



# QUALITY BASED IMPROVEMENTS IN CARE - EMR COACHING AND TOOLS SERVICE CATALOGUE



## SERVICES AT A GLANCE

EMR AND PRACTICE SUPPORTS	CHRONIC DISEASE PREVENTION AND MANAGEMENT TOOLS IN YOUR EMR	
<ul style="list-style-type: none"> <li>• <a href="#">General EMR Coaching</a></li> <li>• <a href="#">Customized QBIC Toolbars</a></li> <li>• <a href="#">Preventative Care Toolbar</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Heart Failure</a></li> <li>• <a href="#">COPD</a></li> <li>• <a href="#">Chronic Kidney Disease</a></li> <li>• <a href="#">Diabetes</a></li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">Depression/Anxiety</a></li> <li>• <a href="#">Pain and Opioid Management</a></li> <li>• <a href="#">Osteoporosis</a></li> <li>• <a href="#">Palliative Care Early Identification</a></li> <li>• <a href="#">Low Back Pain</a></li> </ul>

FOR ADDITIONAL DETAILS, PLEASE CLICK ON THE SERVICE, SEE BELOW,

OR ASK ABOUT JOINING OUR [ONLINE COMMUNITY](#) TO DOWNLOAD THE TOOLS FOR YOURSELF

## EMR AND PRACTICE SUPPORTS

### GENERAL EMR COACHING

What can we do to assist you in getting the most value out of your EMR?

- Tailored EMR training and support based on clinician need, interest and questions.
- For example:
  - Create searches of your patient population.
  - Modify custom forms.
  - Import images or other files.
- The duration of this session is dependent on what is requested and will be specific to each clinician.

### CUSTOMIZED QBIC TOOLBAR DEMONSTRATION

**15+ MINUTE SESSION**

The QBIC team has created a custom toolbar with quick links to all of our CDPM tools along with other useful shortcuts to frequently accessed functionality and resources.

- Toolbars are specialized short custom forms that appear and act as a quick menu bar in the records window.
- Provide useful links and shortcuts.
- Saves you time; with one click of a mouse you can insert;
  - Stamps,
  - Requisitions,
  - Handouts, etc.

This session will cover how we can customize this specifically for your clinic and workflow. Additional time may be needed depending on customization requests.

### PREVENTATIVE CARE TOOLBAR DEMONSTRATION

**20 MINUTE SESSION**

This toolbar has been designed to help identify and flag patients who are due for preventative care screening.

- Developed by East Wellington Family Health Team.
- Indicators on preventative screening will be visually flagged by colours
- Preventative tests include paps, mammograms, FOBTs, colonoscopies, and BMDs.
- Customizations available;
  - Screening tests can be excluded or included based on clinic's preference,
  - Patient eligibility for each test, and
  - All functionality can be combined with an already existing toolbar.

If you are interested in the QBIC EMR tools or an eHealth coaching session for your practice, please contact:

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## CHRONIC DISEASE PREVENTION AND MANAGEMENT TOOLS IN YOUR EMR

During each demonstration session, an eHealth Coach will provide a walkthrough of the tool, install a version onto your system and discuss how it can be integrated into your current workflow.

### HEART FAILURE TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form is designed to provide clinical decision support for the prevention and management of heart failure in your EMR.

- Endorsed by the Regional Cardiac Council and Cardiac Care Network.
- The New York Heart Association Classification was used to determine the best practices for classification of heart failure.
- Built in a SOAP note format;
  - Helps with determining which plan is most appropriate for your patient.
  - Includes triple therapy medication options and recommendations.

### CHRONIC OBSTRUCTIVE PULMONARY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form enables clinicians to better manage patients with Chronic Obstructive Pulmonary Disease.

- Based on the Canadian Thoracic Society's best practice guidelines.
- Uses spirometry, dyspnea scale, subjective and objective information to develop a custom medication plan.

### CHRONIC KIDNEY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form identifies potential risk factors and guides clinicians through the process of identifying, diagnosing and managing patients with Chronic Kidney Disease.

- Created in consultation with the Ontario Renal Network (ORN).
  - Content is based on the ORN's KidneyWise Clinical Toolkit.
- Integrative self-reminders and requisitions are built in.

### DIABETES TOOLBAR DEMONSTRATION

15 MINUTE SESSION

This toolbar has been designed to enable clinicians to better manage patients with diabetes.

- Incorporates the Canadian Diabetes Association guidelines and recommendations from clinical experts who specialize in diabetic management, including Diabetic Education Nurses and clinicians.
- Will only appear in records of those with a Diabetes diagnosis.
- Highlights a Visit Form, Date of Last Visit and Date of most recent K030 and Q040 bills.
- Clinicians have quick reference and access to their diabetic population information with just a few quick clicks.

### DEPRESSION/ANXIETY TOOL DEMONSTRATION

15+ MINUTE SESSION

This custom form supports clinicians in the screening and management of mental health with a focus on Depression and Anxiety.

- Content has been adapted from guidelines such as
  - The HQO Quality Standards for Major Depression (2016),
  - Centre for Effective Practice (CEP) – Keeping Your Patient Safe,
  - Canadian Network for Mood and Anxiety Treatments (CANMAT) 2016 Clinical Guidelines for the Management of Adults with Major Depressive Disorder and also
  - Incorporates clinical expertise of clinicians who specialize in Mental Health.
- Mental Health metrics, including PHQ-9, GAD-7, SDS and LEAPS are incorporated into the tool,
  - This allows clinicians to gather, document and reference these metrics more efficiently at point of care.
- For those clinics who utilize tablets, this tool is compatible with the OCEAN platform
  - Portions of the tool can be automatically populated with information provided by the patient on the tablet.

### PAIN AND OPIOID MANAGEMENT TOOLS DEMONSTRATION

15 MINUTE SESSION

The QBIC team aims to enable primary care clinicians to deliver safe pain management and safe prescribing of opioids to their patient population through the implementation of EMR supports.

- Solutions assist clinicians to conduct a complete assessment and provide a tailored management plan that incorporates the patient's goals, while adhering to current best practices in providing improved pain and opioid management overall.
- Can be achieved through one or a combination of strategies leveraging existing EMR solutions such as
  - prepared searches to identify at-risk patients and/or
  - the use of EMR templates;
    - The Centre for Effective Practice's Chronic Non Cancer Pain EMR Template.
    - The Telus Opioid Management Toolkit.

If you are interested in the QBIC EMR tools or an eHealth coaching session for your practice, please contact:

## OSTEOPOROSIS TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form supports clinicians with early identification and management of patients with Osteoporosis.

- Clinical content adapted from 2010 Clinical Practice Guidelines for the Diagnosis and Management of Osteoporosis in Canada and the 2015 Clinical Practice Guidelines for the Frail Elderly.
- Assess a patient's risk for fracture using
  - Canadian Association of Radiologists and Osteoporosis Canada (CAROC)
  - Fracture Risk Assessment Tool (FRAX)
  - coupled with a falls assessment tool
- Use the risk factor analysis to
  - Guide management both non-pharmacologic and pharmacologic
  - access educational handouts

## PALLIATIVE CARE EARLY IDENTIFICATION TOOL DEMONSTRATION

30 MINUTE SESSION

The Palliative EMR tool assists primary care providers (PCP) in earlier identification of patients nearing the end of life who could benefit from a palliative approach to care.

- Endorsed by the Waterloo Wellington Integrated Hospice Palliative Care Regional Program, Early Identification & Prognostic Indicator Guide
- Content has been adapted from the Gold Standards Framework
- Key features:
  - Prompted by the Surprise Question "Would you be surprised if the patient were to die within the next year?"
  - Provided decision support in assessing the palliative needs of the patient
  - Provided with the appropriate Waterloo Wellington resources available to them, depending on the patient's current Palliative Performance Scale (PPS) phase.
  - Patient goal planning and local referrals to hospice services, LHIN resources and community supports are some of the resources available within the tool, along with many others.

## LOW BACK PAIN TOOL DEMONSTRATION

15 MINUTE SESSION

The goal of this tool is support clinicians with targeted back pain assessment and management.

- Clinical content has been adapted from guidelines such as;
  - Centre for Effective Practice – Clinically Organize Relevant Exam (CORE) Back Tool
  - Aligns with the HQO Quality Standards for Low Back Pain
- Key features:
  - Integration of identification of the mechanical patterns for low back pain into patient history questions.
  - Revised psychosocial yellow flags section, which includes questions and hints for providers to help identify patients who are at higher risk for developing chronicity.
  - Patient key messages integrated throughout the tool.
  - Management Matrix with suggestions for initial management based on the pain patterns of low back pain.