



association of family
health teams of ontario

EMR Session

Practice Solution Suite

AFHTO Conference,
Toronto Westin Harbor Castle
October 23, 2013

Agenda

- Welcome
- Presentation from AFHTO- PSS working group
- Presentation from TELUS Health
- Questions
- Next

AFHTO- PSS Working group

A year ago at the AFHTO conference of 2012: MD-PSS agreed to work with AFHTO and FHT PSS users.

Late February 2013: working group was struck

Current and past members of the working group (1 of 2)

Paul Cano, Smithville Medical Centre FHT;

Bill Davenport, Trent Hills FHT;

Dave Dickson, Georgian Bay FHT;

Jody Fleming, Mount Forest FHT;

Sherry Lynn Harrington, Peterborough FHT;

Michelle Karker, East Wellington FHT;

Debbie Kean, Owen Sound FHT;

Kevin Kennedy, The Centre For Family Medicine FHT;

Carl Langton, Hamilton FHT;

Fok-Jee Leung, Bruyere FHT;

Michael Levitt, CANES FHT;

Debby MacLeod, Southlake FHT;

Current and past members of the working group (2 of 2)

Barbara Major-McEwan, Huron Community FHT;

Judith Manson, Sunnybrook Academic FHT;

Kirk Miller, Guelph FHT;

Alan Monavvari , North York FHT;

John Pefanis, Centre for Family Medicine;

Sandra Pennie, Municipality of Assiginack FHT;

Carol Petryschuk, Dufferin Area FHT;

Bogdan Pylypenko, Carefirst FHT;

Sergio Rotondi, Health for All FHT;

Kevin Samson , East Wellington FHT;

Purpose of the working group

MDPS and AFHTO commit to work together to resolve common problems faced by FHTs using PSS, in a mutually-agreed priority order.

MDPS sold to TELUS Health

March 2013: TELUS Health acquires PS Suite

TELUS Health remains committed to the agreed working group process.

Creating Priority Action items

From the broad priorities identified by all FHT users in 2012, the working group established an **ACTIONABLE LIST OF PRIORITY ITEMS** that TELUS Health has been asked to address.

Where are we at?

- Renewed relationship with TELUS Health
- AFHTO QIDSS Provincial Program will lead the work with Vendors.



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Thank you

And now to TELUS Health.....





TELUS Physician Solutions and AFHTO

October 23rd, 2013



Information for Life.

Agenda

TELUS's Commitment to AFHTO Prioritized Product Enhancements
Charles Funk, Product Management

TELUS's Commitment to PS Suite
Ron Sparks, Head of Sales

TELUS's Commitment to Improving Communication
Jeremy Gordon, Client Services

AFTHO Priorities Already Supported

- **Searching by “Enroll Date” or “Active” status date** (row 52)
 - Who has been enrolled in past 30 days
- **Incremental Backups (5.2.308)** (row 58)
- **Clinical Connect** (row 29)
- **OLIS Phase I – Patient Query (5.2.420)** (row 28)
- **Hospital Report Manager (5.2.5xx) – piloting in Nov** (row 27)
- **Fax prescription after being posted to the chart (5.2.5xx)** (row 35)
- **Custom Form / Custom Query (leverage 3rd party resources)** (rows 3-15)
 - Can AFHTO collectively define key reports / forms for general use?

Addressing AFTHO Top Priorities (near-term)

- **Reporting Database - PostgreSQL (Open Source)** (rows 3-15)
 - Near-term Solution targeted for piloting Q4 2013 (following GA of 5.2.5xx)
 - Enable dbas to extract desired data for further manipulation and reporting
 - Will provide schema, basic technical documentation, and support email address
 - Will schedule technical session to review with interested dbas in November
 - Contact Bassem.Youssef@Telus.com

- **Fix key defects (target end of Q4 2013)**
 - Searches using “Matched Data” option (may be limitation of search) (row 5)
 - Third next available appointment (<15 minute time slots) (row 37)

- **Minor product enhancements (target end of Q1 2014)**
 - Allow multiple users to edit searches simultaneously (rows 39-41)
 - AHP access to Problem List, Patient Chart for privatized charts (row 50)
 - Create the capacity to archive a group of messages (row 48)

Addressing AFTHO Top Priorities (longer-term)

- **Data Warehouse and Reporting solution (targeted for Q4 2014)** (rows 3-15)
 - API extracts to optimized warehouse schema (independent of PS Suite db)
 - Integrated Reporting Solution (e.g. Crystal Reports)
 - Library of Standard Reports (expanded and shared by user community)
- **Product Enhancements (need to align with other feature work on roadmap)**
 - More efficient way to enter diagnostic codes into the CPP (rows 23-25)
- **New Features**
 - **Smartphone App** (targeted for Q2 2014) (row 46)
 - WSIB Integration (exploring with TELUS Health – may not be large effort) (row 54)
 - Patient Portal (targeted for Q1 2015) (row 31)

TELUS is committed to the PS Suite Product and the PS Suite User Community

Why is TELUS in Healthcare

- Providers, patients and payers require applications that will help them manage large amounts of data



Health Regions

Electronic Health Records

Hospitals

Clinical Information Systems

First Line Care

Electronic Medical Records

Home Care

Remote Patient Monitoring

Self Care

Personal Health Record

Pharmacies

Pharmacy Management Systems

Insurers and Employers

Claims Management

Advanced applications

Clinical workflow expertise

TELUS provides advanced applications for managing health information while optimizing clinical workflows

The result: information at your fingertips

TELUS Health by numbers

\$1B

investment

\$500M

in revenue

#1

health IT in Canada

1,600

team members

TELUS Physician Solutions (EMR) by numbers

10,000

physicians

7M

patients

25M

patient encounters per year

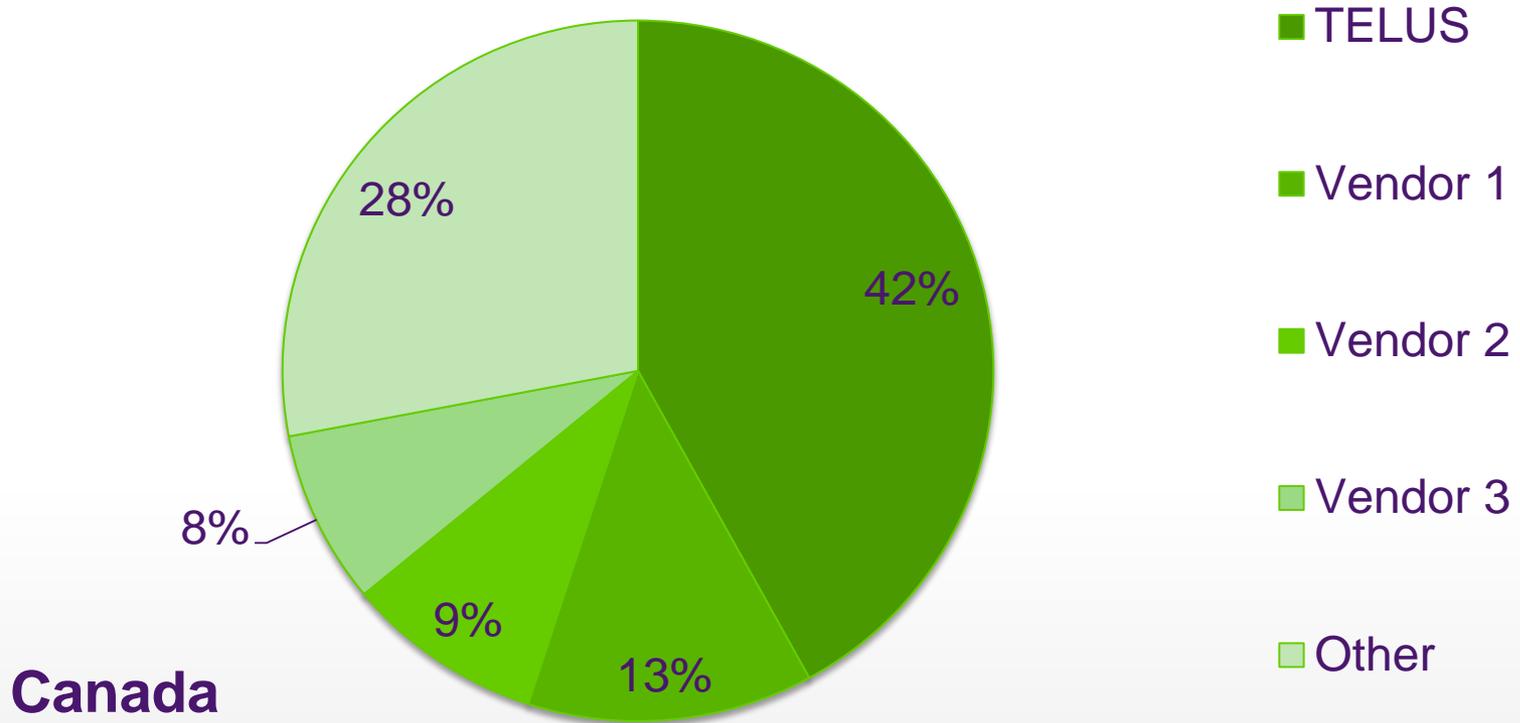
300

team members in Physician Solutions

#1

EMR in Canada

EMR Market Share - Nationally



TELUS's Commitment to Improving Communications

The PS Suite Community:
The National Client Portal and
Discussion Forum –

- Access Training Material
- Receive Customer Support Announcements
- Submit Enhancement Requests
- View Scheduled Events
- Engage with Your Peers

Sign Up Today!

telushealth.force.com/pssuiteemr

TELUS's Commitment to Improving Communications

TELUS will leverage the PS Suite working group:

- Ensure TELUS Communications are clear and concise.
- Deliver Key messages directly.

TELUS's Commitment to Improving Communications

Account Management

- TELUS has committed to a dedicated Account Manager for the AFHTO Community:
Jeremy Gordon
Email: jeremy.gordon@TELUS.com
Cell: 1-613-295-2479
- I am here to help when standard processes deliver an unsatisfactory result.

Q&A