

Quality Improvement Decision Support Specialist (QIDS Specialist):

What can QIDS Specialists do for you?

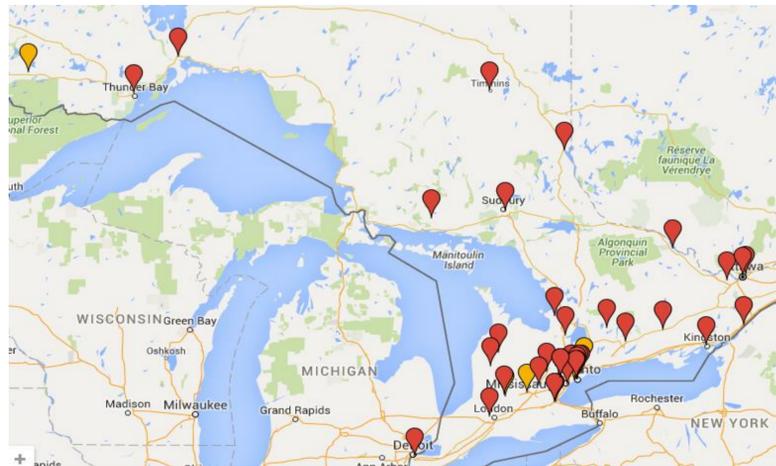
Carol Mulder and Greg Mitchell, Association of Family Health Teams of Ontario

What is a QIDS Specialist?

A QIDS Specialist helps primary care teams improve quality by improving access to data (especially EMR data) and helping teams use data in decision making.

Where are they?

They are all over Ontario (see Figure 1 below)



- Approximately 35 QIDS Specialists support approximately 150 teams across Ontario
- They are employed by a Host team
- On average, they support 5 teams, with some supporting as many as 9 or more
- On average, they support 3 EMRs each, with at least a dozen different EMRs represented in the whole group

What do they do?

QIDS Specialists are change agents. They inform and facilitate implementation of AFHTO's collective vision for measurement. They do things like:

- Implement data standards / data cleansing
- Measure and improve data quality
- Map and improve information flow
- Write EMR queries / extract data /develop tools
- Analyze data to create reports to inform decisions
- Focus and support clinical process change
- Help clinicians access and use data
- LHIN-wide initiatives (data standardization, program implementation)
- Facilitate planning and "ground up" QI activities at program, Board and LHIN levels

How do they do this?

QIDS Specialists work both locally and collectively. They focus on the specific needs of the teams they support and share notes with their peers relentlessly to take advantage of everything everyone is doing.

- Weekly webinars with all their peers since Oct 2013
- 5 active EMR Communities of Practice with the aim of improving the use of EMRs on issues of immediate and common priority with EMR vendors
- Online forum for posting questions and sharing solutions
- Bi-weekly eBulletins from AFHTO, sharing information and resources for all members

What have they done for you lately?

QIDS Specialists have made a big difference to their local teams as well as to AFHTO members and primary care as a whole. Some of the changes they have contributed to individually or collectively include:

- Preparation of local team QIP and other required reporting
- Helping AFHTO members contribute data to D2D 2.0 (55% of members and counting!)
- Increased consistency in patient experience surveys across the membership
- Developed and deployed new EMR tools: e.g. Custom Form Query developed by East Wellington FHT
- Developing and distributing standardized EMR queries: delivered on COPD and Diabetes queries to date – CHF, depression and hypertension underway
- Contributed to the establishment of patient priorities for measurement in partnership with Patients Canada
- Expansion of access to primary care reports to teams via HQO portal
- Implemented and tested an automated patient-contact system for patient experience surveys etc.

What can YOU do?

Call your QIDS Specialist – they may be closer than you think!

What can YOU do?

Help your QIDS Specialist help you by setting clear local priorities to be added to the collective agenda

What can YOU do?

Check out the bi-weekly eBulletin or the website for tools to access and use your data

Don't have a QIDS Specialist? Contact the QIDS program (carol.mulder@afhto.ca) to tap into the QIDS Community of Practice and other collective activities