



EMR QUALITY DASHBOARD INITIATIVE

1. What is OntarioMD’s EMR Quality Dashboard initiative?

OntarioMD is leading a Proof of Concept initiative with OSCAR EMR and TELUS Health Solutions Inc. to demonstrate improved clinical value to Ontario clinicians through an EMR Quality Dashboard framework. A limited number of clinicians using one of the participating vendors’ EMRs (OSCAR, PS Suite, MedAccess) will participate in the initiative. The EMR Quality Dashboard framework:

- provides access to an introductory set of high-value provincial primary health care indicators centred on preventive care and chronic disease management;
- associates indicators with data quality improvement; and
- is provincially scalable and expandable for new and evolving provincial indicators.

2. Why should clinicians use the Dashboard?

By providing real-time, easy to interpret visuals of EMR data against widely-recognized primary care indicators, the Dashboard will allow clinicians to quickly identify target patients and take proactive steps to improve patient care. With support from OntarioMD’s Practice Advisors, clinicians will learn how to improve the quality of the patient data they enter into their EMR so that data can be interpreted better.

- Participating clinicians will be able to drill down to patient-level data for each indicator, and take immediate proactive steps to improve patient care for individual patients;
- Participating clinicians will learn how to standardize data entry to improve the quality of the patient data in their EMR;
- Participating clinicians can trend and compare their indicator metrics with other clinicians using the Dashboard; and
- New data quality, practice and clinical indicators will be added to meet clinicians’ needs to manage the health of their patient population.

3. Will all Ontario clinicians eventually have access to the Dashboard?

Phase 2 of the Dashboard initiative is focused on expanding clinician participation from the 100 initial clinicians in Phase 1 to up to 500 clinicians. The goal of this phase is to continue to fine-tune and improve the Dashboard framework, and to develop a business plan that will facilitate the eventual roll-out to the more than 16,000 primary care clinicians across all regions of Ontario who use a certified EMR.

4. Who is involved in the EMR Quality Dashboard initiative?

OntarioMD is leading the EMR Quality Dashboard initiative. It is collaborating with EMR vendors TELUS Health and OSCAR EMR and clinicians from across the province to date to obtain valuable insights and feedback to ensure the Dashboard provides clinical value to clinicians and their patients. OntarioMD also worked closely with Health Quality Ontario (HQQ), the Canadian Institute for Health Information (CIHI) and the Association of Family Health Teams of Ontario (AFHTO) who are experts in primary care indicators.



5. Why is OntarioMD advancing the Dashboard now?

OntarioMD has successfully helped more than 16,000 Ontario clinicians adopt and use EMRs in their practice. Many of these clinicians are also using OntarioMD digital health tools such as Health Report Manager (HRM) and eNotifications. OntarioMD also manages the EMR Certification Program for Ontario, and develops EMR Specifications that evolve certified EMRs to address clinicians’ needs and government priorities. The Dashboard is well-aligned to empower clinicians to provide more proactive care for better patient outcomes.

OntarioMD has also built a strong reputation as a trusted advisor for clinicians, supporting their adoption and optimization of EMRs and other digital health tools. The organization’s Peer Leaders and EMR Practice Enhancement Program offer hands-on support from EMR expert users to help clinicians and practice staff understand how they can better use the technology to meet their unique practice needs and improve patient outcomes and practice efficiency.

6. How were Dashboard indicators selected?

An introductory set of 17 indicators were chosen for Phase 1 of the initiative, based on collaboration with HQO, AFHTO, CIHI and a Physician Advisory Group assembled to help guide the work. These indicators focus on preventive care and chronic disease management, including preventive care bonuses. They were grouped into the following categories:

- Cancer Screening
- Coronary Artery Disease
- Diabetes
- Hypertension
- Immunization
- Obesity
- Smoking

Phase 2 has expanded the indicator set to address issues and feedback identified by participating clinicians during Phase 1. A new Patient Status indicator has been added, as well as enhancements to address proactive patient care related to the indicators.

7. Why does the Dashboard include the ability to trend and compare indicator results?

The ability for participating clinicians to view indicator result trends for their patient population over time, and to compare these trends with aggregate data from all participating clinicians, was a key feature requested by the Physician Advisory Group. This feature supports data quality initiatives by providing an overall trend view of key indicators such as active patient status, obesity and smoking status. Participating clinicians can opt in to share their indicator results and contribute to the aggregate information.

8. What data is being shared and aggregated, and who can access shared and/or aggregated indicator metrics?

Indicator metrics are generated on a nightly basis. Only aggregated results are displayed; no information that can identify an individual clinician or practice is displayed, and no Personal Health Information is shared or aggregated.

Clinicians: Only participating clinicians who agree to share their Dashboard metrics can access shared/aggregate indicator metrics using the trend and compare feature. Clinicians have the option to opt in and opt out of sharing their indicator metrics.

OntarioMD: Aggregated indicator metrics obtained during the Proof of Concept are shared with OntarioMD to inform broader provincial planning. However, no information that can identify an individual clinician will be shared beyond OntarioMD.



Technology providers: TELUS Health provides OntarioMD with hosting and support for the Dashboard. TELUS is only permitted to access the aggregated metrics to provide services requested by OntarioMD, and not for its own purposes.

EMR vendors: Vendors can only see your Dashboard aggregated metrics in instances where you request product support and share your screen.

9. What is the timeline for the EMR Quality Dashboard Initiative?

Phase 1 of the Proof of Concept ran from June 2016 through March 2017. Phase 2 is scheduled to run until December 2018, and will follow the same steps as in Phase 1:

Dashboard framework:

- Dashboard deployment
- Training
- Clinician hands-on use
- Dashboard assessment taking into account project learnings and quantitative and qualitative feedback from participating clinicians, vendors and other stakeholders.

The work conducted in Phases 1 and 2 will support broader provincial planning for the EMR Quality Dashboard.

10. Is there a cost for clinicians to use the EMR Quality Dashboard?

Participating clinicians will be granted full use of the dashboard functionality throughout their participation in the proof of concept at no cost to them. Usage costs for eventual province-wide rollout will be considered during the proof of concept.

11. How can clinicians participate in the EMR Quality Dashboard Initiative?

OntarioMD Practice Advisors are reaching out to identified clinicians using TELUS PS or OSCAR EMRs to discuss their interest in participating in Phase 2 of the Dashboard initiative. OntarioMD's outreach plan for this phase has been designed to target clinicians based on an equitable balance across LHINs. Clinicians interested in this initiative can contact emrdashboard@ontariomd.com.

12. Where can clinicians and other interested individuals find more information on the EMR Quality Dashboard Initiative?

For more information on OntarioMD's EMR Quality Dashboard initiative, email EMRdashboard@ontariomd.com, Call OntarioMD at 416.623.1248 (Toll-free 1.866.339.1233), or visit www.ontariomd.ca.