

eReferral AND CONSULTATION MBTelehealth eChart MANITOBA eHealthhub Manitoba eHealth Health, Connected.®

eChart Manitoba

How a Provincial EHR is Changing Care Across the Continuum

Survey Results from the Front Line

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Special thanks to: Simon Hagens and Sukirtha Tharmalingam, Canada Health Infoway


Key Concepts about eChart Manitoba

- eChart is a record of key health information about an individual over a long time period, not a detailed record of care
 - A comprehensive health history will take many years to complete
- Complements point of service systems (like electronic medical records or electronic patient records) – does not replace them
 - Use of the system is not required
- Dependent on information from existing electronic sources
 - No capability to enter clinical data directly – View only system
 - No data from non-automated sources (e.g. some rural hospital labs)
 - Data is captured from date of source system “go live”
- Patient-centric record of information
 - No capability within solution to report or search by aggregate information

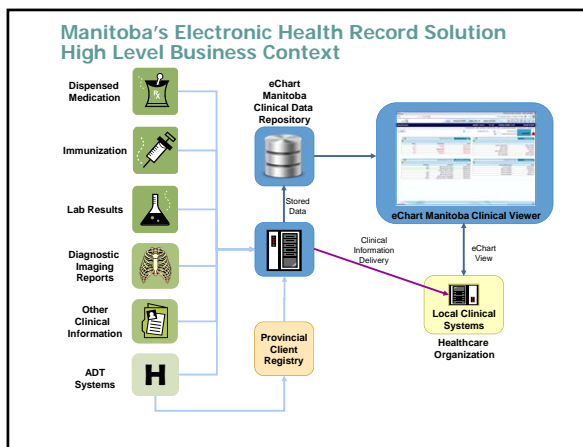
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Presentation Outline

- Overview of eChart Manitoba
- Survey Respondent Profile
- Adoption and User Experience
 - Professional groups
 - Location differences
- Benefits
 - Quality
 - Timeliness
 - Efficiency



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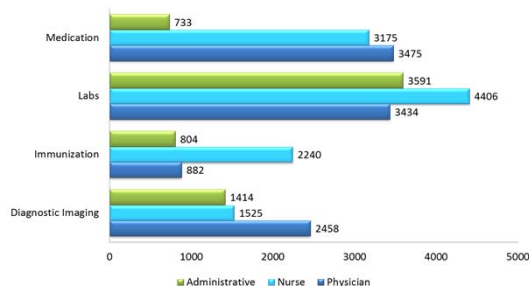


EChart Then and Now

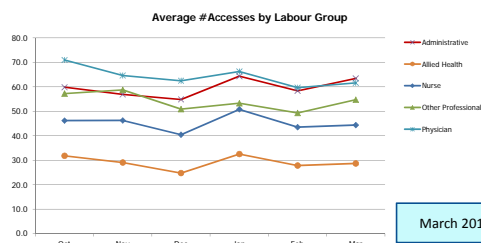
	July 2011	March 2014
Number of Sites	33	417
Number of eligible users	1,516	12,498



Top Clinical Domains Viewed



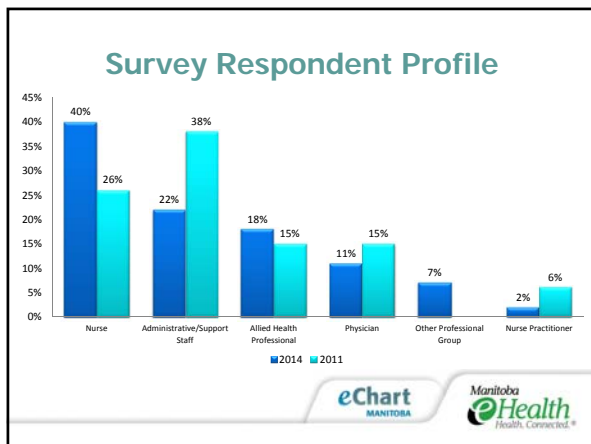
Current Adoption by Labour Group



Survey Methodology

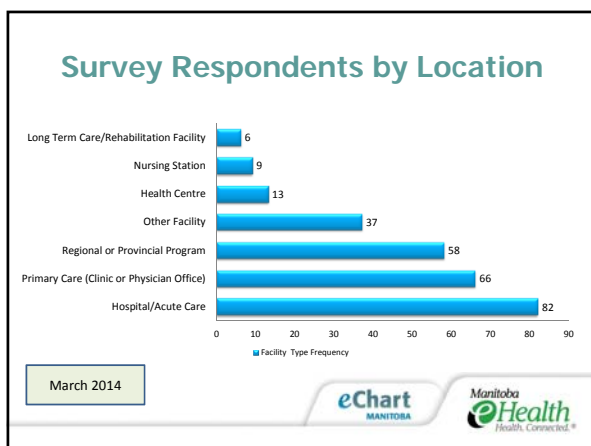
- Web-based survey link distributed to all sites using eChart greater than 6 months
- Link also placed on the eChart log in screen (with request for only those using eChart longer than 6 months to respond)
- Survey was open for 6 weeks
- 271 responses (27 incomplete response)
- 244 used for analysis





Navigation: eReferral AND CONSULTATION, MBTelehealth, eChart MANITOBA, eHealthhub, Manitoba Health Health, Connected.

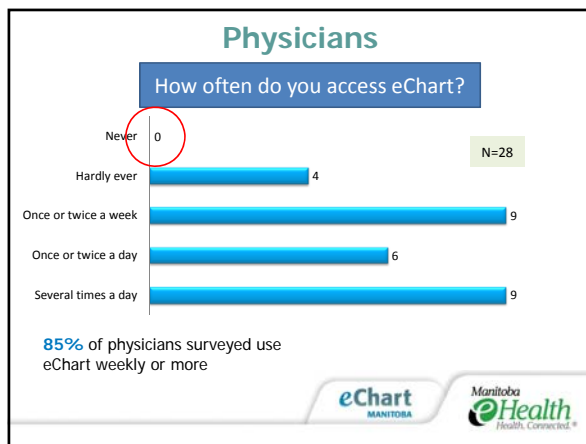
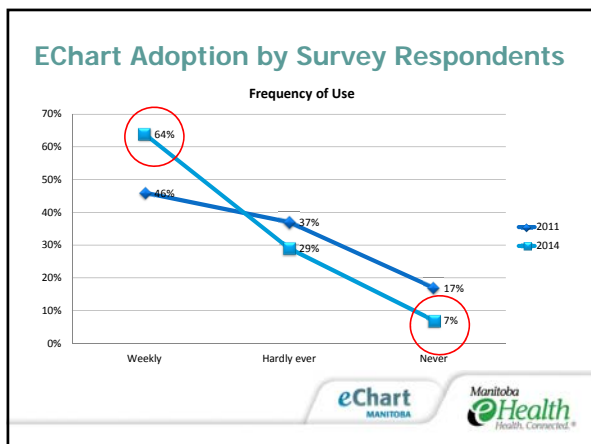
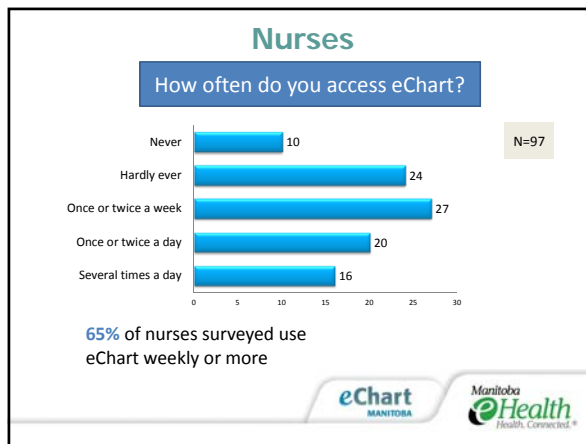
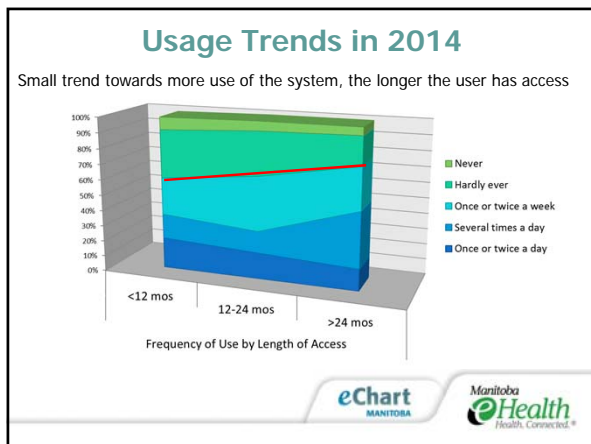
Adoption and User Experience



Adoption

2011 Results	2014 Results
<ul style="list-style-type: none"> 46% used eChart once a week or more 	<ul style="list-style-type: none"> 64% use eChart once a week or more
<ul style="list-style-type: none"> EChart is used more when clinicians: <ul style="list-style-type: none"> See new patients; and/or See patients with several or complex medical conditions 	<ul style="list-style-type: none"> About 3/4 have successfully incorporated eChart into workflow

Logos: eChart MANITOBA, Manitoba Health Health, Connected.



Reasons why I hardly ever use eChart

- Takes too long to log in
- Can't remember password
- Too slow

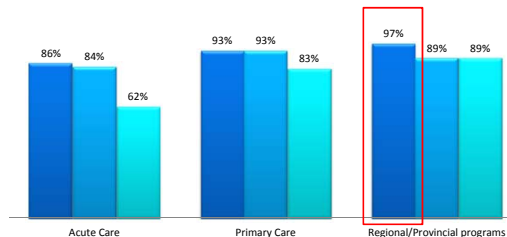


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Percent of Respondents reporting "less time wasted" to find results

■ Lab Results ■ Diagnostic Imaging ■ Medication



Regional/Provincial Programs:
Homecare, DSM, Population and Public Health

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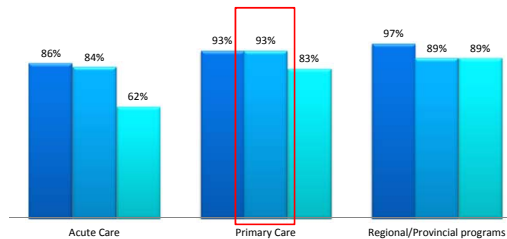
Benefits



Efficiency, Timeliness, Quality

Percent of Respondents reporting "less time wasted" to find results

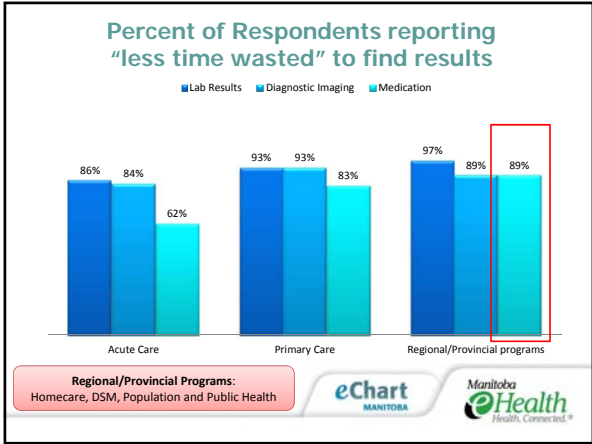
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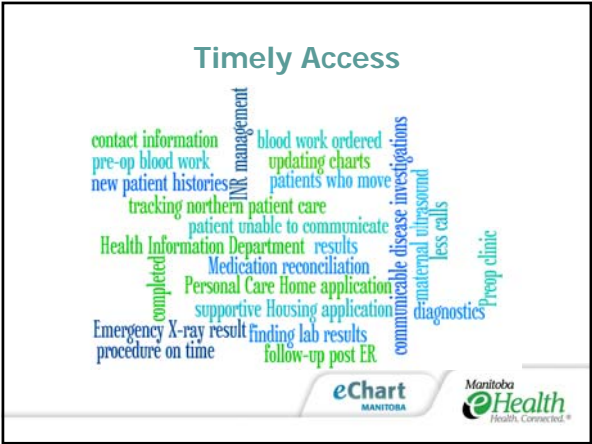
- ### 2011-14 Benefit Comparison
- Perceived benefits increased or stayed the same across all areas from 2011-14
 - Most substantial improvements seen were related to accuracy, timeliness and efficiency accessing:
 - Lab
 - Immunization
 - Patient demographic information
- Note: Diagnostic Imaging was not available in 2011
- eChart MANITOBA Manitoba Health Health, Connected.®

Efficiency

- Overall, by a small margin of respondents, Regional/Provincial programs report the greatest efficiencies gained by accessing information through eChart

" I work in community care: eChart has made a tremendous difference in my ability to access lab values, imaging results, and medication history – both in terms of timeliness and accuracy. I no longer have to wait for a private physician to send me information; I can be more proactive in care planning, and I can provide safer care."

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Quotes...

- “Have found elevated INR results where we did not receive a result through regular channels and the client had not been notified.”
- “Can react faster to labs; less repeat exams; immunization status known so less time spent in follow up”
- “In one instance, eChart helped us to discover abnormal results on a suspected cancer case that we otherwise would not have known about.”

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What providers want next...

- More printing ability
- More of the same information
- Improved system speed (internet connectivity)
- Less outages
- Compatibility with Macs and other browsers
- Discharge summaries, consult reports and physician notes
- EKG, EEG, echocardiograms...
- More integration with other applications (EMRs, EPR)
- To be able to copy information into EMR
- Encounter information from more facilities

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Noteable comments...

- Privacy over emphasized so use it seldomly, “big brother is watching”
- “This is the greatest electronic tool to assist clinical work since library resources were put online in early 2000s”
- “eChart has been incredibly helpful in my work with communicable disease in Public Health”

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Noteable Comments...

"eChart is extremely helpful. It allows us to reduce unnecessary duplication of lab tests, speeds the consultative process as we don't have to delay diagnosis sending people for tests they've already had, and spend much less time chasing reports from multiple referring sites."



Contact

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Would you recommend eChart to a friend or colleague?

- Yes – **92.3%**



Questions?

