3. Tracking patient encounters

East Wellington FHT
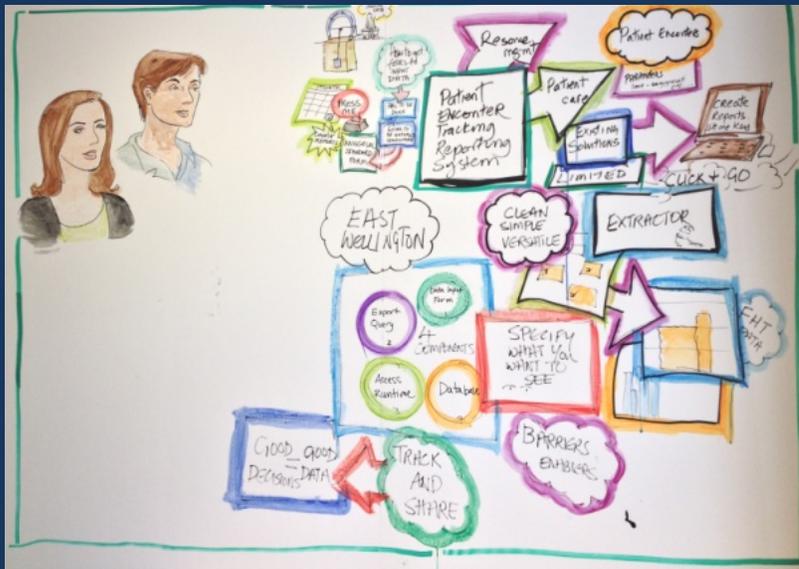

Project: Patient Encounter and Reporting Tracking System for primary care quality improvement reporting
Leads: Michelle Karker, Kevin Samson and Hope Latam

How can this project help?

This project offers a tool to capture and extract patient encounter feedback from PS EMR.

What you get

- **A simple, efficient electronic form to capture, extract and report on patient encounters from PS EMRs. Extracted data can be used in MOHLTC reports, to track follow-up encounters and gather information to support resource management and patient care.**
- **Preliminary data from the project that may inform discussions in your own practice.**
- **A model for a process that can be applied to extract data from any "custom form" you may already have created in PSS.**

To get started

You need:

- **Buy-in from clinicians who need to record encounter information.**

Things to think about

- **Electronic form is built originally for PSS but it may be possible to apply to other EMRs.**
- **Reporting tool is independent of EMR.**
- **Data extraction process is specific to PSS.**
- **The tool works with existing hardware.**
- **Software can be copied and used without cost.**
- **QIDS specialists can assist with installation, training and support.**

Learn more

For more information click the links below.

- **Presentation slide deck**
- **Handouts**
- **Presentation video**
- **Contact Hope Latam, hope.latam@ewfht.ca, East Wellington Family Health Team**
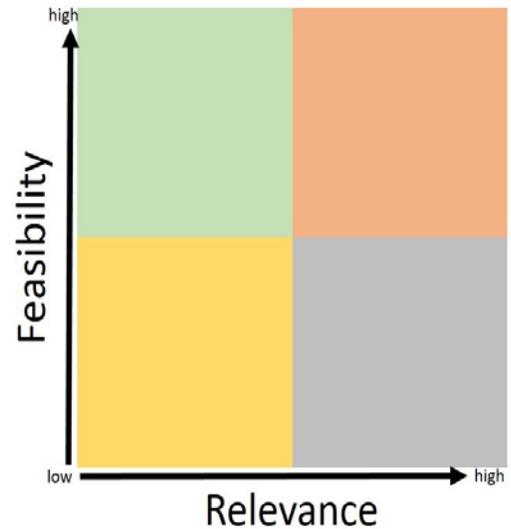
Are you ready?

All of these innovation projects were useful and helpful for the teams that took them on. We have already heard that they are also useful and helpful to others. But not every team will be equally ready or interested in acting on all the areas explored in the innovation projects. To help you decide which area your team could or should move on first, consider the following questions:

- **Is your team's ability to work on this project high or low right now? How feasible is it?**
- **Is the problem area addressed by the project a high or low priority for your team right now? How relevant is it?**

If the project is highly relevant but you are not confident about how feasible it is for your team to work on it (or something similar), consider contacting the project team for more information. If you think your team could adopt some of the lessons and insights from a project but you're not sure about the advantages of taking on the work, consider connecting with the project team (or others) to better understand how it might be worthwhile. Finally, if it doesn't seem relevant OR feasible for your team, consider focusing on another area.

Consider using this matrix to assess the relevance and feasibility of the projects you are examining.

There is no "right" answer to whether you should take on any of the ideas in this document. This exercise is meant to help you and your team assess whether you are interested, ready (perhaps with more information) and willing to spend your limited resources to build your ability to measure and improve performance.

Send your story

If you use any of the resources or information from this project (or even if you thought about it and then didn't!) please share your story with us. And please don't wait until you are "done"! The real value of your work is your ability to get started in order to build momentum for quality improvement. As Newton's law says, "objects in motion tend to remain in motion"! Please share your stories to keep the momentum up for all of us!

To share your story, click on this short survey (powered by Survey Monkey). If you have any questions or comments about the projects, please feel free to contact the AFHTO Quality Improvement Decision Support program at improve@afhto.ca.