



## Media Release

July 21, 2008 – for immediate release

### **Provincial Health Contact Centre wins 2008 VIP Award**

The Provincial Health Contact Centre (PHCC), operated by Misericordia Health Centre, received a 2008 VIP Award today from McKesson Technology Solutions - a Fortune 500 company - for its use of information technology (IT) to achieve outstanding results in the delivery of health care to its community.

The VIP Awards are presented annually to organizations that exhibit vision, innovation and performance in the use of health-care IT. The PHCC is one of six health-care organizations selected this year by a panel of independent judges – who are considered experts in the field of healthcare IT use – to receive the award. In honour of its achievements, the Misericordia Health Centre Foundation will receive a \$10,000 grant from McKesson.

The PHCC operates an innovative care management program launched by the Winnipeg Regional Health Authority to help better manage patients with chronic diseases, such as congestive heart failure (CHF), in the community. Because Manitoba is largely rural and residents have limited access to primary care, the PHCC was tapped to help improve the health of CHF patients through the use of technology.

First, staff recruited primary care physicians to encourage their patients to enroll and actively participate in the pilot program. Then the PHCC expanded its use of the triage, disease management, and survey solutions from RelayHealth, McKesson's connectivity company, to track and manage patient progress.

The centre conducted automated calls three times a week to remind CHF patients to monitor weight, blood pressure, swelling, fatigue, chest pain and discomfort. With a regular monitoring schedule in place, contact centre staff could readily identify patients needing intervention and quickly provide treatment plans and self-care education.

“With the right call centre and the right technology, we’ve been able to improve access to care,” says Paul Nyhof, PHCC director. “We’re leading the way to better disease management for patients across Manitoba.”

Through the program, 70 per cent of participating patients lost weight, and a quarter of patients lowered their risk level. Better medication compliance resulted in better health and also reduced emergency department visits. Additionally, PHCC staff was able to identify patients at high risk and recommend medical attention before conditions progressed.

“Every year, McKesson’s VIP Award winners raise the bar for what it means to deliver outstanding health care,” says Michael Brozino, vice president of marketing, McKesson Provider Technologies. “It’s rewarding for us to see how organizations like the PHCC are using the power of information technology to deliver more efficient and more effective care for their patients.”

VIP Award applicants underwent a rigorous judging process based on six weighted criteria: definition of the business objective, quality of the process used to make improvements, use of McKesson solution in enabling the improvement, impact on clinical and/or financial issues, improvement in service to the community, and the method used to measure results.

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*Interviewees include Paul Nyhof, PHCC Director and/or Rosie Jacuzzi, MHC President & COO, and patients (in their homes) who benefited from the award-winning Congestive Heart Failure program.*

## BACKGROUNDERS

### ***About McKesson***

McKesson Corporation, currently ranked 18th on the FORTUNE 500, is a health-care services and information technology company dedicated to helping its customers deliver high-quality health care by reducing costs, streamlining processes, and improving the quality and safety of patient care. McKesson is the longest-operating company in health care today, marking its 175<sup>th</sup> anniversary this year. Over the course of its history, McKesson has grown by providing pharmaceutical and medical-surgical supply management across the spectrum of care; health-care information technology for hospitals, physicians, homecare and payors; hospital and retail pharmacy automation; and services for manufacturers and payors designed to improve outcomes for patients. For more information, please visit [www.mckesson.com](http://www.mckesson.com).

### ***About the Provincial Health Contact Centre (PHCC)***

Misericordia Health Centre operates the PHCC, an internationally-recognized state of the art contact centre that technologically supports health and social services delivery in Manitoba under the direction of Manitoba Health and the Winnipeg Regional Health Authority and in consultation with all regional health authorities. The PHCC operates over 30 inbound and outbound calling programs, handling over 550,000 calls a year.

### *Clinical Programs*

The PHCC's clinical calling programs include Health Links-Info Santé, the Breastfeeding Hotline, the Chronic Disease Management of Congestive Heart Failure and various public health services such as the Influenza Symptom Triage Service.

### *Non-Clinical Programs*

The PHCC operates various non-clinical inbound and outbound calling programs in support of health and social services in Manitoba, including Home Care, Family Services and Housing, Employment and Income Assistance and other agencies requiring the PHCC's advanced infrastructure. For more information, please visit [www.misericordia.mb.ca](http://www.misericordia.mb.ca)

### ***About the Misericordia Health Centre Foundation***

Since 1983 the MHC Foundation has provided funding for patient care, the acquisition of technologically-advanced equipment, and for specific projects and programs. This support assists the Misericordia Health Centre (MHC) directly with their mission to deliver accessible care to the community and helps to meet the needs of a strong and meaningful health-care system.

The Foundation recently realized the fruits of its \$1.7 million fundraising campaign with the re-opening of the newly renovated Urgent Care waiting area.

Today, the Foundation is focusing on Misericordia Health Centre's redevelopment. In the next five years our aging Maryland South and Sherbrook buildings will be replaced in phases; our modern complex will be replete with a striking two-storey glass-walled atrium.

The Misericordia Health Centre Foundation is governed by a Board and works in direct relation to MHC's board. The Foundation board is comprised of up to 25 members. For more information, please visit [www.misericordia.mb.ca](http://www.misericordia.mb.ca)

Judges for the 2008 VIP Award include:

**Kent L. Gale** is founder, managing partner and executive director of KLAS Enterprises, LLC, in Orem, Utah. Gale formed KLAS Enterprises in 1996 to improve the delivery of health-care information technology (HIT) software and services by measuring the performance of health-care software suppliers. He teams up with IT executives and health-care professionals to gather HIT vendor performance data from provider organizations and offers reports and consulting services based upon the research data. Prior to founding KLAS, Gale held various leadership positions within vendor and provider healthcare IT organizations in the United States and abroad. He was most recently honoured with the 2006 Lifetime Achievement award from CHIME and credits much of this accomplishment to his colleagues at KLAS.

**Jackie Lucas** is vice president and chief information officer for Baptist Healthcare System in Louisville, Ken. Ms. Lucas holds a master's degree with a concentration in accounting information systems from the University of Memphis in Memphis, Tenn., and graduated with a bachelor's degree in accounting from Lambuth College in Jackson, Tenn. Currently she's a member of the American College of Healthcare Executives, the CIO Executive Council and CHIME. She serves on both the McKesson Strategic Advisory Council and AT&T Health-care Executive Advisory Council. Ms. Lucas is a member of Leadership Louisville 2008 and the Junior League of Louisville where she served as a Co-Chair for the Louisville Race for the Cure. She has spoken nationally on Program Management, Operational Efficiency, Vendor Partnership and Change Leadership.

**Alden Solovy** is executive editor of *Hospitals & Health Networks* (H&HN) and associate publisher for Health Forum, including H&HN's *Most Wired* Magazine and Trustee. He is also a widely published author and a frequent speaker on the evolution of the health-care economy and on the nation's *Most Wired* health systems. He has written four books, and edited two others, on health-care finance and strategy. Prior to joining *H&HN*, Solovy served as director of market and business analysis for Premier, Inc., and as a consultant in capital finance for Health Facilities Corp., where he specialized in capital planning and debt transactions.

**Janet Stanek** is senior vice president, Hospital Operations at Stormont-Vail Healthcare in Topeka, Kan. Stanek is responsible for the organizational strategic planning process and the planning and deployment of strategic information systems that support the organization's mission and vision throughout the system. She holds a BS Degree from the SUNY College of Technology, Utica, NY and an MBA from Alfred University, Alfred, NY and is a member of CHIME, AHIMA and HIMSS. Ms. Stanek will serve as the Insight User Group President in 2008 and holds the credentials of RHIA, FHIMSS, CPHIMS and FACHE-designate.

**Scott Wallace** is the former president and chief executive officer of the National Alliance for Health Information Technology (NAHIT). He was appointed by President Bush to chair the federal Commission on Systemic Interoperability, a congressionally chartered advisory panel focused on accelerating the pace of health IT adoption. He was named three times to Modern Healthcare magazine's annual list of the "100 Most Powerful People in Healthcare." Wallace earned a law degree from the University of Chicago Law School, a master's degree with honors in business administration from the University of Chicago Graduate School of Business and a bachelor's degree in economics from Duke University.