



Canada Health Infoway

**Pan-Canadian Service Directory
Implementation Guide**

July 4, 2024

Happy July 4
from New York's East River



Background

Agenda

Code of Conduct

- Members to share their opinions on the content presented
- Co-chairs to actively listen and consolidate the opinions and ideas shared during the WG sessions and shared through notes post meeting
- All ideas are welcome; however, priority will be given to content related to the current version of the guide
- Coming to a consensus that everyone “can live with”
 - If all avenues are exhausted through discussion and consensus has not been reached, an online poll (during the WG call and on forums) will be used to reach majority consensus

Service Directory – Summary

Definition

The service directory specification harmonizes how data regarding healthcare services and providers is structured and provides standardized interactions with that information (e.g., Querying service/provider information). This directory would also store relationships between the service, service providers and their roles, organizations, and associated locations, as well as details on how to contact them. This standardization will enable users (regardless of jurisdiction) to search for, locate, and communicate with healthcare providers, and help them search, plan, and choose the right health services for their patient(s) needs.

Out-of-Scope

The initial version of the implementation guide will not cover:

- A directory of instances and its subsequent such use,
- Federated services/functionality,
- Inclusion of actors outside the scope defined within this implementation guide. This is done to avoid complex processes that are outside of the current defined processes of a service directory.
- Security and access considerations

MustSupport Definition – (updated July 4th)

The *supplier (sender)* of the service directory information

- **SHALL** populate any elements with the MustSupport flag set to true if the information is available and is appropriate to provide

The consumer (**receiver**) of the service directory information

- **SHALL** be capable of receiving any resource instances containing elements with the MustSupport flag set to true without generating an error or causing the application to fail.
- Elements without a MustSupport flag in a FHIR response **SHOULD** still be received without generating an error or causing the application to fail.

Use Cases

1. Search for Service

Service Consumer looks up specialist within the patient's city that speaks the same language

Query: Search for location that has a specific city and an associated specialist service and the specified language and return the location and associated practitioners that provide that service

Alternative: Health region queries all locations within the region to update its central repositories information

Query: Search for all locations within a specific organization that have been updated since the last update, and include in the results all practitioners associated with each location

2. Search for Service Provider

Patient asks their general practitioner additional information on their diagnosis which only the specialist they saw can provide additional information on

Query: Search for a practitioner based on their name and specific specialty and include locations and contact information in the response

Types of Actors – Roles and Definition (Pan-Canadian)

Actors	Description
Services Supplier	<p>Is an actor that accepts the query request and produces a list of matching resources that it sends as a response.</p> <p>Some examples of this actor are: Jurisdiction, Health Region, Hospital, Community Clinic</p>
Services Consumer	<p>Requests a list of resources from the SD Services Supplier based on the query parameters selected.</p> <p>Some examples of this actor are: Registered Care Providers (Physician, Nurse, etc.), Front Desk Staff, Health Region, Community Clinic, Patient*</p>

Agenda

- **Resources Association**

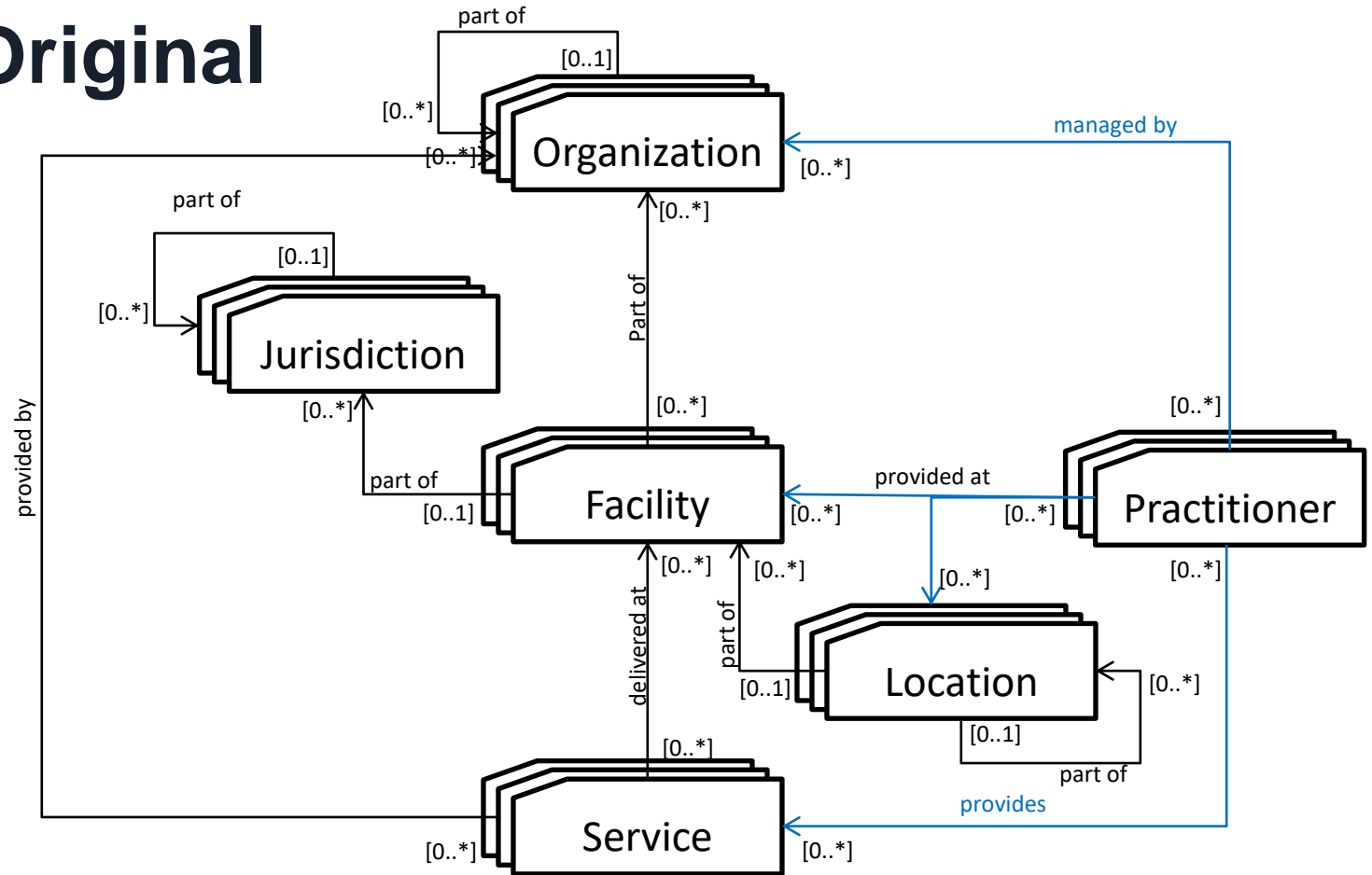
Ask from the Building Block Working Group:

1. Confirmation on the diagrams presented
2. Confirmation on the resources list provided to be developed for the pan-Canadian Service Directory

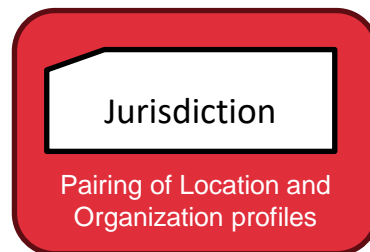
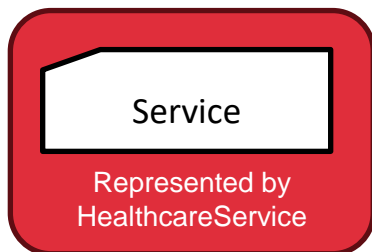
Initial Resources

Resource	Represents
EndPoint	How to connect to the associated resource within the Service
HealthcareService	Service offered
Location	Location of service. Generally associated with an address/geo location
Practitioner	Person providing the service
PractitionerRole	Relationship between person and location or organization. Includes the role played when representing that location/organization
Organization	Department, health region, jurisdiction etc.
OrganizationAffiliation	How two organizations relate to each other or to a location

Resource Map - Original

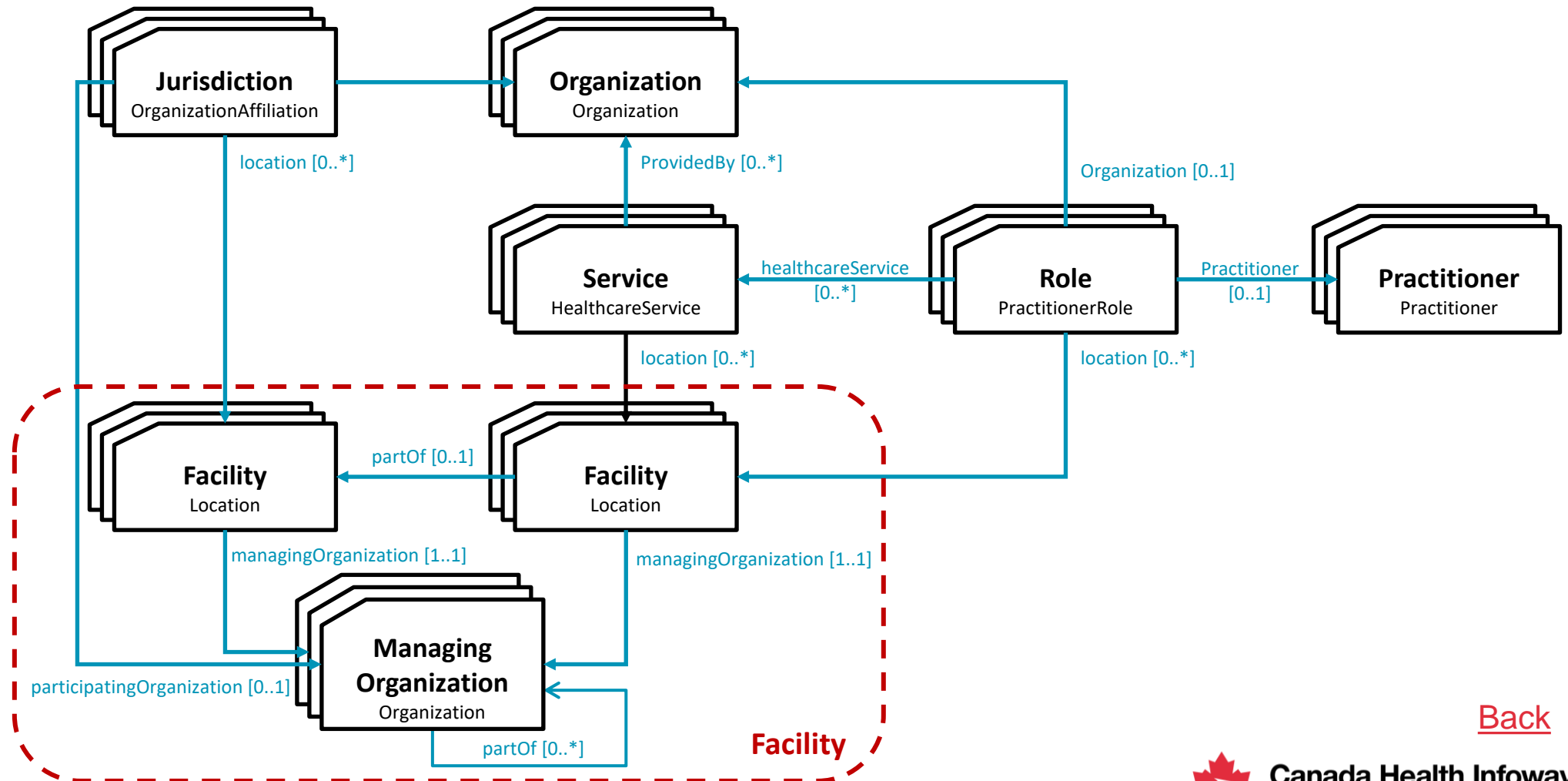


Legend



- Represents OrganizationAffiliation
- Represents PractitionerRole

Resource Map – Revised



Scenario

Dr. Smith works at 3 different locations within a province's health region/zone. 2 of the locations are the North and South Campuses of the University Hospital, with the 3 location being an Urgent Care facility.

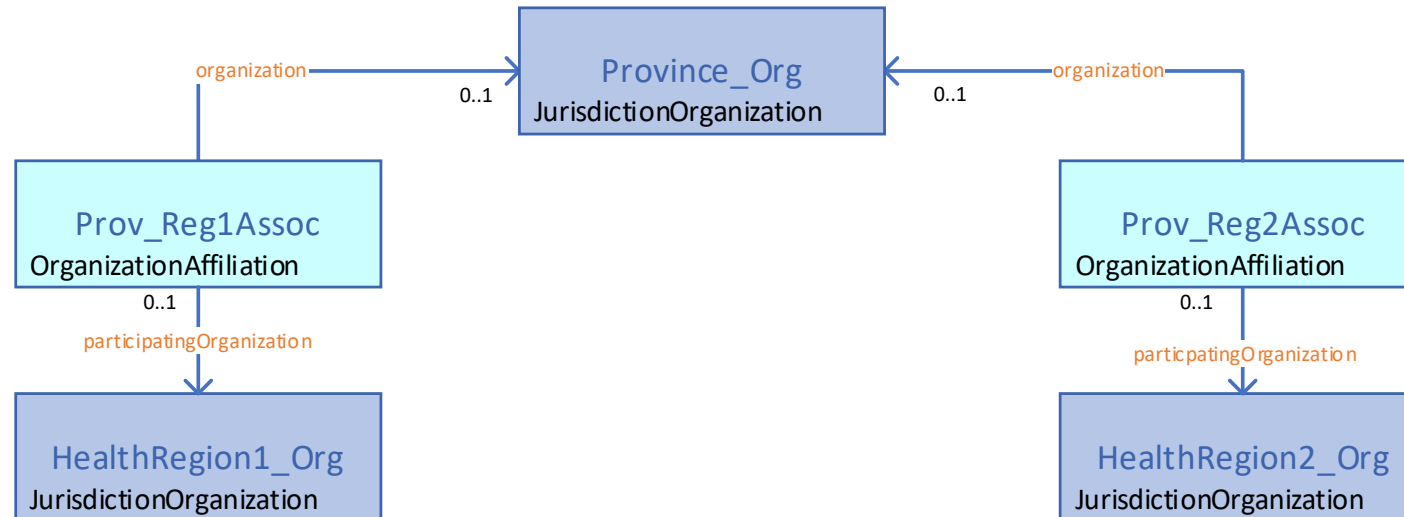
University Hospital (Org 1)

- At the South Campus (location 1) the Dr provides services 1 & 2
- At the North Campus (location 2) the Dr provides services 2 & 3

Urgent Care Facility (Org 2)

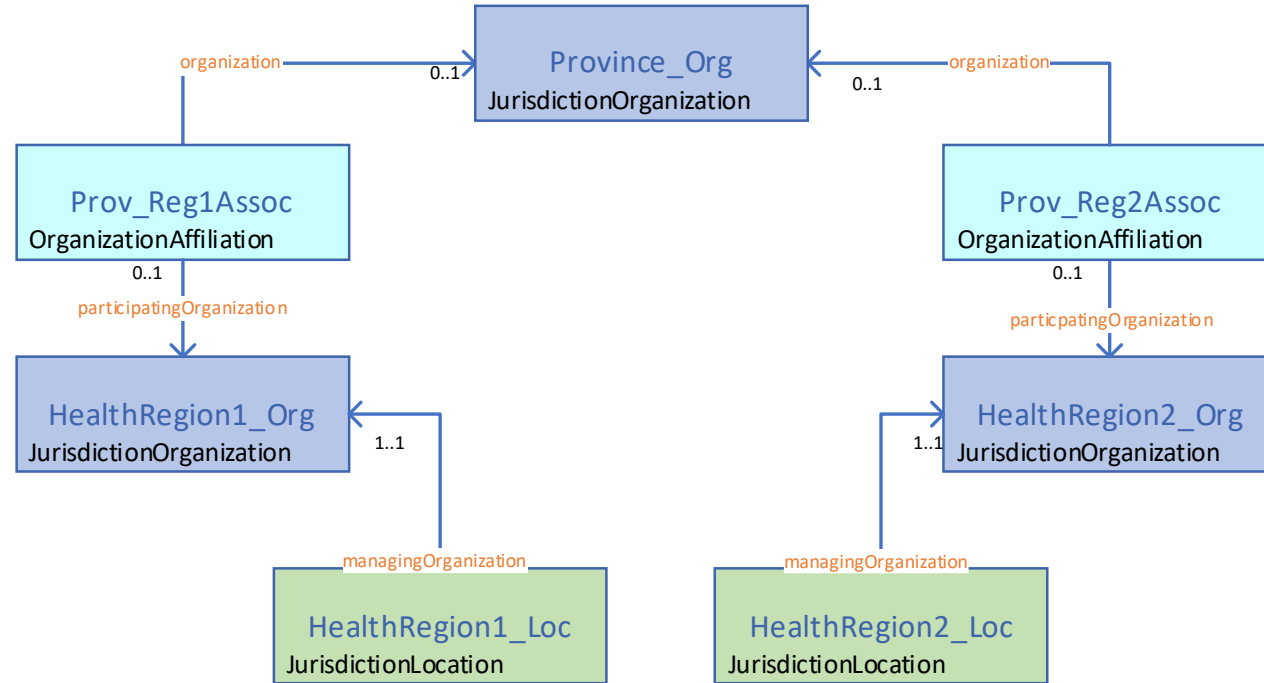
- At the Urgent Care (location 3) the Dr provides service 4.

Jurisdiction



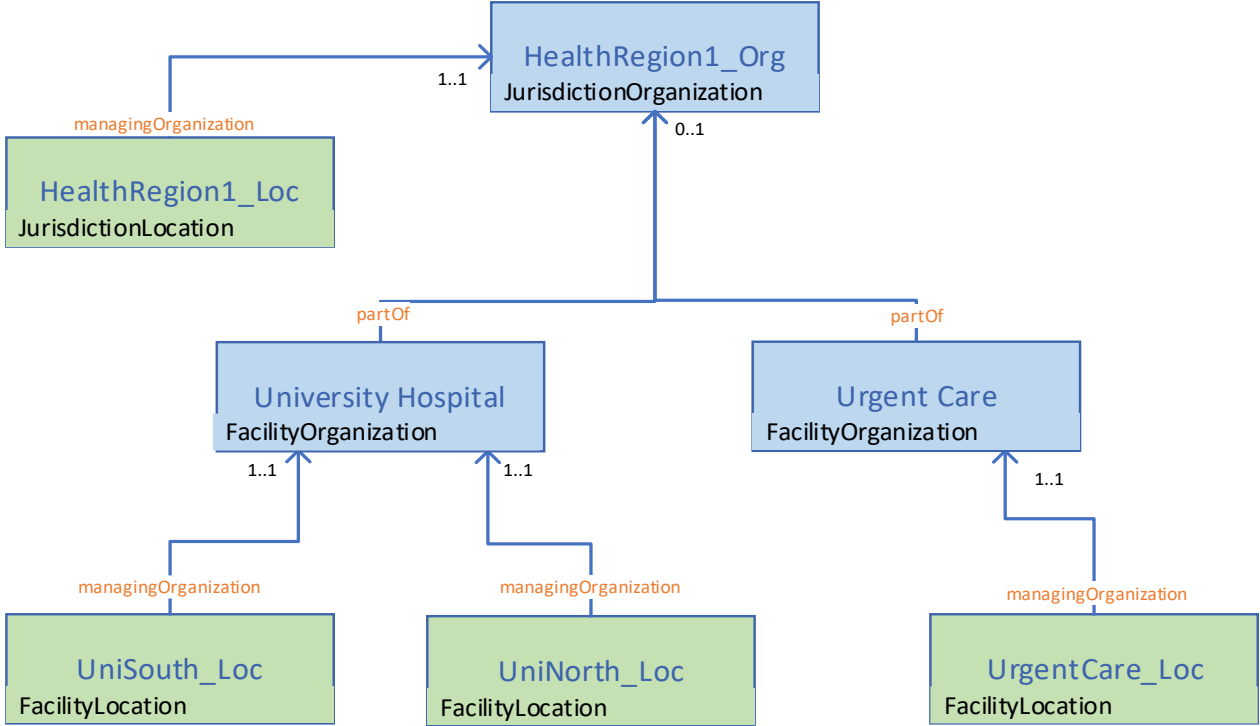
An Organization is an “umbrella” entity that is often considered the administrative body under which the health services are provided. This could be a province, health region, chain of clinics, or a single doctor family practice.

Locations



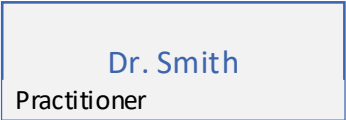
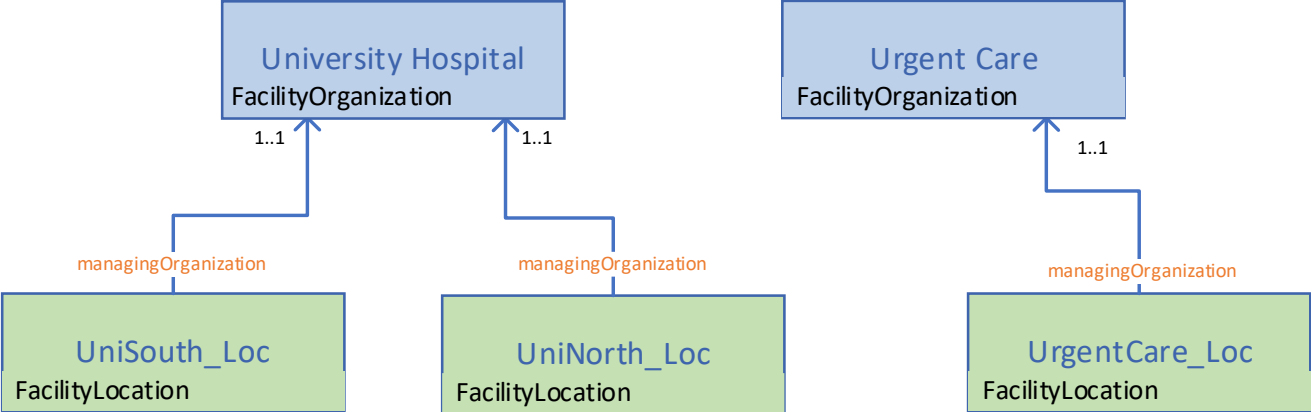
Locations are physical places where service can be provided. These include facilities, buildings, physician offices, wards within a hospital etc.

Facilities



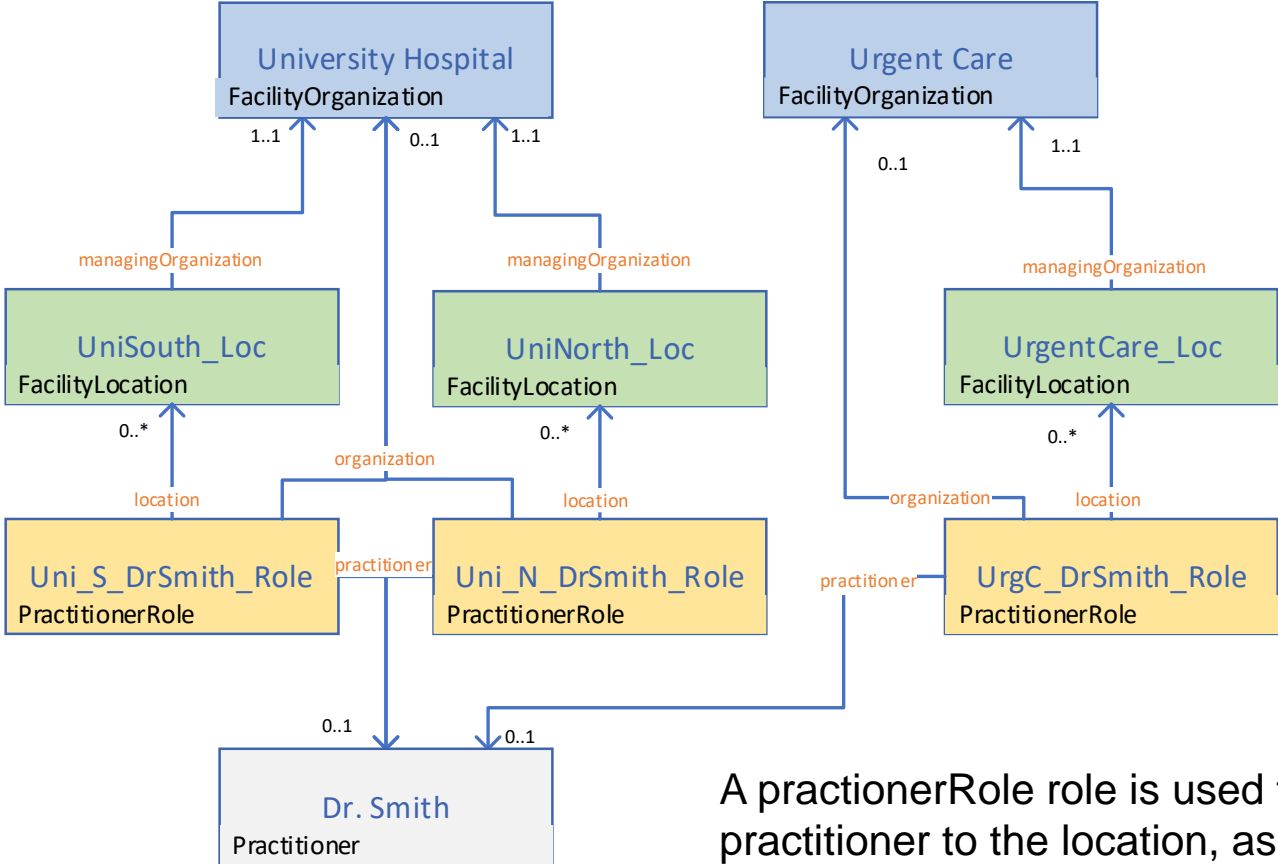
A facility is a combination of an Organization and a location

Practitioner



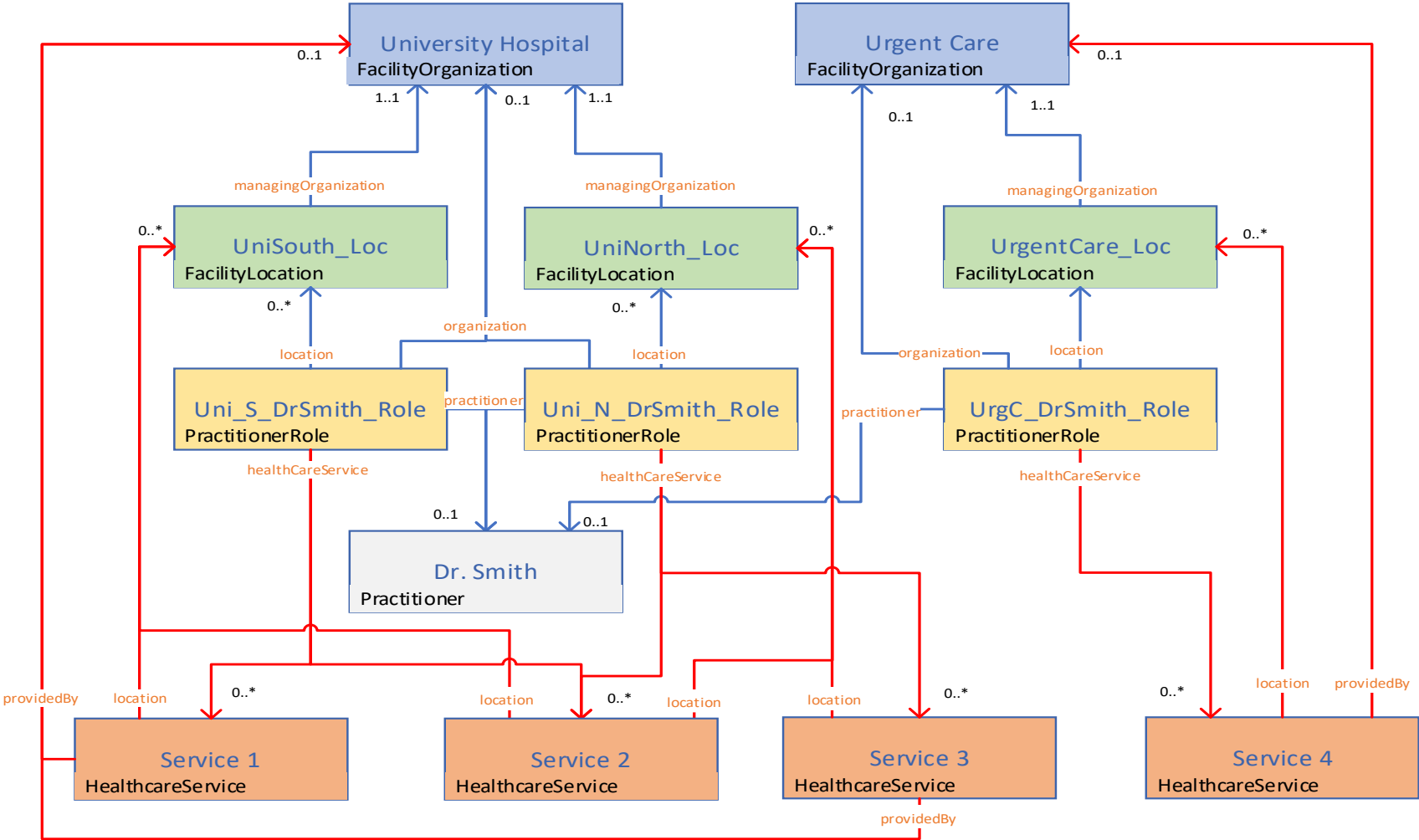
A practitioner is anyone who is providing a health service and includes physicians, nurses, community health worker, home care worker, etc.

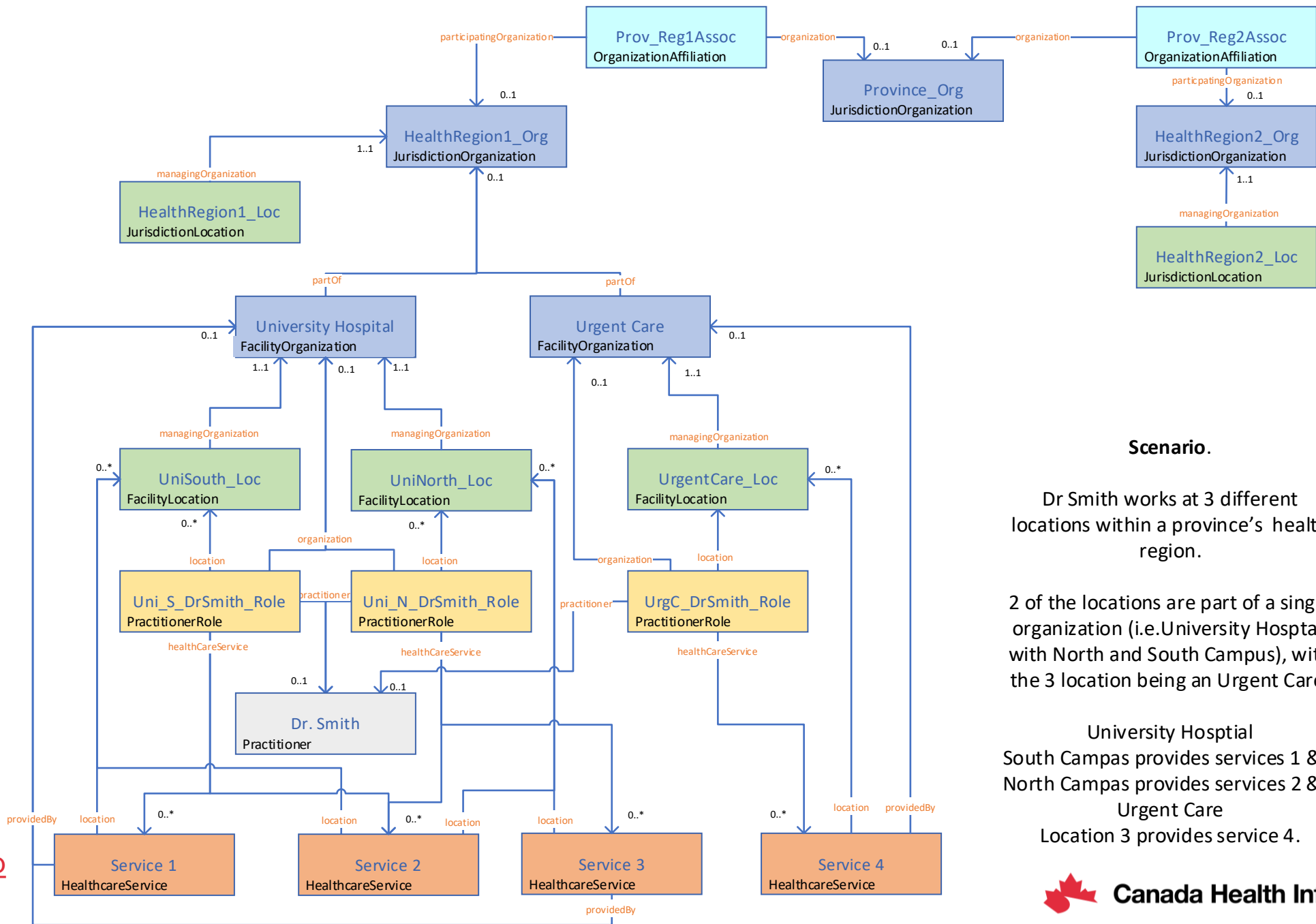
PractitionerRole



A practitionerRole role is used to associate the practitioner to the location, as well as to show what role they are performing when at that location

HealthcareService





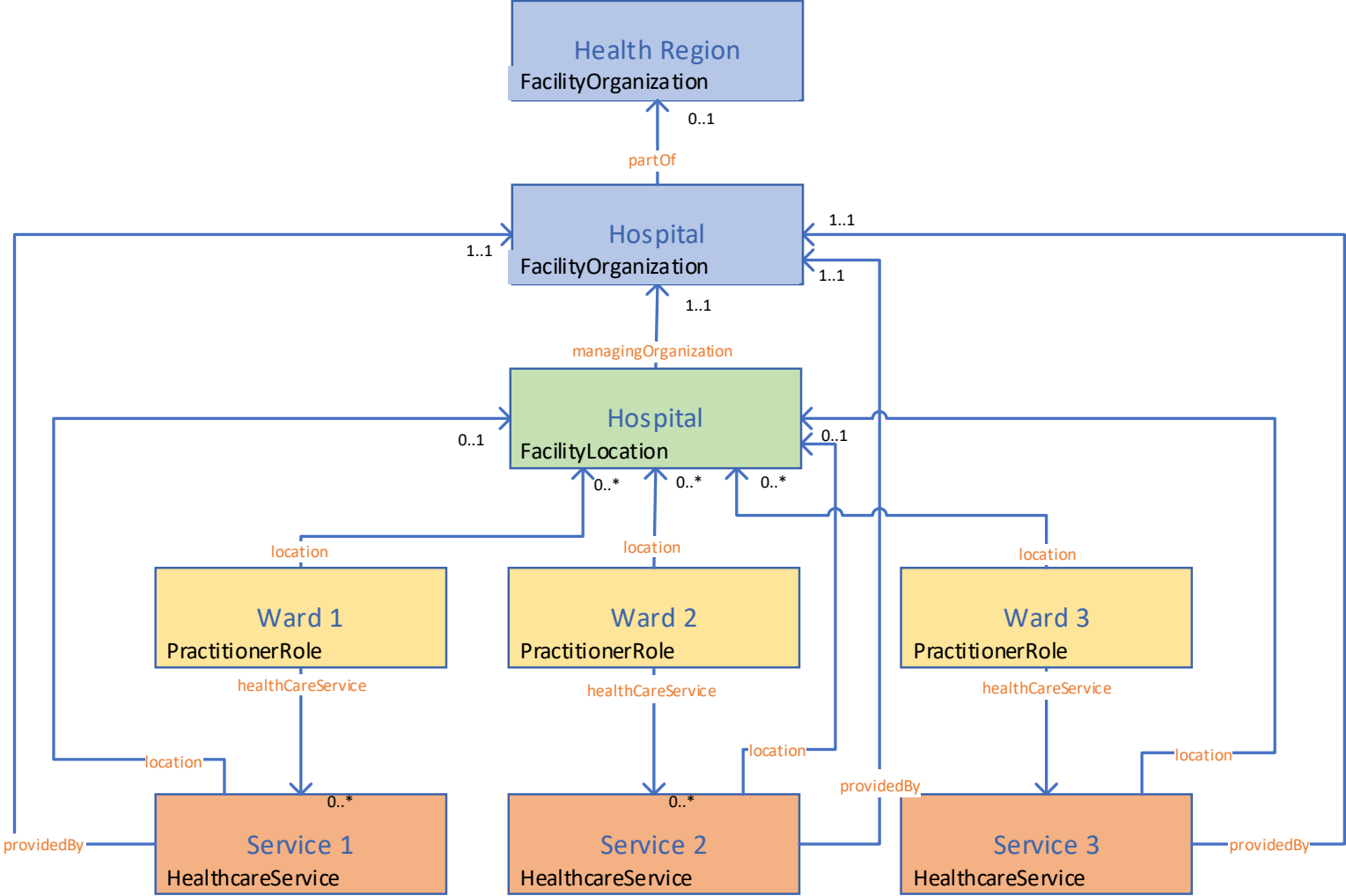
Scenario.

Dr Smith works at 3 different locations within a province's health region.

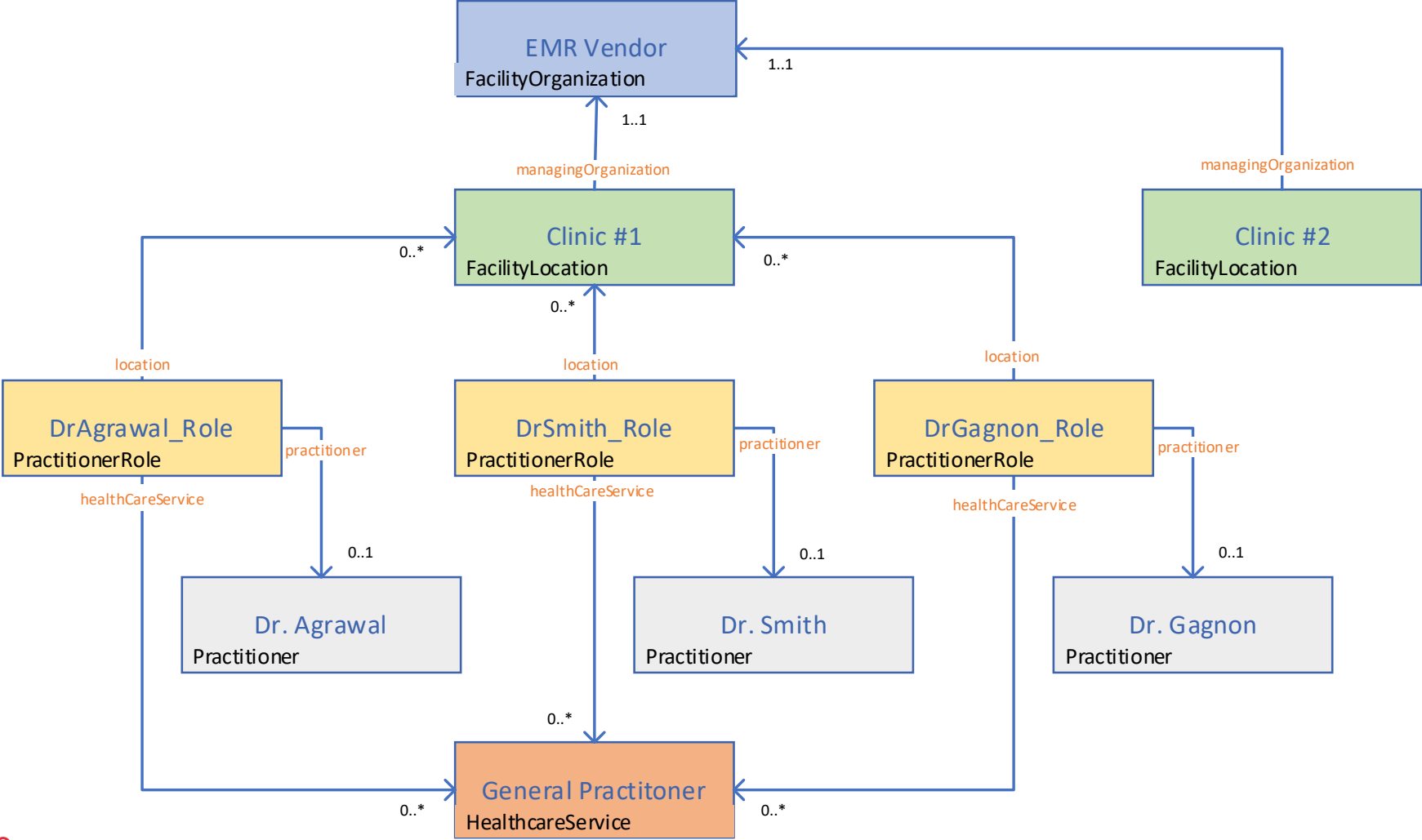
2 of the locations are part of a single organization (i.e. University Hospital with North and South Campus), with the 3 location being an Urgent Care.

- University Hospital
- South Campas provides services 1 & 2
- North Campas provides services 2 & 3
- Urgent Care
- Location 3 provides service 4.

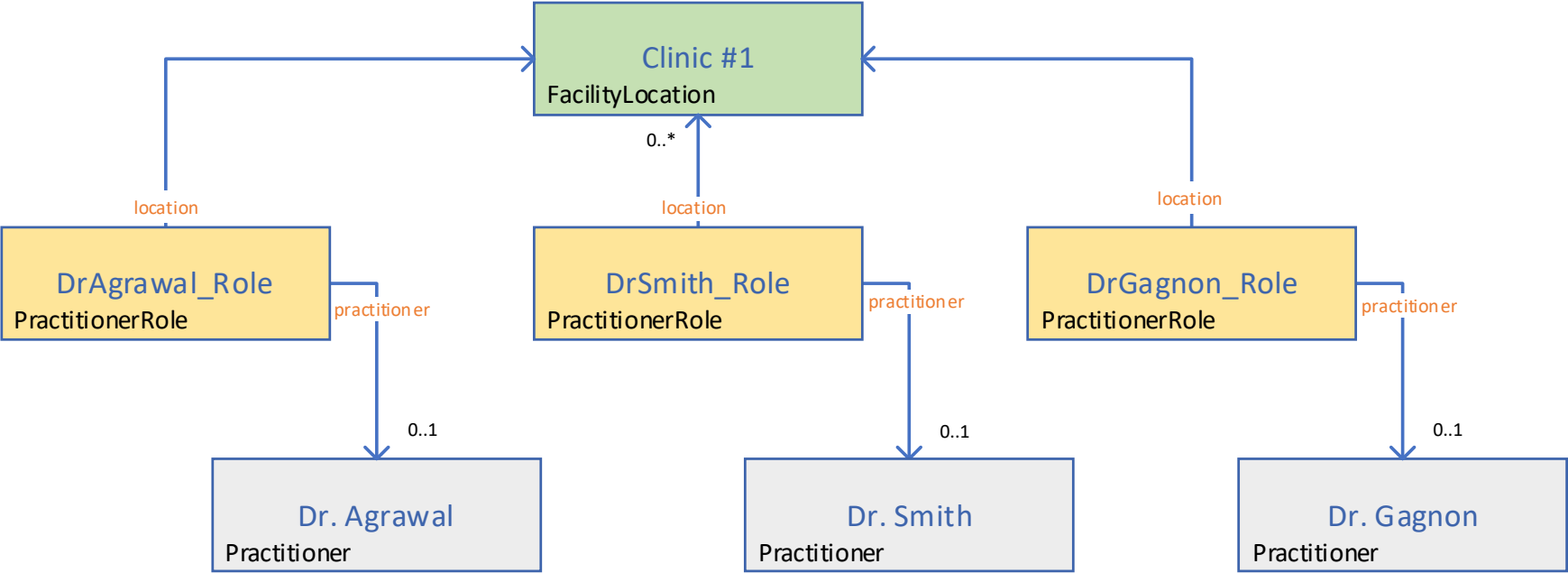
Scenario: Hospital Services



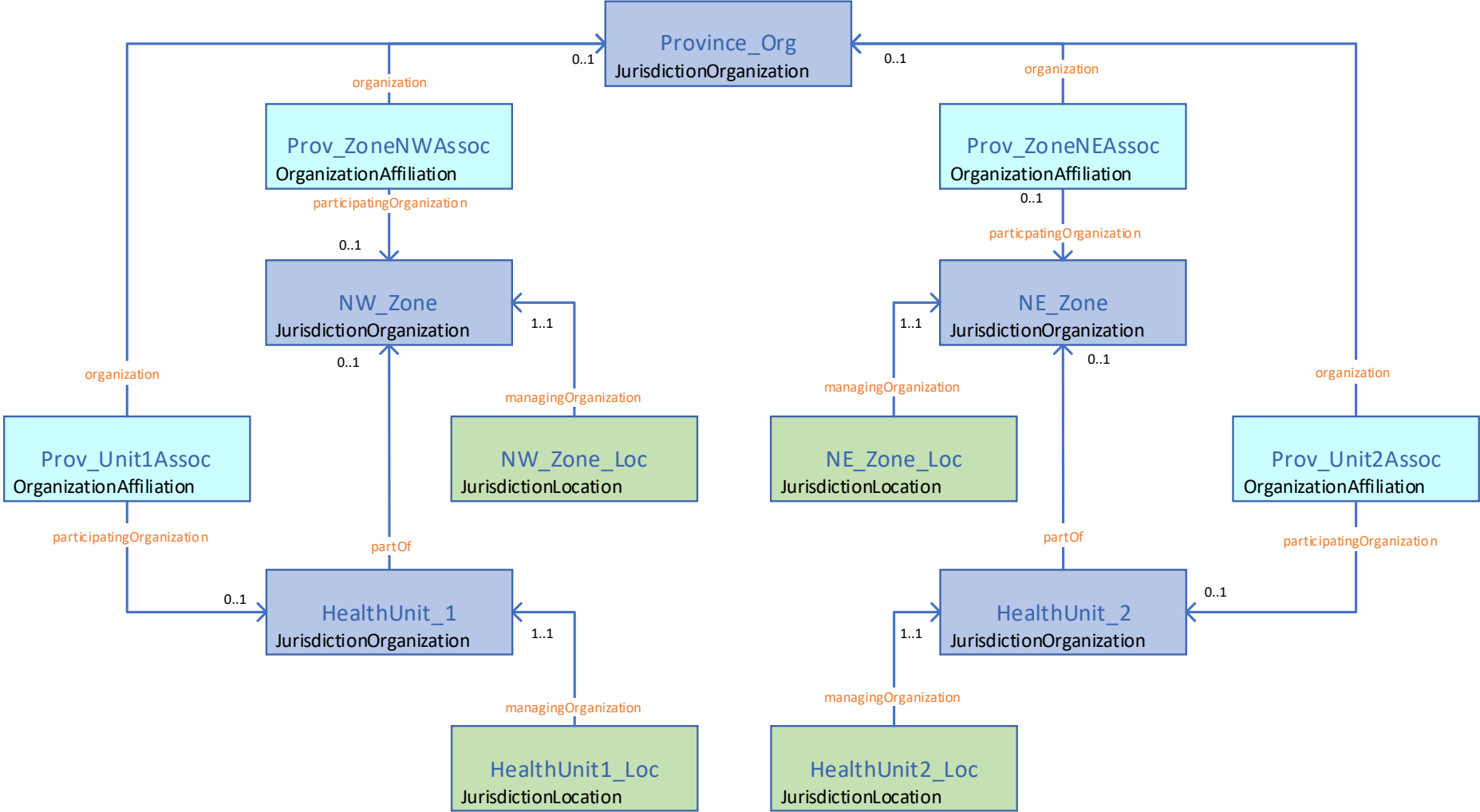
Scenario: EMR Vendor with Hub and spoke



Scenario: Community Clinic does not track services



Zones and Regions



Initial Resources

Priority	Resource	Represents
1	HealthcareService	Service offered
2	Location	Location of service. Generally associated with an address/geo location
3	EndPoint	How to connect to the associated resource within the Service
4	PractitionerRole	Relationship between person and location or organization. Includes the role played when representing that location/organization
5	Practitioner	Person providing the service
6	Organization	Department, health region, jurisdiction etc.
7	OrganizationAffiliation	How two organizations relate to each other or to a location

Ask from the Building Block Working Group:

1. Agreement on the Resource Relationship Model
2. Confirmation on the resources list provided to be developed for the pan-Canadian Service Directory

Next Week (July 11th)

- First look at resources
 - HealthcareService
 - Location
- eReferral

Start discussions around cardinality, MustSupport, & business scenarios for the queries