

# Abstract Submission Form 2018

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Salutation: \* Ms.

First Name: \* Natalie

Last Name: \* Parry

Clinic/Company: \* Temmy Latner Centre for Palliative Care

Role: \* Senior Manager, Quality Improvement and Strategic Initiatives

Phone Number \*

Email Address: \*

Type: \* Concurrent Session

Salutation: \* Dr.

First Name: \* Russell

Last Name: \* Goldman

Role: \* Director

How long have you been using an EMR? \* 13 years

Salutation: Ms.

First Name: Natalie

Last Name: Parry

Role: Senior Manager, Quality Improvement and Strategic Initiatives

**How long have you been using an EMR?** 11 years

**Salutation:**

**First Name:**

**Last Name:**

**Role:**

**How long have you been using an EMR?**

**Has this session been accredited by the College of Family Physicians (CFPC)? \*** No

**Who is your target audience? \*** Intermediate EMR Users

**Abstract Title: \*** Sharing is Caring: A Tale of Two Organizations with One EMR

**Learning Objectives: \*** 1 • Understand how EMRs can be used to improve seamlessness and efficiency of care when working as an interdisciplinary team

2 • Understand the benefits for patients and caregivers of using a shared EMR

3 • Discover how privacy concerns can be addressed when sharing personal health information in a shared EMR

**Abstract: \***

As the health care system faces increasing numbers of patients with chronic and complex needs, clinical collaboration and coordination of care needs to be improved. Our experience in home-based palliative care is that patients experience care that is fragmented, communication is often poor and information is not shared. During this presentation, we will share how we maximized the use our EMR in a truly innovative way to make patient care more seamless.

Our physicians at the Temmy Latner Centre for Palliative Care work as a tightly integrated team with the interdisciplinary palliative care team at the Toronto-Central LHIN, together

providing 24/7 care to patients and their caregivers in their home. Despite the highly collaborative approach to care, we still found pertinent information about our patients' care was not being shared in a timely way, leaving patients to continually tell their story over and over again to each team member. And even when the care team visited the patient jointly, each provider had to document the patient's information in their own system – our physicians in the EMR and the LHIN staff in theirs – taking valuable time away for direct patient care.

To address these issues, we launched a pilot project in June 2016 to extend to the Latner Centre's EMR to the palliative care coordinators and nurse practitioners of the TC-LHIN palliative care team. Our innovative approach has enabled care team members to create shared records and seamlessly exchange high-quality information about shared patients in a timely and secure manner, enhancing team collaboration, coordinated care planning and integration of care delivery.

In this presentation, we will provide an overview of the approach used, highlight how we used the EMR to improve communication and reduce time to document for all team members, and discuss the challenges encountered from a privacy perspective to implement a shared record within the EMR. We will report the impact of having a shared EMR, providing tangible results generated from our evaluation – from the patient and caregiver, front line care team and IT perspectives. Lessons learned, future opportunities and advice for others will also be shared.

**How did you hear about the Call for OntarioMD Staff Abstracts \***

**Please Specify \***

**Who referred you? \*** Daniel DeGasperis

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