



# Canada Health Infoway

## **Pan-Canadian Healthcare Service Directory**

Reference Architecture Working Group

April 29<sup>th</sup>, 2024

# Agenda

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Introductions

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Open Discussion

# Attendee's Organizations

- Health Canada
- Department of Health and Social Services NWT
- BC Ministry of Health
- BC Provincial Health Services Authority (PDHIS)
- Providence Health BC
- Ministry of Health Alberta
- Shared Health Manitoba
- Ontario Health
- Operational Center of Interoperability, Working with Quebec
- Ministère de la santé, Québec /Ministry of Health Quebec
- Régie de l'assurance maladie Quebec (RAMQ)
- New Brunswick Department of Health

# Purpose

- Based on feedback from other working groups the need for a Service Directory specification is increasing in priority
- This initial discussion is for us to share the findings of the Environmental Scan and get your feedback on the direction you think we should go with the first release.

## **Ask from the working group :**

- Help prioritize and identify areas that are high value for immediate standardization that will be used to scope the initial set of use cases and functionalities in a pan-Canadian Service Directory specification

# Healthcare Service Directory (HSD) - eScan Inputs

- International & other national implementation guides that were included in the eScan were:
  - IHE Health Provider Directory (IHE-HPD)
  - IHE Care Services Discovery (IHE-CSD)
  - HL7 US Human Services Directory (US-HSD)
  - HL7 US National Directory of Healthcare Providers & Services (US-NDH)
- Given that CA:eReC is expected to be one of the first users of this building block, functionality from [ON eReferral Guide](#) was also considered an input
- Additional Canadian materials were also reviewed against trends identified in the eScan:
  - [FHIR North Presentation](#) on Healthcare Service FHIR Specification Recommendations,
  - Preliminary Profiling in the [Nova Scotia HealthcareService-Registry](#) project,
  - Provider/Location use cases from the ON PPR and BC PLR

# Purpose of the Environmental Scan (eScan)

- Healthcare Service Directories span several different functionalities and use cases. The full set of use cases may span:
  - different types of interaction (e.g., search, retrieval, write, update, export),
  - different types of information (e.g., details on providers, organizations, locations, services),
  - different types of environments (e.g., local directory, federated network of directories)
- Infoway has completed an eScan to help uncover use cases, including harmonizing and categorizing them to support prioritization activities

# Variations in Use Case Names

Harmonized use case description	Variations in Language (Use Case names in iGuides)
Discover practitioner location and office hours	Yellow pages lookup – IHE HPD
	Healthcare providers searching for services/resources that may help address clients’ unmet social needs to initiate social care referrals – US HSD
	Queries for HC Professional using a variety of possible parameters – IHE CSD
	The NDH Consumer application help patients seeking healthcare providers – US NDH
National directory of electronic service endpoints	State HIE federated discovery service against local provide directories – IHE HPD
	Discovery a HIE endpoint via the NDH – US NDH

\*Not a complete list of all use cases and categories, please see appendix for the complete list

# IGUIDE ADVANCED FUNCTIONALITY/CAPABILITY COMPARISON

\* FHIR®

Category	Use Case	IHE HPD	US HSD *	IHE CSD	US NDH*	ON eReC*
Open-search by criteria (specialty, languages supported)	Discover a specific social service by criteria (name, type, category, etc.)	Location/Service based functionality	Provider/Organization based functionality	Location/Service based functionality	Location/Service based functionality	Location/Service based functionality
	Discover locations by criteria (postal code, city, accessibility, language)	Location/Service based functionality	Location/Service based functionality	Location/Service based functionality	Location/Service based functionality	Location/Service based functionality
	Discover organizations by criteria (name, type, postal code, city, tax id, etc.)		Provider/Organization based functionality			
	Discover practitioner qualifications	Provider/Organization based functionality				Provider/Organization based functionality
	Discover practitioner location and office hours	Location/Service based functionality		Location/Service based functionality	Location/Service based functionality	
Retrieval of individual/organization details	Retrieval of endpoint information to support sharing records	Provider/Organization based functionality		Provider/Organization based functionality	Provider/Organization based functionality	
	Return other ids for provider			Provider/Organization based functionality		
Relationship use cases	Find provider/facility relationships	Hybrid functionality		Hybrid functionality	Hybrid functionality	
Reporting	Create a resource list for a facility or event	Provider/Organization based functionality		Provider/Organization based functionality		
	Generate list of facilities with sorting/filtering			Provider/Organization based functionality		
Dynamic availability	Provider/program availability (e.g., to support discovery and/or appointment use cases)	Hybrid functionality		Hybrid functionality		
Verification of credentials	Verification of credentials to support authorization	Provider/Organization based functionality		Provider/Organization based functionality	Provider/Organization based functionality	
	Certificate Retrieval			Provider/Organization based functionality		
Add/Update information	Add provider information	Provider/Organization based functionality				
	Update provider information	Provider/Organization based functionality		Provider/Organization based functionality		
Multi-directory functionality	National directory of electronic service endpoints	Additive functionality			Additive functionality	
	Bulk export of service directory	Additive functionality			Additive functionality	Additive functionality
	National/jurisdictional federated discovery	Additive functionality			Additive functionality	

**Legend** ■ Provider/Organization based functionality ■ Location/Service based functionality ■ Hybrid functionality ■ Additive functionality

# Mobile Care Service Directory (mCSD)

**Note:** this information was obtained after the research was complete:

The USA eHealth directory was using the HPD, but they are moving quickly to mCSD which is FHIR<sup>®</sup> based. The USA QHIN are going to be using mCSD as well.

<https://profiles.ihe.net/ITI/mCSD/index.html>

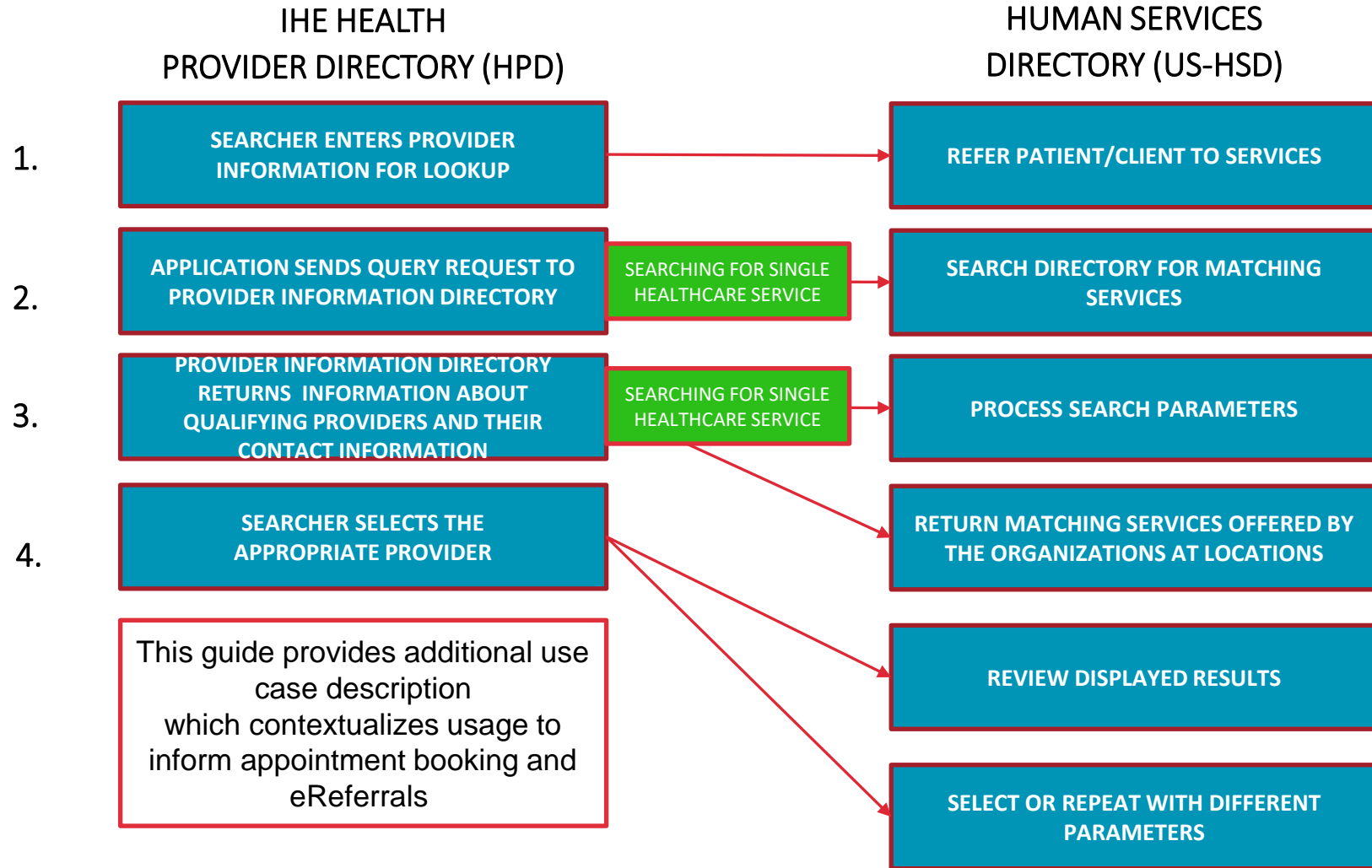
mCSD has many improvements including some covered by some whitepapers

- <https://profiles.ihe.net/ITI/papers/Topologies/index.html>
- <https://profiles.ihe.net/ITI/papers/mCSD/index.html>

These are covered in an HIE white paper in the following section

- <https://profiles.ihe.net/ITI/HIE-Whitepaper/index.html#6-common-provider-directory>

# Functionality Comparison Example



## Notes for IHE HPD

- Supports the ability to query a Provider Information Directory for information about providers
- Provider Information Query Request includes search parameters and defines the response set that is expected to be returned
- Booking the appointment and sending eReferral documentation are optional steps mentioned but not covered in IHE HPD transactions – they are displayed for relation for CA:eReC use

## LEGEND

- SEMANTICALLY RELATED TO
- SIMILAR PROCESSES
- OVERLAPPING ONTARIO eSERVICES PROCESSES

# Considerations for Prioritizing Initial Use Case(s)

- ✓ Prominence of functionality – Has it been repeatedly mentioned as a functionality in other relevant available implementation guides?
- ✓ Foundational nature of the use case – Could it be used across other specifications?
- ✓ Functional independence – Does it have dependencies and/or rely on other functionalities in order to be implemented?
- ✓ Relevancy – Does standardization in how this use case is implemented progress your PTs or programs immediate needs for standardization?
  - e.g., Aid your team in the implementation of CA:eReC

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# Use Case Prioritization Exercise

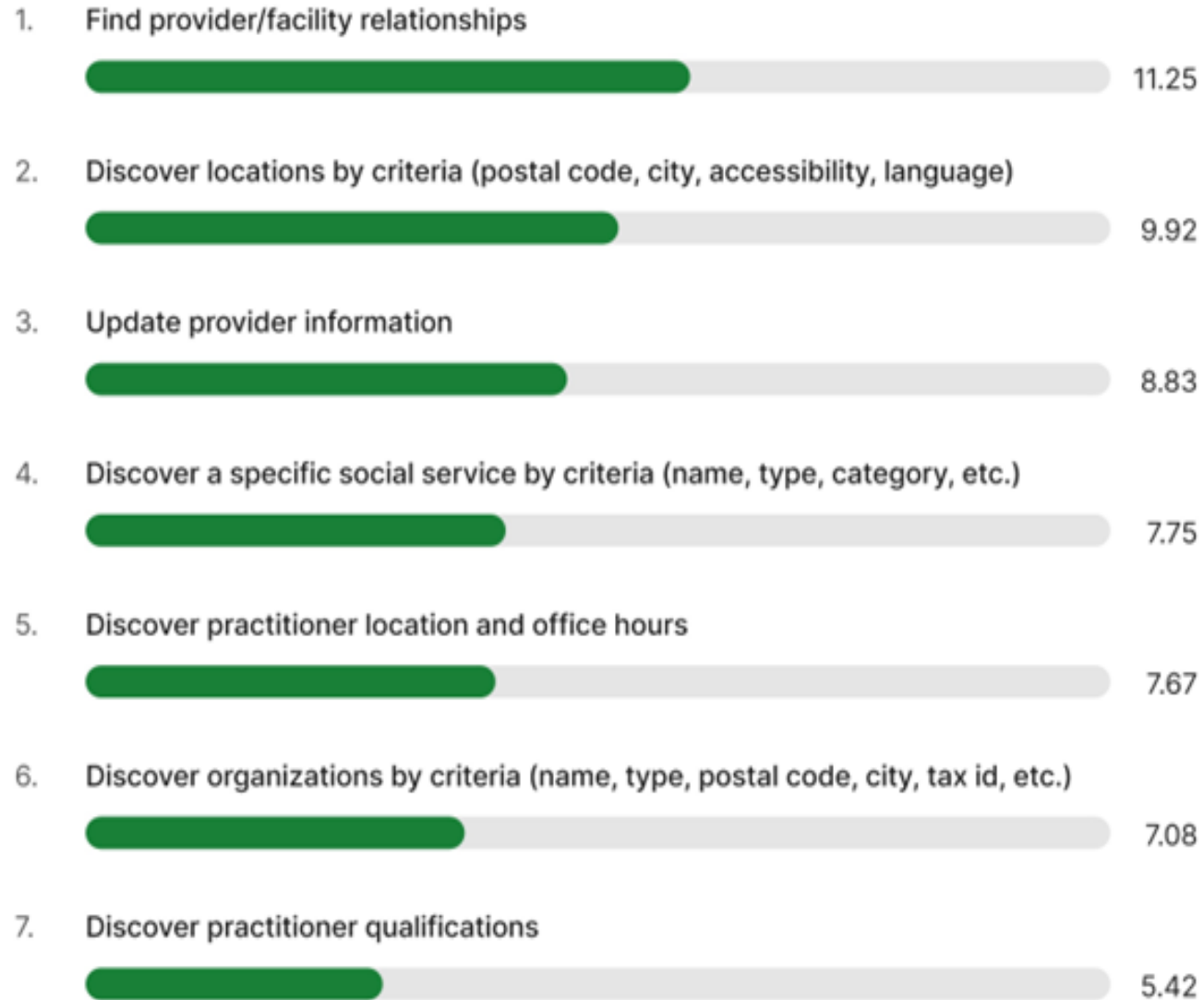
If standardization of service directory functionality is pressing, then we need to identify the scope of initial use cases – this will require prioritization

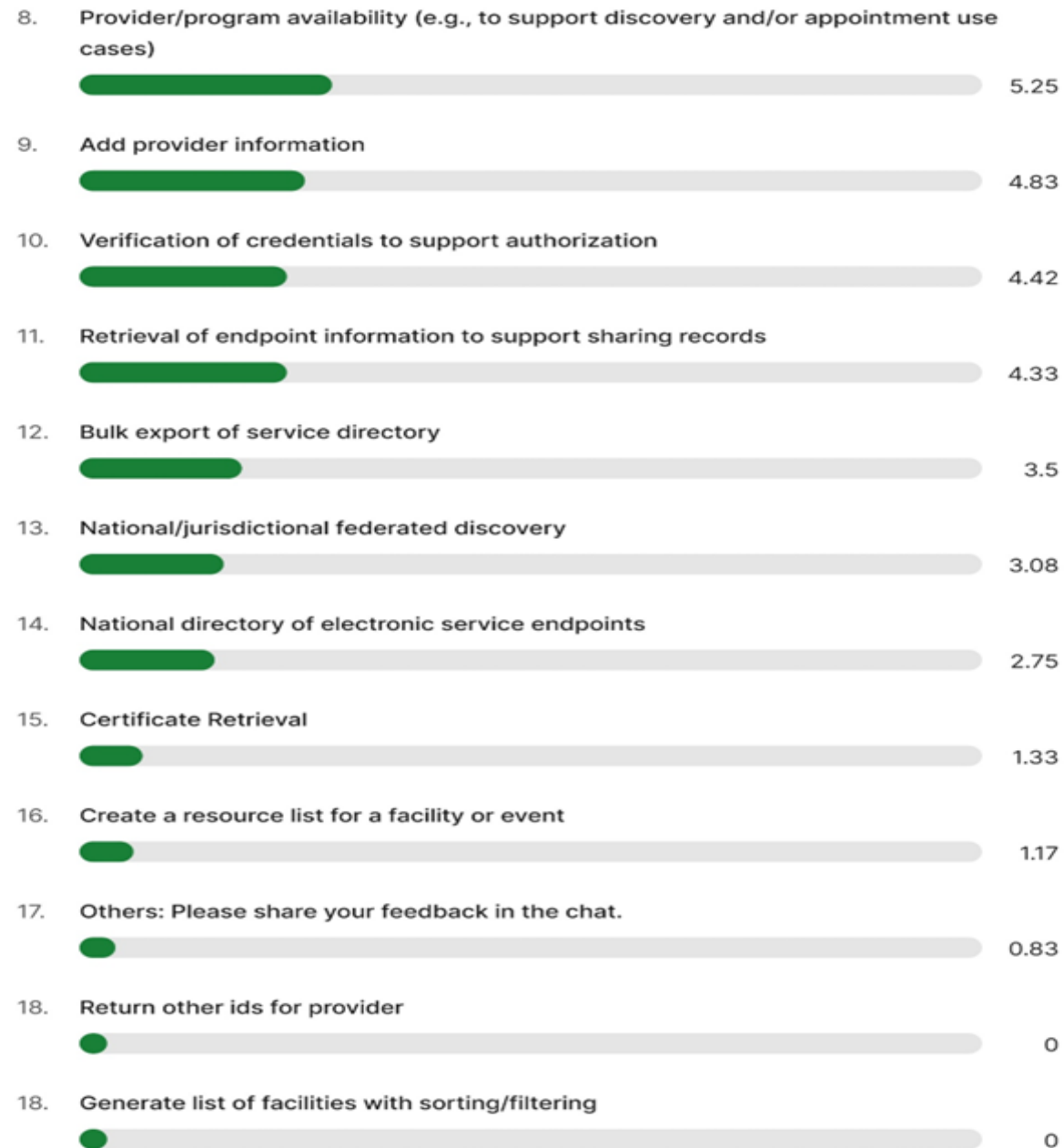
- Asking you to prioritize the top five use cases to start with
  - Not all use cases are the same size, so proposed initial set may be < or > than 5
- Factors to consider in your prioritization of the initial set of use cases for a pan-Canadian specification:
  - Prominence of functionality,
  - Foundational nature of the use case,
  - Functional independence,
  - Relevancy to your implementations



## Prioritize the top five initial use cases for the pan-Canadian Healthcare Service Directory specification:

Ranking Poll 12 votes 12 participants







## Would you consider using something other than FHIR?

Multiple Choice Poll  15 votes  15 participants

Yes - 2 votes



No - 13 votes



# Next Steps

- Join the [Building Blocks \(infoway-inforoute.ca\)](https://infoway-inforoute.ca) WG on InfoCentral to stay informed on upcoming work regarding Service Directory. This is a public group available to everyone to join.  
First meeting for the Service Directory will be in approx. 2 weeks.



**Canada Health Infoway**

# Thank you!

## Contact Information

**Visit OUR WEBSITE**  
[infoway-inforoute.ca](http://infoway-inforoute.ca)

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