



Utilizing EMRs to Support Cancer Screening

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Presenter Disclosure

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Cancer Care Ontario

Has no real or apparent conflicts of interest to report.

Agenda

1. Background and Project Overview
2. EMR Optimization Goals
3. CANES Proof of Concept Lessons Learned
4. Cervical Screening Reminder Call Pilot
5. What's Coming Up
6. Acknowledgements
7. Questions

About Cancer Care Ontario (CCO)

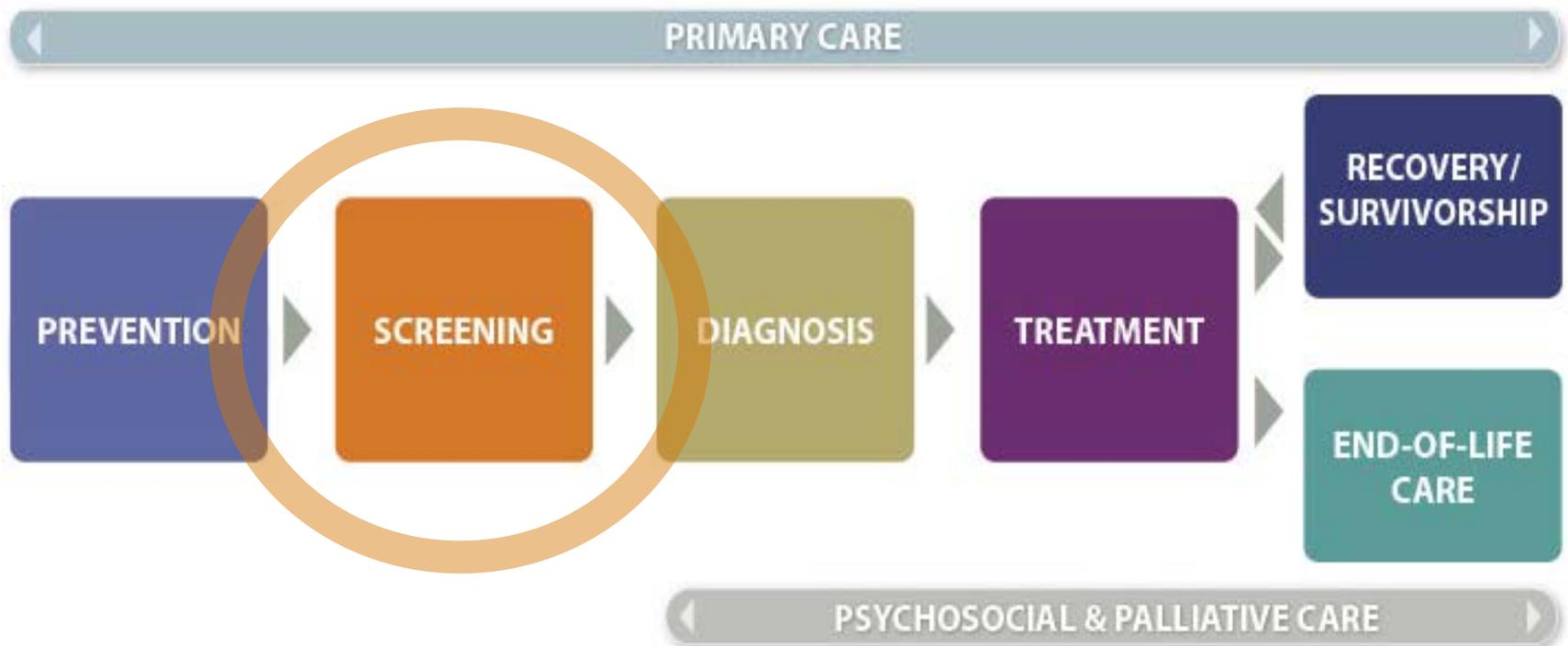
CCO – an Ontario government agency – drives quality and continuous improvement in disease prevention and screening, the delivery of care and the patient experience, for cancer, chronic kidney disease, as well as access to care for key health services.

Working in collaboration with a network of Regional Primary Care Leads (RPCLs), the Primary Care Cancer Screening (PCCS) team's purpose is to:

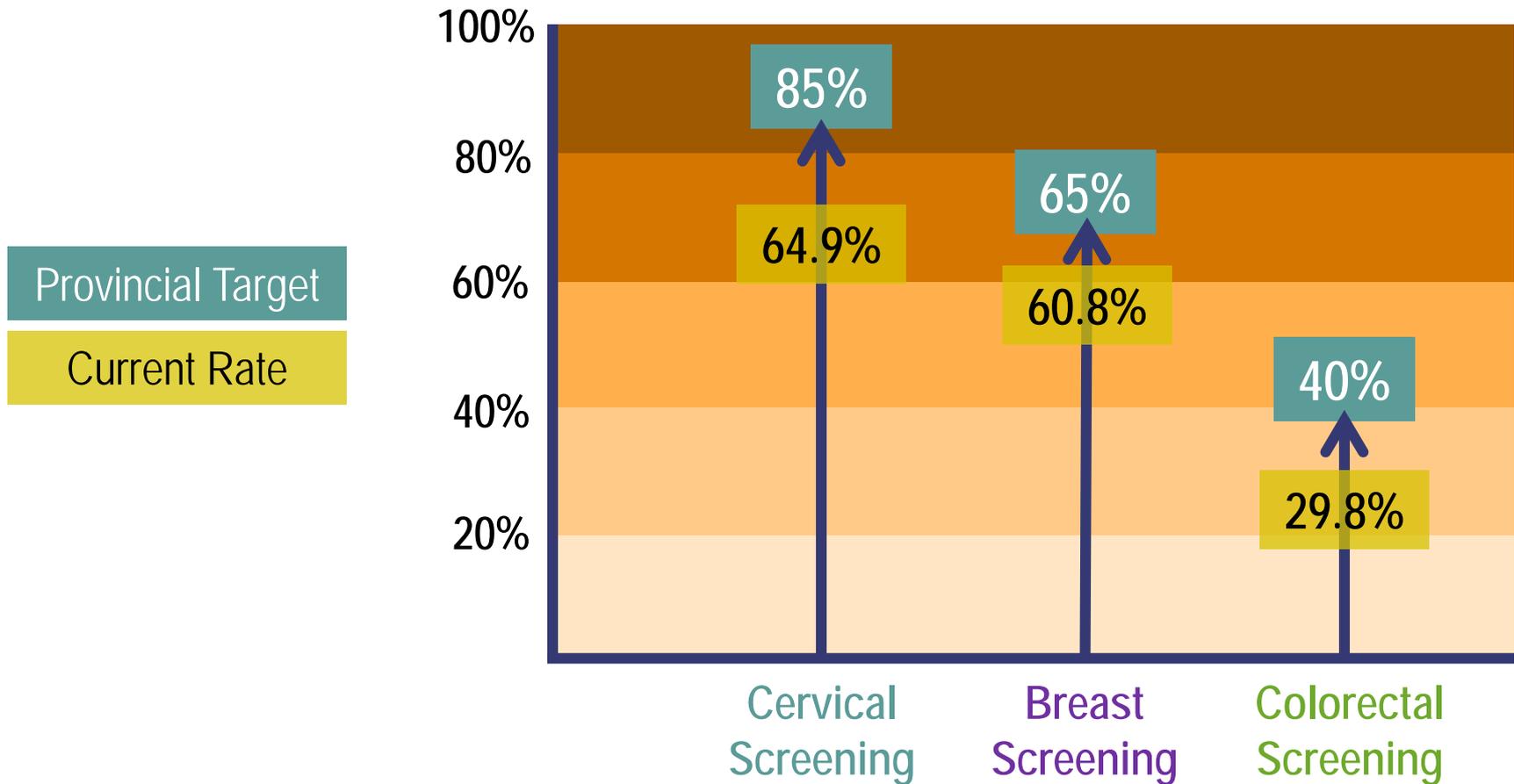
“Bring the voice of primary care to cancer screening and the voice of cancer to primary care”

The Cancer Journey

Better cancer services every step of the way



Where do we want to be?



EMR Adoption and Maturity

The focus of the EMR Optimization Project is to assist PCPs in better understanding how to use their EMRs to support their cancer screening efforts

FROM

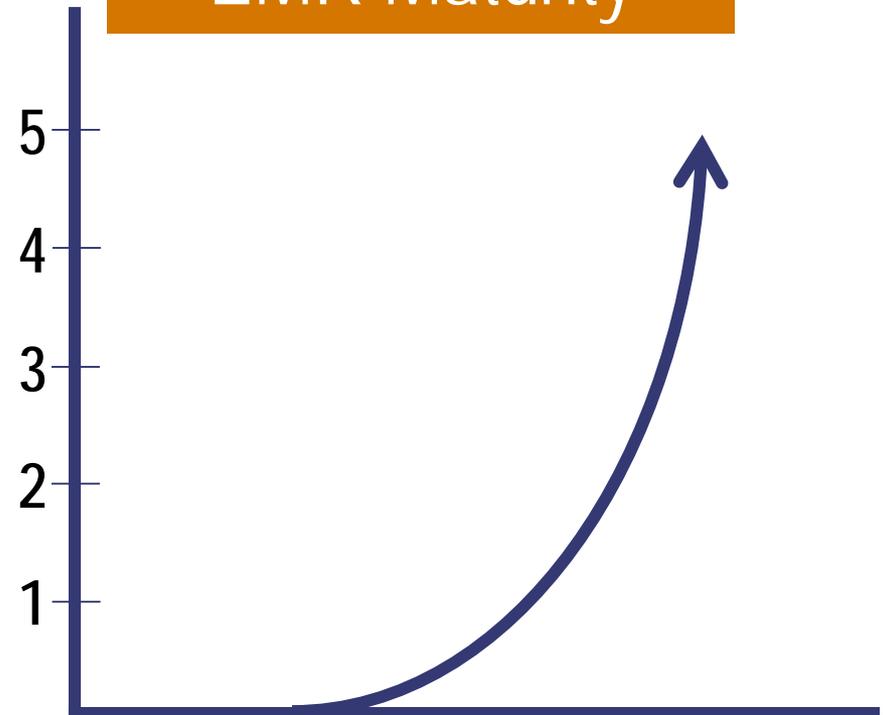
EMR Adoption

80% Community Based
Physicians
Now using EMRs

This covers
10,000,000
Ontarians

TO

EMR Maturity



EMR Maturity Measured

The EMR Maturity Model represents 5 levels of EMR use across 7 functional areas and 25 key indicators to measure progress



EMR Optimization Project Goals

1

To support providers in leveraging current functionality in their EMRs to enhance comprehensive cancer screening



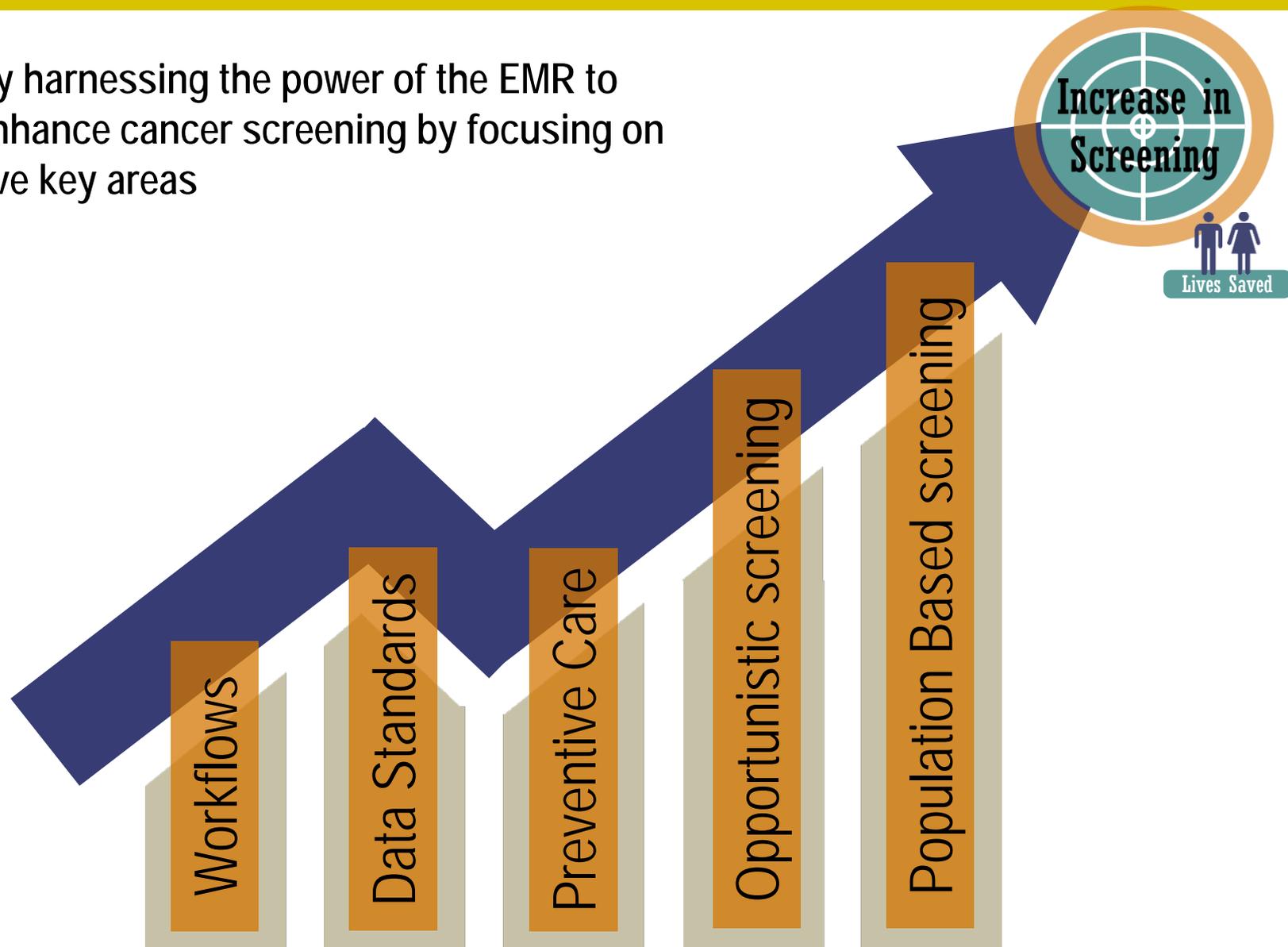
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To enhance awareness of CCO's Cancer Screening Guidelines and Recommendations

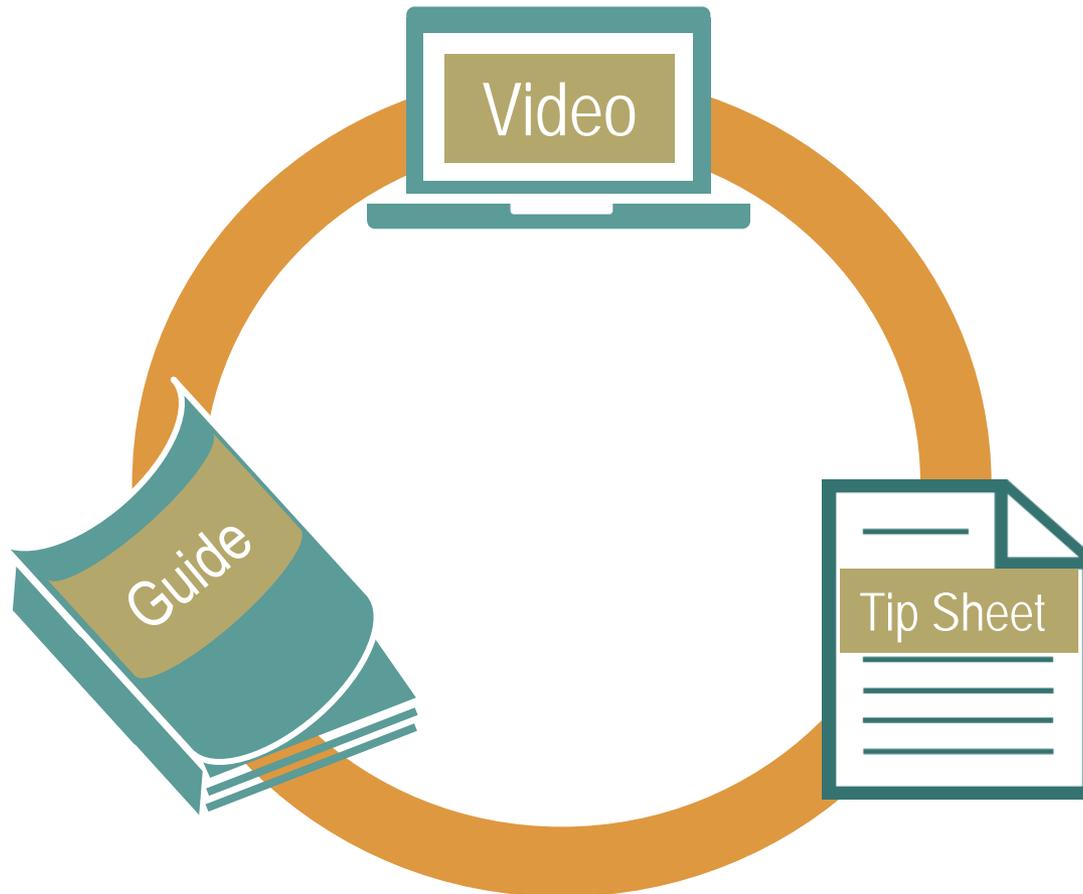


How will we achieve our goals?

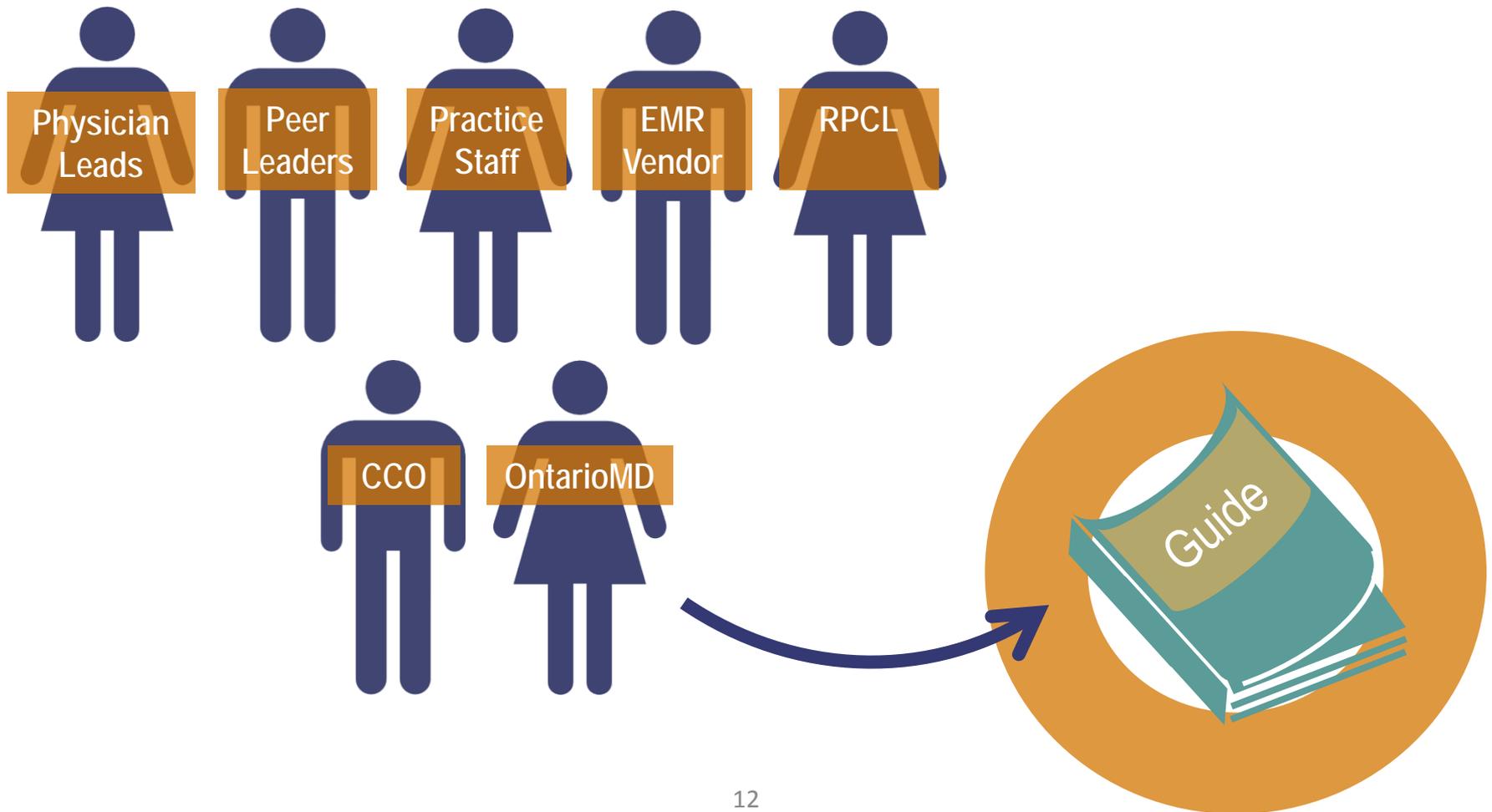
By harnessing the power of the EMR to enhance cancer screening by focusing on five key areas



Delivering our education through multi-media



Tool Development Process



CANES FHT Pilot

Opportunity:

CCO:

To test the impact and effectiveness of PS Suite EMR Optimization assets, while informing support of future pilots

CANES FHT:

Provide the CANES FHT with support in leveraging their EMR for cancer screening management



Multi-Disciplinary Team at CANES FHT:

- Executive Director
- Lead Physician
- Nurse Practitioner
- Medical Assistant
- Medical Receptionist
- Quality Improvement Decision Support Specialist

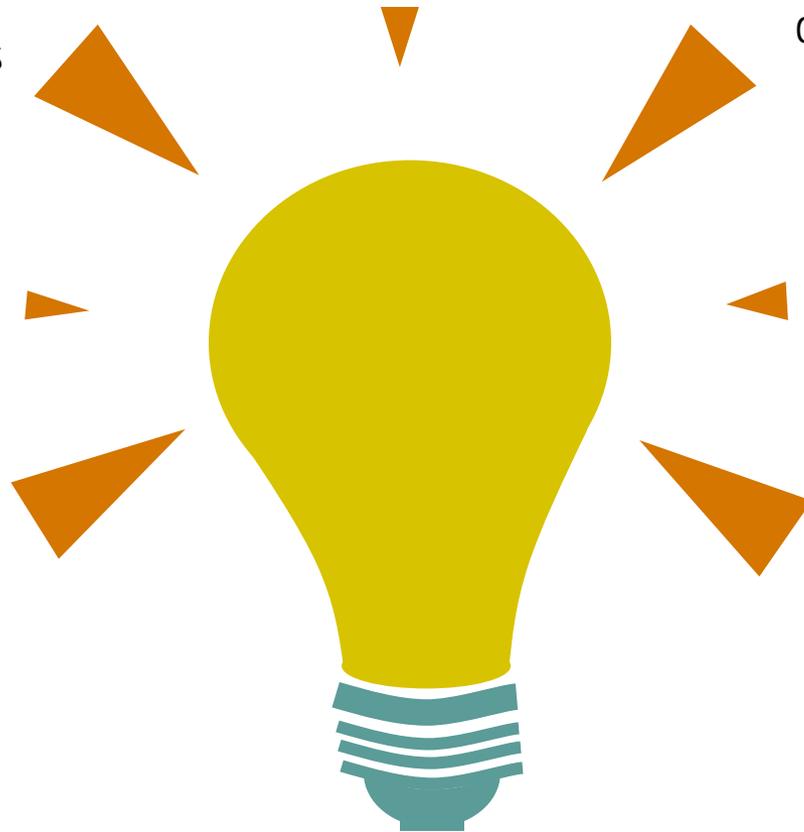
Pilot Outcomes for CANES FHT

Enhanced understanding of CCO guidelines and recommendations

Deeper understanding of the importance of data standardization

Learned to utilize EMR to optimize cancer screening management

Created a practice-level screening workflow, outlining activities, roles and responsibilities



Pilot Outcomes for CCO

Identified additional support tools
to aid practices in cancer screening
management

Validated the
effectiveness of the
EMR guide and tools
for cancer screening

Developed a
self-directed training
program to be
implemented in
future pilots



Cervical Screening Reminder Call Pilot

Overall Objectives:

- To determine the effectiveness of telephone reminders
- To test the effectiveness of the EMR optimization tools and training
- To increase cervical cancer screening
- To create an implementation toolkit for wider rollout to primary care practices

Site Actions - Help: Randall, Aaron

Cancer Care Ontario Cervical Screening Reminder Calls Pilot

Thank you for participating in Cancer Care Ontario's (CCO's) Cervical Screening Reminder Calls Pilot. This pilot is a clinic-based telephone reminder project to increase the cervical screening participation rate in your clinic and assess the concept of telephone-based reminders.

Clinic staff will be trained to use their PS Suite EMR to create a list of patients due for cervical screening, set reminders and call patients to schedule PAP test appointments.

Clinic staff will be provided with sample telephone scripts, guidelines and strategies for communicating with patients. As part of the pilot, clinic staff will be asked to track the phone calls and appointments booked using the templates provided by CCO.

At the end of the pilot, participating clinic staff and physicians will be required to complete a pilot evaluation.

EMR Training

Reminder Calls

Cancer Care Ontario
Action Cancer Ontario

PAP Tests

Make it easier to identify and contact overdue patients

Up to 61% of people will get screened for cancer if they are encouraged to do so by their doctor. Now you can use your EMR to identify patients eligible for cervical screening and get funded to remind them to screen.

Primary care providers will receive:

- EMR optimization training, including search strategies for patients eligible for PAP tests
- Funding for reminder phone calls to patients
- Easy-to-use guides and tools

Primary care providers should:

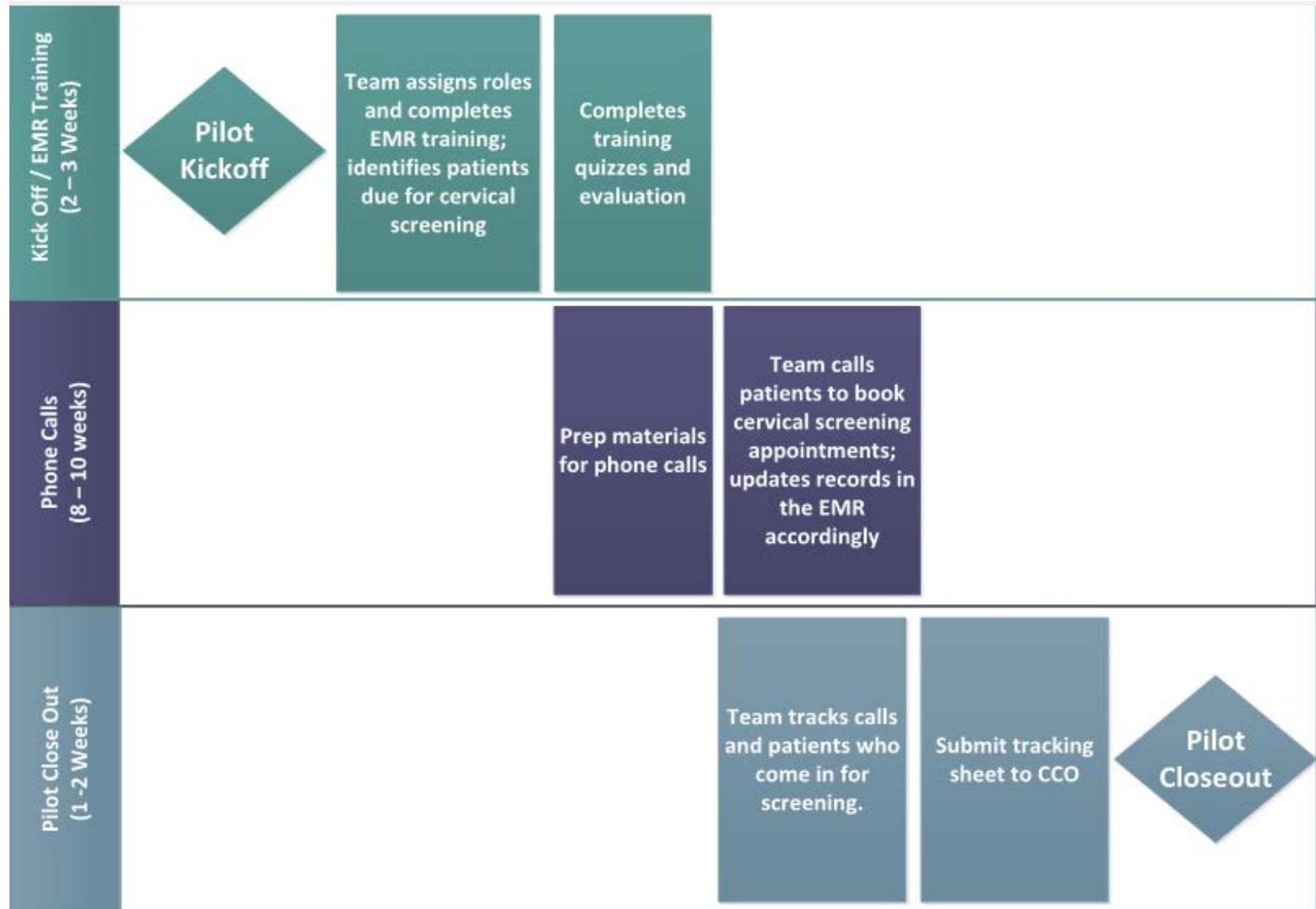
- Have adopted Telus Practice Solutions
- Commit to the four-month pilot
- Select a staff member to call patients in need of screening
- Provide feedback to Cancer Care Ontario
- Be a patient enrollment model (PEM) physician and registered for eHealth Ontario's ONE-ID

For more information about this pilot project or to sign up, contact your Regional Cancer Program (RCP) or your [Regional Primary Care Lead \(RPCL\)](#).

Ontario
Cancer Care Ontario
Action Cancer Ontario

Cervical Screening Reminder Calls Pilot

End-to-End Pilot Process



Cervical Screening Reminder Calls Pilot

Demo of the Pilot Site

- Intro Page**
- EMR Training
- Reminder Calls
- Help
- Frequently Asked Questions
- Admin Site 2

Cancer Care Ontario

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EMR Training



Reminder calls

What's coming up?

1. Accuro EMR:
 - Guide completed
 - Support tools in development
 - Pilot opportunity to be identified
2. Pilot evaluation
3. Development of broader scale promotion and dissemination plan for EMR Optimization Assets (to be informed by pilots)

Acknowledgements

Telus PS Suite EMR		QHR Accuro EMR	
Working Group	Focus Group	Working Group	Focus Group
<p>Dr. Barb Teal OntarioMD Physician Peer Leader Harvard Medical Group</p> <p>Carol O'Hagen Practice Manager Harvard Medical Group</p> <p>Dr. Lee Donohue Regional Primary Care Lead Queensway Medical Centre</p> <p>Dr. Fok-Han Leung Physician St. Michael's FHT</p>	<p>Wendy Hoogveen OntarioMD Nurse Peer Leader Nation River FHO</p> <p>Dr. Kimberly Wintemute Physician North York FHT</p> <p>Stephen Beckwith OntarioMD Clinic Manager Peer Leader South East FHT</p>	<p>Dr. Stephen McLaren OntarioMD Physician Peer Leader Markham FHT</p> <p>Tony Pallaria Clinic/IT Manager Markham FHT</p> <p>Dr. Ed Kucharski Regional Primary Care Lead Sherbourne Health Centre</p>	<p>Lisa Ruddy OntarioMD Nurse Peer Leader Markham FHT</p> <p>Dr. Phil Vandewalle OntarioMD Physician Peer Leader Strathroy FHO</p> <p>Chris Barlow CHT Solutions</p>
Additional support provided by:			
Hamilton FHT			

For More Information...

Please contact:

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Questions



Thank you!

EMR Optimization Self-Directed Training

Training Modules

1) Data Discipline

2) Using Searches

3) Preventive Care Summary Report

4) Using Reminders

5) Workflows

Complete Training Evaluation

Site Actions

- Intro Page
- EMR Training
- Reminder Calls
- FAQ
- Help
- Admin Site 2

Training Module 5: Workflows

Module 5: Reminders - Rationality in Workflows

Optimizing PS Suite EMR for Cancer Screening:

- Section 4 - Example Cancer Screening Workflows Using PS Suite EMR
- Full EMR Optimization for PS Suite Guide

Exercises:

- Create a Cancer Screening Workflow

Take the Quiz

Complete Training Evaluation

Reminder Calls

PS Suite EMR | Creating a Cancer Screening Workflow

The diagram above outlines the basic steps of a cancer screening workflow that utilizes Opportunistic and Population-based screening. For each step, refer to the corresponding box below, for questions and considerations to address as you outline a workflow for your own practice. You can fill in the details for each question on the next page.

- Functionality:**

 - Reminders

Questions / Considerations:

 - How do test results come in for Mammogram, Pap, Fecal Occult Blood Test, Colonoscopy, Flexible Sigmoidoscopy?
 - Who enters the results into the patient charts?
 - When do the results get entered/reviewed?
 - If a patient requires more frequent screening, how is the reminder set?
- Functionality:**

 - Reminders

Questions / Considerations:

 - Which team members view the patient charts?
 - Which team members will use the reminder field to identify patients due for screening?
 - Which team members will use the reminder as a prompt to discuss screening with the patient?
 - When will this discussion occur?
- Questions / Considerations:**

 - How will your team know if a patient has not been screened?
 - How will you follow up with patients?
 - Which team members will be responsible for follow up?
- Functionality:**

 - Searches, Reminder Reports, Preventive Care Summary Report

Questions / Considerations:

 - What functionality will be used to identify patients due for screening?
 - Who will generate the list?
 - How frequently will this task be completed?
- Questions / Considerations:**

 - Which clinicians will review the list (physician, RN, NP)?
 - When will the clinician view the list?
 - How will the clinician communicate back which patients should be included / included from the list?
 - Who will change criteria in the patients' records to ensure they included/excluded next time
- Questions / Considerations:**

 - What method(s) will you use to contact patients who are due for screening?
 - Which team member(s) will be responsible for contacting the patients?
 - How will your activities be logged in the patients' charts?