October 2023

From the CMO's Desk

HRM Task Force Recommendations:

Physicians/clinicians have been telling us about the administrative burden they have been experiencing with the hospital reports sent via HRM into their EMRs, along with other pain points.

In response, OMD led the HRM Task Force, comprised of several key stakeholders, clinicians, OH, the OMA, the OHA, hospitals, EMR vendors, HIS vendors and CMIOs to address the pain points and develop solutions. After one year, the Task Force recommendations are finished.

So, what's next? Ontario Health (OH) is funding a pilot to understand how to best implement the recommendations for hospitals. In addition, clinicians in the Ottawa area will get some good news about receiving a lot fewer duplicate reports by fax.

Have a look at the recommendations for [HRM Sending Facility (SF) Service Standards](#) and [EMR Usability](#).

OMD Educates: Digital Health Conference 2023 – It's a Wrap!

After three years of virtual conferences, OMD was delighted to be reunited in person with clinicians, clinic staff, vendors, and other stakeholders at our conference on Sept. 28 in Toronto. We pulled out all the stops to make this conference special for 600+ attendees. From the keynote address by the Globe & Mail's André Picard, to engaging sessions on AI and other cutting-edge innovations, to the practical EMR workshops and OMA billing session, the conference was a big hit. We always strive to improve the conference, so we'd like to get your feedback as we plan next year's conference**. Take our quick survey to have your say.**

Tip from a Peer Leader

This month's tip comes from Dr. Anil Maheshwari, family physician. [Watch the video](#) where he shows you how to create documents in OSCAR Pro from selected notes to optimize workflow.

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

Recommendations Are Here!

OntarioMD has published recommendations on how hospitals and EMR vendors can make your digital report experience better. Let's start with the recommendations for hospitals:

- **To reduce the high volume of reports:** Decrease the number of unnecessary reports and deliver only the reports on the proposed Core Report List.

- **To reduce duplicate faxed reports:** Eliminate faxes for reports that are delivered through HRM.

- **To reduce multiple drafts of the same report:** Send only final reports unless there are significant clinical changes in draft reports.

- **To reduce duplicate reports from multiple diagnostic imaging investigations:** Ensure only one report is delivered through HRM when a single narrative applies to multiple investigations.

- **PDF vs. text reports:** Send text-based reports whenever possible to make them easier to search within EMRs.

- **To standardize reports and improve categorization:** Leverage LOINC (an international naming standard) to identify report types and ensure report categories are specific for better report management.

- **To make reports easier to review:** Present important information (e.g., impression and plan) at the top. Highlight attending clinician, ordering/referring clinician, and key results clearly.

Next month, we'll summarize the recommendations for EMR vendors. Check out the reports outlining the two sets of recommendations in greater detail on the HRM Task Force page.

OMD Digital Health Advocacy

OMD advocates for physicians to ensure digital tools meet your practice and patient care needs. We present at many events/conferences to engage with you, your staff and other health system stakeholders.

Media and events:

- **OMA General Assembly Meeting** (Nov 4-5): OMD will be there to talk about HRM TF, AI Scribe and more.

- **Driving the Future of Digital Health** (Nov 7.): Our CMO will be on a online panel about Re-establishing trust between patient and clinician. To register for the half day, click here.

- **Ontario Medical Association's Queen's Park Day 2023** (Oct. 16) - Hope to see you there. OMD will be there with demos for AI Scribe and information regarding administrative burden.

- **AI Will Help Bridge Gaps in Canadian Healthcare** (Oct. 4) – Healthcare IT Today wrote about OMD's Digital Health Conference with quotes from keynote speaker André Picard, the Globe & Mail's renowned health columnist, highlights of OMD's work on AI, and references to vendors of AI technology.

- **Can AI Boost Safety and Quality in Patient Care?** (Sept. 28) – OMD CMO Dr. Chandi Chandrasena was interviewed for this CPSO eDialogue article.

- **OMGMA (Ontario Medical Group Management Association) Conference** (Sept. 21) – CEO Robert Fox provided an update on key OMD activities.

- **Community docs gain access to drug repository data** (Sept. 20) – Canadian Healthcare Technology magazine published an article about the successful deployment of the Digital Health Drug Repository (DHDR) to more than 6,000 clinicians.

- **No Energy for Empathy** (gated article) (Sept. 14) – Dr. Chandrasena was interviewed by The Medical Post on the topic of technology's impact on empathetic care.

What's coming up:

- **FHIR North Conference** (Oct. 17-18) – OMD is a proud sponsor again this year of this conference on the future of health-care interoperability.

- **AFHTO 2023** (Oct. 25) – Visit the OMD booth at the conference to get tips for using your EMRs better and to sign up for provincial digital health tools.

uOttawa Faculty of Medicine- Calendar of CPD Events

Discover tailored, evidence-based learning experiences that keep our faculty, clinicians, and researchers at the cutting edge of health care. From workshops to simulation exercises, the University of Ottawa, Office of Continuing Professional Development ensures community physicians across Ontario can meet the evolving demands of modern medicine. Visit their calendar of events to view the upcoming offerings.

EMR Searches for Children Who Need Immunizations

OntarioMD has developed searches and queries for Accuro® EMR, OSCAR Pro EMR, and TELUS PSS EMR to help you identify patients aged 4-6 and 7-11 who may have missed vaccines. The searches streamline the process of locating patients who need vaccination catch-up under the Immunization School Pupils Act (ISPA). Get the searches on OMDEducates.com.

News for HRM users in Eastern Ontario: no Fax duplicates.

Later this fall, Eastern Ontario clinicians will no longer receive duplicate faxed copies of documents sent through Health Report Manager (HRM) by Atlas Alliance hospitals – reducing your admin workload and making your day-to-day a little bit easier.

As part of this change, echocardiograms and radiology documents from The Ottawa Hospital, University of Ottawa Heart Institute, and Hawkesbury & District General Hospital will be added to the HRM report distribution. Read more

NEW! OMD Educates Webinar: OMD's EMR Certification Program Made Simple – Oct. 18

Come join us on October 18 from noon to 1:00 pm to learn about OntarioMD's EMR Certification Program with OMD's Director, EMR Certification Program, Technology and Integration: Aidan Lee.

This is your opportunity learn about your EMR vendor's certification obligations and to ask questions and learn why certified EMRs are preferred for access to provincial digital health tools. Register today!

For those unable to join it will be recorded.

Sharing and Caring: Ontario Patient Summary

Ontario Health is leading the work on Patient Summary and is partnering with OMD. This is the first step to sharing primary care data with other parts of the health care system. Partnered with a clinical advisory working group, we are underway with a pilot to start evaluating what it would look like.   For more information, contact us at support@ontariomd.com.

Coming Soon to an EMR Near You: Seamless Access to More Digital Health Tools

We hear that you want the convenience of performing tasks within your EMRs. OntarioMD is working with several partners so you can access multiple digital health tools from your OMD-certified EMR. You may have already heard of "contextual launch". You'll be able to click on icons on a launchpad in your EMR to access eConsult, for example. Some of you can already access eForms in this way.   Ask us more about this exciting new feature by contacting support@ontariomd.com.

REMINDER - OMDEducates.com

OMD has provided 20,000 clinicians with many tips, webinars, videos and tools over the years, so we collected the most popular and useful resources in our new (and growing) OMDEducates.com site. Go to this site and bookmark it if you're looking for:

- **Advice from the OMD Advisory Service:** Learn how OMD Advisors can help you with your EMR and other digital health tools.
- **Support for Technology:** Ask a question or sign up to receive drug information, hospital reports, lab results through your EMR.
- **Tools & Resources:** e.g., EMR tools, 'how to' videos, EMR Communities of Practice, and more

- **Training & Education:** e.g., Get Peer Leader advice, find out about upcoming educational events, watch recordings of past webinars, etc.

If you have a suggestion for a tool, training or resource you and your peers could use, tell us and you could see it on OMDEducates.com.

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 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.

We can help you protect your patient data through our complimentary CME-accredited online Privacy & Security training.

Our OMD Advisory Service and Peer Leaders can also help you with your improvement projects. Contact support@ontariomd.com and help will soon be on the way!

Important Reminders

Moving? OMD Needs to Know Where You Are!

All EMR Users
Please notify OMD at support@ontariomd.com when moving offices or joining a different clinic.

HRM Users
If you're moving, switching Internet providers, changing your Internet plan, or switching EMRs, your IP address may be changing and OMD needs to know! We need to update our records to make sure your EMR continues to receive patient reports through HRM. Please notify OMD at support@ontariomd.com a **minimum of 7 business days** in advance of the change with a <u>complete</u> change request and a <u>valid</u> IP address to ensure you don't experience any service interruptions.