Island Health
Information Management / Information Technology

KEY SERVICES

- **CLINICAL APPLICATIONS**
  Our flagship CERNER applications include PowerChart, FirstNet and PMOffice

- **DATABASE MANAGEMENT**
  Local and Provincial Data Centres host our multiple Clinical and Business Servers

- **NETWORK ADMINISTRATION**
  Advanced technical administration of critical network and telephony infrastructure

- **CLIENT SERVICES**
  Supporting Island Health staff and physicians in their delivery of quality healthcare

Who we are, and what we do…

Island Health is one of five regional health authorities in British Columbia and is the largest employer on Vancouver Island with over 21,500 employees, 1,900 physician partners and 6,500 volunteers that provide health services to the 765,000 residents of Vancouver Island and adjacent coastal communities.

Our Information Management / Information Technology (IM/IT) department manages, maintains and develops all of the core IT Infrastructure that supports Island Health in its delivery of quality healthcare to patients and communities.

Island Health's enterprise Electronic Health Record (EHR) has CERNER at its core, and the platforms that support it include SQL and Citrix. Our Network core network infrastructure of switches, routers, wireless access points & controllers, Voice over IP telephones, LAN/WANs, makes use of current technologies to support our IT Infrastructure up and down the Island, including award winning services such as Telehealth.

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Learn more about our Island Health IM/IT teams….

Network Operations and Architecture
Network Operations is responsible for the day-to-day administration of network and telephony infrastructure within all Island Health sites/buildings. *Network Architecture* is responsible for the design and strategy relating to Island Health's data, voice and video networks.

Platform Operations
Builds and maintains various platforms, supporting applications that are integrated with Cerner systems.

Enterprise Technical Services
Manages the technical infrastructure that is used for Citrix hosting, Citrix application publishing, Remote Access, Citrix Receiver desktop connection, the underlying hardware and Redhat O/S services, as well as backup and data protection.

Enterprise Systems Development
Collaboration Web Services, SQL Database Administration and Application Integration Management teams develop and maintain platforms for data and collaboration using standards-based architecture.

General Clinical Services
The General Clinical Services team is responsible for the planning, coordination, communication, and execution of all Island Health-wide activities related to the development, support, and operational sustainment of all non-Cerner clinical applications.

Clinical Application Management
Provides access and support to Island Health's enterprise Electronic Health Record (EHR) and is responsible for systems such as PowerChart, FirstNet, PMOffice (Registration), 724 Downtime Viewer, Scheduling, and others.

Clinical Informatics
Clinical Practice Leads with knowledge and experience in IT help to interpret and translate clinical content and processes into digitally enabled solutions, and function as a "bridge" between front line clinicians and IM/IT.

Client Services, Account Management, and Clinical Solutions Desk
Teams that support and enable Island Health employees and clinicians to provide and deliver quality healthcare to our patients and communities. The Clinical Solutions Desk (CSD) is Island Health's Tier 1 support for all clinical applications and devices, and is available 24/7.

Microsoft Platforms, Datacenters, and Video Conferencing
Supports the management of physical servers in all data center and server locations; services such as Active Directory, Exchange, Skype for Business, AirWatch, Netscaler application delivery, and Business and Clinical enterprise print servers; Video Conferencing Polycom and Cisco endpoints, including Island Health's state-of-the-art Telehealth services.

Device Integration, Acquisitions & Logistics
Multiple teams responsible for enterprise device strategy, evaluating, testing, as well as piloting new technologies, break/ fix procedures, desktop computer moves, complicated software installations, and reimagining non-provincially imaged devices.

Business & Infrastructure Systems
The Business and Infrastructure Systems Team is responsible for the Tier 2 and 3 support of Corporate and Infrastructure systems, which are used by business areas such as finance & payroll, human resources, staffing, and protection services. Included in the services offered is the development of roadmaps for the supported applications, coordination of sustainment activities associated with the roadmaps, and support to the business areas for their own strategic initiatives.

Interested in a Career in IT at Island Health? Visit:
www.islandhealth.ca/careers

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