From meaningful support to meaningful use
Customized practice coaching and EMR meaningful use in BC
Presented by:
Nick Baldwin, Senior Manager – Program Development and Regional Support
Robin Watt, Project Manager, Post Implementation Support Program
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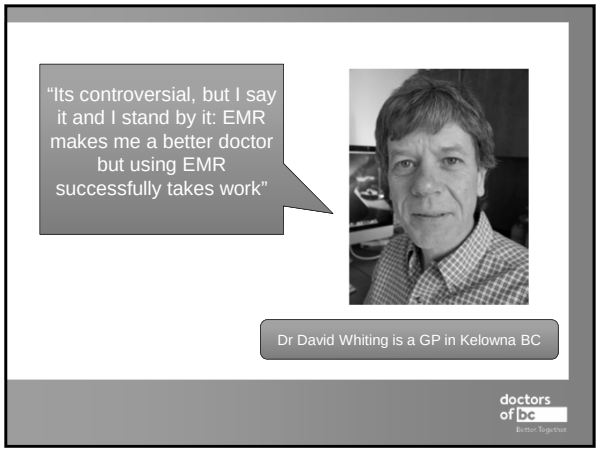
"Its controversial, but I say it and I stand by it: EMR makes me a better doctor but using EMR successfully takes work"
Dr David Whiting is a GP in Kelowna BC
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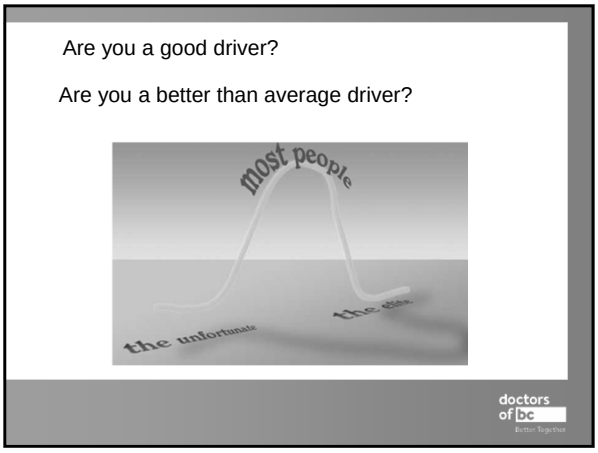
Are you a good driver?
Are you a better than average driver?
most people
the unfortunate
the elite
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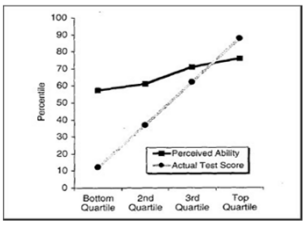
Dunning-Kruger Effect



If you're incompetent, you can't know you're incompetent. […] the skills you need to produce a right answer are exactly the skills you need to recognize what a right answer is.
—David Dunning[2]

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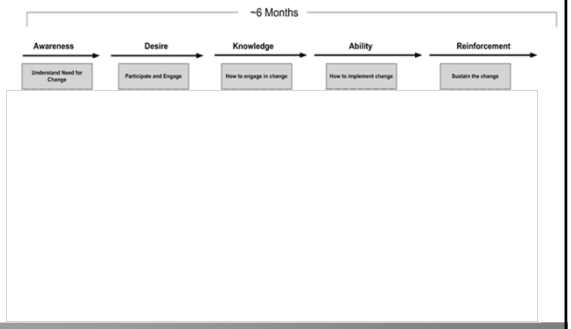
Post Implementation Support Framework



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Feedback

Objective + Observation

"The road to self-insight runs through other people," - Dunning

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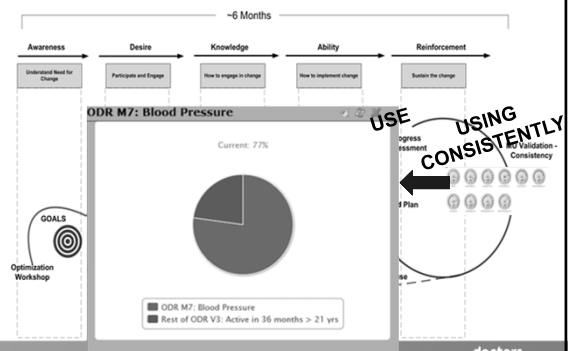
Post Implementation Support Framework



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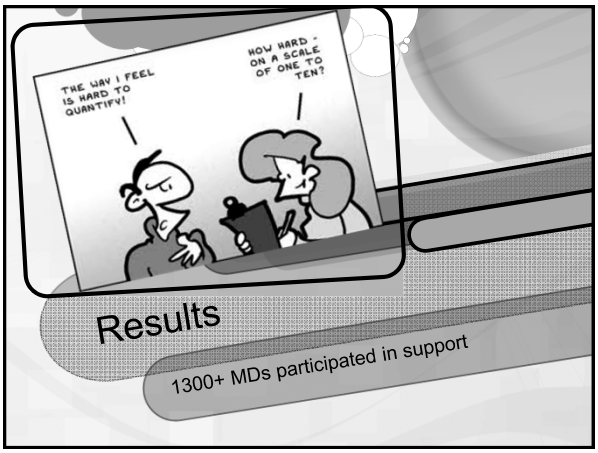
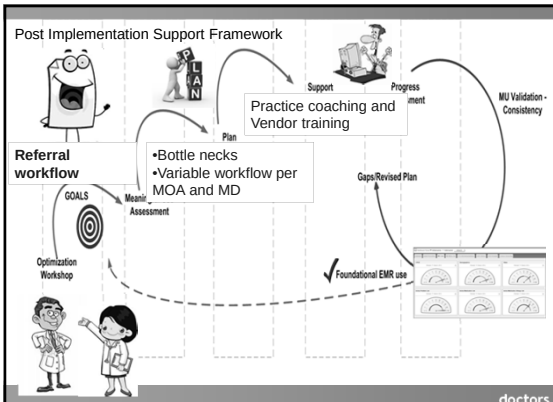
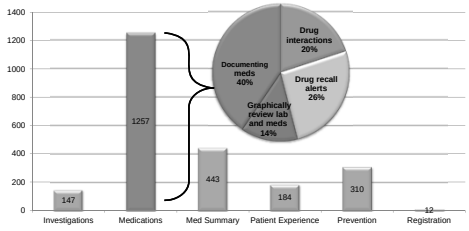
Coaching Support



Post Implementation Support Framework

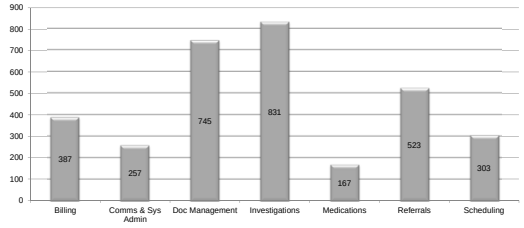


Barriers to Clinical MU level 3



- Clinical workflow areas to achieve MU level3
- Medication management

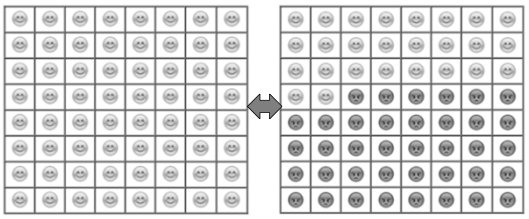
Barriers to Efficiency MU level 3



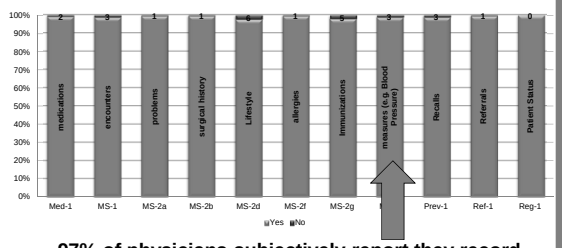
Managing electronic "paper"

64 Physicians – Subjective vs. Objective results

Subjective results "I'm at CV3" **Objective results** "CV3 data quality"



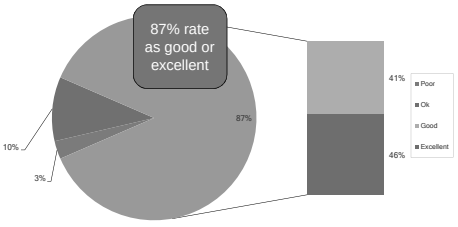
Data quality metrics – Medical summary



97% of physicians subjectively report they record blood pressures

Subjective responses to data quality metrics: "yes" I am using

Rating of Physician experience:



Apple customer satisfaction index = 87% in 2013
Ref: www.theacsi.ord/index/benchmarksbycompany

Dr McKnight

"Skimming the surface of EMR use"

"superficial and inefficient use"

"Using the EMR as designed – I realize its very comprehensive and I more aware of its potential"

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It's not perfect…

- Don't know what they don't know
- Mandate
- EMR Configuration vs. coaching
- Perverse behavior
- Significant program development & costs
- Sustainability

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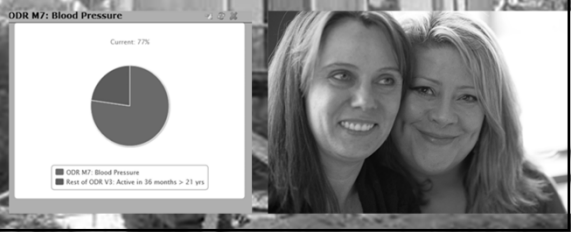
Building foundational meaningful use, requires both objective feedback and change management coaching support



Thank you

Questions?

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