

Using Your EMR to Improve Productivity and Quality in Patient Care Plans for Complex Patients

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Sept 22, 2016



Faculty / Presenter Disclosure

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- Relationships with commercial interests:
 - No relationships with commercial interests

Disclosure of Commercial Support

- This program has not received financial support or in-kind support from any organization
- **Potential for conflict(s) of interest:**
 - Kirk Miller, Justin Wolting and Kathleen Wall have not received payment or funding from any organization supporting this program AND/OR organization whose product(s) are being discussed in this program.

Mitigating Potential Bias

- There are no potential sources of bias.

Investor and Clinician

Investment in EMR improvements has been low for most clinicians and primary care organizations in Ontario.

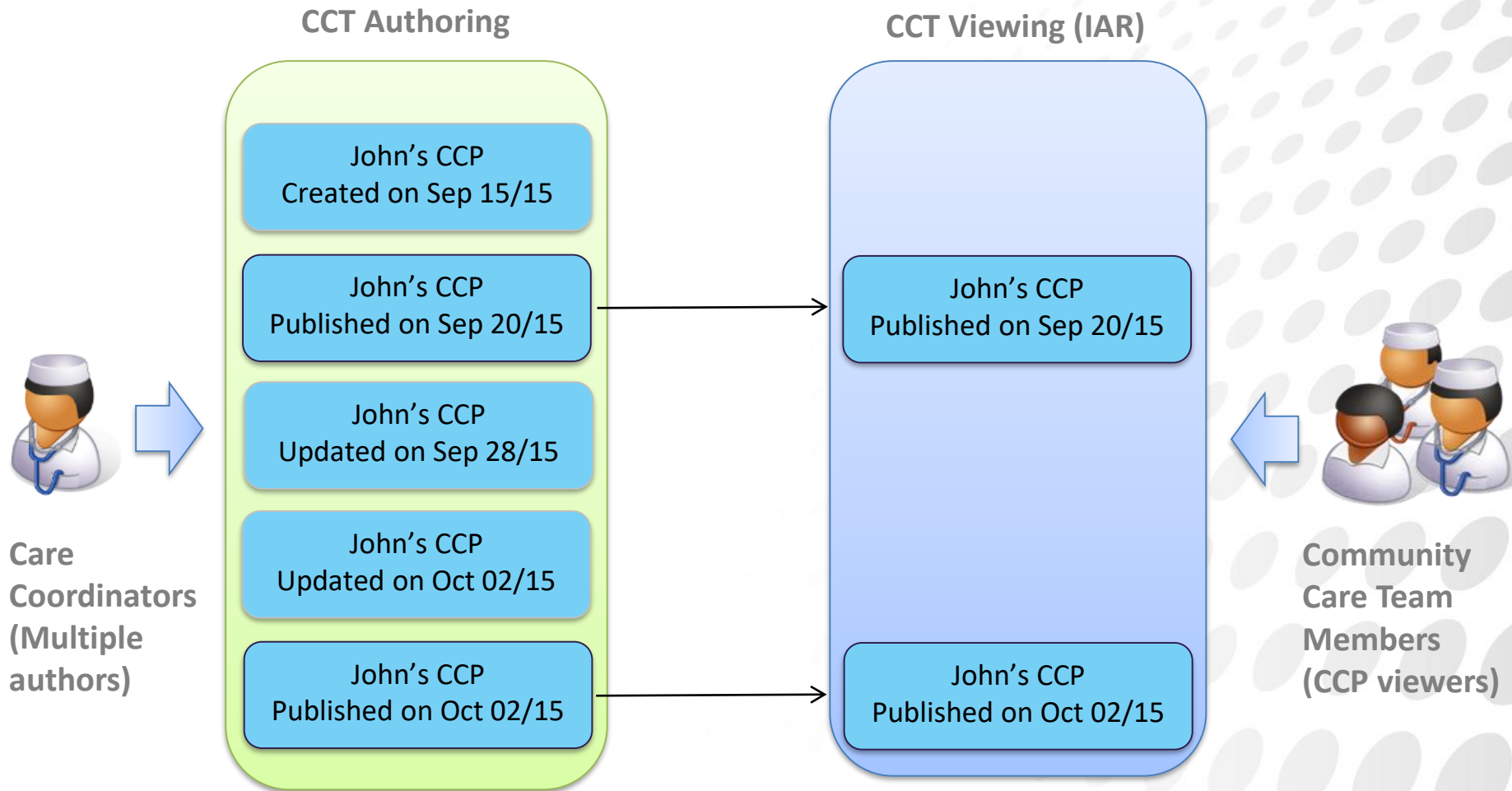
Is it time to take another look at the opportunity to invest?

An Investment Opportunity?

MOHLTC Care Coordination Tool (CCT) Project

Through improved coordination and information sharing, complex patients will receive faster care, experience shorter wait times for services and be supported by a team of health care providers at all levels of the health care system.

Is this a Sustainable Investment?



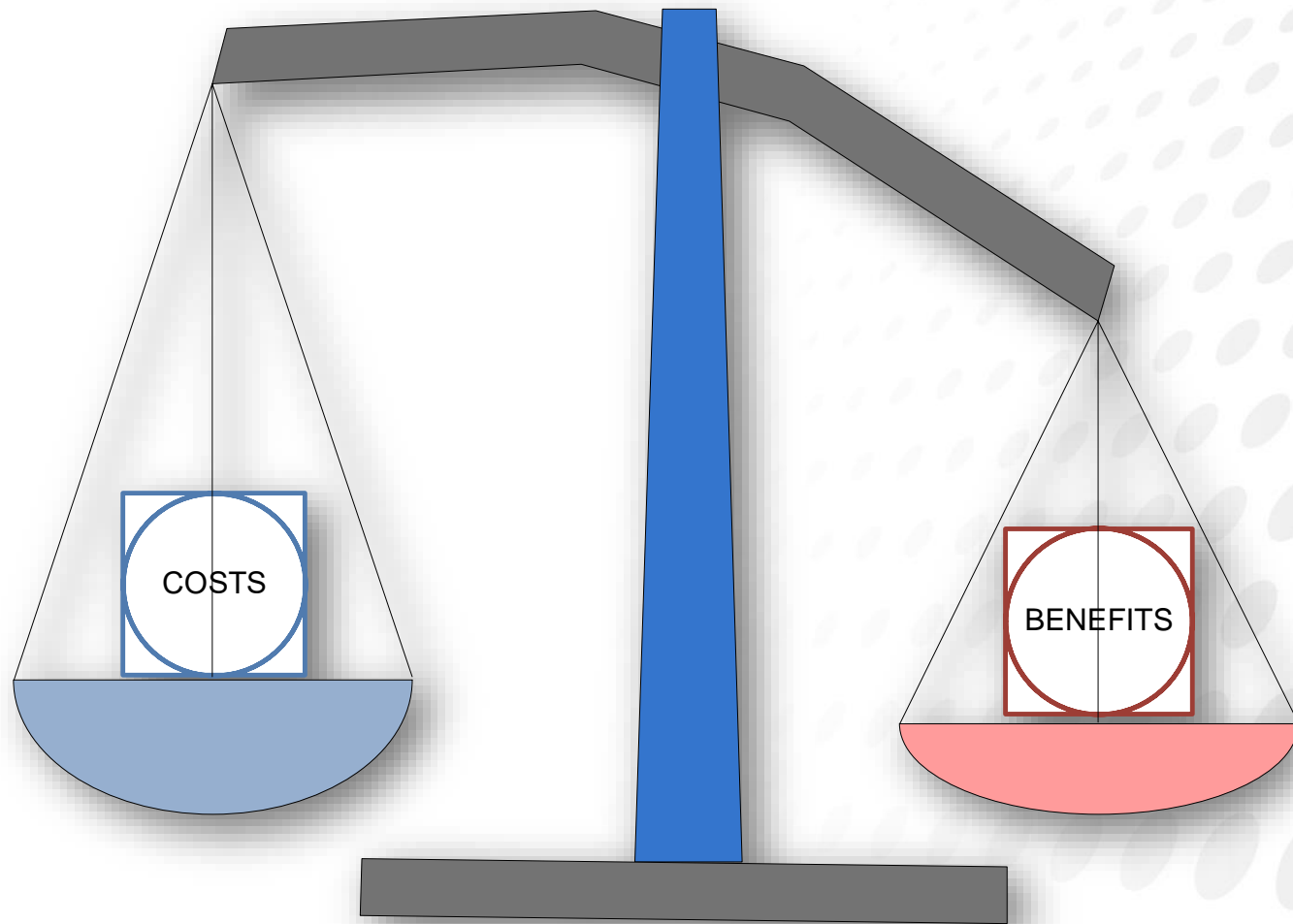
Reality Checks

A promise made, a promise kept?

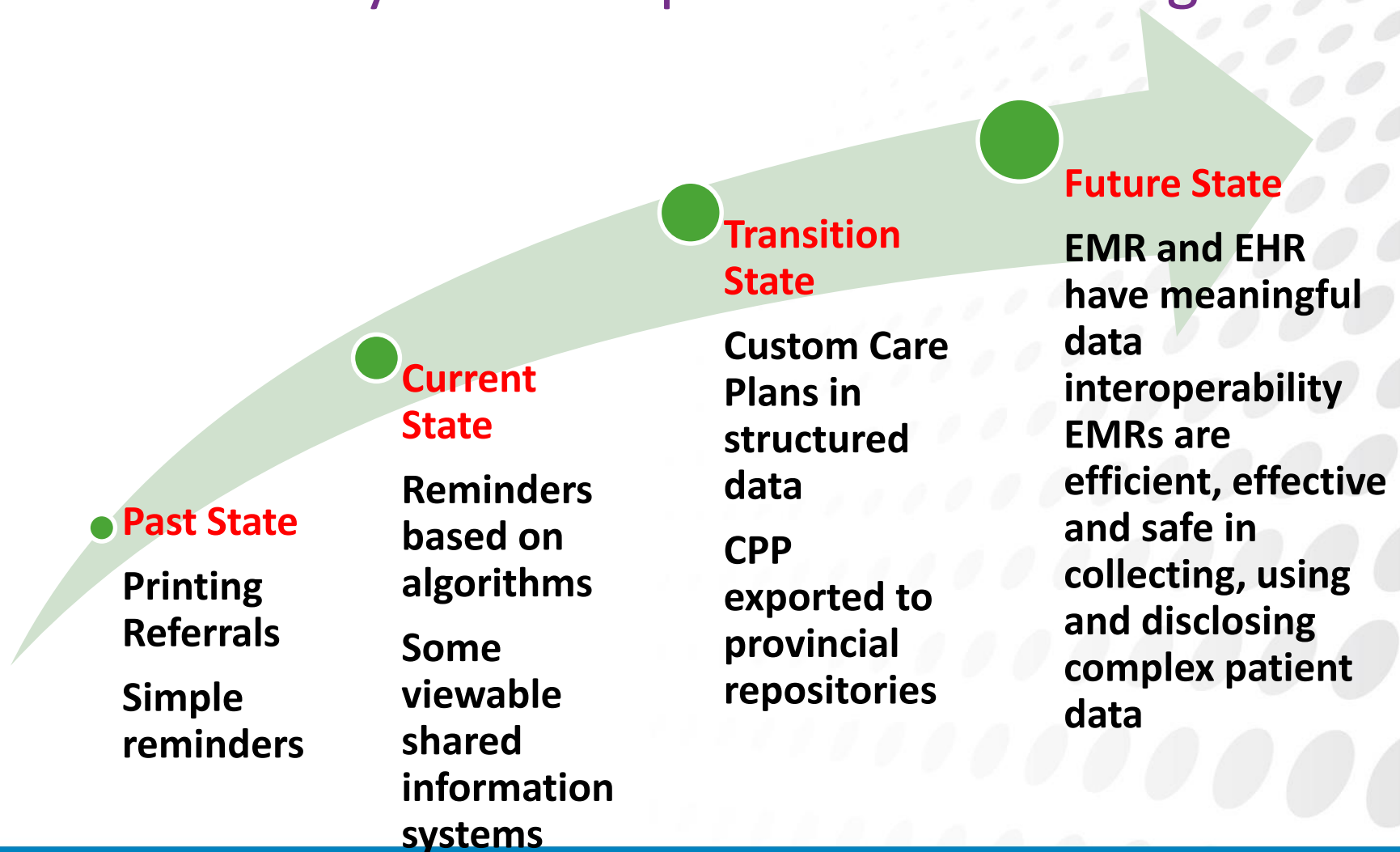
My EMR is now essential to my practice but I seem to be spending proportionately more of my time using it alone than with face to face patient interviews.

Complex patients need a lot of face time. Is your solution going add or subtract from that time?

Are we prepared to take a lead in the investment and expectations process?



Investing in EMR Maturity and Complex Patient Management



Perceived Benefits



Actual First Test



On Our Way...



The First Step

- How can we help manage complex patients efficiently?
- Participation in a Pilot with Orion to author and view Patient Care Plans
- Creation of EMR tools
 - 1) Toolbar, flowsheets, custom forms, searches
 - 2) CCT Submission Service

File



Charles Jenson's Coordinated Care Plan

v1.0.0

My Identifiers			Last Updated: Dec 30, 2015	Last Updated By: Kathleen Vanleeuwen
Given Name: Charles	Preferred Name: Bobby	Surname: Jenson		
Gender: Male	Date of birth: 1958/10/28 Est. false	Health Link: Guelph		
Address: 101 Lovell Park	City: Guelph	Telephone #: 519-884-1417		
Province: #45	Postal Code: N1L 0L3	Alternate Telephone #:		
Health Card #: ON 4848 101 327	Issued by: Canada - Ontario	Mother Tongue:		
Email: bobby.jenson@fakemail.com	Preferred Contact By: Telephone	Religion:		
Official Language: English	Ethnicity/Culture:			
Marital Status: Married	Where I Currently Live: Private dwelling			
People Who Live With Me: Partner only	People Who Depend On Me: Wife Marilyn			
Primary Contact: Marilyn Jenson	Relationship To Me: Spouse / Partner	Telephone #: 519-884-1417		
Secondary Contact: Mark McMann	Relationship To Me: Friend	Telephone #: 519-414-0011		

My Care Team							Last Updated: Jan 5, 2016	Last Updated By: Kathleen Vanleeuwen
Care team member name	Role or Relationship	Organization name	Telephone #:	Regular Care Team Member	Lead Care Coordinator	I Rely On Most At Home		
Mark Jacobs		CCAC	519-874-7454	Yes	true	false		
Aimme Farouq		Guelph FHT	519-874-4115	Yes	false	false		
The people I rely on most at home are feeling:							Not satisfied	

My Health Issues						Last Updated: Jan 4, 2016	Last Updated By: Kathleen Vanleeuwen
Issue type	Description	Clinical Description	Date Of Onset	Stability	Notes		
Physical Health	COPD	COPD	2015/01/28	Unstable			
Mental Health	Anxiety	Anxiety Disorder	2010/10/15	Stable	Taking meds		

Discard

Add to Notes

FIVE

TEN

Form with input fields and dropdown menus, including a 'FIVE' header and a 'TEN' header.



Dec 30, 2015

HealthLink

Draft







Form with input fields for Name, Role or Relationship, Organization, Telephone #, Regular Care Team Member, Lead care coordinator, I rely on most at home.

The people I rely on
Last Updated on Dec
Last Updated by Kath

Care Plan Toolbar



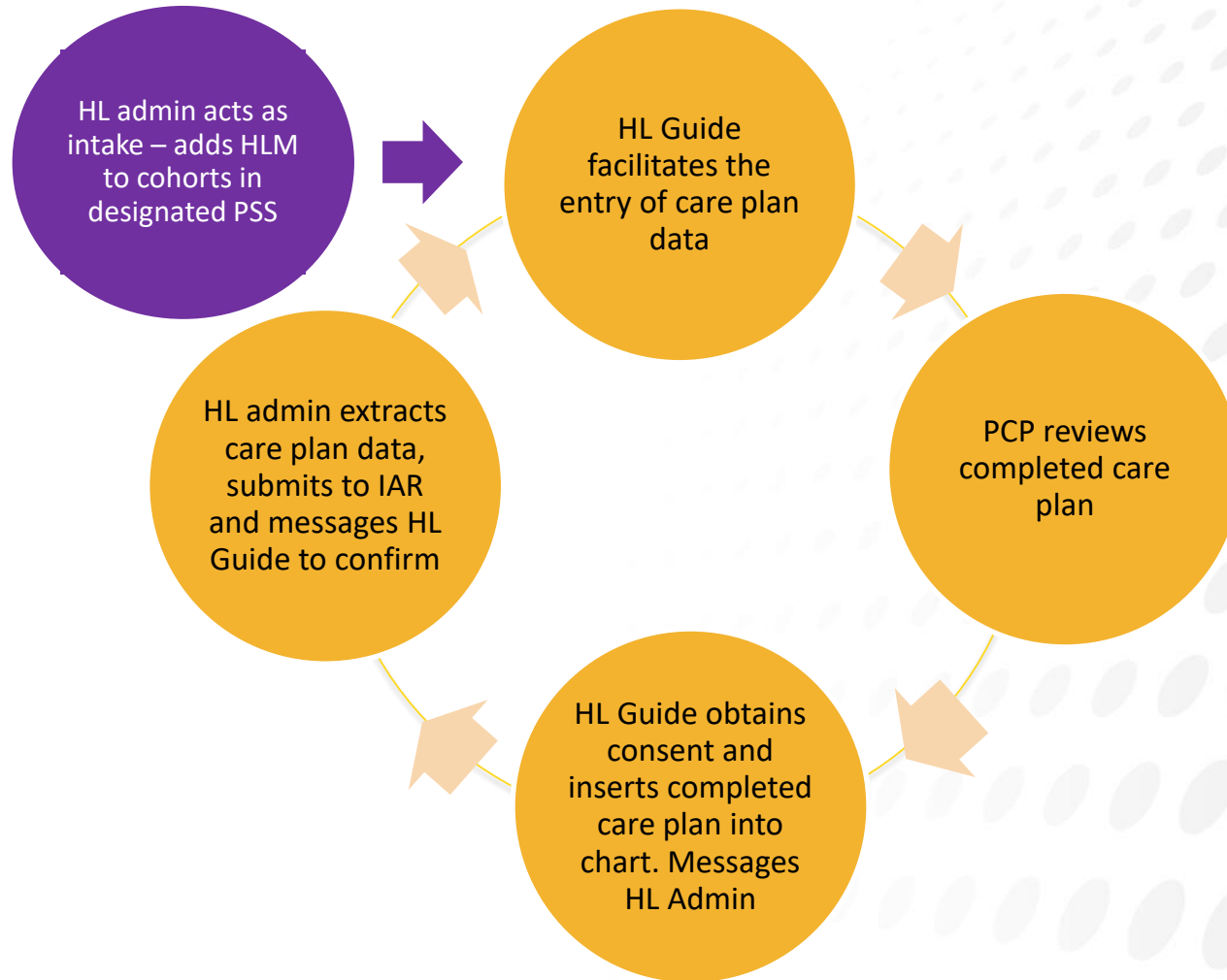
The major functions of the toolbar are to:

-  → Open a webpage to the IAR web address
-  → Search the record for an existing attached passport
-  → Author **sections** of the coordinated care plan by inserting Custom Forms
-  → View the **entire** coordinated care plan and add it to the record
-  → View the coordinated care plan flowsheet
-  → Display last published date & consent

Secondary Objectives

- Demonstrate a willingness to be innovative by enabling technology to facilitate process
- Demonstrate a commitment to system integration
- Take ownership of assessment data
 - Each element of the assessment is stored as an entry into a secure database with potential future applications

Care Plan Creation



CCT Submission Service

1. EMR Tools developed (toolbar, custom forms, searches)

2. Forms are exported from the EMR to a text file and stored securely

3. Web application imports text file and converts to XML

4. XML is sent to Webservice. The Care plan is now available in the Viewer.



CCT Submission Service

GFHT

[Logout](#)

[Dashboard](#)

[Submit](#) [History](#) [Logs](#)

No file

[Select files](#)

[Import](#)



Imported Files:

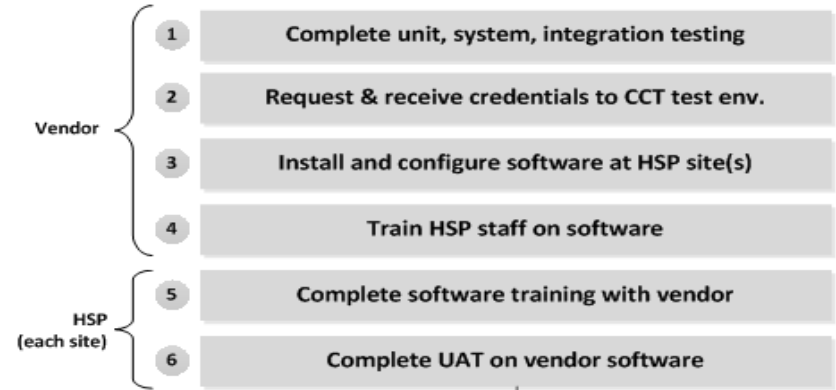
File Name	Patient	Patient Status	Citizenship Status	Country of Origin	Aboriginal Origin	Submission ID	Submission Status	Transaction ID
<input type="checkbox"/> 55420160128.txt		Status: <input type="text" value="Active"/> Active <input type="text" value="Active"/>	<input type="text" value="CDN"/> CDN <input type="text" value="CDN"/>	<input type="text" value="CA"/> CA <input type="text" value="CA"/>	<input type="text" value="NO"/> NO <input type="text" value="NO"/>	3086-1	Submitted	TX-493927
		Active Reason: <input type="text" value="Person is served by this Health Link"/> Person is served by this Health Link <input type="text" value="Person is served by this Health Link"/>						

Privacy & Security

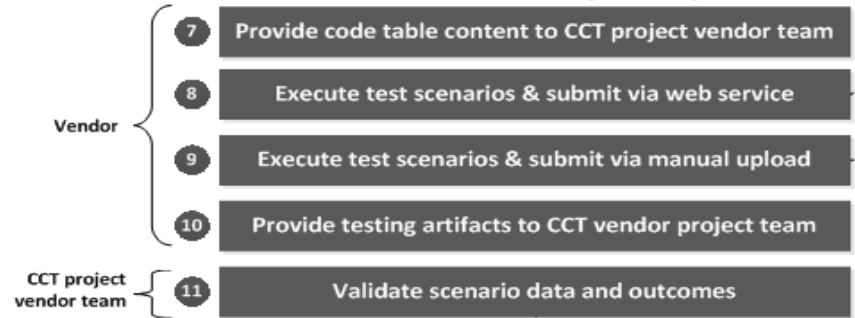
- Consent directive is documented as a custom form before being able to be exported from the EMR
- In alignment with CCIM's Common Privacy Framework
- Web Application is secured with usernames, passwords and security groups for those users
- Exports from EMR are stored on a secure folder on a secure server located internally at the FHT. The web application can only access that specific folder when importing.
- Full history and logs for auditing purposes

START

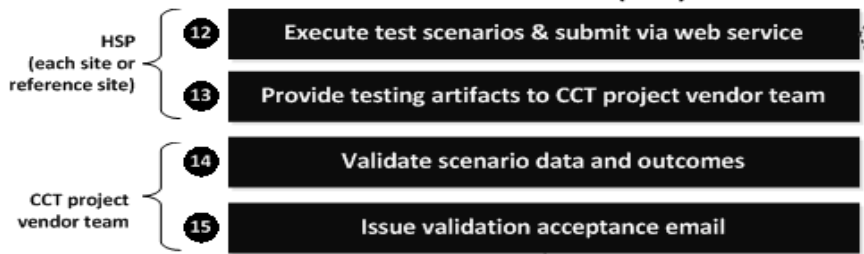
PREPARATION



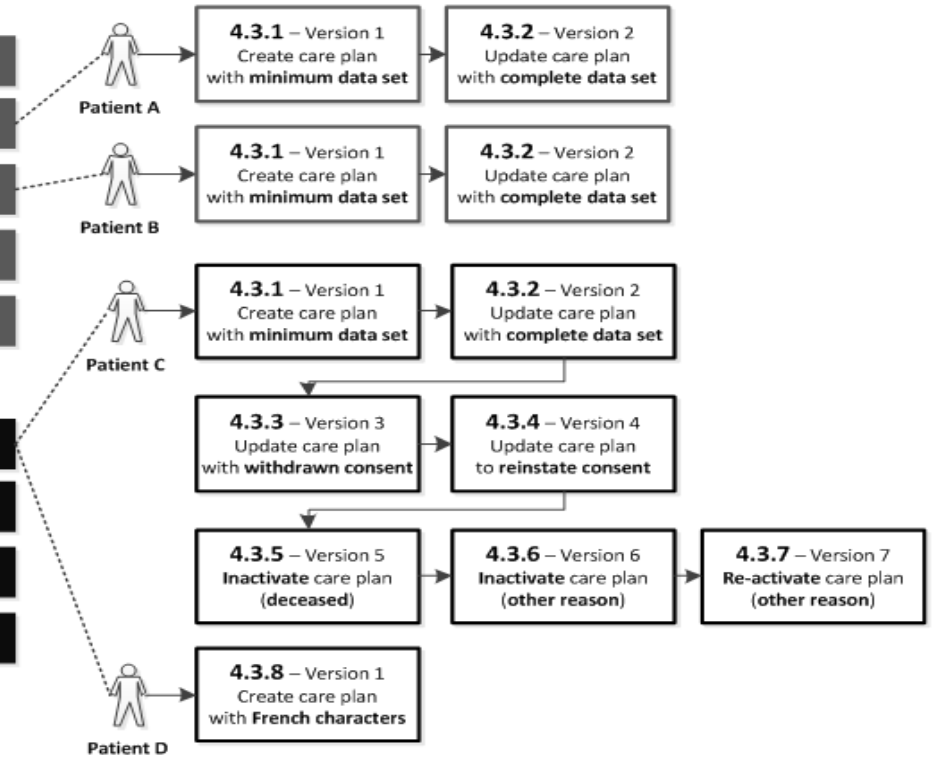
PART 1 TESTING (Vendor)



PART 2 TESTING (HSP)



VALIDATION COMPLETE



The Next Steps

This is a HealthLink patient UPDATE INSERT View Care Plan... View Resource ... Consent: Aug 19, 2016 Passport: Sep 15, 2016 CCP: Sep 8, 2016 [Msg for new HLM](#)

Notes containing "HCPinput"

Jun 1, 2016 HCPinput HAW/KV KV--KV New HLM Please add this pt to HL database and provide HLM # Sep 12, 2016 09:23
[Quick Archive](#) [Archive](#) [Reply](#) [Forward](#) [Append](#)

HealthLink Add Consent

Member Information	▼ ▲	Last Updated on	04/09/2016	Last Updated by	Kathleen Vanleeuwen	
My Care Team	▼ ▲	Last Updated on	15/08/2016	Last Updated by	Kathleen Vanleeuwen	
My Care Plan Actions	▼ ▲	Last Updated on	01/09/2016	Last Updated by	Kathleen Vanleeuwen	
What Matters to Me Interview	▼ ▲	Last Updated on	04/09/2016	Last Updated by	Kathleen Vanleeuwen	
Medical Conditions	▼ ▲	Last Updated on	04/09/2016	Last Updated by	Kathleen Vanleeuwen	
Medications/Supplements	▼ ▲	Last Updated on	11/07/2016	Last Updated by	Kathleen Vanleeuwen	
Allergies	▼ ▲	<input checked="" type="checkbox"/> NO KNOWN ALLERGIES	Last Updated on	01/06/2016	Last Updated by	Kathleen Vanleeuwen

- Possible future Telus dashboard?
- Integration with PSS to submit directly to a service?

Thank you!
Any Questions?

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The views expressed in this publication are the views of OntarioMD and do not necessarily reflect those of the Province.