

OntarioMD Success Story:

Improving practice efficiency and insight for better patient outcomes

THE CHALLENGE

Electronic medical records (EMRs) provide a rich source of data that if unlocked can help primary care providers manage a busy practice and target patient populations in the greatest need of care. OntarioMD's (OMD) award-winning Insights4Care (i4C) Dashboard is an EMR-integrated tool that can generate quick, easy-to-scan reports on individual and population health across 30 indicators such as hypertension, coronary artery disease, obesity, prescribed opioid use, immunizations and smoking status. Combined with the i4C Advisory Service—coaching and hands-on support available to all users of OMD-certified EMRs—clinics can get the most out of their EMR and the digital tools they use with them.



Dr. Leon Bhatia sought advice from OMD's i4C Advisory Service in the fall of 2018 on how to transition from the paper-based downtown Toronto practice he took over from a retiring physician and move toward the digital systems he favours. Dr. Bhatia, a tech-savvy physician who spent nine years as a practising physician in the U.K. before coming to Canada, was familiar with EMRs, but wanted help extracting his new patient data so that he could quickly come to understand and assess the needs of the 1,400 patients connected to his new practice. He set a goal of seeing all of the patients whose care he was inheriting within his first four months, and sought to prioritize which cohorts he saw first based on need. As well as eliminating paper records, Dr. Bhatia wanted to improve efficiency by engaging practice staff in managing practice workflow, including scheduling routine screenings, so that he could focus on providing the best standard of care possible for his patients.

"You can just open the dashboard and you have the list of patients that you know need aspects of care addressed. This is a safety net to me. No one slips through the net."

- Dr. Leon Bhatia, Family Physician, Toronto



BACKGROUND

OMD is a trusted advisor to physicians, uniquely positioned to help practices realize more clinical value from their EMRs through a range of tools and support services. The Advisory Service team is experienced in clinical workflow and uses this insight to analyze practices' EMR workflow and data quality and develops a targeted approach to help clinicians move beyond data capture toward improved patient care and practice efficiency. The Advisory Service has helped more than 1,000 physicians optimize their EMR use since the program's launch in 2016, using a proven process that involves a gap analysis and mapping and review of EMR data quality against a variety of key clinical measures (Identification), the creation of a customized action plan (Planning), execution of achievable action items and tasks (Intervention), and evaluation to measure improvements (Monitoring).

HOW THE ADVISORY TEAM HELPED

After confirming that the quality of data within Dr. Bhatia's EMR was sufficient, the Advisory Team recommended the practice adopt OMD's i4C Dashboard to unlock the patient data available through the EMR.

With just a few clicks, the EMR-integrated digital tool provides insights about patients using real-time EMR data and is able to generate reports on individual and population health.

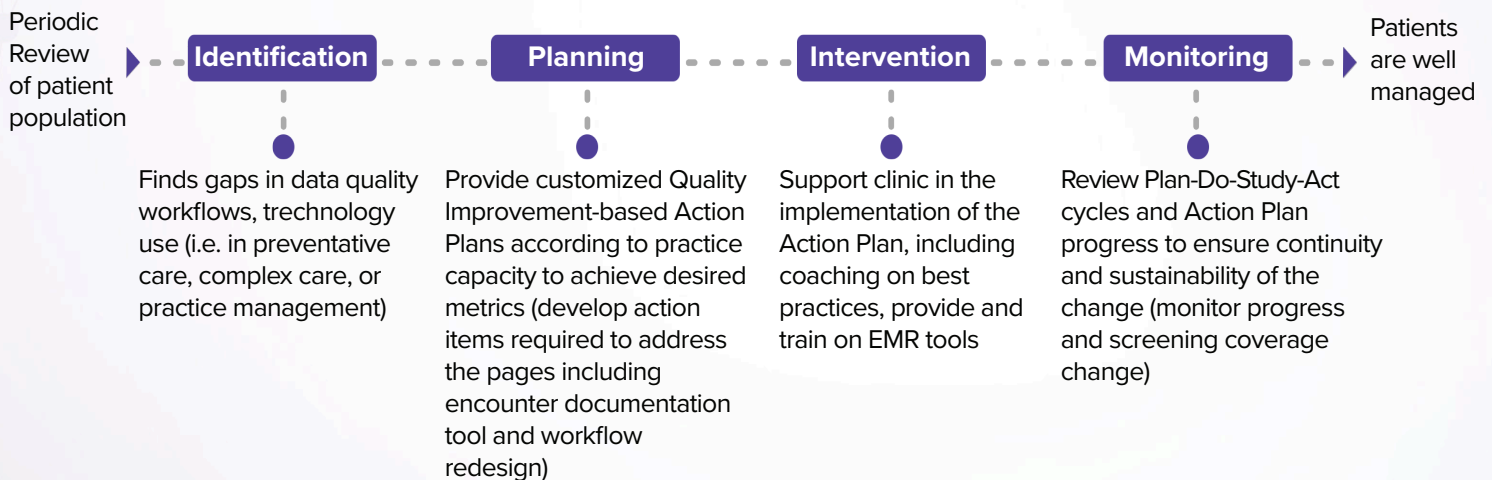
The Advisory Team provided coaching to Dr. Bhatia and his practice staff as well as hands-on practice support to ensure his clinic was getting the most out of their EMR.

With no knowledge yet of anyone in his new patient roster, Dr. Bhatia needed advice on where to start and how to quickly access insights to address care gaps. He was particularly interested in chronic disease management as well as prevention and screening for things such as breast and cervical cancer using the i4C Dashboard and tools, and reminders and other functions within his EMR. Given the high proportion of elderly patients, he also wanted to ensure his clinic was on top of flu vaccinations.

After Dr. Bhatia received training on how to use the i4C Dashboard to generate graphic depictions of the health of his patient population, he was able to identify patients whose diabetes was not optimally controlled, which was an actionable insight he prioritized in his initial outreach to patients.

Indicator	% of Patients Screened Before i4C Program	% of Patients Screened After i4C Program
Breast Cancer Screening	45%	82%
Cervical Cancer Screenings	41%	81%
Colorectal Cancer Screening	52%	95%
Diabetic HbA1C Testing Status	Improved by about 30%	

The Advisory Service team then turned its attention to training clinical staff to generate reports and patient reminders for targeted patient care. Soon after, the clinic had established a system of identifying patients who would benefit from cervical cancer screening through a regular Pap test, and administrative staff was able to begin scheduling appointments throughout the summer months. Patients expressed gratitude that they had been prompted by staff in this patient-centred model of care.



CONTACT

To find out more about how you can work with the OMD i4C Advisory Service to develop a practice enhancement plan that reflects your unique practice priorities, please contact OMD at support@ontariomd.com or **1-866-744-8668**.

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