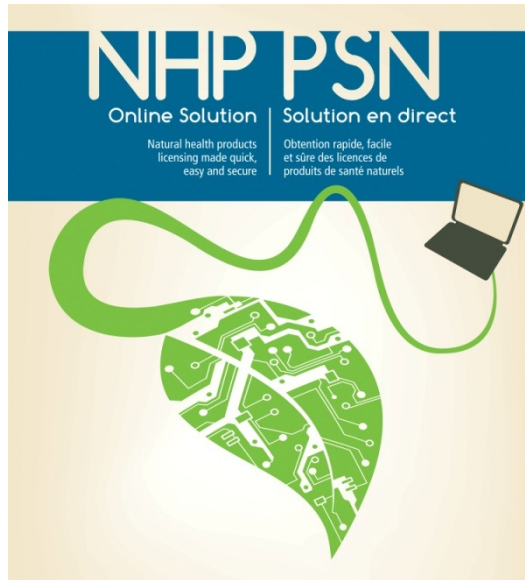




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IT Enabled Service Delivery

The NHP Online Experience

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Presentation to CPSQA NCR

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Canada

Natural Health Products Regulatory Context

- Established in 2004 to license natural health product according to standards for safety, efficacy and quality
 - Estimated 40,000 products already on the market to be licensed
 - Product Licence Applications (PLAs) arrived faster than they could be processed (receive on average 45 each day)
- Initial information system lacked some key functionality:
 - Paper-based/Legacy IT Systems
 - Poor quality of information received and captured (over 90% of incoming applications required clarification)
 - Resulted in inconsistent decision making
 - Labour-intensive – no automated support for PLA decision making process

❖ **Opportunity for Operational Improvements → Process and Information Technology**



Initial dialogue between Business and IT was spirited...

"We need this"

"We have this solution already developed ..."

"No, we need THIS"

"It can't be done"

"We need it now"

"We have a methodology to follow"

"How much will it cost?"

"Here is the estimate to get the estimated cost"

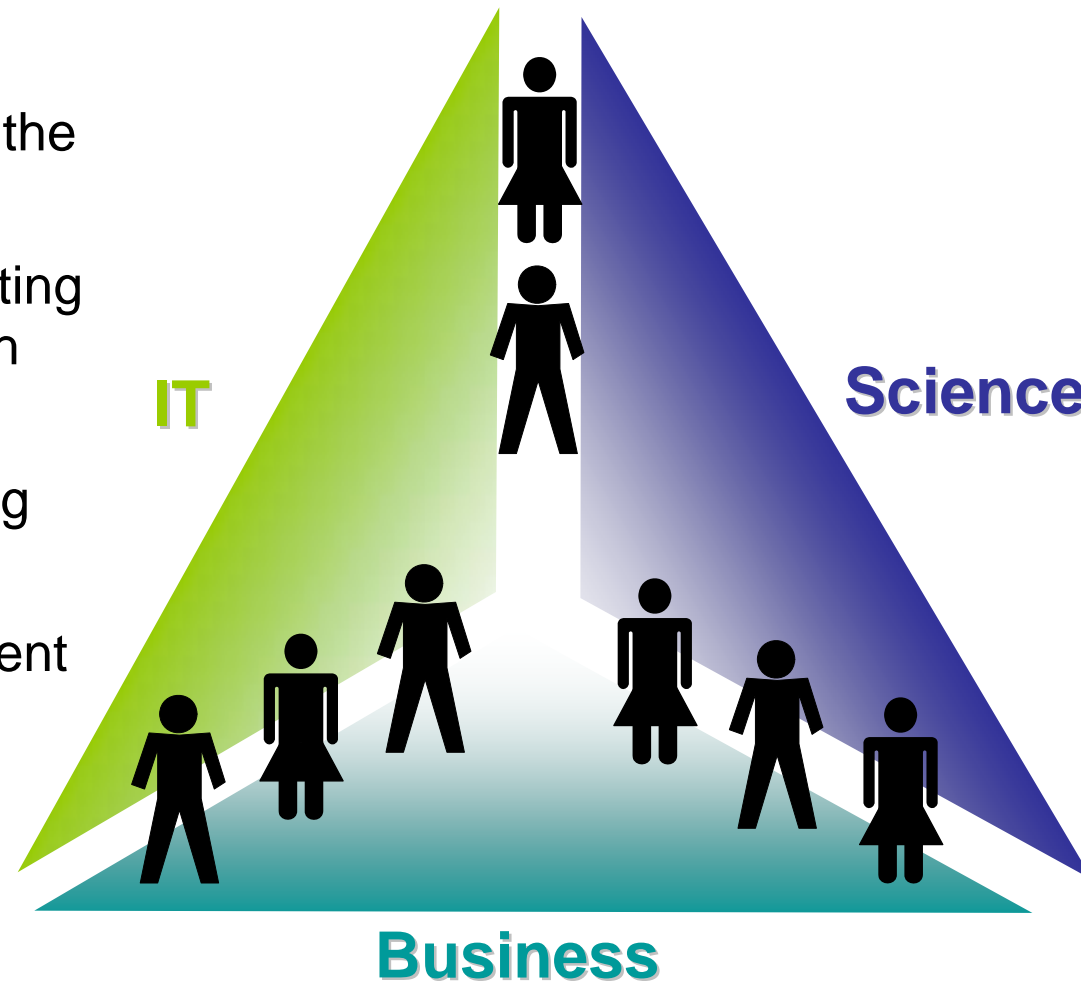
"We'll do it ourselves"

"You're not allowed and you wouldn't know how anyway"



Bridging Areas of Expertise

- Essential to “close the gap”
- Resolved by recruiting team members with crossover skills
- Connections among “peers”
- Change Management



Enabling IT to deliver service....

- Share the vision with management and clients
- “No” is the beginning of Negotiations
- Establish conditions favourable to trust and respect
- Simplest is best (you must understand it to own it)
- Build on what has been accomplished by others
- Emphasis on results ... not necessarily efforts
- Change tactics as appropriate; stick to your strategy
- Leverage incremental successes (Proof of concept, Prototype, Pilot, Production) – delivery
- “Roll your own” – funding, contracts, specialists – to meet your priorities
- Continuously upgrade your team



Result: the NHP Online Solution

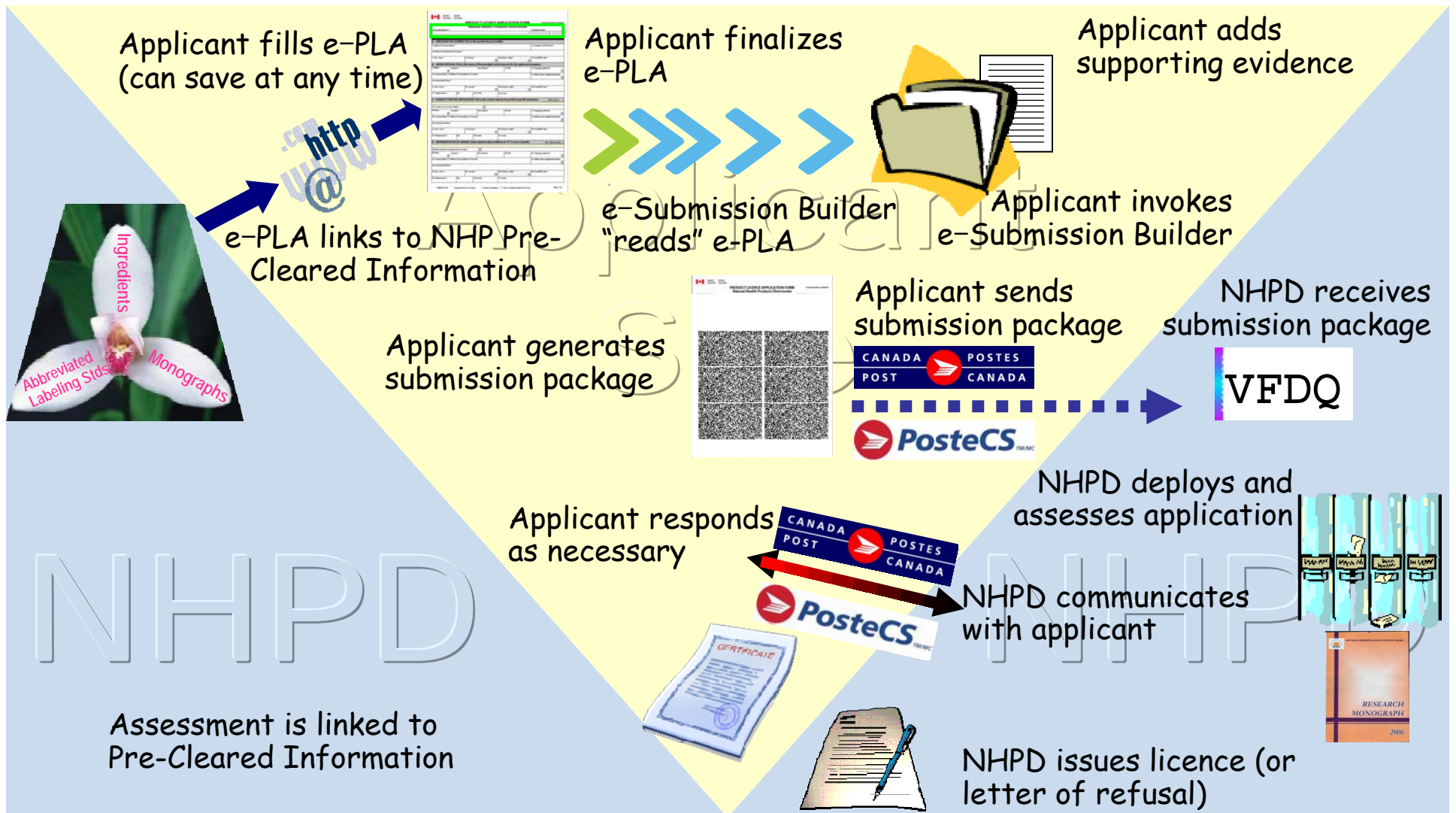
- Shortens the lifecycle from preparing natural health product licence applications to receiving licences
 - Facilitates preparation of the application through use of the new intelligent electronic tools
 - Improves the quality of submissions by minimizing errors and omissions
 - Streamlines the process by accepting submissions and issuing licences electronically
 - Optimizes use of Pre-Cleared Information (PCI)
- Benefits:
 - A secure “end-to-end” online solution
 - Applicants can prepare applications electronically and submit by secure e-mail or on paper or CD (NHPD to assess files electronically)
 - Electronic tools make it easier to fill out necessary forms and eliminate many of the deficiencies which lead to administrative/assessment delays
 - “Build once use often!”



Recipient of a Gold Medal at the 2008 GTEC award ceremony



NHP Online Solution: The Licence Application Process



CONTACT INFORMATION

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