



SWITCHING BETWEEN EMRs

LESSONS FROM THE FRONT LINES

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Faculty/Presenter Disclosure

- **Faculty:** Stephen McLaren, BSC, MD, CCFP, FCFP
- **Relationships with commercial interests:**
 - **Grants/Research Support:** nil
 - **Speakers Bureau/Honoraria:** n/a
 - **Consulting Fees:** n/a
 - **Other:** End User of Accuro

Disclosure of Commercial Support

- No Commercial Support
- Potential for conflict(s) of interest:
 - Stephen has received payment from OntarioMD whose product(s) are being mentioned in this program.



Mitigating Potential Bias

- Nothing to “sell”

Switching Between EMRs

Outline

Why - Is it inevitable?

How - Steps and Tools

What - Data – 5 key steps to Migration

Goals – Short , Medium, Long Term

- Meet operational and patient care needs
- Insure clinic efficiency
- Prevent system “workarounds”
- Minimize disruption during transition

Switching Between EMRs Is It Inevitable?

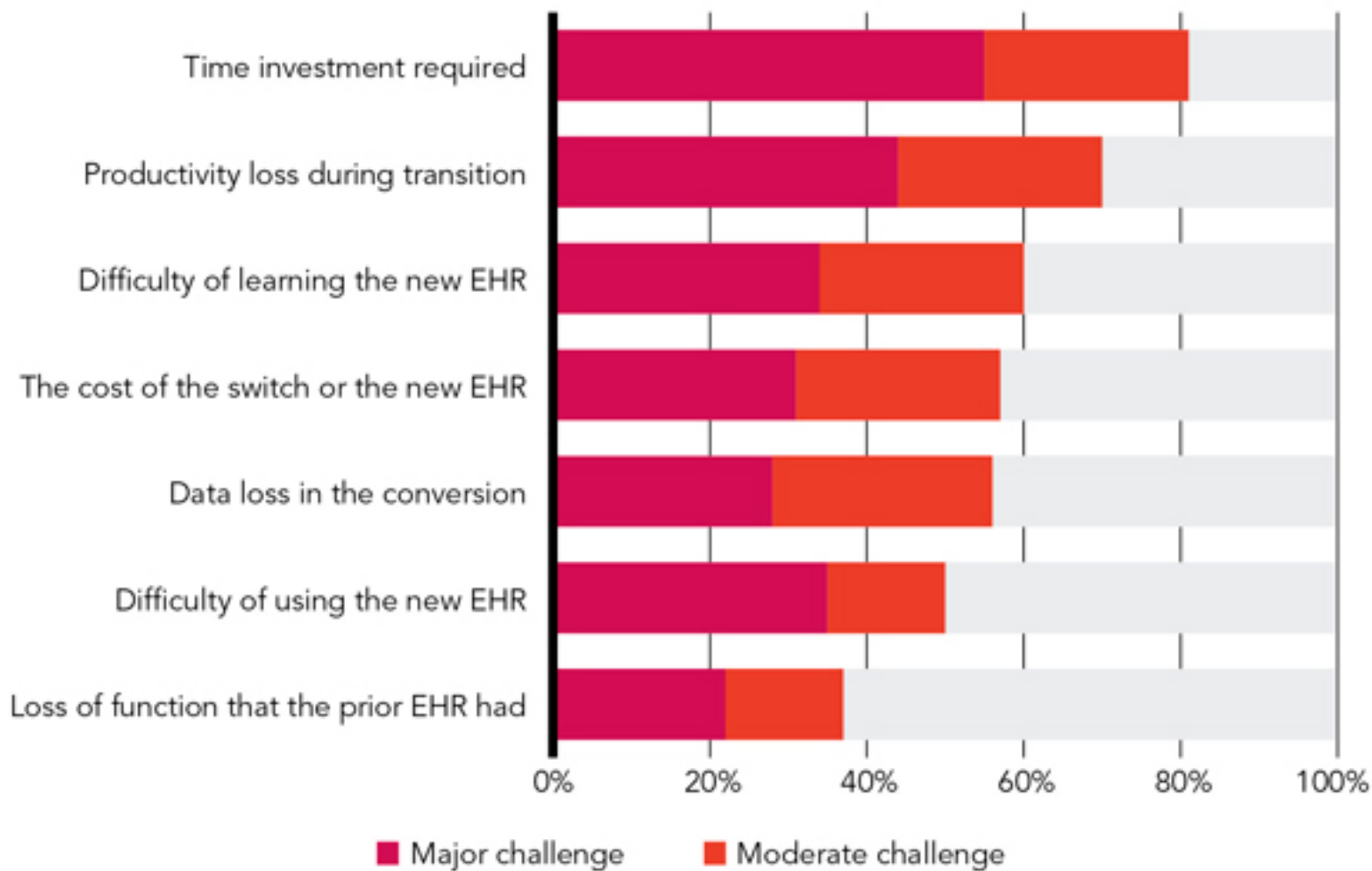
Acquisition

The act of acquiring
purchase of a company by
strategy of buying and selling
"friendly" one or a "hostile"
merger or takeover accord



<https://www.aafp.org/fpm/2015/0100/p13.html> Jan-Feb 2015

Switching Between EMRs



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Switching Between EMRs

Steps and Tools

Steps

- Choose a New EMR
- Data Migration
- Training / Go Live
- Tweaking & Optimization

Tools

- OntarioMD – Transition Support Tools
- OntarioMD – Data Migration Guide

Switching Between EMRs

Steps and Tools

Steps

- Choose a New EMR
- Data Migration
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- Tweaking & Optimization

Opportunity

- HRM
- OLIS
- eConsult / Referral
- PrescribIT
- Secure email / Portal
- Video visits
- Kiosks
- Tablets
- Interfaces with diagnostics

Tools

- OntarioMD – Transition Support Tools
- OntarioMD – Data Migration Primer

Switching Between EMRs

Steps and Tools



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- [Can You Afford a Cyber Data Breach?](#)
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Data Migration

- [EMR Data Migration Project Plan](#)
- [EMR and Data Migration Guide](#)

Switching Between EMRs

Steps and Tools

Steps

- Choose a New EMR
- Data Migration
- Training / Go Live
- Tweaking & Optimization

Tools

- OntarioMD – Transition Support Tools
- OntarioMD – Data Migration Guide
- Site Visits
- Peer Support
- **Vendor “test” System**
- **Risk Assessment**

Switching Between EMRs

Risk !

Low Risk

- Same Vendor
- New platform

Medium Risk

- New Vendor
- Co-operation and support between Old and New Vendors
- Experience in data migration

High Risk

- New Vendor
- Limited inter-vendor co-operation
- No experience with data migration

Switching Between EMRs

Data Migration

Concept: The new EMR is THE “System of Record”

Data Migration Goal: Historical Data and New Data
“behave” the same.

Switching Between EMRs

Data Migration – 5 Steps

Steps

- Discovery
- Scope Definition
- Conversion Development & Testing
- Validation & Signoff
- Migration

Theory

- Accuracy, clean, how much?
- Understand conversion methods, priorities, troubleshoot
- Sandbox environment to test, iterative process until satisfied
- Customer signs off on the final data set.
- Vendor delivers data ready for Go-Live

Experience

- Good, solve custom fields
- Expectations differed
- Difficult, painstaking attention to detail, "can't became can", OntarioMD assisted
- Easy as step #3 was executed well
- Oops

Switching Between EMRs

Data Migration – 5 Steps

Steps

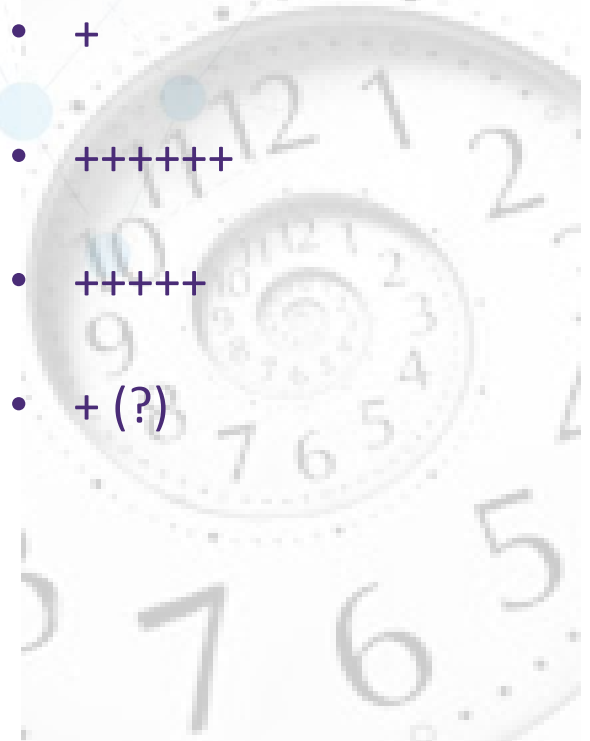
- Discovery
- Scope Definition
- Conversion Development & Testing
- Validation & Signoff
- Migration

Responsibility

- Customer
- Customer & Vendor
- Vendor & Customer
- Customer
- Vendor

Your Team's Time

- ++
- +
- ++++++
- ++++++
- + (?)



Switching Between EMRs

Training and Go-Live

Choose a new EMR

Leverage your experience

Envision Workflow

Build the Go-Live environment

Lock It Down

Develop New Workflows

Train on Workflows

“Not your Old EMR”

Switching Between EMRs

Tweaking and Optimization

Improve on Data Migration

New features – e-booking
e-mail
portal
e-consult
integrated devices

Optimize use of integrated features

Clean data

Common “coding”

Avoid workarounds

Think ahead to the next migration

Switching Between EMRs

Summary

- Choose a New EMR
- **Data Migration Success**
- Training / Go Live
- Tweaking & Optimization

Risk assessment

Time required

Better operational and patient care experiences.



THANK YOU

GRACIAS
ARIGATO
SHUKURIA
JUSPAXAR
DANKSCHEEN
TASHAKKUR ATU
YAQHANYELAY
SUKSAMATA
EKHMET
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