



QUALITY BASED IMPROVEMENTS IN CARE - SERVICE CATALOGUE



SERVICES AT A GLANCE

EMR AND PRACTICE SUPPORTS	CHRONIC DISEASE PREVENTION AND MANAGEMENT TOOLS IN YOUR EMR	TELEHEALTHCARE
<ul style="list-style-type: none"> General EMR Coaching Customized QBIC Toolbars Preventative Care Toolbar Tablets Practice Efficiencies in Primary Care 	<ul style="list-style-type: none"> Heart Failure COPD Chronic Kidney Disease Diabetes Depression/Anxiety Pain and Opioid Management Osteoporosis <p>Coming Soon:</p> <ul style="list-style-type: none"> Palliative Care 	<ul style="list-style-type: none"> eConsults and More Video Conferencing Virtual Visits Big White Wall BounceBack

FOR ADDITIONAL DETAILS, PLEASE CLICK ON THE SERVICE OR SEE BELOW

EMR AND PRACTICE SUPPORTS

GENERAL EMR COACHING

What can we do to assist you in getting the most value out of your EMR?

- Tailored EMR training and support based on clinician need, interest and questions.
- For example:
 - Create searches of your patient population.
 - Modify custom forms.
 - Import images or other files.
- The duration of this session is dependent on what is requested and will be specific to each clinician.

CUSTOMIZED QBIC TOOLBAR DEMONSTRATION 15+ MINUTE SESSION

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.

- Toolbars are specialized short custom forms that appear and act as a quick menu bar in the records window.
- Provide useful links and shortcuts.
- Saves you time; with one click of a mouse you can insert;
 - Stamps,
 - Requisitions,
 - 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.

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

Danika Walden, QBIC Program Manager
Danika.Walden@ehealthCE.ca
 (519) 885-0606 x. 1008

QBIC - EXTERNAL SERVICE



PREVENTATIVE CARE TOOLBAR DEMONSTRATION

20 MINUTE SESSION

This toolbar has been designed to help identify and flag patients who are due for preventative care screening.

- Toolbars are specialized short custom forms that appear and act as a quick menu bar in the records window.
- Developed by East Wellington Family Health Team.
- Indicators on preventative screening will be visually flagged by 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.
- Customizations available;
 - Screening tests can be excluded or included based on clinic's preference,
 - Patient eligibility for each test, and
 - All functionality can be combined with an already existing toolbar.

TABLETS

30 MINUTE SESSION

If you already have tablets in your clinic and are looking for support to optimize use, the QBIC team can support you.

- 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 mental health screening and other assessment tools directly to patients in the waiting room or before their appointment via email.
 - Automatically score and calculate results from the screening.
 - Instantaneously and securely deliver results into the patient's chart in the clinician's electronic medical record.

PRACTICE EFFICIENCIES IN PRIMARY CARE

30-60 MINUTE SESSION

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. 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 a follow up session.

CHRONIC DISEASE PREVENTION AND MANAGEMENT TOOLS IN YOUR EMR

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

This custom form is designed to provide clinical decision support for the prevention and management of heart failure directly in your EMR.

- Endorsed by the Regional Cardiac Council and Cardiac Care Network.
- The New York Heart Association Classification was used to determine the best practices for classification of heart failure.
- Built in a SOAP note format;
 - Helps with determining which plan is most appropriate for your patient.
 - Includes triple therapy medication options and recommendations.

CHRONIC OBSTRUCTIVE PULMONARY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form enables clinicians to better manage patients with Chronic Obstructive Pulmonary Disease.

- Based on the Canadian Thoracic Society's best practice guidelines.
- Uses spirometry, dyspnea scale, subjective and objective information to develop a custom medication plan.

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

Danika Walden, QBIC Program Manager
Danika.Walden@ehealthCE.ca
(519) 885-0606 x. 1008

OBIC - EXTERNAL SERVICE

CHRONIC KIDNEY DISEASE TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form identifies potential risk factors and guides clinicians through the process of identifying, diagnosing and managing patients with Chronic Kidney Disease.

- Created in consultation with the Ontario Renal Network (ORN).
 - Content is based on the ORN's KidneyWise Clinical Toolkit.
- Integrative self-reminders and requisitions are built in.

DIABETES TOOLBAR DEMONSTRATION

15 MINUTE SESSION

This toolbar has been designed to enable clinicians to better manage patients with diabetes.

- Incorporates the Canadian Diabetes Association guidelines and recommendations from clinical experts who specialize in diabetic management, including Diabetic Education Nurses and clinicians.
- Will only appear in records of those with a Diabetes diagnosis.
- 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

This custom form supports clinicians in the screening and management of mental health with a focus on Depression and Anxiety.

- 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,
 - This allows 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
 - Portions of the tool can be automatically populated with information provided by the patient on the tablet.

PAIN AND OPIOID MANAGEMENT TOOLS DEMONSTRATION

15 MINUTE SESSION

The QBIC team aims to enable primary care clinicians to deliver safe pain management and safe prescribing of opioids to their patient population through the implementation of EMR supports.

- Solutions assist clinicians to conduct a complete assessment and provide a tailored management plan that incorporates the patient's goals, while adhering to current best practices in providing improved pain and opioid management overall.
- Can be achieved through one or a combination of strategies leveraging existing EMR solutions such as
 - prepared searches to identify at-risk patients and/or
 - the use of EMR templates;
 - The Centre for Effective Practice's Chronic Non Cancer Pain EMR Template.
 - The Telus Opioid Management Toolkit.

OSTEOPOROSIS TOOL DEMONSTRATION

15 MINUTE SESSION

This custom form supports clinicians with early identification and management of patients with Osteoporosis.

- Clinical content adapted from 2010 Clinical Practice Guidelines for the Diagnosis and Management of Osteoporosis in Canada and the 2015 Clinical Practice Guidelines for the Frail Elderly.
- Assess a patient's risk for fracture using
 - Canadian Association of Radiologists and Osteoporosis Canada (CAROC)
 - Fracture Risk Assessment Tool (FRAX)
 - coupled with a falls assessment tool
- Use the risk factor analysis to
 - Guide management both non-pharmacologic and pharmacologic
 - access educational handouts

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

Danika Walden, QBIC Program Manager
Danika.Walden@ehealthCE.ca
(519) 885-0606 x. 1008

OBIC - EXTERNAL SERVICE

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.

- Provides the opportunity to inform clinical decision making without sending the patient to see the specialist in person.
- Referring providers can ask a specialist a clinical question about their patient.
 - Through a private and secure web page
 - Receive advice quickly... 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 with others using your personal computer (PC or Mac).

- Provides a similar, lower-cost, and mobile alternative to traditional room-based videoconferencing.
- Eliminates the barriers of time and distance.
- Connected to OTN's private and secure network.
- Learn how to
 - Schedule virtual patient visits,
 - Set up conferences with other team members or
 - Increase the reach of outpatient programs you provide.

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.
- Encounters are bill-able.
- Contributes to a reduction in
 - Outside use | Avoidable in-person visits | 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.

BIG WHITE WALL

15 MINUTE SESSION

Big White Wall is an online resource for mental health, addiction, and wellbeing support.

- The anonymous non-crisis service is designed to help residents aged 16 + get support, take control, and feel better – no matter where they are.
- Provides 24/7 peer and professional support (with trained counsellors online at all times),
- Plus a range of wellbeing tools to help people self-manage
 - From guided therapeutic groups to self-directed workshops.

CMHA WW (through Here 24/7) can provide additional support including the ability to reach out in crisis situations.

QBIC can provide more information on the services available and how to sign up.

BOUNCE BACK

15 MINUTE SESSION

BounceBack is a free, evidence-based guided self-help program grounded in cognitive behavioural therapy (CBT) provided by CMHA. It is designed to help primary care practitioners provide patients (15+) experiencing mild to moderate depression and anxiety with faster access to the mental health supports they need.

- Access to the program is by referral (Ask us about getting the referral form in your EMR!)
- Patients accepted into the program will be contacted by a coach within five days
- During three to six telephone sessions, trained coaches
 - motivate and support patients
 - educate patients on CBT skills
 - work through a series of workbooks that are personalized to patient needs

QBIC can provide more information on the services available and how to refer your patients to this service.

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

Danika Walden, QBIC Program Manager
Danika.Walden@ehealthCE.ca
(519) 885-0606 x. 1008

QBIC - EXTERNAL SERVICE