THE EVOLUTION OF EMR MATURITY

change is everywhere opportunity is now!

Saskatchewan eHealth Conference
October 2, 2014

Darren Larsen, MD, CCFP MPLc
Chief Medical Information Officer
Ontario Medical Association / OntarioMD
Objectives

1. Hear about the Ontario experience – learn from our successes and hiccups

2. Understand the EMR Maturity Model and our EPR Tool

3. Mature systems as enhancements to patient care

4. Benefits of maturity to Physicians / Nurses

5. Alignment to the Quality Agenda

6. Future state: Big Data and Data Analytics
Faculty/Presenter Disclosure

- Faculty: Darren Larsen, MD

- Relationships with commercial interests:
  - Dr. Darren Larsen
    - Contracted by OntarioMD Inc., Peer Leader funding from Canada Health Infoway
    - Employee of Ontario Medical Association
Disclosure of Commercial Support

- This program has received financial support from eHealth Ontario via OntarioMD Inc., in the form of funding for development

- Potential for conflict(s) of interest:
  - Darren Larsen has received payment from OntarioMD Inc.
  - OntarioMD Inc. developed and distributes a product that will be discussed in this program: EMR Progress Report Tool
Mitigating Potential Bias

- Bias has been mitigated by review of material by independent physician reference panel made up of Peer Lead Physicians, Nurses and Clinic Managers.
IF YOU'RE NOT CREATING TROUBLE, YOU'RE NOT CREATING MUCH.

Source: A cartoon by Hugh Macleod of Gapingvoid: http://gapingvoid.com/
Ontario Background

Now What?
OntarioMD is now shifting its focus to *enhanced* EMR use
EMR Maturity Model Progression

- **2011**: Concept
- **2012**: Model
- **2013**: Go Live
- **2014**: Optimization Support
EMR Maturity Model

• Innovative and leading practice model for assessing EMR adoption in community care practices
• Detailed maturity roadmap of existing and potential EMR capabilities
• Five levels of EMR maturity starting with basic functions first, then moving towards advanced and complementary functions
• Developed with direct input from OntarioMD’s Physician and Clinic Manager Peer Leaders
• Forms the basis for COACH’s national tool for broader comparisons of system performance
Key Features

• Online Self-Assessment
• Benchmarking
• Gap Analysis performed
• Shows potential areas for advanced EMR use
• Online Resources & Tools included
Alignment to Provincial Quality Agenda

QUALITY IS...

SAFE
EQUIitable
EFFICIENT
SUSTAINABLE
EFFECTIVE
FOCUS on POPULATION HEALTH
PATIENT CENTRED
ACCESSIBLE
Supports MOHLTC Objectives

Innovations in Care / Showing Value
OntarioMD’s EMR Maturity Model
Key Measures

**Practice Management**
1. Appointment Scheduling
2. Practice Billing
3. Communication & Coordination
4. Business Continuity Planning

**Information Management**
5. Registration Information
6. Encounter Documentation
7. Data Quality Management
8. Nomenclature Consistency
10. Privacy & Security

**Patient Results Management**
11. Laboratory Results
12. Diagnostic Image Reports
13. Hospital Summary Information
14. Referrals and Consults Tracking

**Diagnosis Support**
15. Patient Assessment Tools
16. Preventive / Follow-up Care
17. Evidence Based Resources

**Treatment Planning Support**
18. Care Planning & Coordination
19. Medication Management
20. Complex Care / CDM

**Patient Engagement & Communication**
21. Patient Education
22. Self-Care / Co-Management

**Evaluation & Monitoring**
23. Health Quality Indicators
24. Health Outcome Measures (Provincial Reporting)
25. Public Health Reporting

- eBooking
- Standards
- Cancer Care
- BORN
- ePrescribing
- HealthLinks
- eConsult/eReferral
- Remote Patient Monitoring
- OLIS
- HRM
- I4C: HQO
- Panorama

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EMR Progress Reporting (EPR)

Just scratching the surface of your EMR’s functionality?
Do more with your EMR to enhance patient care and practice efficiency with OntarioMD’s EMR Progress Reporting Tool

Headlines
OntarioMD announces appointment of new CEO
The OntarioMD Board of Directors is pleased to announce that Sarah Hutchison has been appointed Chief Executive Officer effective August 1, 2014.

EMR Program Expanding ASP EMRs
OntarioMD and eHealth Ontario are expanding the EMR marketplace with an open procurement to allow more EMR vendors to offer ASP EMR products to Ontario’s clinicians.

EMR Adoption Program is accepting new applications
The Electronic Medical Record (EMR) Adoption Program is accepting new funding applications until the September 30, 2014 deadline. Apply today!

What’s New
ONE® Mail Transition
OntarioMD and eHealth Ontario are developing a plan for transitioning all existing users of OntarioMD ONE® Mail Direct to eHealth Ontario’s ONE® Mail Direct.

Why connect your EMR to Hospital Report Manager?
Watch our short video and learn how clinicians all over Ontario are realizing its benefits.

Exhibit at the EMR: Every Step Conference
For the first time, OntarioMD is inviting non-EMR vendors to apply to exhibit at the Toronto EMR: Every Step Conference and Vendor Showcase

Products & Services
Health Card Validation Basic
Physician practices can access this free service to validate the eligibility of a patient’s health card in real-time.

Hospital Report Manager (HRM)
HRM enables physicians using a Spec 4.1 (or higher) funding eligible EMR offering to receive narrative text-based MR and DI reports electronically from sending facilities.

Transition Support Guide
Navigate through your EMR journey with the help of our Transition Support Guide. The guide is built on the new change management framework, and outlines support activities to be provided to physicians every step of the EMR adoption.

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Welcome, epr.test

My Surveys

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Account Info
- Name: John Smith
- OPGO: 00000
- Physician Type: Family Physician
- Email: john.smith@health.com

Practice Info
- Name: Wise Health Care Clinic
- Type: Solo Practitioner
- City/Town: Toronto
- Practice Setting: Urban/Suburban

EMR Info
- Vendor Name: Telus Health Solutions
- Product Name: PG Suite
- Version: v6.2
- Go Live Date: 04-Jun-2013
EPR – Sample Assessment Question

33. Practice Billing

0. I write billable items on paper and enter these into a third-party billing system.

1. I write billable items on a printed Day Sheet and our office staff uses the EMR to manage and submit the bills.

2. I use the EMR to do accounts receivable and reconciliation management, such as reminders for outstanding bills, claims errors, submissions, integrated tracking of aged accounts and write-offs.

3. I use the EMR to generate reports for detailed financial auditing and reporting to track our practice’s financial performance such as maximizing incentive fees.

4. I use the EMR for advanced decision support and prompts for error avoidance during the encounter, e.g., suggestion of billing codes depending on procedural code, diagnosis code, modifiers, time of day, location, provider, ancillary service, etc.

5. I use the EMR, integrated with a provincial billing system, to directly send patient billing data directly from the encounter information during the patient visit, e.g., capturing of physician information, service date, procedure and diagnosis code, etc.

Related Resources

Practice Workflow Tool

Results 1-1 of 1

34. Do you have any additional comments or questions (optional)?
EPR - Sample Interactive Chart

OntarioMD
EMR Progress Reporting

Select EMR Functional Area
- Practice Management
- Information Management
- Patient Engagement & Communications
- Monitoring and Evaluation
- All Functional Areas

Select Levels of EMR Use
- Level 1: Population Impact
- Level 2: Integrated Care
- Level 3: Advanced Disease Management Support
- Level 4: Established Clinical Documentation
- Level 5: Basic Record Keeping
- Level 6: Other (Specify)

Adoption Progress
- Encounter Documentation
- Nomenclature Consistency
- Data Quality Management (DCM)
- Document Management (Scanning)
- Laboratory - Results Management
- Diagnostic Imaging (DI) Reports - Results Management
- Referrals and Consults Tracking (Family Physician)


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Majority of respondents are the first few years of EMR Implementation

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* Majority of respondents are the first few years of EMR Implementation
A focus on change……
The EPR Process

Complete the EPR

Access your results through a variety of reports

Contact an OntarioMD Practice Advisor, Peer Leader

Make improvements

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Data

Information

Knowledge

Wisdom....
Patient Story

Patient data

translation
Mature EMR’s and Enhanced Patient Care

- EMR as source of truth for data from larger care team

- Patients have access to information via internet now—MD/nurse as trusted interpreter

- Education

- Trending of results over time – map interventions to outcomes
Enhanced patient care

- Quality data enables clinical decision supports

- Integration of the patient through use of new communications tools – Portals, secure email, eScheduling

- Physician as collaborator not just subject matter expert

- Patient satisfaction surveys, business analytics (wait times, access etc.)

- Improvements in equity – tracking SDOH’s etc
Why should I participate?
Benefits

• Opportunities to advance EMR use and experience in enhancing patient care

• Access to broad range of advanced experience (network of Peer Leaders and Practice Advisors)

• Ability to understand new opportunities and acquire new skills at your own pace

• Earn Mainpro-C Credits by completing one or more Linking Learning to Practice exercises
EMR now core business tool

• Practice Efficiencies

• Maximal use of product purchased

• Maximal understanding of system

• Promotion of data quality
Participation in system activities

- Quality Improvement Plans
- Benchmarking
- Accountability
- Priority patient identification
- Population health monitoring
- Legislated activities
Future EMR Funding (Ontario)

- Current EMR contract ends March 31, 2015
- Future funding will be “value based” not a grant
- EPR will be mandatory to achieve highest target of funding
- Measurement of participation as well as improvements
- New agreement expected to be signed Dec 15, 2014
Data Analytics Initiatives

- Providing technical solutions for physicians
- Bringing the physician voice to the health policy discussion
- Optimizing physician's use of EMR data to enhance patient care
- Centrally interpreting data sharing principles as it applies to physicians

Better Information. Improved Care.
i4C Conceptual solution model
Thank you!

Questions?

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