



QUALITY BASED IMPROVEMENTS IN CARE – SERVICE CATALOGUE

This Group Learning program has been certified by the College of Family Physicians of Canada for Mainpro+ credits.

Session duration is an estimate only

GENERAL EMR COACHING

The QBIC team can provide tailored EMR training based on clinician need, interest and questions. For example, creating searches of your patient population, modifying custom forms, importing images or other files. The duration of this session is dependent on what is required and will be specific to each clinician. What can we do to assist you in getting the most value out of your EMR?

CHRONIC DISEASE PREVENTION AND MANAGEMENT TEMPLATES

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

Endorsed by the Regional Cardiac Council and Cardiac Care Network and built in a SOAP note format, this custom form is designed to provide clinical decision support for the prevention and management of heart failure directly in your EMR. The New York Heart Association Classification was used to determine the best practices for classification of heart failure. Based on the assessment, the template will help with determining which plan is most appropriate for your patient. The plan section includes triple therapy medication options and recommendations.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This interactive custom form enables clinicians to better manage patients with Chronic Obstructive Pulmonary Disease. This dynamic form uses spirometry, dyspnea scale, subjective and objective information to develop custom medication plan. The clinical content and medication plan is based on the Canadian Thoracic Society's best practice guidelines.

CHRONIC KIDNEY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This dynamic and interactive custom form was created in consultation with the Ontario Renal Network (ORN) and its content is based on the ORN's KidneyWise Clinical Toolkit. The form identifies potential risk factors and guides clinicians through the process of identifying, diagnosing and managing patients with Chronic Kidney Disease. Integrative self-reminders and requisitions are built in.

DIABETES TOOLBAR DEMONSTRATION

15 MINUTE SESSION

The Diabetes Toolbar incorporates the Canadian Diabetes Association guidelines and recommendations from clinical experts who specialize in diabetic management, including Diabetic Education Nurses and clinicians. Set up as a PSS Toolbar reminder, the Diabetes Custom Form will only appear in records of those with a Diabetes diagnosis. The Diabetes Toolbar 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

The Depression and Anxiety Encounter Assistant (EA) tool supports clinicians in the screening and management of mental health with a focus on Depression and Anxiety. Clinical 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, allowing for 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 and portions of the tool can be automatically populated with information provided by the patient on the tablet.

QBIC TOOLBAR DEMONSTRATION

15+ MINUTE SESSION

Toolbars are specialized short custom forms that appear and act as a quick menu bar in the records window. They provide useful links and shortcuts. 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. This can save you time; with one click of a mouse you can insert stamps, requisitions, open 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

Developed by East Wellington Family Health Team, this toolbar has been designed to help identify and flag patients who are due for preventative care screening. Indicators on preventative screening will be visually flagged by the colours green, representing the patient is up to date, red representing that the patient is overdue for screening and yellow when the patient is due within six months for screening. Preventative tests include paps, mammograms, FOBTs, colonoscopies, and BMDs. Screening tests included in the toolbar can be customized to either exclude or include based on clinic's preference, patient eligibility for each test can be customized, and preventative care toolbar button can be combined with an already existing toolbar.

COMING SOON

Let us know if you're interested in tools for the following conditions:

- Chronic Non Cancer Pain
- Osteoporosis
- Opioid Management
- Hypertension

TELEHEALTHCARE

The QBIC team will assist clinicians with sign up, use of the system, and workflow strategies using their EMR, templates and billing.

eCONSULTS AND MORE

30-60 MINUTE SESSION

OTN eConsult connects referring physicians and nurse practitioners to specialists, providing the opportunity to inform clinical decision making without sending the patient to see the specialist in person. Through a private and secure web page, referring providers can ask a specialist a clinical question about their patient and receive advice quickly and securely... in less than 3 days on average.

Session can also include an overview of OTN services and other websites to assist in care including:

eLearning | practicalAPPS | Telederm | Geriatric Learning Centre | SwitchRX | and others...

Video Conferencing

30 MINUTE SESSION

With the OTNhub, you can connect using your personal computer (PC or Mac) that provides a similar, lower-cost, and mobile alternative to traditional room-based videoconferencing. Now you can eliminate the barriers of time and distance, by videoconferencing with your peers or patients, connected to OTN's private and secure network. You will learn how to schedule virtual patient visits, set up conferences with other team members or increase the reach of outpatient programs you provide.

PRACTICE EFFICIENCIES IN PRIMARY CARE

What can we do to help make your clinical practice more efficient? The QBIC team can assist you with workflow support and increasing practice efficiencies.

INITIAL VISIT

30-60 MINUTE SESSION

Let us help you end your work day on time. An eHealth coach will work with you to understand your specific needs that will result in a more effective and efficient workflow within your practice. Solutions include (but are not limited to); customization of lab requisitions and other forms, booking efficiencies, creating accessible patient education material, and preventative screening searches. Once this session is complete the eHealth Coach will work to develop solutions that will fulfill the identified needs to be provided and reviewed during your next session.

EFFICIENCY IMPLEMENTATION

30 MINUTE SESSION

This session requires that an initial visit has already been completed. The eHealth Coach will return with completed solutions to your practice's identified workflow efficiency needs. This session is intended to be a collaborative time for review and feedback on the solution. If no changes are requested, the eHealth coach will also work with you on how to best integrate the solution into your practice.

TABLETS

30 MINUTE SESSION

QBIC has partnered with the Canadian Mental Health Association (CMHA) on the use of tablets for mental health screening. Through this technology, primary care providers can deliver depression screening and other assessment tools directly to patients in the waiting room or before their appointment via email. The tablet can automatically score and calculate results from the screening, which are then instantaneously and securely delivered into the patient's chart in the clinician's electronic medical record.

If you already have tablets in your clinic and are looking for support to optimize use, the QBIC team can support you. Please let us know if you are interested in applying for future tablet support initiatives.

VIRTUAL VISITS

30-60 MINUTE SESSION

Virtual visits in primary care is becoming mainstream in other jurisdictions, where up to 50% of appointments are delivered virtually. Locally, we are experiencing an increase in the number of services and providers offering virtual health care to residents of Waterloo Wellington.

Virtual visits will allow clinicians to 'see' their patients via secure messaging, clinical video-conferencing, email and phone. These bill-able encounters will contribute to a reduction in outside use and avoidable in-person visits, as well as enhanced practice efficiencies and continuity of care. The eCE is currently recruiting clinicians to be involved in an innovative virtual visits solution for Waterloo Wellington.

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

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