Kendall Ho, on the Inter-Cultural Online Health Network (iCON) and the work that the eHealth Strategy Office has done with the help of many partners in the Punjabi and Chinese communities in Metro Vancouver.

Around Town
Richmond News | March 4, 2011

UBC Faculty of Medicine, eHealth Strategy Office is hosting a free health forum and province wide interactive webcast for the Chinese community on the prevention and self management of stress disorders related to chronic disease on Saturday, March 5, 1:30-4 p.m. at Aberdeen Centre, 4151 Hazelbridge Way. Medical experts will provide insight on managing and preventing mood disorders, including depression and anxiety.

Grants Awarded

Granting Agency	Title	Type	Amount	Fiscal Year	Principal Investigator	Co-Investigators
Lawson Foundation	Digital Access through Web 2.0 Network (DAWN): A new approach to assist rural multi-cultural communities optimize diabetes self-care	Comp	$150,000	2010-2012	Kendall Ho	Helen Novak Lauscher Elizabeth Stacy Sidney Fels, et al.
Canadian Health Services Research Foundation (CHSRF)	Your Voice Counts: Training Patients to be effective partners in health system redesign	Comp	$100,000	2010-2012	Kelly McQuillen	Kendall Ho Helen Novak Lauscher Joyce Resin
International Collaborative Indigenous Health Research Partnership (ICIHRP)	Educating for Equity: Exploring how health professional education can reduce disparities in chronic disease care and improve outcomes for Indigenous populations	Comp	$1, 250,000	2010-2014	Lindsay Crowshoe	Mike Green Betty Calam Kendall Ho Leah Walker
Canadian Institutes of Health Research (CIHR)	eHealth Mentoring: Building pathways to health careers for Aboriginal youth	Comp	$917,897	2010-2014	Sandra Jarvis-Selinger	James Andrew Lesley Bainbridge Francis Brown Michal Fedeles Kendall Ho, et al.
Canadian Institutes of Health Research (CIHR)	Assessing Chronic Obstructive Pulmonary Disease (COPD) knowledge, beliefs, and health literacy in Chinese immigrant adults with a diagnosis of COPD	Comp	$200,000	2010-2011	Mark Fitzgerald	Arminee Kazanjian Rosemin Kassam Kendall Ho Stephen Lam Don Sin Nadia Khan Margaret McGregor
Canadian Institutes of Health Research (CIHR)	Home-Based Telehealth for Chronic Disease Management: Synthesis of Knowledge, Gaps and Priorities	Comp	$100,000	2010-2011	Sandra Jarvis-Selinger	Scott Lear Dan Horvat Joanna Bates David Babiuk Janet Joy David Sookaveiff

Granting Agency	Title	Type	Amount	Fiscal Year	Principal Investigator	Co-Investigator
BC Ministry of Health Services	Provincial Technology Enabled Academic Detailing Program	Non-Comp	$1,771,288	2010-2014	Kendall Ho	Helen Novak Lauscher
BC Ministry of Health Services	Inter-Cultural Online Health Network (ICON) for Chinese, Punjabi, and First Nations	Non-Comp	$500,000	2010-2011	Kendall Ho	Helen Novak Lauscher
Sun Life Insurance Foundation	Health Optimization through Online Self Risk Assessment	Non-Comp	$150,000	2010-2011	Larry Goldenberg Kendall Ho	
UBC Faculty of Medicine Technology Enabled Learning	Educational Technology Evaluation Framework	Non-Comp	$6,362	2010-2011	Kendall Ho Liz Heathcote Dave Lampron	
Pan American Health Organization	Canada-PAHO eHealth for Haiti Initiative	Non-Comp	$250,000 USD	2010-2011	Richard Scott Ernie Dal Grand	Kendall Ho Mone Palacio
Irving K Barber	Intercultural Online Health Network	Non-Comp	$15,000	2010	Kendall Ho Helen Novak Lauscher	Elizabeth Stacy
Irving K Barber	Ktunaxa Community Learning Centres: Developing a Tool Kit	Non-Comp	$15,000	2010	Sandra Jarvis-Selinger	Yolanda Liman Katherine Wisener
Teaching and Learning Enhancement Fund, UBC	Lights, camera, reflection! Scaling up student-created video capabilities for curriculum enhancement	Comp	$102,000	2011-2012	Kendall Ho	Shane Dawson Richard King Richard Kurth Liz Heathcote Helen Novak Lauscher Dave Lampron, et al.

Financials

The eHealth Strategy Office held more than 20 external and internal grants in Fiscal Year 2010-11 for a total of 2.13 million dollars.

The sources of this research funding were:

- Federal (4%)
- Industry (8%)
- MSFHR (2%)
- Other (6%)
- Provincial (58%)
- Tri-Council Grants (CIHR) (19%)
- UBC (5%)
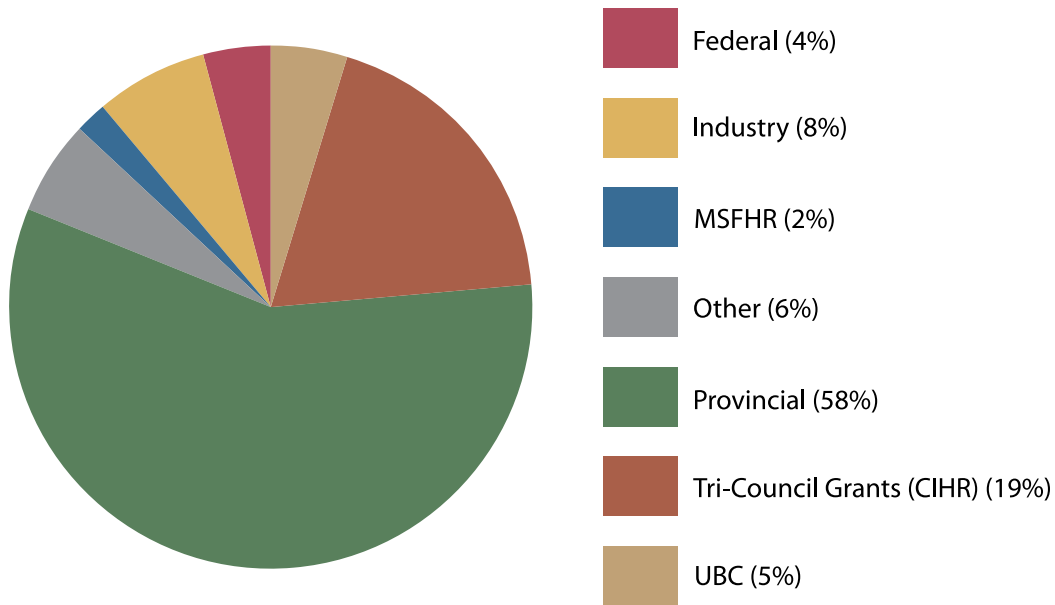
Revenue & Expenditure Summary

	2010-2011	2009-2010
Total Revenues	$2,131,932	$1,804,309
% Government Grants and Contracts	80%	63%
Total Expenses	$1,795,732	$1,409,844
% Salaries and Benefits	71%	70%
Surplus (Deficit)	$336,200	$394,465

The surpluses represent unexpired project commitments at fiscal year-end. The surpluses are carried forward to the following fiscal year to finance the Office's obligations toward meeting project deliverables.

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People & Expertise

The eHealth Strategy Office has 2 Faculty members from the departments of Emergency Medicine and Surgery (Drs Kendall Ho and Sandra Jarvis-Selinger respectively), and 13 dedicated research staff with expertise in a variety of research disciplines and methods who carry out interdisciplinary research in areas such as technology-enabled knowledge translation in health professional practice and education, participatory community-based health research, and program evaluation. In addition during this past fiscal year, our projects supported assistantships for eight students. The Office has technical expertise in electronic communities of practice, web languages such as .NET, and development on mobile devices including iPhones. Our educational unit has experience in curricular and instructional design, change management, educational psychology and adult education. Our communications team specializes in social media and events planning for the various community outreach and educational activities of the Office. Operations support staff consisting of a Program Administrator and Assistant to the Director ensures smooth running of the Office.

Dr. Kendall Ho — *Director*

Kelli Kadokawa — *Assistant to the Director*

Liz Heathcote — *Assistant Director, Technology and Innovation (Acting)*

Liz Heathcote — *Assistant Director, Education*

Helen Novak Lauscher — *Assistant Director, Research*

Sandra Jarvis-Selinger — *Associate Director*

Tracy Thain — *Technology Coordinator*

Janice Tian — *Business Coord., China Collaborations*

Calvin D'Souza — *Program Administrator*

Bradut Dima — *Programmer*

Sophie Pasche — *Events Coordinator*

Nelson Shen — *Multimedia/ Communications*

Jennifer Cordeiro — *Research Coordinator*

Elizabeth Stacy — *Research Coordinator*

Sophia Khan — *Research Coordinator*

Yolanda Liman — *Research Coordinator*

Katherine Wisener — *eMentoring Project Manager*

Nancy Zhao — *Cust. Service Rep./QA*

Lindsay Zibrik — *Researcher*

Kevin McCartney — *Researcher*

Daniel Hooker — *Researcher*

Kile Brokop — *Researcher*

Lana Newton — *Researcher*

Parmida Behmardi — *Researcher*

Jamie McAllister — *Researcher*

Strong partnerships continue to be a mechanism for success in delivering research, education and innovation activities. Our work is underpinned by multi-stakeholder collaboration, and project activities facilitate and expand links among health practitioners, planners, researchers, and policy-makers within and across organizations, sectors and jurisdictions. The eHealth Strategy Office has been fortunate to develop partnerships both within the Faculty and with outside agencies to further the field of eHealth. We gratefully acknowledge the contributions and support of all our partners. For more information on our partners and projects, please visit our website: http://ehealth.med.ubc.ca/

Future Directions

Using Information Communication Technologies to activate "**Knowledge in Motion**" (KiM), we will continue to endeavour to pursue the following exciting dimensions:

KiM in education: Working with educators, the Office will build on established undergraduate and postgraduate courses in eHealth, providing a Masters and PhD training ground through our research initiatives, embedding eHealth training into all aspects of our Faculty educational continuum – from Undergraduate to Postgraduate and Faculty Development, as well as stimulating eHealth interest at the high school and pre-med levels. Our efforts will contribute to the likelihood of the emergence of one or more new professions through interdisciplinary co-creation, and our University and Faculty will become a leader along this uncharted path.

KiM in research: Working with interdisciplinary researchers, the Office will build on existing and novel technology to optimize learning, clinical practice, and knowledge exchange. We will thereby extend our base of experience and expertise and contribute to the evidence and scholarly exchange through journals and knowledge translation.

KiM in policy translation: Working with policy makers and administrators, the Office will understand the current strengths and gaps in our health systems locally, provincially, and nationally, and offer our skills in knowledge synthesis, research, evaluation and continuous quality improvement towards assisting these individuals in their evidence-informed policy decision making process.

KiM in public and community engagement: Working with the general public, patients and their care givers, the Office will actively involve communities in effective self care and support health system improvements designed for optimal health outcomes.

Though continuing to work with these stakeholder groups individually will be vital, collaboration between all these groups will be essential for whole scale improvement of the health system. Our Office can play a role as a "knowledge broker" in order to synchronize these stakeholder groups in their discovery and adoption of eHealth initiatives. This will attempt to ensure efficient and seamless introduction of innovations, thereby achieving knowledge translation of eHealth provincially, nationally, and internationally.

Our current work is already recognized to be highly unique by the policy makers, academic institutions and corporations who seek to collaborate with us. Achieving this four-pronged KiM mission will further distinguish us from other Faculties and schools. Using this model, we can establish a new standard of eHealth leadership that transcends an emphasis on electronic health records, and moves instead toward a future of optimal knowledge mobilization and health management.