

EMR QUALITY DASHBOARD


Proof of Concept


Since December 2015, OntarioMD has led a Proof of Concept initiative with OSCAR EMR, its supporting OSCAR Service Providers and TELUS Health Solutions to demonstrate a **provincial EMR Quality Dashboard (previously EMR Physician Dashboard)** that:

1. provides immediate clinical value to clinicians, through real-time visual representation of EMR data using widely-recognized primary care indicators;
2. provides the ability to drill down to patient-level data for each indicator, enabling clinicians to take immediate proactive steps to improve patient care;
3. helps clinicians standardize their data entry to improve the quality of patient data in their EMR;
4. allows clinicians to trend and compare their indicator metrics with other clinicians using the Dashboard;
5. would scale provincially to all Ontario clinicians using an OntarioMD-certified EMR, and is easily expanded with new and evolving data quality, practice and clinical indicators.

Benefits Identified

OntarioMD published a Benefits Evaluation following the completion of phase 1. It considered qualitative and quantitative input provided by participating clinicians to analyze the Dashboard framework's ability to improve clinical outcomes and practice efficiencies. Some of the key benefits identified include:

 of physicians rated OntarioMD change management processes effective in addressing their EMR Dashboard questions and concerns.

 of participating physicians recognized value in the dashboard through improved patient outcomes and identifying patients of interest, supporting practice needs and data quality improvements, access to real-time data and patient lists that are actionable.

 of physicians used the electronic opt-in feature to share metrics with OntarioMD and other participating physicians to access the trend/compare functionality.

Ease of use: Dashboard-connected clinicians can quickly and clearly see health trends among their patient population, and generate real-time patient lists they can act on to improve patient care. This ease of use is essential for clinicians in a busy practice to realize the full clinical value of the technology.

Patient care: Clinicians using the Dashboard reported increased review of preventive care and screening information, which led to improvements in the follow-up process for patients of interest.

Trend and compare: Clinicians using the Dashboard can opt in to share their indicator metrics for trending and comparing with other participating clinicians. No personal health information (PHI) is included. With aggregated, high-quality indicator metric data, health trends and outcomes can be better measured and acted upon by clinicians across communities – making the system as a whole more efficient.

Scalability: Phase 1 helped demonstrate that the Dashboard framework can be used by clinicians across Ontario, regardless of the OntarioMD-certified EMR they're using. This means primary care providers across the province can take advantage of this important technology.

Access to Data: By integrating with existing EMR technology, the Dashboard reveals clinically relevant views of well-known primary care indicators using patient data already present in EMRs, rather than requiring the data to migrate to external analytics tools. Clinicians get the full power of their patient data, while maintaining full control over the PHI in their EMR.

Read the Benefits Evaluation at ontariomd.ca.

Dashboard at a Glance: An Example

Indicator shows two patient outcomes: Patients with diabetes who have had two or more HbA1c tests within the past 12 months (purple) and those who have not (blue).

Click on a relevant pie slice or other graphic element to view a drill-down list of patients requiring follow-up.

Diabetes with HbA1c Testing

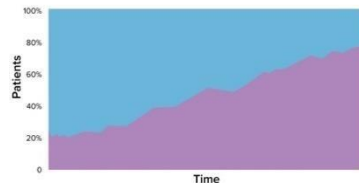


Patient Name	CPP Dx	Code Value	2 or more tests	A1c Test #1	A1c Test #2
Ken Cook	Diab		N	May 2013	
Sonia Ramirez	DM	250	N		
Bill Jones	Db		N	Feb 2014	
Ted Davis			N		
Jessica Lee	DM	44054006	N	Feb 2015	Aug 2014
Jack Miller	Dm		N	Jan 2015	
Cathy Smith	Diab	E11.9	N		

Select one or more patients from drill-down list to perform an action:

- Edit CPP diagnosis field to standardize coding;
- Generate a task, alert, message or some other type of EMR communication for follow-up activity;
- Print a patient letter.

Trend and compare view of indicator metrics



Over 100 physicians across Ontario, and in different practice models (i.e. FHT, FHO/FHG, Solo, and Specialist Rheumatology), participated in phase 1 of the Dashboard Proof of Concept to demonstrate the viability of a provincial framework. The framework included a set of introductory indicators (e.g., diabetes, cancer screening, immunizations) that were identified by an advisory group of physicians and representatives from provincial and pan-Canadian organizations (Health Quality Ontario, Association of Family Health Teams of Ontario, and Canadian Institute for Health Information) to best address clinicians' needs.

Next Steps

Phase 2 of the Proof of Concept will continue to demonstrate scalability concepts with up to 400 additional clinicians. The goals of this phase are to further identify and refine Dashboard indicators, deploy to more clinicians across all Local Health Integration Networks, and define a business plan for a provincial EMR Quality Dashboard solution.

Phase 2 runs from October 2017 to March 2019.

Participating clinicians will receive training and support, and will have full use of the dashboard functionality. Participation and feedback will help inform broader provincial planning.

Contact

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