

Taking Stock: Cleaning up one of Ontario's largest primary care databases

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What's the Opportunity?

- One of Ontario's largest primary care databases
 - 92 member physicians
 - Four (4) walk-in clinics
 - Eight (8) allied health clinics
 - 226,776 active patient records
 - 139,670 enrolled patients
- Increased interest in using our data
 - Improving care for individual patients
 - Evaluating existing BCFHT programs
 - Understanding the needs of our patient population for program planning
 - Undertaking primary care research and quality improvement projects
 - Collaborating with community partners

The Challenges We are Facing

- Registration status of patients in the EMR is often incorrect
 - Enrollment status in EMR is not consistent with Ministry data
 - Registration status and enrollment status in the EMR is not consistent with the actual status with MOH
 - A patient who has moved or is deceased is still identified as an active patient
 - A Patient who should be enrolled is identified as not enrolled or terminated

Project Objectives

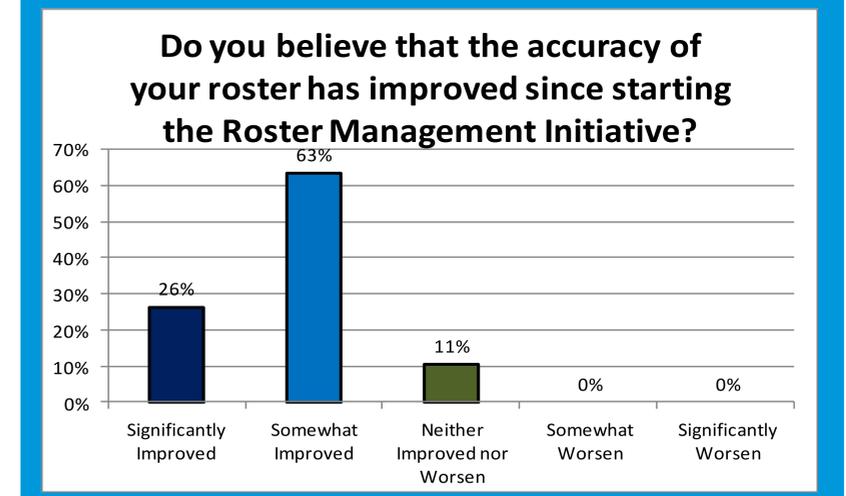
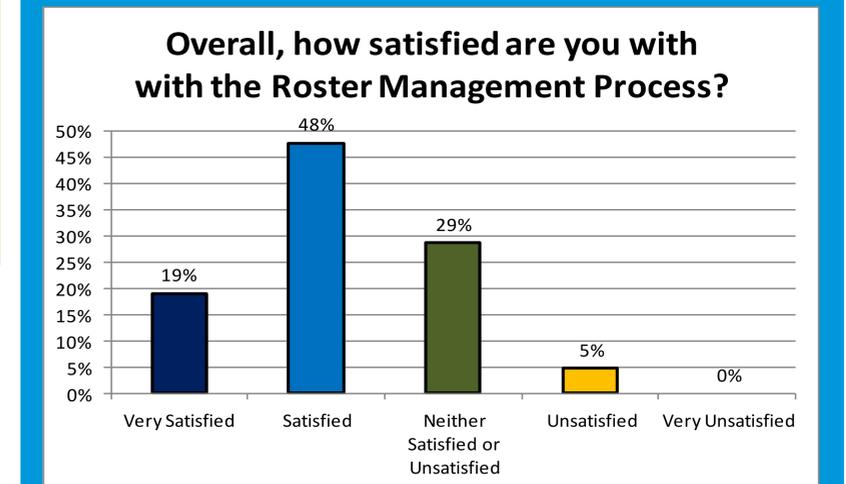
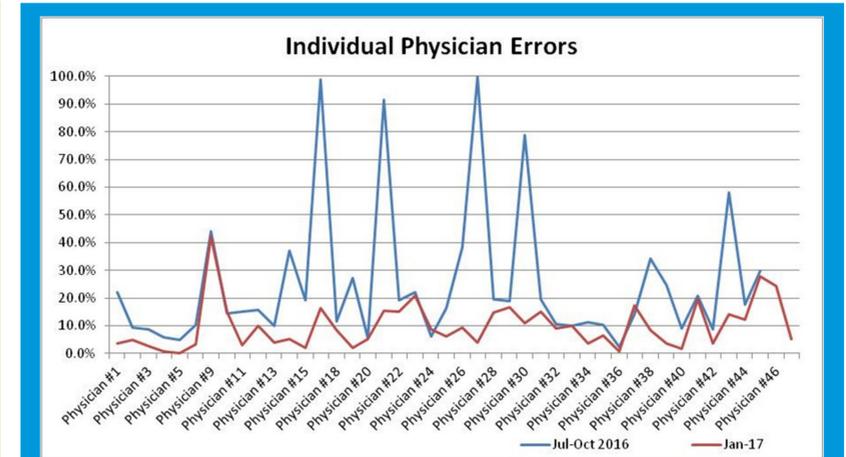
1. To have physicians see the value in data quality
2. Clean up the patient status in the EMR so we can more accurately identify the patient population we are looking after

Project Implementation

1. Development of project tools
 - Roster Management Reports to identify errors
 - Rostered Patient Comparison
 - Patient Active Status
 - Standardizing enrollment and active status designations in the EMR
 - Development of training manuals and process
 - Roster clean up
 - Roster Maintenance
 - Analytical and evaluation tools
2. PDSA trail within physician leader practice to fine tune process and tools
3. Training of OntarioMD staff (See one, do one, teach one)
4. Active recruitment and training of participants
5. Project Evaluation and presentation to stakeholders

Project Performance

- 53 of 92 (58%) physicians and their practices have full participated in the project.
- Overall patient roster errors have been reduced from 25.1% to 9.6%.
- 17 physician practices have seen an increase in MOH roster size, with two practices increasing by over 600 patients.
- 67% of participants (physicians + staff) were satisfied with the project.
- 89% of participants (physicians + staff) believe that the project improved accuracy of their rosters.
- Number one improvement recommendation from participants is to increase the frequency in which their roster materials are distributed.



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In Partnership with:

