July 2023

Tips and advice on EMRs, digital health and virtual care tools you can use NOW

From the CMO's Desk: How to Make Quality Improvement (QI) Work for You

We hear a lot about quality improvement (QI), but what does it really mean for doctors? Why make the effort to implement QI projects in your practice? Besides the CPSO's quality requirements every five years, there are other compelling reasons why you should engage in QI – it's good for YOU. QI is the key to bringing the joy back to medicine. It's not only a commitment to make practice improvements to benefit your patients, but also a commitment to yourself to make improvements for your own happiness and well-being.

How do you start? Start small with things you can control. Small changes are achievable, sustainable and have positive effects. After several small changes, you're feeling better, and QI becomes an excellent use of your time.

When it comes to QI, you're not alone! I highly recommend the University of Ottawa's Faculty of Medicine's *Essentials for Practice Improvement for Ontario Physicians* course. It's offered a few times a year. Sign up for the last one for 2023 which will be held on Oct. 27, Nov. 17, and Dec. 8. OMD Advisors are among the course instructors. If you can spare only one day, attend OMD's Digital Health Conference 2023 on Sept. 28. You'll earn CME credits during sessions that will give you tips and advice on how to spend less time on paper and EMRs and more time on you or your patients. Register for the conference today!

Tip from a Peer Leader: Measurement / Patient, Search / Preventions, QI (Avaros EMR)

This month's tip comes from Dr. Keith Thompson, OMD Family Physician Peer Leader in London, Ontario. Watch the video in which he shows you how to use Avaros EMR to analyze patient data and simplify workflow. Learn about essential features, including searching for specific measurements, accessing patient charts, tracking population data, and utilizing screening activity reports for quality improvement efforts.

If you would like more tips or advice from a Peer Leader, please contact peer.leader.program@ontariomd.com.

OMD Digital Health Advocacy

OMD is your advocate to ensure digital tools meet your practice and patient care needs. We leverage our experience of engaging with clinicians and communicate their realities and needs to stakeholders across the health care system.

Does your local network or Ontario Health Team want to understand more about using digital health? OMD can talk to your group about topics of interest to your area. Email us at omd.events@ontariomd.com and we'll be there!

HRM Task Force Updates: Too Many HRM Reports in Your Inbox?

The OMD HRM Task Force brought together clinicians, key system partners and decision makers (Ontario Health, hospitals, EMR vendors, HIS vendors, OMA, OHA) to find solutions to the pain points of the HRM reports.

The Task Force met for a year to discuss how to improve clinicians' experience with hospital reports. It supported the creation of four key documents that make recommendations for improvements: **Current State Assessment, Sending Facility Service Standards, EMR Usability Recommendations and a proposed Execution Plan**, which will be available in the Fall. Look for them on our HRM Experience Improvement Task Force page.

Did You Know?

Reminder: New Privacy & Security Training for the Health Care Sector!

Take the new Privacy & Security Training Module for the Health Care Sector available 24/7 in English and French! OMD worked with Ontario Regional Security Operations Centres (RSOCs) and Ontario Health Teams on up-to-date privacy and security content. The new module includes original cybersecurity content and scenarios informed by real-world clinician experiences. It's designed to be relevant to **physicians and health care staff working in any health care setting** and should be taken annually to fulfill annual training requirements, keep up with leading practices, and stay informed about the latest cyberthreats.

This training is certified by the College of Family Physicians of Canada's Ontario Chapter for 2 Mainpro+ credits. Specialists can claim credits under the Royal College Maintenance of Certification Program as a Section 2: Personal Learning Project for 2 credits/hour. Everyone who takes the training gets a printable certificate.

Treatment for people with depression and anxiety-related concerns

Adults experiencing depression or anxiety-related concerns can access free cognitive-behavioural therapy and related services through the Ontario Structured Psychotherapy Program. Depending on needs, clients will be matched with a service, including self-led resources and one-on-one or group therapy sessions. Coordinated by nine network lead organizations across Ontario, services are delivered by community-based organizations. Individuals can self-refer for most of the networks or get a referral from a provider.

Recognizing and treating pelvic pain in women

Women's pelvic pain issues, including menstrual and pregnancy related pain, can often be dismissed due to a lack of training. Join the Ontario College of Family Physicians' session on **July 26 from 8:00-9:00 am** during which managing pelvic pain in female patients, sharing investigations and treatment options will be covered. Register now

Luminary Awards – Nominate a Deserving Colleague (or Yourself) Today!

OntarioMD's 2023 Luminary Awards are back to honour those who have embraced digital health to enhance patient care and streamline practice operations. Know someone who is an EMR super user? Nominate them today! You can nominate yourself, your staff, or your colleagues. **New this year – 5 award categories!** Winners will be recognized at our annual Digital Health Conference for their exceptional work.

NEW! OntarioMD YouTube Channel

Subscribe to OntarioMD's YouTube channel for valuable tips and insights on how to leverage digital health to spend more time with patients and less time on paper and EMRs. OMD Peer Leaders and other expert technology users help you stay ahead of the curve and unlock the potential of technology. Subscribe today!

Join Ontario's Funded eReferral Program

Have you heard of the Ontario eServices Program to eRefer your patients? Get access by simply completing this form. A local deployment team will contact you to answer questions, assist with onboarding, including integration with your EMR, and train you and your administrative staff at no cost to you. For program inquires, please contact eReferral@ehealthce.ca.

### Leverage Our Expertise to Meet Your OHT's Digital Health Needs

OMD is involved with Ontario Health Teams (OHTs) in every area of Ontario. We understand each region's unique needs. We can help your OHT with:

- Training and education
- Clinician adoption of digital health tools
- Funding proposals to implement new digital health tools
- Improvement projects and population health management

Contact us at support@ontariomd.com to assist you to achieve your OHT's goals.

Need Help With Your EMR?
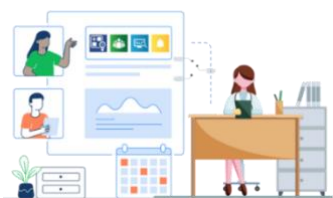
If you need help with your EMR, or any digital health tool, OMD Advisors are here to assist you! **We can help you customize your EMR to improve your clinic's efficiency.**

We are experts in all OMD-certified EMRs! Through our **EMR Lab**, we can access most of them to develop tools and suggest helpful workflow improvements. We also offer **EMR Communities of Practice** (CoPs) that bring users and vendors together to leverage their collective wisdom to improve the use of EMRs and digital health tools. Find out more about OMD EMR Communities of Practice and join the CoP for your EMR!

We can connect your EMR to drug information, eConsult, eForms, hospital reports, and lab results. Our OMD Advisory Service can also help you with your improvement projects. Contact support@ontariomd.com and help will soon be on the way!

Important Reminders

Are You Moving? HRM Needs to Know Where You Are!

Just like the post office, HRM needs to know where to deliver your reports. Moving? Switching Internet providers? Changing your Internet plan? Choosing a new EMR? These scenarios could potentially mean a change to your IP delivery address, disrupting your HRM feed and stopping your reports from sending sites. HRM only delivers to locations it trusts, so **don't forget to notify OMD** at support@ontariomd.com when making a change. We need a **minimum of 7 business days** from the time we receive your <u>complete</u> request with a <u>valid</u> IP address to ensure you don't experience any service interruptions.