

JENNIFER ZELMER'S FAVOURITE WEBSITES



As Director, Health Reports and Analysis, Jennifer Zelmer and her team at the Canadian Institute for Health Information develop health indicators that provide the public, caregivers and health authorities alike with the real stuff. She leads CIHI's partnership with researchers, AND with the media including Maclean's Magazine and their annual Health Report. Jennifer is one of a long list of "Protti Proteges."

She offers these favorite websites:

www.ncbi.nlm.nih.gov/entrez/query.fcgi?db=PubMed

Because PubMed allows anyone to search (for free) an index to hundreds of thousands of health-related journal articles from around the world.

www.canada411.com

Because it eliminates the need for shelves filled with phone books from across the country.

www.specialedition.net

Because you can access current and past articles in dozens of newspapers from across the country in one place.

www.cihi.ca or www.icis.ca

Because it's the easiest way to access the latest range of CIHI's health information products and services. (Although I may be prejudiced!)

www.google.com

Because it's a gateway to the rest of the web, from the latest research on measuring outcomes of care to the best places to stay on holiday.

I tried to get a fair range that reflects the depth of information and different types of services available.

Standardize Work Processes

From the point of view of computer technology this can be as simple as standardizing on display size, desktop operating system, default applications, keyboard layout, and pointing devices. In multi-hospital scenarios it can also extend to consistent and uniform implementation of vendor applications. Consider buying an integrated system with a common user interface from one vendor rather than assembling one from diverse components. Update application selection criteria to place increased emphasis on standardization, integration and ease of use.

The HIMSS Book will be a regular feature and so this article is the first in a series from the Healthcare Information and Management Systems Society (HIMSS). It represents the journal's working arrangement with the Society to exchange information, best practices and new models in health information management. The Chair of HIMSS will join the Editorial Advisory Board; this year it is Greg Walton, Chief Information Officer for Carilion Health System in Virginia. In Canada HIMSS has a chapter headed up by Lina Milone, Director, Information & Communication Services at Sunnybrook & Women's College Health Sciences Centre (lina.milone@swchsc.on.ca).

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8. *To Err is Human*... pages 59-60
9. *Ibid.* pages 75-76
10. *Ibid.* page 77
11. *Ibid.* page 96
12. *Ibid.* pages 115-116
13. *Ibid.* page 153
14. *Ibid.* page 153
15. *Ibid.* page 154
16. *Ibid.* page 117
17. *Ibid.* page 135
18. *Ibid.* page 47
19. *Ibid.* page 126
20. *Ibid.* pages 135-6
21. *Ibid.* page 136
22. *Ibid.* page 147
23. *Ibid.* page 147

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