



INSIGHTS4CARE
i4C

Improving Population Health with an EMR Dashboard and Hands-on Support



Presenter Disclosure

- **Presenter:** Dr. Loredana Di Santo
- **Relationships with commercial interests:**
 - OntarioMD – Peer Leader

- **Presenter:** Simon Ling
- **Relationships with commercial interests:**
 - OntarioMD - Program Director, Insights4Care



Disclosure of Commercial Support

- OntarioMD receives financial support for its operations, including the Insights4Care Program, from the Ontario Ministry of Health.
- Potential for conflict(s) of interest: None



Presentation Outline

1. **OntarioMD's Insights4Care Program: Overview and Proof of Concept**
2. **A Clinician's Experience with i4C: Gaining greater population insights and making practice improvements**



“The biggest value of the EMR is not in the **data** you enter, but the **information** you can retrieve from that data to help **improve** patient care.”

Dr. Jessica Widdifield, Researcher,
Sunnybrook Research Institute



EMR Quality Dashboard Proof of Concept



Successfully demonstrated the technical feasibility and clinical relevance of an EMR-integrated Dashboard

500

physicians and their practices participated



30

Dashboard indicators
Indicator Governance



2 EMR Vendors
and
Three EMR Offerings

OSCAR EMR
TELUS Med Access
TELUS PS Suite

Key benefits validated through benefits evaluations



EMR Specification Published



Provincial Expansion Plan

January 2016 to March 2019



Proof of Concept Key Findings

1

Dashboard Enables Quality Improvement

87% of Dashboard indicators recorded improvements only after 90 days of use

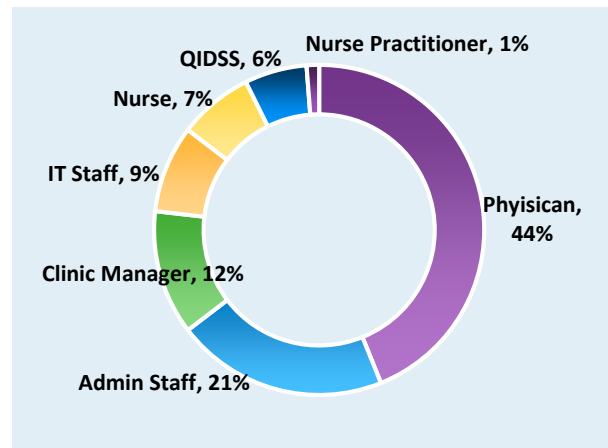
Top 3 Benefits of Dashboard

1. Helped to identify patients **requiring follow-ups** (64%)
2. Gave me the ability to drill down on an indicator to **access patient lists** (59%)
3. Prompted our practice to update information to **improve data quality** (53%)

2

Dashboard Is Utilized By Various Clinic Staff

Different user* types of Dashboard



*accessed the Dashboard at least once per month

3

Change Management Support is Important

Barriers to quality improvement
#1 - Insufficient time
#2 - Insufficient staff

In **13** of **15** indicators measured, clinicians **trained** by OntarioMD with follow-on **change management support** improved more than those who elected not to proceed with follow-on engagements.



Insights4Care Program

Offering tools and services to enable clinical and population insights, to facilitate practice improvements and to unlock the value of EMR data for better patient outcomes



i4C
DASHBOARD

EMR-integrated, actionable
population health
management tool



i4C
ADVISORY SERVICE

Hands-on clinician advisory
support from OntarioMD's team
of quality improvement and
EMR experts



Current Focus: Provincial Expansion





A Clinician's Experience with i4C

Gaining greater population insights and
making practice improvements

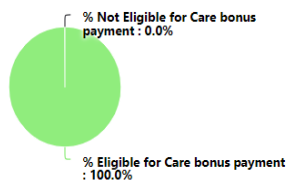


Insights from i4C Dashboard

Real Time Data from your Patient Population

Preventive Care

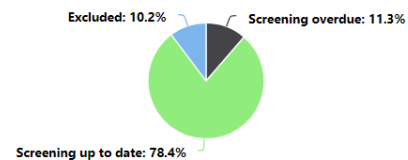
Preventive Care Bonus: Childhood Immunizations



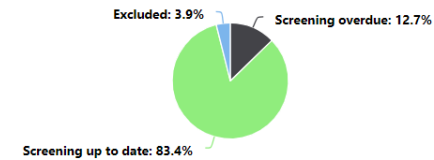
Preventive Care Bonus: Colorectal Cancer Screening



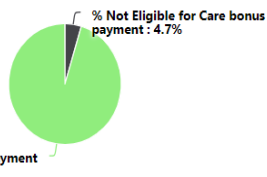
Females 21-69: Cervical Cancer Screening



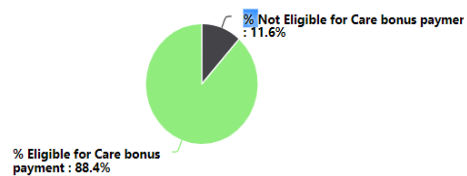
Adults 50-74: Colorectal Cancer Screening



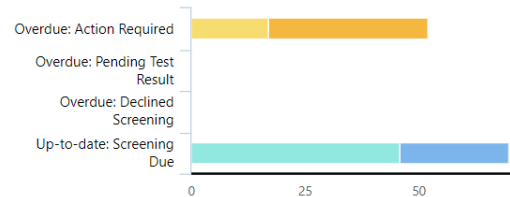
Preventive Care Bonus: Cervical Cancer Screening



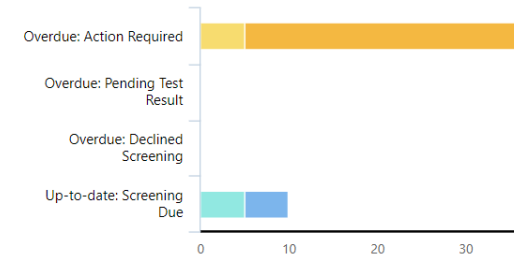
Preventive Care Bonus: Influenza Immunization



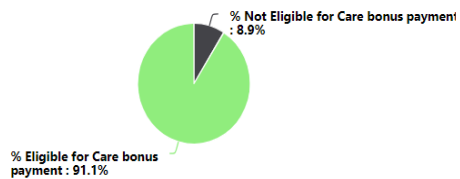
Females 21-69: Cervical Screening Recall



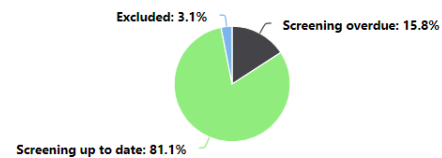
Adults 50-74: Colorectal Screening Recall



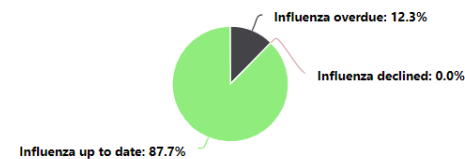
Preventive Care Bonus: Breast Cancer Screening



Females 50-74: Breast Cancer Screening



Adults 65+: Annual Influenza Immunization



Females 50-74: Breast Screening Recall



Insights from i4C Dashboard

Real Time Data from your Patient Population

Chronic Disease Management

Outcomes Dashboard

Shared with OntarioMD.



Welcome

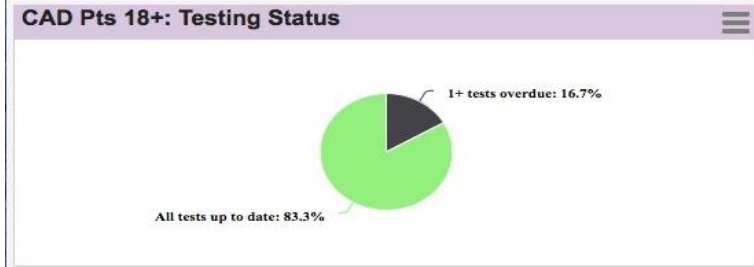
Welcome to the OntarioMD EMR Physician Dashboard Proof of Concept!

This dashboard leverages high-value provincial indicators that have been selected from provincial and pan-Canadian frameworks such as the Association of Family Health Teams of Ontario (AFHTO), Health Quality Ontario (HQO), and the Canadian Institute for Health Information (CIHI).

Your participation and valued feedback throughout this journey...

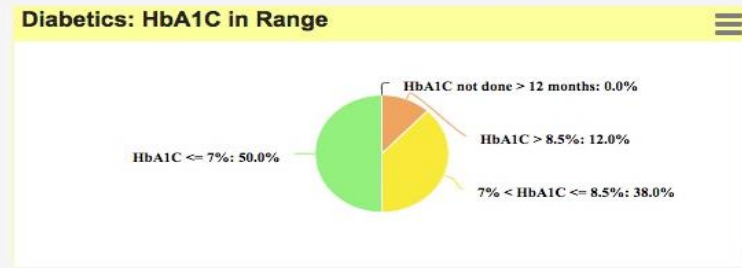
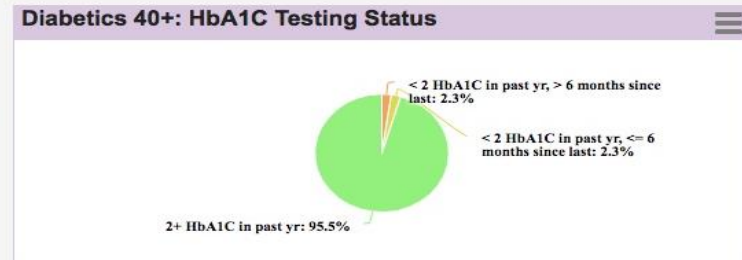
Identification Prospects for CAD

	Value (Count)
CAD Coded	6
Consider CAD: Documented as text but not coded	19
Consider CAD: Dx in 2+ bills	27
Consider CAD: Total	35
CAD exclusion cohort	0



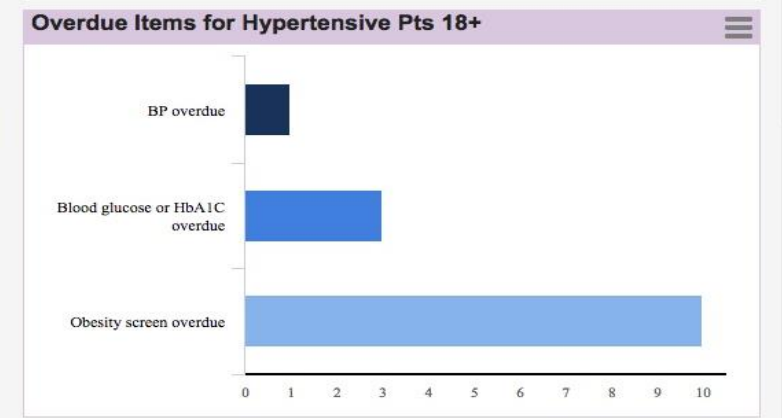
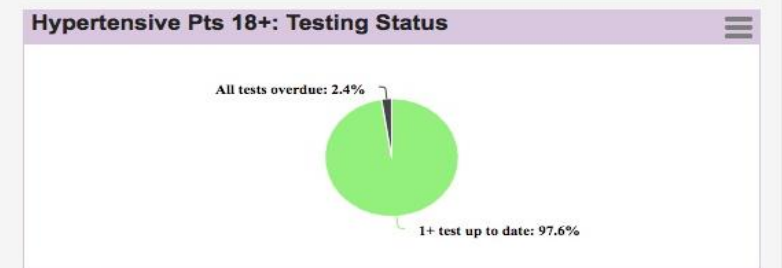
Identification Prospects for Diabetes

	Value (Count)
Diabetes Coded	50
Consider Diabetes: Documented as text but not coded	17
Consider Diabetes: Dx in 2+ bills	18
Consider Diabetes: HbA1c > 6.5%	17
Consider Diabetes: Medications present	10
Diabetes Exclusion: Other Conditions	20
Diabetes Exclusion: Pre-Diabetes	3
Consider Diabetes: Total	27
Diabetes exclusion cohort	0



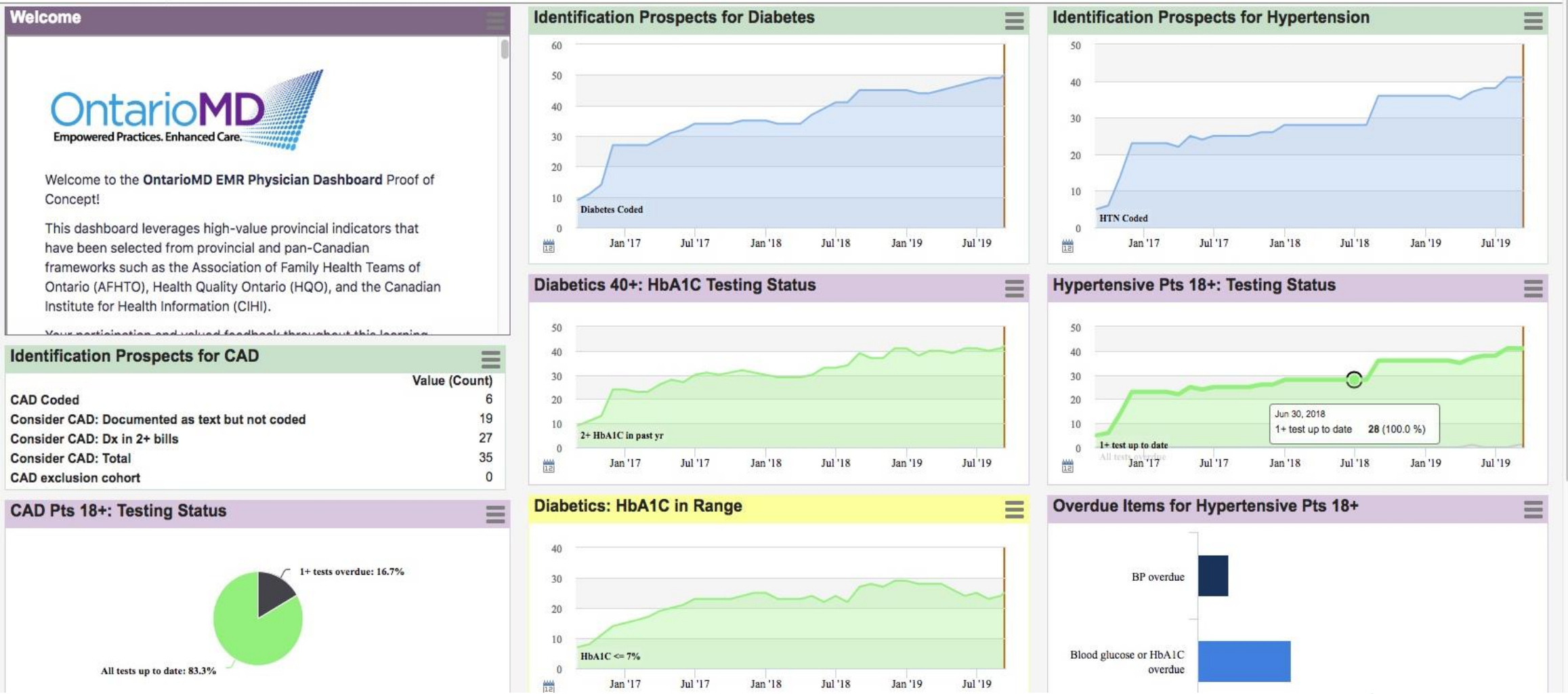
Identification Prospects for Hypertension

	Value (Count)
HTN Coded	41
Consider HTN: Documented as text but not coded	84
Consider HTN: Dx in 2+ bills	118
Consider HTN: Total	130
HTN exclusion cohort	0





Prioritizing Opportunities for Improvement





i4C ADVISORY SERVICE



- Orientation
- Data Quality
- Point of Care Tools
- Clinic Workflow

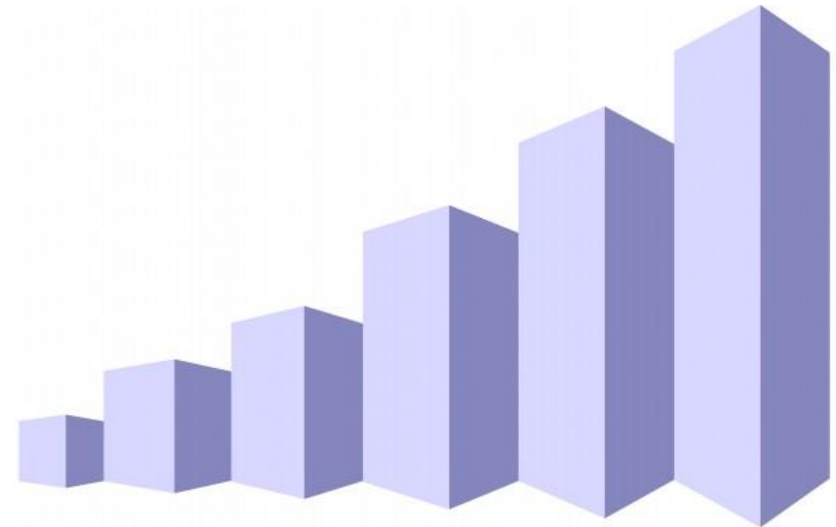


Measuring Progress & Finding New Opportunities

Enabling New Indicators



Visualizing Progress





i4C Achieving the Quadruple Aim

**Provider
Experience**



**Population
Health**

**Patient
Experience**



**Cost
Effectiveness**



Questions?



THANK YOU !



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