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

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Faculty / Presenter Disclosure

- **Faculty:** Peter Hamer– Executive Director, Ottawa Valley FHT
- **Faculty:** Gina Palmese - Manager, Physician Engagement, OntarioMD

- **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.

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Mitigating Potential Bias

- There are no potential sources of bias.

How are you informing your clinical or business decisions?

The first step is to look at your data

EMR and Data Source in Your Practice

- In EMR: Patient Charts, Billings, Schedules
- Other data in your office
- Web viewers

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

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Insight from the Field

Our Experience…

- Over 400 engagements across the province to date
- Various clinical and practice needs
- Can't improve what we can't measure

Our Learnings…

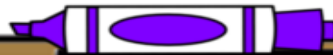- At the core of quality improvement is EMR optimization and a good approach to data quality

Scenario 1
45 Physician FHO

Problem: Improve Preventive Care measures in the clinic workflow

Looking at Data:
How many rostered patients in the practice vs. MOHLTC documentation?

Data Tells the Story

EMR Roster Number	MOH roster Number	Difference	EMR Functionality to consider	Clinical workflow to consider
1200	975	19% variance	Demographics Roster/Active status, billings	What, How, When, Where, Who, Why

Challenges to capturing good data:

- Time to enter data
- **How to enter data**
- **Where to enter data**
- **Inaccuracy of data**
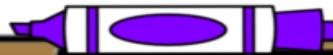- **Missing data**
- Relevance of data

Scenario 2
20+ Physician FHT

Problem: Improving data capture and prevention / screening to manage conditions related to smoking status

Looking at Data:
How many active patients over the age of 12 have a smoking status documented in the EMR?

Data Tells the Story

Number of Active patients over Age of 12	Number Of Active Patients-Documented Smoking Status	Difference	EMR Functionality to consider	Clinical workflow to consider
1500	750	50% variance	Demographics Active status; smoking status field in CPP; alerts/reminders	How, what, when, who, why

Challenges to entering good data:

- Time to enter data
- How to enter data
- Where to enter data
- Inaccuracy of data
- Missing data
- Relevance of data

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Good Data is Everyone's Business

Prevention/ Procedures	**Social History**	**Past Medical Hx**	**Allergies**
Problem Lists	**Ongoing concerns**	**Reminders/ Alerts/Flags**	**Medications**
Documents			**Risk Factors**
Consults	**Progress note**		**Family History**

■ Practice staff   ■ Physician   Adapted from ESC Conference 2014, Data Quality and your Primary Care EMR

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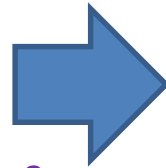# OntarioMD Practice Support to Physicians Across Ontario

Unreliable Data ?

Workflow issues?

Data consistency issues ?

Staying on top of managing chronic disease?

Incomplete medical record?

✓ Standard data entry practices

✓ Right data entered with enough time

✓ Right data entered in the right fields

✓ Access to reliable data at the right time

✓ Better use of EMR functionality for efficient data entry

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The Ottawa Valley Family Health Team - Background

5 locations relocating to 1

Various EMRs

13 physicians

Allied Health Staff addition – New Processes

DATA CONSISTENCY AND ENTRY CHALLENGES

The Ottawa Valley Family Health Team

Current 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

Next Steps:

- Team meetings - physicians, allied health and administrative staff

- Detailed feedback on process improvements

- Implementing change

Physician Benefits

- Improved Financial Incentives

- Improved Screening

- Improved Experience As A Clinician

- Reliable Patient Panel(s)

- Ability To Work Smarter, Not Harder

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Patient Benefits

- Improved Screening

- More Organized Care

- Access To Current And Accurate Data

- Improved Patient Safety

Health System Benefits

- See Improvements In Health Outcomes

- Be Ready For Future Healthcare Changes

- Be Ready For Aging Populations

- Improved Screening

We Can Help…

Peer Leaders
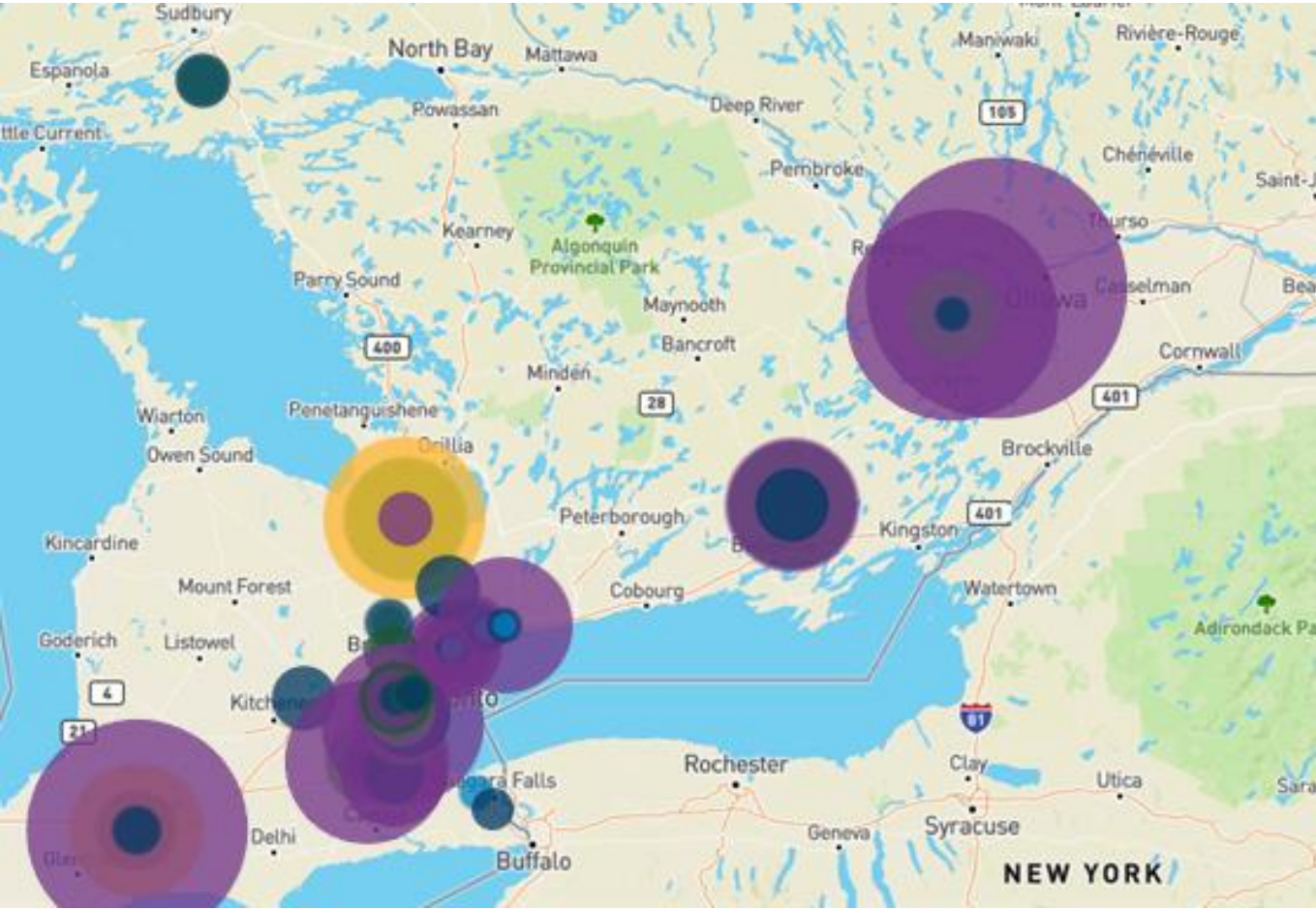
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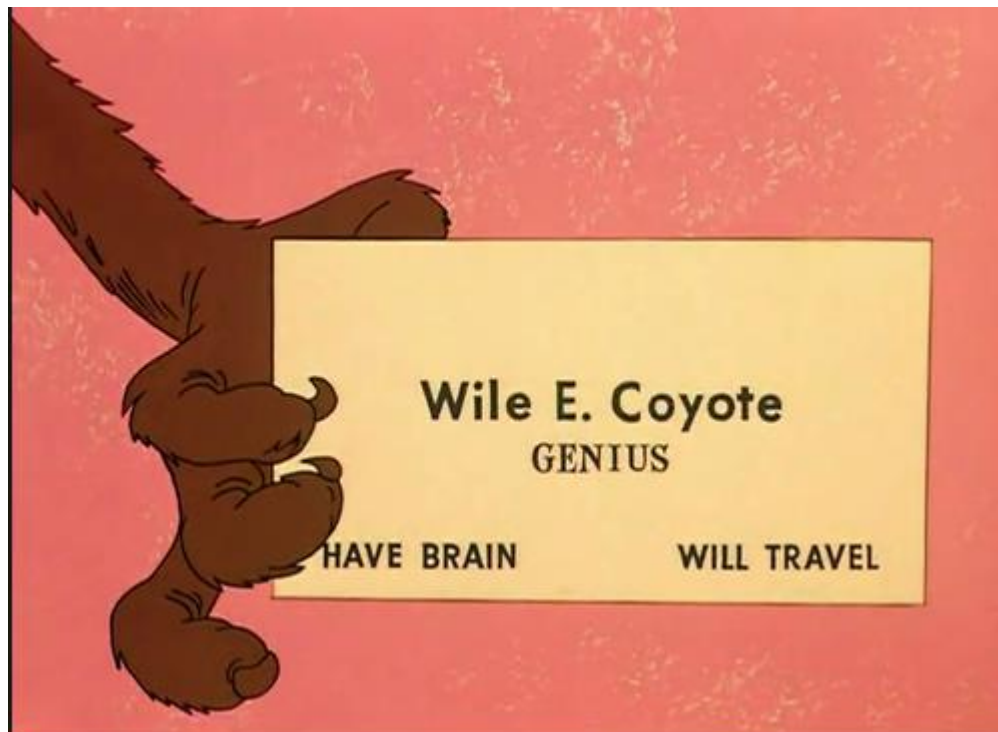
Peer networks

Communities of Practice

User groups

And…..

Provincial Focus

Practice Enhancement Consultants Across Ontario

Questions

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

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