
Contents

Preface	xv
Introduction	xix
Chapter 1. Understanding the Fundamental Nature of Information and its Processing	1
1.1. Introduction	1
1.2. Data, knowledge and information	1
1.2.1. Data	1
1.2.2. Knowledge	2
1.2.3. Information	2
1.3. Data structures	3
1.4. Data models	5
1.5. Qualities that make information valuable	6
1.5.1. The intrinsic aspects of the quality of information	7
1.5.2. The extrinsic aspects of the quality of information	8
1.6. Improving the quality of data	10
1.7. Uses of patient data	10
1.8. Processing information, applications, components and processes	11
Chapter 2. A Few Questions on Information Sharing	15
2.1. Introduction	15
2.2. Twelve questions for better defining sharing and its objectives	16
2.3. Organization of information sharing is a prerequisite of technological choice.	17
2.4. Summary and conclusion	20

Chapter 3. The Place of Healthcare Delivery Processes in Information Systems	21
3.1. Introduction	21
3.2. The concept of the process	22
3.3. Modeling and the presentation of processes	25
3.3.1. Modeling processes	25
3.3.2. Schematic representation of processes	27
3.3.3. Objects	27
3.3.4. UML (Unified Modeling Language)	28
3.4. Processes and procedures	30
3.5. Interests and limitations of the process-based approach	31
3.5.1. The process-based approach leads to a reassessment of the architecture of information systems and is central to the urbanization approach	31
3.5.2. Analyzing processes improves knowledge of businesses and the needs of actors	31
3.5.3. Process analysis helps to guide change management	32
3.5.4. The scope of the approach determines the benefits to be expected	32
3.6. Conclusion	32
Chapter 4. The Quality of the Urbanization of the Information System is Central to its Performance	35
4.1. Introduction	35
4.2. Changes to the scope of information systems must be anticipated	37
4.2.1. The specifications of a healthcare information system must first incorporate the conditions for interoperability with other healthcare systems while providing for the development of their perimeters	37
4.2.2. Semantic consistency must be sought between information systems from the design stage onwards	38
4.2.3. The qualities required to develop reliable and scalable systems	39
4.2.4. Examples of application services	41
4.2.5. The HISA model and ISO standard 12967	42
4.3. The dimensions of interoperability	43
4.3.1. The infrastructure level	44
4.3.2. The application level	45
4.4. Interoperability is central to the development of practices	48
4.4.1. In an information system, interoperability facilitates communication between professionals, improves the reliability of the system and reduces costs	49
4.4.2. Semantic interoperability between data and knowledge must make it possible to improve care	49

4.4.3. Interoperability facilitates the development of tools for decision-making analyses and managing establishments	50
4.5. The shared reference terminology of information systems	50
4.5.1. Defining a reference terminology – the backbone of the information system.	50
4.5.2. Examples of shared reference terminologies	51
4.5.3. The specifications of an information system must comply with a national interoperability framework based on international standards.	52
4.5.4. Accessing knowledge and good practice guidelines applicable to a particular patient in a care process is a challenge that must be met.	52
4.6. Conclusion	55
Chapter 5. Reference Terminologies in Healthcare Information Systems	57
5.1. Introduction	57
5.2. The management of reference terminologies must comply with the rules of best practice	58
5.2.1. The general problem of semantic integrity	58
5.2.2. The semantic integrity of data must be ensured over time	59
5.2.3. Defining a semantic steering structure for a healthcare information system would be of the utmost usefulness.	60
5.2.4. The main reference terminologies in healthcare information systems	60
5.3. Specialized reference terminologies	62
5.3.1. Structure identification reference terminologies	62
5.3.2. The reference terminology for professionals and human resources	63
5.3.3. Patient identification directories	63
5.3.4. Diagnostic reference terminologies	64
5.3.5. Reference terminologies for procedures	65
5.3.6. Medication reference terminologies.	67
5.4. General purpose reference terminologies	68
5.4.1. MeSH (Medical Subject Headings)	68
5.4.2. SNOMED CT (Systematized Nomenclature of Medicine – Clinical Terminology)	69
5.4.3. UMLS (Unified Medical Language System)	70
5.5. Implementing reference terminologies in the context of urbanizing information systems	71
5.5.1. Reference terminology servers outside the information system.	71
5.5.2. Reference terminology management services	71
5.5.3. IHE (Integrating the Healthcare Enterprise)	74
5.6. Conclusion	74

Chapter 6. Patient Identification in Healthcare Information Systems	75
6.1. Introduction	75
6.2. Basic concepts in patient identification	77
6.2.1. Patient-based information systems and subsystems	77
6.2.2. Identification traits are central to the creation of identifiers.	78
6.2.3. The criteria used to create a unique identifier determine its quality	80
6.3. Establishing a unique, common and universal identifying number would be ideal	81
6.3.1. Cultural and societal differences make the systematic, secure and universal identification of individuals difficult	81
6.3.2. The importance of logistical and organizational constraints must not be underestimated	82
6.3.3. Failures of completeness or interoperability are decisive	83
6.4. The proposed solutions focus on a simple identification model and an efficient and reliable matching of identities	84
6.4.1. Traits and the identification model	84
6.4.2. Technological and/or biological signatures have been proposed to identify individuals	86
6.4.3. Depending on the circumstances, national numbers and identifiers may be usable identifiers	87
6.4.4. Data linkage can be carried out anonymously	87
6.4.5. Reconciling identifiers	88
6.5. The de-identification of data	89
6.5.1. Heuristic methods.	89
6.5.2. Statistical methods	90
6.5.3. Encryption tools.	90
Chapter 7. Information System Security and Data Protection	91
7.1. Introduction: the need for security	91
7.2. Security policies as protection against threats to information systems	92
7.2.1. Data integrity	93
7.2.2. Confidentiality	94
7.3. Risk assessment and choosing the measures to be taken	98
7.3.1. Organizations that are sources of vulnerability.	98
7.3.2. External vulnerabilities.	99
7.4. Protecting personal data.	100
7.5. Conclusion	101
Chapter 8. Knowledge Management and Medical Decision Support	103
8.1. Introduction	103
8.2. A brief historical overview and the lessons learned	104
8.3. Intelligent systems.	107

8.3.1. Decision-making assistance at LDS Hospital in Salt Lake City (UT, USA)	107
8.3.2. Tools and results at LDS Hospital.	107
8.3.3. The example of Brigham and Women's Hospital in Boston (MA, USA)	109
8.4. Evidence-based medicine: from literature to clinical action	110
8.4.1. Best-practice clinical guidelines	111
8.4.2. The methods of computerizing guidelines	111
8.4.3. Knowledge engineering for guidelines	112
8.5. Standards for representing knowledge are essential to integrating best-practice guidelines into care processes	119
8.6. Conclusion	120
Chapter 9. Managing and Integrating Clinical Data: Health Records	121
9.1. Introduction	121
9.2. A wealth of terminology to refer to patient data and how it is managed.	123
9.3. Access to patient data is essential to improving the care process	124
9.4. The <i>a priori</i> structuring of records has kept methodologists and healthcare professionals busy for 40 years.	126
9.4.1. Source-oriented organization	127
9.4.2. Problem-oriented organization.	127
9.5. Data description, use of reference terminologies and professional access	128
9.6. The interoperability of data and knowledge in care processes is central to designing health records	129
9.7. The characteristics of new generations of health record management systems	130
9.7.1. Characteristics and functional developments.	130
9.7.2. Characteristics and industrial developments	133
9.8. The Continuity of Care Maturity Model.	135
9.9. Conclusion	136
Chapter 10. Managing and Integrating Laboratory Data and Functional Investigations	137
10.1. Introduction	137
10.2. The laboratory information system (LIS)	138
10.3. Development of the regulatory context for biology laboratories	140
10.4. Having a reference terminology for biological procedures is central to designing LIS	141

10.5. Have a knowledge base (engine for prescription rules, act protocols, etc.) . . .	143
10.6. Integrating biological data in patient records	143
Chapter 11. Managing and Integrating Medical Images	145
11.1. Introduction	145
11.2. The picture archiving and communication system (PACS).	146
11.3. Managing medical images.	147
11.4. The mutualization of image management and the functions of PACS.	149
11.4.1. Why share a PACS?.	150
11.4.2. How should a shared PACS project be carried out?	151
11.4.3. Initiatives in different countries	152
Chapter 12. Managing and Integrating Telemedicine and Telehealth	153
12.1. Introduction	153
12.2. Clinical communication and telemedicine	155
12.2.1. The challenges	155
12.2.2. Some technical considerations	155
12.2.3. Notable experiments in a number of countries	156
12.2.4. The regulatory context in France.	157
12.2.5. Telemedicine must be supported and integrated into a regional medical project	158
12.2.6. Telemedicine must be supported within an appropriate information system.	159
12.3. Healthcare services on the Web, e-health	160
12.3.1. Online services can support decision-making and continuing education: The community spaces of healthcare professionals	161
12.3.2. Patients can access healthcare information on the Web	161
12.3.3. The communication of information benefits from rapid dissemination	161
12.3.4. New health-related services are emerging on the Web	162
12.4. Regional telehealth platforms	162
12.5. Connected health tools.	163
12.5.1. The Internet of Things	163
12.5.2. The standardization of the emerging field of e-health: the ONS 2.0 standard for managing the Internet of Things.	165
12.6. Conclusion	167
Chapter 13. Integrating Extra-hospital Care Data	169
13.1. Introduction	169
13.2. Highlights from the USA	171

13.2.1. Contrasting results now correspond to the meaningful use (MU) strategy implemented.	171
13.2.2. Statewide health information network (SHIN)	171
13.3. Some initiatives and programs in France.	172
13.3.1. The DMP and the interoperability framework	172
13.3.2. The <i>dossier pharmaceutique</i> (pharmaceutical record: DP)	174
13.3.3. The oncology record	175
13.3.4. Secure health messaging system: MSSanté	176
13.3.5. Integrating applications and connected objects, mobile health (m-health)	176
13.4. Conclusion	178
Chapter 14. Reusing Data in Healthcare	179
14.1. Introduction	179
14.2. Making healthcare data usable in order to be useful.	181
14.3. A standard, comprehensible, interoperable data model	183
14.4. Means of integrating data	184
14.4.1. The organization of healthcare data sharing.	184
14.4.2. Ontologies: an approach to semantic data integration	185
14.5. Reuse of big data, connected objects, social networks	185
14.6. Conclusion	187
Chapter 15. Integrating Data for Management and Decision Analysis	189
15.1. Introduction.	189
15.2. The processing chain of decision-making analysis	191
15.3. Building data warehouses	191
15.4. The dashboard of an establishment or an institution	193
15.5. Hospital financing and its national management in France	194
15.6. Other examples of indicators for other kinds of management: international experiences in regulating quality and efficiency	195
15.6.1. The Joint Commission initiative and the Top Performer on Key Quality Measures® program in the USA.	195
15.6.2. Meaningful use (MU) indicators	196
15.7. Conclusion	196
Chapter 16. Data for Epidemiology and Public Health, and Big Data	197
16.1. Introduction.	197
16.2. Multi-source monitoring systems	198
16.2.1. Monitoring devices	198
16.2.2. The French <i>Système de Surveillance Sanitaire des Urgences et des Décès</i> (healthcare monitoring system for emergencies and deaths: SurSaUD).	199
16.3. The challenges and opportunities of big data for public health.	200

16.3.1. Big data call into question the traditional principles of data processing	200
16.3.2. Big data pave the way for tailor-made medicine	203
16.3.3. Improving knowledge and development.	203
16.3.4. Processing more data to accelerate research and development.	204
16.3.5. Reducing healthcare expenditure.	204
16.4. Epidemiology and big data	204
16.5. Multiple and heterogeneous data sources	205
16.6. The contribution of big data and e-health to prevention, monitoring and health vigilance	205
16.6.1. Monitoring and vigilance	205
16.6.2. The contribution of big data is heralding a significant change for researchers in epidemiology and public health	207
16.7. The heterogeneity of data, a feature of big data, underlines the importance of interoperability standards	208
16.7.1. Owing to the fragmented adoption of terminological standards, much of these data remain unusable in isolated computer systems	208
16.7.2. Data-sharing initiatives for research purposes	209
16.8. Conclusion	212
Chapter 17. Integrating Bioinformatics Data	213
17.1. Introduction	213
17.2. The importance of integrating databases in bioinformatics.	216
17.2.1. Data integration and workflows	216
17.2.2. Web services in bioinformatics.	217
17.2.3. Research platforms	218
17.3. Ontologies and gene annotation.	219
17.3.1. Ontologies	219
17.3.2. Annotation	220
17.4. The Gene Ontology (GO) consortium	220
17.5. Conclusion	222
Chapter 18. Clinical Research Data	223
18.1. Introduction.	223
18.2. The clinical research (CR) situation	224
18.3. The worlds of care activity data and clinical research data are different	226
18.3.1. Clinical activity has its own processes and limitations in information processing.	226
18.3.2. The specific limitations of clinical research and its information systems	226

18.3.3. The recruitment and identification of patients follows explicit and intangible criteria	227
18.3.4. The legislative framework of clinical research	227
18.3.5. Control of data quality	228
18.3.6. The interoperability challenges for these information systems	228
18.4. The tools and methods that contribute to a synergetic approach.	230
18.4.1. Some tools are already implemented in the most advanced information systems	230
18.4.2. Initiatives for sharing data for research	230
18.4.3. Clinical research standards: the CDISC modeling approach.	231
18.4.4. The electronic source record	231
18.4.5. BRIDG: Biomedical Research Information Domain Group	233
18.4.6. Quality and credibility of data	234
18.5. Information system initiatives and tools in clinical research	234
18.5.1. Informatics for integrating biology and the bedside (i2b2)	234
18.5.2. The creation of clinical research platforms	235
18.5.3. The example of the Multi-Regional Clinical Trials (MRCT) of the Brigham and Women’s Hospital and Harvard.	237
18.6. Conclusion	237
Chapter 19. Evaluating Information Systems	239
19.1. Introduction	239
19.2. “Pre-implementation” evaluation of an information system	240
19.3. Evaluation of “post-implementation” information systems.	242
19.3.1. Performance evaluation: a complex area of investigation	243
19.3.2. Evaluating the success of an information system.	246
19.3.3. Other approaches to evaluation, other indicators	247
19.4. Asset value and use value of information systems	249
19.5. Case studies.	249
19.5.1. Connected objects	250
19.5.2. An evaluation on the return on investment at Brigham and Women’s Hospital in Boston	250
19.5.3. The investment decision made by Kaiser Permanente	250
19.6. Some lessons	250
Chapter 20. The Governance of Healthcare Information Systems, the Hospital, Outpatient and Industrial Contexts	253
20.1. Introduction	253
20.2. Meaningful use, a tool of governance in the USA.	256

20.2.1. The Health Information Technology for Economic and Clinical Health Act (HITECH)	256
20.2.2. Meaningful Use (MU), the use of electronic patient records	256
20.3. Emerging governance of healthcare information systems in France	258
20.4. A rapid change in hospital and outpatient information systems, as well as their governance, is needed	260
20.5. An extra-hospital offer overly focused on professions with little integration of regional organization	263
20.6. Industrial offer	265
20.7. Discussion.	267
20.7.1. Data, a strategic asset	267
20.7.2. Developing and mobilizing skills is a major imperative	267
20.7.3. Towards a common urbanization framework	268
20.7.4. Governance	268
Appendices	269
Appendix 1. Management of Selected International Terminologies	271
Appendix 2. Further Information on DICOM Standards	275
Appendix 3. Further Information on the <i>système national des données de santé</i> (National Healthcare Data System – SNDS) in France	277
Appendix 4. Metadata.	279
Appendix 5. Clinical Observation Specifications	285
Appendix 6. Ontologies	287
Appendix 7. Document Banks – Medication Data.	291
Appendix 8. Hosting Health Data in France	293
Appendix 9. Developing an Information System Master Plan	295
Bibliography.	299
Index.	307