MIDDLESEX-LONDON HEALTH UNIT

REPORT NO. 027-14

TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2014 April 24

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UPDATE ON PANORAMA IMPLEMENTATION

Recommendation

It is recommended that Report No. 027-14 re Update on Panorama Implementation be received for information.

Key Points

- Panorama is a Ministry-led initiative to implement a new immunization information system at all Ontario health units.
- There are a number of preparation activities under way at both the provincial and Health Unit level, many of which relate to the privacy and security of the information to be stored in the system.
- While use of Panorama is mandated by provincial regulations, there may be operational and privacy risks associated with its implementation. The Health Unit is working to mitigate such risks.

What is Panorama?

Since the 1990s, Ontario health units have used a Ministry of Health and Long-Term Care-mandated information system called the Immunization Record Information System (IRIS) to keep track of the immunizations of children, students and people vaccinated at public health immunization clinics. Panorama is an initiative to upgrade this to a secure, web-based information system. This will more efficiently manage the immunization information that is currently entered into IRIS.

In the longer term, Panorama will also be used to manage vaccine inventory and communicable disease case and outbreak information. The Ministry of Health and Long-Term Care (the Ministry) and eHealth Ontario (an independent agency of the Ministry) will jointly host and deliver the Panorama system to all 36 health units. Once fully implemented, Panorama will integrate the work of Ontario public health professionals, the Ministry, Ontario Government Pharmacy and Medical Supply Service, and Public Health Ontario.

The Health Unit will retire IRIS and implement the Immunization module of Panorama in August 2014. In order to ensure the privacy and security of the information in Panorama, a number of preparation activities are under way at both the provincial and local levels.

Ministry of Health and Long-Term Care and eHealth Ontario Privacy and Security Preparations

One way to ensure the privacy and security of information stored in Panorama is through the design of the system. The Ministry has been enhancing the Panorama application for several years, and since 2012, the Health Unit has participated in system design review workshops as a Builder Health Unit. Feedback provided by health units participating in these workshops has included the requirement to meet College of Nurses of Ontario (CNO) documentation standards, as well as ensuring system access roles and permissions that reflected health units' privacy and security needs were developed.

The Ministry has organized several provincial best practices working groups for audit practices, client consent, and documentation standards, as well as a number of other process-related uses of Panorama, such as recording immunizations. These best practices working groups have developed processes that will guide

health units to use the Panorama system in a consistent manner, and will support them to monitor the privacy and confidentiality of the information recorded in the system.

In addition to system design and guidance documents, there are a number of agreements that will govern the access and use of Panorama, and support the maintenance of the privacy and security of the information stored in the system. Each health unit is required to sign a Ministry System Access Agreement, which includes a Privacy and Information Management Annex. The Annex outlines organizational responsibilities regarding access and use of the information available in the system, as well as auditing responsibilities. Each Panorama user will sign an Acceptable Use Policy agreement, which outlines individual responsibilities for security and acceptable use of the system, and details specific practices that are unacceptable.

Finally, the Ministry has produced a provincial Privacy Impact Assessment (PIA), and the Ministry and eHealth Ontario have conducted a provincial Threat and Risk Assessment (TRA). Generally speaking, a PIA identifies potential privacy risks that may occur by using an information system such as Panorama, while a TRA identifies potential security risks to information. Both a PIA and TRA identify measures to mitigate existing risks and reduce them to acceptable levels. The provincial PIA and TRA for Panorama identified a number of issues; after implementation of mitigation strategies, the associated risks will be decreased to acceptable levels (e.g., medium, low or very low).

Health Unit Privacy and Security Preparations

As part of preparations to implement Panorama, the Health Unit is currently working on a number of privacy- and security-related initiatives, including:
- Assigning Panorama user roles and permissions that ensure users have appropriate access to the system, based on the requirements of their work role;
- Reviewing and updating policies and procedures to ensure that they meet the requirements of the Privacy and Information Management Annex of the System Access Agreement; and
- Finalizing the organizational TRA and completing an organizational PIA, which are requirements of the Health Unit as a Health Information Custodian. Information contained in the organizational TRA and PIA will be informed by the provincial TRA and PIA.

Other Health Unit Preparations

Other activities to be completed at the Health Unit prior to implementing Panorama include:
- Reviewing and updating the information currently in IRIS to ensure that it is ready to be migrated into Panorama. This process includes making sure that Health Unit data conforms to Panorama specifications and resolving any duplicates that exist ; and
- Delivering onsite training which is scheduled for May 2014.

Conclusion

In the coming months, preparations to implement Panorama will continue at both the provincial and Health Unit level. Updates will be provided as required at future Board of Health meetings.

This report was prepared by Ms. Alison Locker, Epidemiologist, Oral Health, Communicable Disease and Sexual Health Services.

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