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Moving Beyond Data Entry: Harnessing the Power of Population Health Analysis to Drive EMR Optimization and Data Quality Awareness



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:

- Peter Hamer and Gina Palmese 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.

Solving Problems Using Technology



How should you be informing your clinical or business decisions?

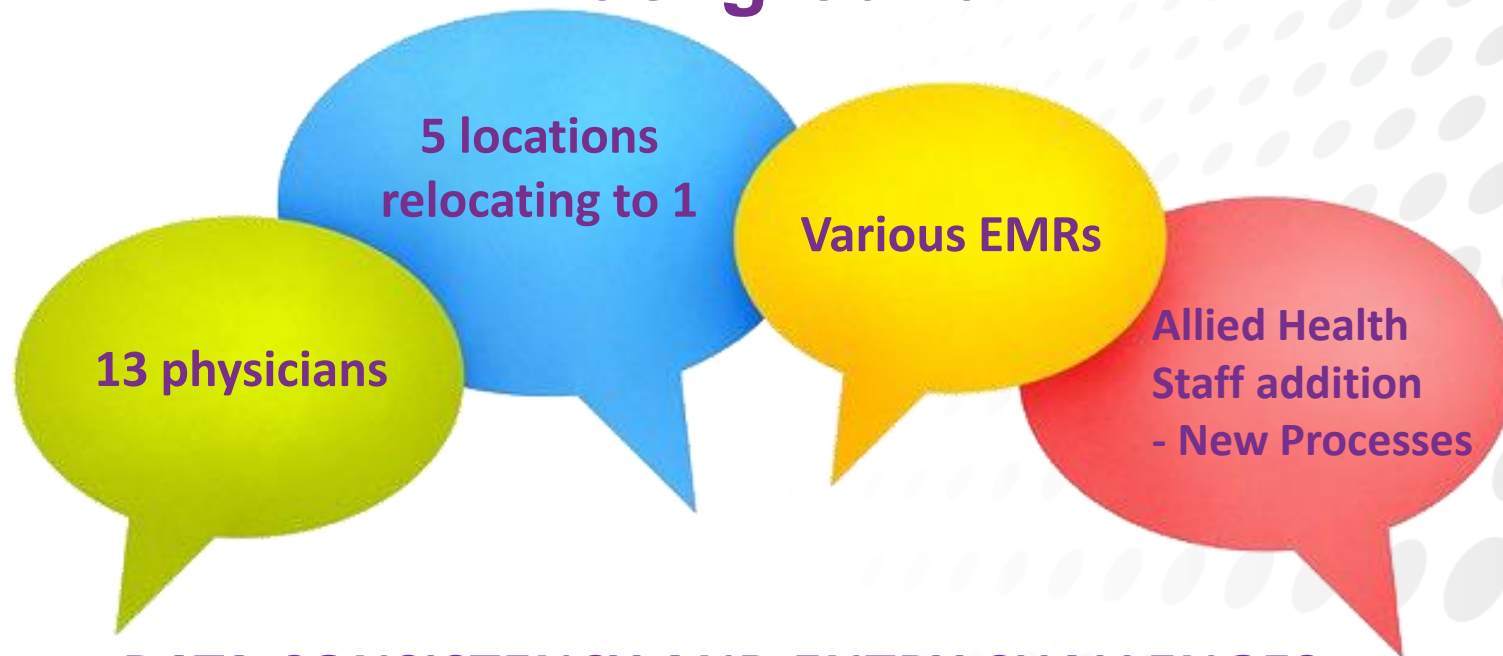
The first step is to look at your data

Data is the First Step

- Data can tell a story and provide business intelligence
- Data can help to move beyond differences of opinion
- Data can help establish a baseline and track the progress of changes over time
- Data tracked over time can reflect real patterns

Data is important because it builds a bridge between perception and reality

The Ottawa Valley Family Health Team - Background



DATA CONSISTENCY AND ENTRY CHALLENGES

The Ottawa Valley Family Health Team



Current – State Challenges:

- Inconsistent EMR data entry
- Data pull focused on billing information
- Staff and physician changes

Engaged OntarioMD Practice Enhancement Team

- Worked remotely to mine data
- Met onsite with FHT staff to understand workflow process

The Ottawa Valley Family Health Team and OntarioMD

Next Steps:



- Team meetings - physicians, allied health and administrative staff
- Detailed feedback on process improvements and data quality
- Implementing change



EMR PRACTICE ENHANCEMENT PROGRAM

- **383 physicians**
- **310 clinicians and practice staff**
- **90 practices**

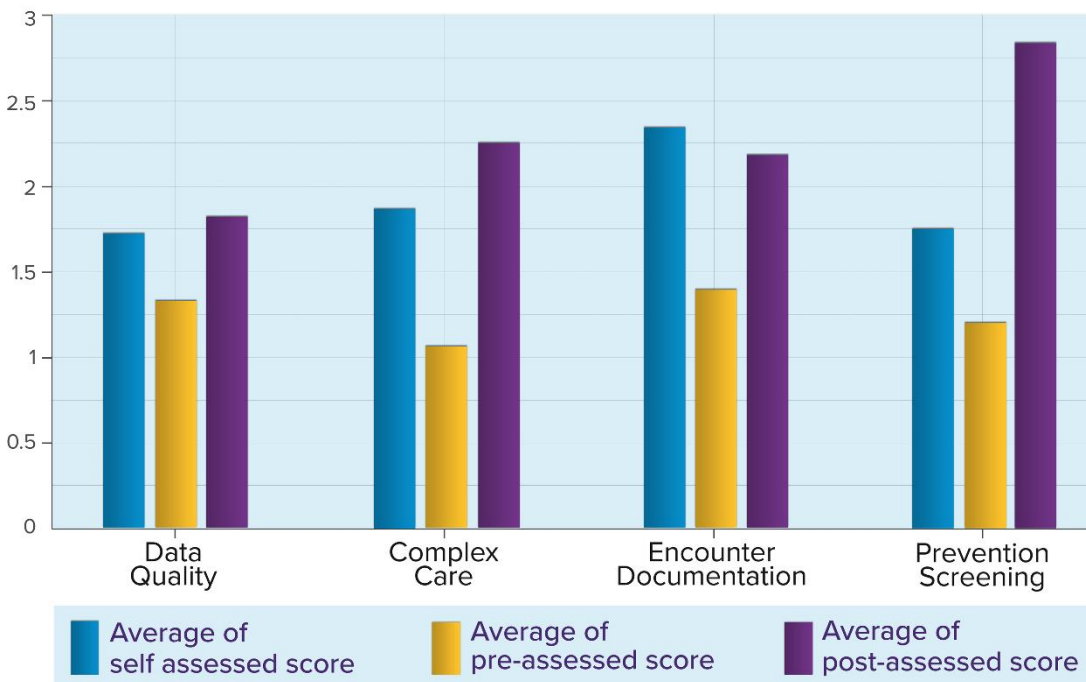
Approach

Level	Criteria	Capabilities
5	INTEGRATE	<i>Use of portals, hubs, attachment to provincial e-health platforms sharing data from the EMR.</i>
4	POPULATION DATA USE	<i>Dashboarding of whole populations, acting upon the whole, performing population analysis at the practice level.</i>
3	LOOK AHEAD/ PREDICT	<i>Reminders and alerts are used at the point of care. Searches are done regularly and scheduled for review.</i>
2	EARLY DATA USE	<i>Acting upon the output of episodic searches, quick entry tools, forms, calculators, etc.</i>
1	ENTER DATA	<i>Documentation occurs electronically. Progress notes, forms, and other documents are entered into the EMR.</i>
0	PAPER	<i>Processes are primarily paper-based.</i>

Functional Areas	Key Measures
PRACTICE MANAGEMENT	<i>Appointment Scheduling</i>
	<i>Practice Billing</i>
	<i>Communication & Messaging</i>
INFORMATION MANAGEMENT	<i>Encounter Documentation</i>
	<i>Data Quality & Nomenclature Consistency</i>
	<i>Document Management</i>
DIAGNOSIS & TREATMENT SUPPORT	<i>Results Management</i>
	<i>Prevention & Screening</i>
	<i>Complex Care / Chronic Disease Management</i>

Outcomes

- **25% improvement** in cancer screening compliance within 16 weeks of baseline capture
- **15% increase** in smoking status capture within 8 weeks of baseline capture
- **37% improvement** in use of standard CDM data entry tools for diabetes populations within 16 weeks of baseline capture



Building Blocks of Enhanced Use

Chronic Disease Management

- HbA1C greater than 6.9 in past 12 months



Work Done to Date with OVFHT

- **EPEP Knowledge Sharing**
 - OntarioMD Coaching (OntarioMD to staff, staff to staff)
 - System personalization
- **Nomenclature Consistency**
- **Process Automation**
 - Physician and Administrative workflow
- **Ripple Effect**
 - Understand the relationship between stamps, CF, EA and Reminders

Benefits of EMR Optimization

Physician Benefits

- ✓ Improved screening
- ✓ Improved financial incentives
- ✓ Improved clinical experience
- ✓ Reliable patient panels



Patient Benefits

- ✓ More organized care
- ✓ Improved screening
- ✓ Improved patient safety
- ✓ Access to current and accurate data



Health System Benefits

- ✓ Improvements in health outcomes
- ✓ Participation in health care improvements
- ✓ Preparing for an aging population
- ✓ Improved screening



We Can Help...



Peer Leaders

Vendor support

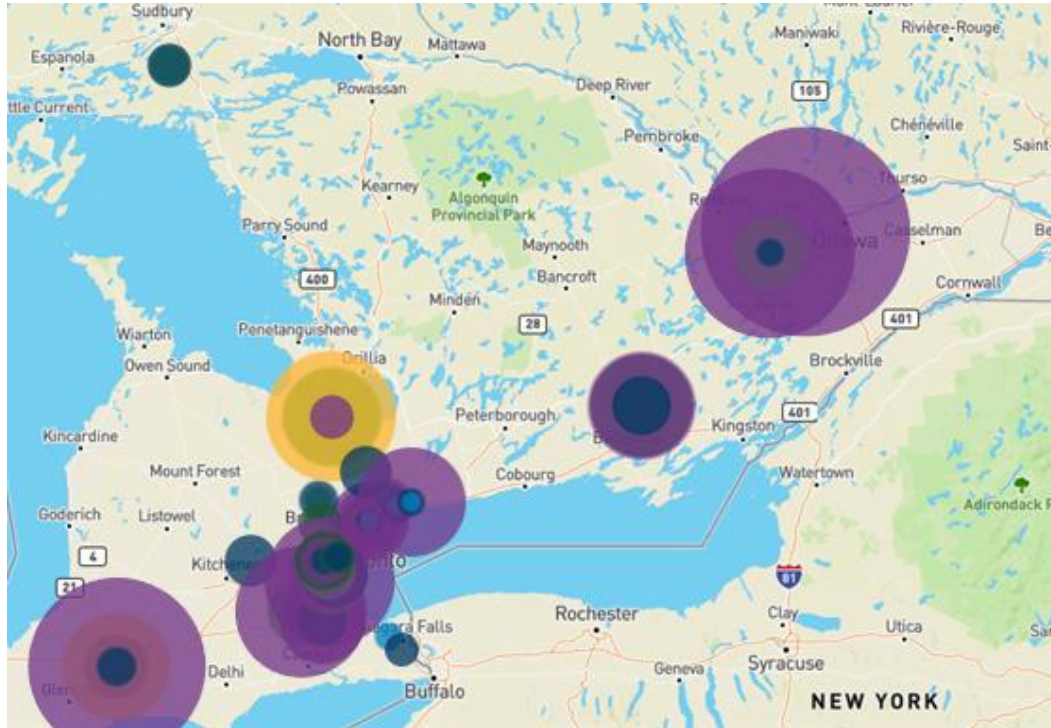
Peer networks

Communities of Practice

User groups

Provincial Focus

Practice Enhancements Consultants Across Ontario



“Quality is never an accident; It is the result of intelligent effort.”

John Ruskin

Thank You!



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