

EMR MATURITY MODEL

Advancing Optimization and Use

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INTRODUCTION

The **EMR Maturity Model (EMM)** has been developed by OntarioMD as part of its change management approach to support current users in optimizing their EMR Use.

Prioritize | Take Action | Optimize
.....your EMR Use Over-Time

KEY COMPONENTS

- Detailed Maturity Roadmap that represents the full potential capabilities of an EMR in the eHealth environment
- Now online EMR Progress survey
- Progressive measurement and change management support via regional OMD field teams

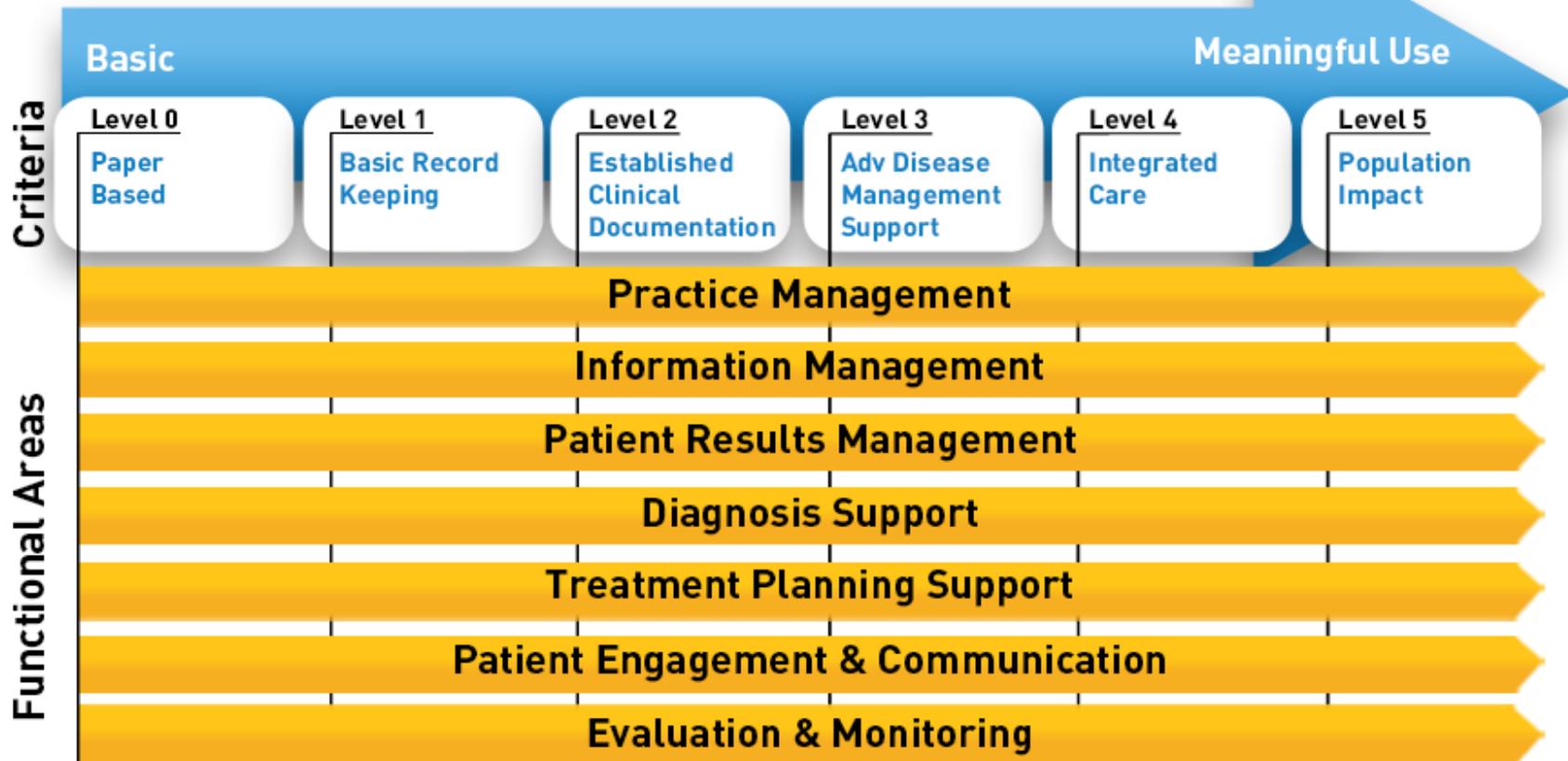
- Encourages improvement and linkages to external eHealth initiatives
- Mapped to other jurisdictional surveys used in AB, BC, MB through COACH's national tool for broader comparisons of system performance (in progress)

MEASURING PROGRESS

The **EMR Progress Survey** consists of 25 questions on the adoption of EMR functions for office administration and clinical use across each of seven key functional areas.

- Measurement of maturity on a continuum of 0 to 5 levels indicate progressively advanced use or practices
- Each level of maturity builds upon the functionality or maturity state of the preceding level.
- Developed with direct input from OntarioMD's Physician and Office Manager Peer Leaders.

EMR MATURITY MODEL FRAMEWORK



EMR MATURITY LEVELS

Level	Criteria	Description
5	Population Impact	Support population reporting, health management and planning at the provincial level.
4	Integrated Care	Sharing information for optimal standard of care across teams at the community and regional levels.
3	Advanced Disease Management Support	Enhancing patient-centered delivery and targeted management of care.
2	Established Clinical Processes	Established workflows/processes and transforming clinical efficiency as the EMR becomes an asset.
1	Basic Record Keeping	Streamlining of foundational office administration and clinical efficiency.
0	Paper-Based	Paper is the dominate means of storing, accessing and exchanging of information.

KEY MEASURES

Practice Management

1. Appointment Scheduling
2. Practice Billing
3. Communication & Coordination
4. Business Continuity Planning

Information Management

5. Registration Information
6. Encounter Documentation
7. Data Quality Management
8. Nomenclature Consistency
9. Document Management
10. Privacy & Security

Patient Results Management

11. Laboratory Results
12. Diagnostic Image Reports
13. Hospital Summary Information
14. Referrals and Consults Tracking

Diagnosis Support

15. Patient Assessment Tools
16. Preventive / Follow-up Care
17. Evidence Based Resources

Treatment Planning Support

18. Care Planning & Coordination
19. Medication Management
20. Complex Care / CDM

Patient Engagement & Communication

21. Patient Education
22. Self-Care / Co-Management

Evaluation & Monitoring

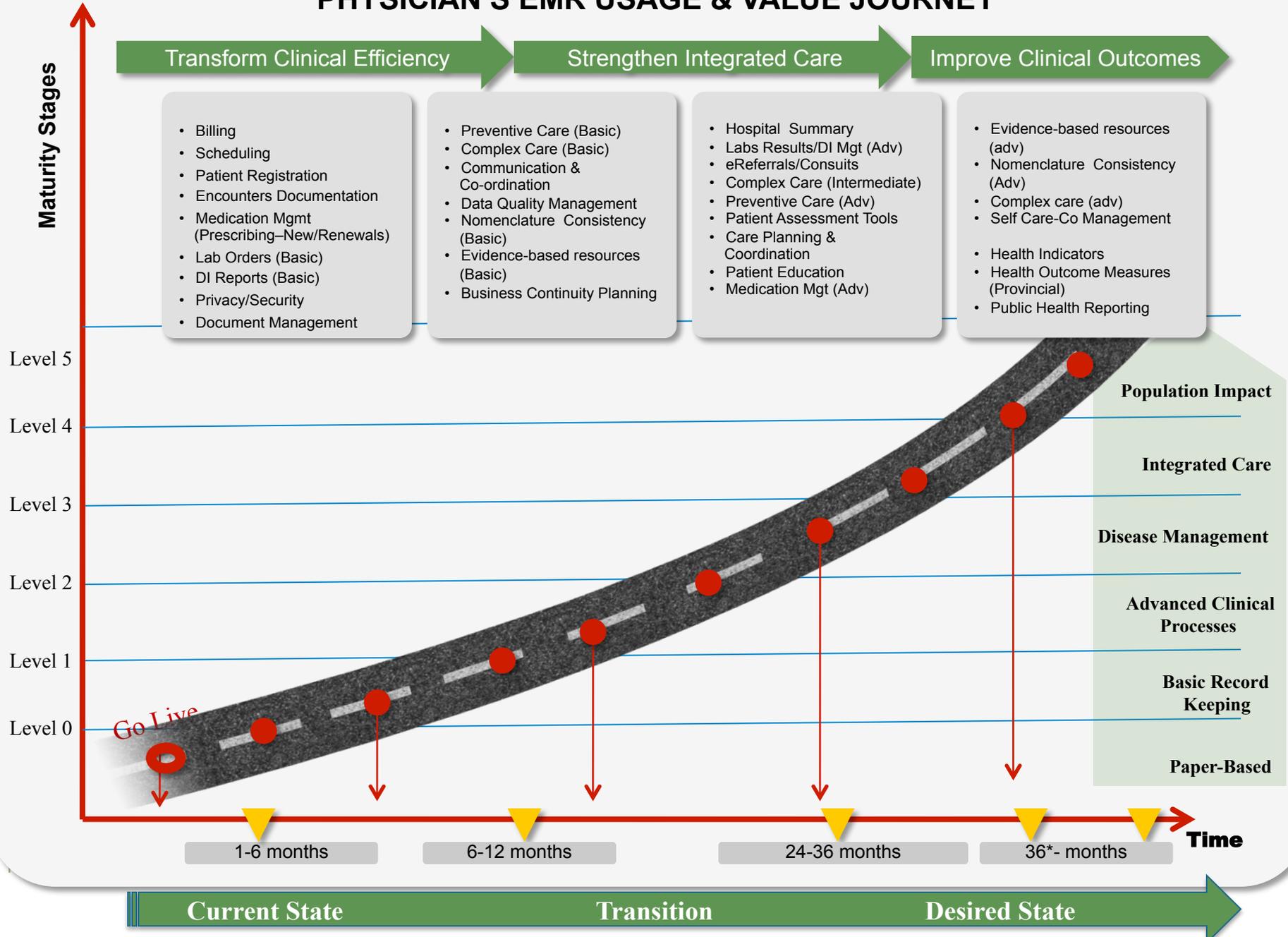
23. Health Quality Indicators
24. Health Outcome Measures (Provincial Reporting)
25. Public Health Reporting

CONDUCTING A PROGRESS SURVEY

6. Encounter Documentation		Where am I Now	Where I want to be Next	
	Not Applicable			
0	I use a <i>paper-based system</i> to document all clinical encounters.			
1	I use the <i>EMR SOAP notes to enter simple patient visits and encounter notes</i> mainly as text.	✓		Eases transition from paper-records. Easy access to patients health data all in one place and from any location.
2	I use the <i>EMR enter clinical data for patient visits with multiple problems</i> in generic templates, specialty-specific templates or equivalent format using discrete (searchable) data.			Provides instant access to comprehensive view of a patient's medical history which allows clinicians to work more effectively.
3	I use the <i>EMR to enter clinic data for focused patient visits and encounter notes</i> using customized templates/forms such as sophisticated prenatal care templates or drawing tools for graphical recording of medical conditions.		✓	Improves compliance with standard of care and ability to efficiently share patient information with all clinicians within a practice.
4	I use the <i>EMR to enter clinic data for complex care using multiple structured templates, custom forms or equivalent</i> such as consult letters, CDM, annual physical or forms e.g., accessible parking permits.			Consistent recording of clinical data leads to better clinical decisions, integrated care and increased compliance to guidelines e.g. templates for COPD, diabetes, asthma etc.
5	I can <i>electronically transfer and/or import a patient's entire patient records seamlessly from my EMR to any other physician's EMR system</i> external to our practice.			Improves access to comprehensive data and reduces or eliminates duplication or re-entry of data for new patients. Provides an organized framework for consistent approach to continuity of patient care regardless of care setting.

19. Medication Management		Where am I Now	Where I want to be Next	
0	Not Applicable			
1	I use a <i>paper-based system to create or renew all medications</i> and attach to patient's paper chart.			
2	I use the <i>EMR to create basic prescription or renewals</i> with drug-to-drug interactions and updated formulary check. Print and provide copies to a patient.	✓		Clean and easy-to-read format with greater accuracy Reduce time required to clarify information between clinicians and pharmacists.
3	I use the <i>EMR to manage and monitor my patient's medication list</i> such as allergy checks, medication history, renewals and treatment plans, drug utilization tracking etc.		✓	Improves notification of potential adverse drug events and increases patient safety. Increases patient adherence such as tracking of refills over time period.
4	I use the <i>EMR to customize my prescription creation with list of "favourite" drugs and adjust the severity levels</i> for all drug-to-drug and drug-to-allergy interactions.			Saves your commonly used prescription settings for faster creation and renewal of prescription Improves management of alerts to reduce "alert fatigue".
5	I use the <i>EMR to electronically send prescriptions seamlessly to pharmacies of patients' choice</i> , access patients' comprehensive medical histories and ODB formulary/funding model and generate reports on medication use.			Improves service to patient by providing medication options based on health plans and affordability. Increases compliance. Patient can choose preferred pharmacy to pick up meds.
65	I use the <i>EMR in conjunction with regional medication system to manage and reconcile medications from multiple providers with advanced decision-making</i> as part of the medication treatment plan. (e.g., one or more of drug to disease/procedure, etc)			Saves money. Access to patients' complete medication history. More timely and direct communication and collaboration with clinicians and other prescribers.

PHYSICIAN'S EMR USAGE & VALUE JOURNEY



PILOT STUDY

PILOT STUDY

PROFILE SUMMARY OF RESPONDENTS

- Period - September 2012
- 15 persons completed the progress survey
 - 13 Family Physicians
 - 2 Healthcare Providers
- 4 groups participated
- Years in Use

Years in Use	# of Persons
2 Years and Under	3
3-6 Years	7
7-10 Years	2
Over 10 Years	3

GROUP: PERFORMING WELL

	Practice Administration				Information Management						Patient Results Management					Diagnosis Support			Treatment Planning			Patient Engagement		Evaluation & Monitoring			
	1	2	3	4	5	6	7	8	9	10	11a	11b	12a	12b	13	14	15	16	17	18	19	20	21	22	23	24	25
Physicians Reporting	Appointment Scheduling	Practice Billing	Communication & Coordination	Business Continuity Planning	Registration Information	Encounter Documentation	Data Quality Management	Nomenclature Consistency	Document Management	Privacy & Security	Laboratory Orders	Laboratory Results	Diagnostic Imaging Reports Orders	Diagnostic Imaging Reports Results	Hospital Summary	Referrals & Consults Tracking	Patient Assessment Tools	Preventive/Follow-up Care	Evidence Based Resources	Care Planning & Coordination	Medication Management	Complex Care/Chronic Disease Management	Patient Education	Self-Care Co-Management	Health Quality Indicators	Health Outcome (Provincial Reporting)	Public Health Reporting
HP1	Green	Grey	Red	Grey	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Red	Light Green	Light Green	Light Green	Light Green	Green	Orange	Light Green	Green	Orange	Red	Grey	Light Green	Red	Light Green	Light Green
HP2	Green	Grey	Orange	Grey	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green
MD3	Green	Green	Light Blue	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Blue	Light Green	Light Green	Light Green	Light Green	Light Blue	Blue	Light Green	Blue	Blue	Green	Green	Light Green	Light Green	Light Green	Light Green
MD4	Green	Green	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Red	Green	Light Green	Red	Green	Green	Orange	Light Green	Light Green	Light Green	Light Green
MD5	Blue	Green	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Blue	Light Green	Light Green	Light Green	Light Green	Light Blue	Blue	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD6	Green	Red	Green	Light Green	Red	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Red	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD7	Green	Light Blue	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Green	Orange	Green	Green	Light Green	Light Green	Light Green	Light Green
MD8	Green	Blue	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD9	Green	Green	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD10	Green	Orange	Green	Light Green	Orange	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Orange	Light Green	Green	Orange	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD11	Green	Orange	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Green	Orange	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD12	Light Blue	Green	Light Blue	Light Green	Red	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Blue	Light Green	Light Green	Light Green	Light Green	Light Blue	Green	Light Green	Light Blue	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD13	Blue	Light Blue	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Blue	Light Green	Light Green	Light Green	Light Green	Light Blue	Green	Light Green	Green	Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green
MD14	Green	Green	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Orange	Light Green	Light Green	Light Green	Light Green	Green	Green	Light Green	Green	Orange	Orange	Orange	Light Green	Light Green	Red	Light Green
MD15	Green	Green	Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Green	Light Green	Light Green	Light Green	Light Green	Light Green

Legend

- Not Applicable
- Level 0 Paper Based
- Level 1 Basic Record Keeping
- Level 2 Established Clinical Documentation
- Level 3 Advanced Disease Management Support
- Level 4 Integrated Care
- Level 5 Population Impact

GROUP: AREAS FOR IMPROVEMENT

	Practice Administration				Information Management					Patient Results Management					Diagnosis Support			Treatment Planning			Patient Engagement		Evaluation & Monitoring				
	1	2	3	4	5	6	7	8	9	10	11a	11b	12a	12b	13	14	15	16	17	18	19	20	21	22	23	24	25
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HP1	Green	Green	Red	Grey	Green	Green	Red	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	
HP2	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD3	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD4	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD5	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD6	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD7	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD8	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD9	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD10	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD11	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD12	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD13	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD14	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green
MD15	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green	Green

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GROUP: ADVANCING USE (DESIRED)

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HP1	Level 3	Level 4	Level 4	Level 4	Level 3	Level 3	Level 0	Level 4	Level 4	Level 4	Level 4	Level 0	Level 0	Level 0	Level 0	Level 3	Level 4	Level 4	Level 3	Level 3	Level 3	Level 4	Level 4	Level 0	Level 4	Level 0
HP2	Level 3	Level 4	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 3	Level 3	Level 4	Level 4	Level 3	Level 4	Level 4	Level 3	Level 3	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4
MD3	Level 4	Level 4	Level 4	Level 3	Level 4	Level 4	Level 3	Level 4	Level 4	Level 4	Level 0	Level 0	Level 0	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 0	Level 3	Level 3	Level 4
MD4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 3	Level 4	Level 4	Level 0	Level 4	Level 4	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 0	Level 3	Level 3	Level 4	Level 4	Level 4	Level 4
MD5	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD6	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 0	Level 3	Level 3	Level 4	Level 4	Level 4	Level 0
MD7	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD8	Level 4	Level 4	Level 4	Level 0	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD9	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 3	Level 4	Level 4	Level 4	Level 0	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD10	Level 4	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD11	Level 3	Level 4	Level 3	Level 0	Level 3	Level 4	Level 0	Level 0	Level 4	Level 4	Level 0	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 3	Level 4	Level 3	Level 4	Level 0
MD12	Level 4	Level 4	Level 4	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD13	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD14	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 0	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 0	Level 4	Level 4	Level 4	Level 4
MD15	Level 4	Level 3	Level 3	Level 3	Level 3	Level 4	Level 3	Level 3	Level 4	Level 4	Level 4	Level 3	Level 3	Level 4	Level 4	Level 4	Level 3	Level 3	Level 3	Level 3	Level 3	Level 4	Level 4	Level 4	Level 4	Level 4

Legend

- Not Applicable
- Level 0 Paper Based
- Level 1 Basic Record Keeping
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- Level 5 Population Impact

INDIVIDUAL: NEEDS IMPROVEMENT

	Practice Administration				Information Management						Patient Results Management					Diagnosis Support			Treatment Planning			Patient Engagement		Evaluation & Monitoring				
	1	2	3	4	5	6	7	8	9	10	11a	11b	12a	12b	13	14	15	16	17	18	19	20	21	22	23	24	25	
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HP1	Level 2	Level 0	Level 0	Level 0	Level 2	Level 2	Level 0	Level 0	Level 1	Level 0	Level 1	Level 1	Level 1	Level 1	Level 1	Level 2	Level 1	Level 1	Level 2	Level 1	Level 1	Level 1	Level 0	Level 2	Level 0	Level 0	Level 0	
HP2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD3	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD4	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD5	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD6	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD7	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD8	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD9	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD10	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD11	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD12	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD13	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD14	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2
MD15	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2	Level 2

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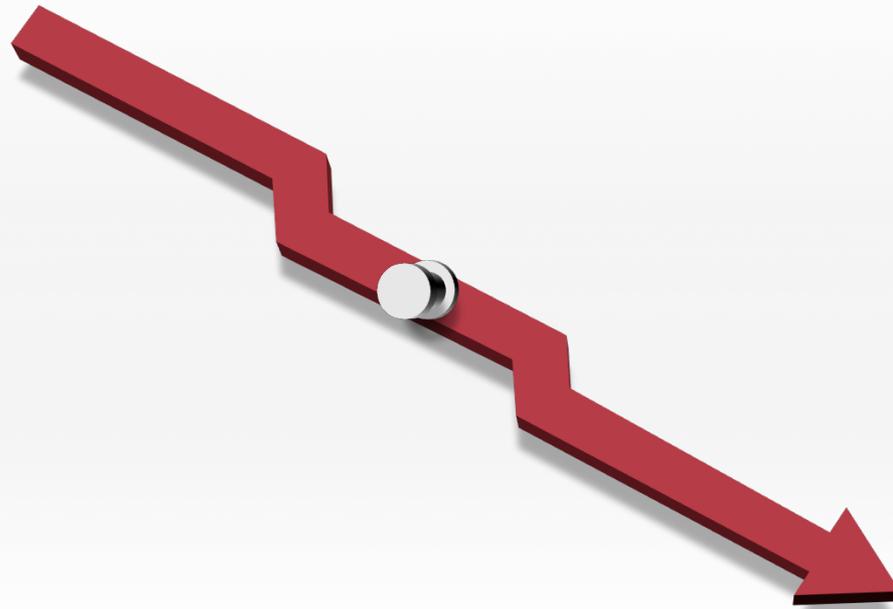
INDIVIDUAL: ADVANCING USE (DESIRED)

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Physicians Reporting	Appointment Scheduling	Practice Billing	Communication & Coordination	Business Continuity Planning	Registration Information	Encounter Documentation	Data Quality Management	Nomenclature Consistency	Document Management	Privacy & Security	Laboratory Orders	Laboratory Results	Diagnostic Imaging Reports Orders	Diagnostic Imaging Reports Results	Hospital Summary	Referrals & Consults Tracking	Patient Assessment Tools	Preventive/Follow-up Care	Evidence Based Resources	Care Planning & Coordination	Medication Management	Complex Care/Chronic Disease Management	Patient Education	Self-Care Co-Management	Health Quality Indicators	Health Outcome (Provincial Reporting)	Public Health Reporting
HP1	Level 2	Level 1	Level 1	Level 1	Level 2	Level 2	Level 0	Level 1	Level 1	Level 1	Level 1	Level 0	Level 0	Level 0	Level 1	Level 2	Level 1	Level 1	Level 1	Level 2	Level 1	Level 2	Level 1	Level 1	Level 0	Level 0	Level 0
HP2	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD3	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD5	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD6	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD7	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD8	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD9	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD10	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD11	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD12	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD13	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD14	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4
MD15	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4	Level 4

Legend

- Not Applicable
- Level 0 Paper Based
- Level 1 Basic Record Keeping
- Level 2 Established Clinical Documentation
- Level 3 Advanced Disease Management Support
- Level 4 Integrated Care
- Level 5 Population Impact

EMM STEPS TO SUCCESS



STEPS TO SUCCESS

- **An iterative approach** that allows physicians to periodically assess their progress towards achieving the full benefit of an EMR
 - Continuous support by OntarioMD's practice advisors and peer leaders.

Prioritize | Take Action | Optimize

.....your EMR Use Over-Time



STEPS TO SUCCESS

1

Raise
AWARENESS
of the maturity
model

2

Conduct

ASSESSMENT

of your

CURRENT EMR USE

3

Determine
**GAPS &
OPPORTUNITIES**
for change

4

Develop
ACTION PLANS
(PDSA cycle)

5

Implement

IMPROVEMENT

PROJECTS

6

Evaluate the
IMPACT
on your practice

7

Review & move
NEXT
ASSESSMENT
phase

SUPPORT STRUCTURE



HOW TO PARTICIPATE

**Find out how you can participate
today!!!!**

Contact Us 150 Bloor Street West, Suite 900
Toronto, Ontario, M5S 3C1

Support: 1 866 744 8668

Fax: 416 623 1240

Email: info@ontariomd.com

Thank you!

Questions?



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