

Action item	Rationale/ Explanation:	TELUS Update (Oct 2013)	Timing Update (Oct 2013)
<p>Improve Search Capacity</p>	<p><i>There are numerous limitations to the types of searches that can be created and the criteria that can be used to create them. For example:</i></p> <p><i>* Presently all searches only produce lists of patients. We need to be able to program searches to produce list based on the search criteria rather than just which patients meet the criteria. For example, we might need to find out how many times a BP was taken last month. Presently we could run a search to find out how many patients had their BP checked last month, but because some patients may have had it checked several times in that period, the search would not provide the information that we need.</i></p> <p><i>* When using search criteria such as 'months since latest', the criteria are always measured against the date that the search is run. We need to be able to specify a different reference date. For example, we need to produce reports of how many of our diabetic patients had done a blood test within the past 6 months and also how these results are changing from one month to the next. We cannot create a search that asks, "as of last December 31, how many of our diabetic patients had done a blood test within the past 6 months".</i></p>	<p>"Searching" was designed to support finding patients that match certain criteria. This is very valuable but certainly doesn't cover the full needs of reporting and analysis for FHTs.</p> <p>The full solution to this (and the subsequent needs related to extracting data and database access) is a Data Warehouse with an optimized and independent schema with an integrated reporting solution and library of reports. The PS Suite team is working towards this with the first phase being the creation of an export API to extract the data. The API is currently being beta tested and will be refined over the coming months.</p> <p>We are presently working on a near-term solution to provide full access to the EMR data in a stand-alone reporting environment to dbas and experienced 3rd party contractors. For this solution, PS Suite EMR data will be transferred from Oracle db to PostgreSQL (an open source relational database) on a separate machine on the network where it can be searched using standard SQL queries or mined using advanced reporting tools like Crystal Reports. We will provide a schema, installation documentation, and a support email address. This is not a solution for end user reporting but rather for technical resources to leverage.</p> <p>For this example, users may want to try using the option to "Include Matched Data with Results" when running the search, which will allow them to see how many times BP was recorded for each found patient. However, it does not display the BP values. (Bassem to follow-up with Dr. Samson). This data will be available for reporting in the PostgreSQL db reporting environment.</p> <p>No possibility of including a date in the past for the start of the search ... but a well crafted search (include start and an end dates as additional conditions in the search) may be useful for this example ... A reasonable work-around also is to program these searches to run as scheduled reports. Then, every first of the month (or whatever specific day of the month you set it as), the system will generate the report as "today", which can be reviewed, exported, etc. Over time, this will show them the trending they are looking for.</p>	<ol style="list-style-type: none"> 1. Stand-alone reporting environment pilot targeted for Dec 2013 with expanded roll-out in Q1 2014. 2. Export API currently in beta testing with refinements targeted for Q1 2014. 3. Data Warehouse with Integrated Reporting targeted for Q4 2014.
<p>Provide an effective and efficient way to extract data from PS</p>	<p><i>As an alternative to allowing users direct query access to the data in PS, provide an effective and efficient way to export data out of PS so that it can be imported into our own databases where we can create our own searches and reports without PS limitations.</i></p>	<p>See rows 4-7</p>	<p>See rows 4-7</p>
<p>Create capacity to extract administrative data specifically for the MOHLTC quarterly reporting.</p>	<p><i>The Working group will provide the administrative data that is required for submission on a quarterly.</i></p>	<p>TELUS has received sample reports from AFHTO. We will leverage these reports to ensure the schema documentation includes tables/fields needed for this reporting (apart from potential Custom Form data).</p> <p>Dr. James Kavanagh has worked with Windsor FHT to develop Custom Forms and Custom Queries to capture and extract much of the needed data for reporting. AFHTO may coordinate with TELUS or 3rd-party resources to create standardized capabilities to leverage across AFHTO's membership.</p>	<p>Schema to be published in Dec 2013.</p> <p>AFHTO / TELUS to explore best path forward Q4 2013.</p>
<p>Provide access to the data base</p>	<p><i>Provide user with interface within PS that would allow direct <u>querying of the database</u> :</i></p> <p><i>Allow users to edit their own custom queries in PS, possibly restrict the user queries so that they can only view results rather than make any changes to the data.</i></p>	<p>Rather than providing direct access to the production EMR database, TELUS intends to enable the population of a stand-alone reporting environment in the near-term. Longer term, TELUS will develop a Data Warehouse with integrated reporting.</p>	<p>See rows 4-7</p>

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Respond to the request for a consistent point person for each FHT.		In the 4th quarter of 2013, TELUS will offer new services which will include dedicated account management. Jeremy will bring these services to the group prior to launch. Update provided in Jeremy Gordon's AFHTO PS Suite User Group presentation.	
Provide definite timelines and description of the improvement in communication initiatives proposed.		Jeremy will arrange for a TELUS communications senior member to be present at a future TELUS/AFHTO session focusing on communications. Update provided in Jeremy Gordon's AFHTO PS Suite User Group presentation.	
Create a more efficient way to enter diagnostic codes into the CPP	<ul style="list-style-type: none"> Presently users have to open the diagnostic code entry screen, enter search criteria for code, look through very long lists of matching codes, select a particular code, save the changes to the CPP. Although there are thousands of codes, a small collection of codes will be used most of the time Suggestions were made which included allowing the user to save a customized list of favorite diagnostic codes which could be presented as a pick list in a pop up window from the CPP (in this way most of the time a code could be entered in 3 simple clicks – other EMR's already have similar solutions). 	<p>TELUS recognizes that current workflow is inefficient and intends to significantly improve it when making other related changes to the CPP.</p> <p>TELUS will work with selected AFHTO representatives to develop a more effective workflow. AFHTO has proposed use list of 30-50 "Favorites". NOTE: Different clinics use ICD-9, ICD-10, SNOMED.</p>	May be included in feature work required for OntarioMD EMR Spec 4.2 compliance (Date TBD)
Create functional interface with key partners HRM, OLIS, Clinical Connect.	<ul style="list-style-type: none"> HRM: Ready - waiting on OMD to proceed. OLIS: Ready - deployment planning underway. Clinical Connect - Available today. 	<p>TELUS has passed OntarioMD preformance for HRM and expects pilot at two sites to begin in Nov. Expected to receive full conformance in Dec and be generally available at that time.</p> <p>OLIS Phase I (Patient Query) is currently being rolled out and has been configured for over 200 clinics and 850 physicians.</p> <p>TELUS has been conformed for Phase II (Physician Query) but this has not yet been activated by eHealth.</p>	<p>Target GA Dec 2013.</p> <p>Phase I (Patient Query) currently being rolled out.</p> <p>Phase II (Physician Query) timing dependent upon eHealth activation.</p> <p>Clinical Connect has been available for several years.</p>
Create a functional patient portal	<p>Mydoctor.ca was an extremely limited patient portal provided by PS under the CMA. TELUS has decided not to continue development of Mydoctor.ca. They are reportedly designing a new portal. Patient portals are already being used by FHT's with different EMR systems and they play a vital role in the delivery of effective health care. We would like to know what TELUS is working on and we would like to have some input into the portal design. We would also like to know when we can expect this to ready for implementation.</p>	<p>TELUS recognizes the importance and value of integrating a patient portal into the EMR ecosystem. The MyDoctor.ca Health Portal was retained by the CMA as benefit to its members. It is being used by over 200 physicians (and synchronized with PS Suite). The TELUS Wolf EMR team has developed and is currently enhancing their Patient Portal that the PS Suite team will evaluate for suitability. This portal may be modified/enhanced to become the national TELUS EMR Patient Portal but final direction has not yet been determined. TELUS would like to work with selected AFHTO representatives to prioritize capabilities and refine the user experience.</p>	<p>There are a number of higher priority deliverables ahead of the patient portal at this time. As a result, this is targeted for Q1 2015.</p>
Create a standardized means of tracking patients appointments scheduled within one week of hospital discharge	<p>Create a standardize way of entering discharge date, perhaps this information could be included in the inpatient window and then programmed as a searchable item. Note how there is an admission date but not a discharge date.</p>	<p>AFHTO needs to discuss and agree upon a standard approach for recording this data. TELUS can then assist in generating the needed searches or custom queries.</p>	<p>Timing will be evaluated once a clear understanding of the need / approach has been determined.</p>
Create the capacity to fax a prescription after it has been posted to the patient chart:	<p>This will be available as part of the new release at the end of August 2013.</p>	<p>This feature has been included (along with several other faxing enhancements) in the upcoming 5.2.5xx release.</p>	<p>Targeted GA Dec 2013.</p>
Search for 3rd next available appointment		<p>Existing functionality currently present in the system (in Appointments -> View >- Office Efficiency -> Reports) ... but currently have a logged defect QC5644, doesn't work correctly if clinic has timeslots less than 15 minutes.</p> <p>Separate need: May need to filter based on color - but likely not supported by current functionality (Bassem to review with Dr. Samson)</p>	<p>Defect fix targeted for Dec 2013.</p>

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Allow multiple user to edit searches simultaneously	<ul style="list-style-type: none"> Presently only one user at a time can edit searches In a FHT environment, different types of staff need to be working on differently searches at the same time (ex. Admin, finance, physicians, nurses ...) Concerns were raised about different users editing the same search at the same time but this could be easily addressed by locking a search that is being edited in a similar way that a patient record is locked (checked out) when someone is making changes to it. 	This is a recognized issue (as well as with Stamps). Will be prioritized to be addressed in near term.	Targeted for Q1 2014
Improve the capacity to create groups and message them easily	<ul style="list-style-type: none"> Create capacity for a user to be included in more than one communication group. Create capacity to send messages only to Active users. 	This will likely be part of larger initiative to improve Messaging (distribution and review). TELUS would like to work with AFHTO representatives to prioritize requirements / refine the design of an improved user experience.	Timing TBD
Create the capacity to interface with portable devices		TELUS Physician Solutions has collaboratively defined requirements and design for an iPhone App, with in depth consultation and input from users of all three EMRs (Wolf, PS Suite, and KinLogix). A second generation app will support Android devices as well and likely Dictation/Transcription.	iPhone App will initially be rolled out for Wolf. Targeted rollout for PS Suite users is Q2 2014. Second generation App targeted for Q4 2014.
Create the capacity to archive a group of messages	Currently the user can only archive on message at a time	This workflow is currently being reviewed with an eye to streamlining with minimal development effort. Medical/Legal consultation will be required to find out if there are risks of archiving bulk messages as there is a possibility of then archiving without review which may have patient safety concerns.	Targeted for Q1 2014.
Ensure that all allied health Professionals have access to the problem list and all parts of a patient chart that has been privatized.	Presently only doctors can get emergency access to private patient charts. Strong and obvious audit trails are created when this occurs. In a FHT environment, however, other staff such as nurses and allied health professionals also need access to private charts. This should be done with a similar audit trail.	Nurses and Nurse Practitioners currently are able to "break the glass" and access private charts. Allied Health Professionals will be given similar rights.	Targeted for Q1 2014.
Create a tool to extract new patient data	Capacity currently is in place to access this information, however it is not clearly standardized	Current search functionality supports searching for new patients using both the "enrolled date" and the "Active" status date.	Functionality currently available.
Create a user friendly interface with WSIB	Presently, when completing a WSIB Form 8 through the portal, the user has to type in the patient's name and demographic information. The EMR should be exporting this information directly to the form on the portal. Given that it is actually TELUS that provides the WSIB portal, they should be able to create an interface for it (https://providereservices.telushealth.com/).	The PS Suite EMR team has contacted the team responsible for the TELUS Health Portal and will explore using their API to provide this integration.	If effort is not large, may be able to target for 2014.
Improve Communication capacity between Sites for multi site FHTs	For FHTs with "hub and spoke" model, currently when a user is a different site than where the file is "located", to access the chart it has to be downloaded – is there another more effective way of accessing chart distantly.	TELUS is not clear what the actual need is.	AFHTO needs to provide more clarity of need.
System Back ups		"Incremental" backup solution for large databases has already been implemented. Call the support desk for assistance in setting it up.	Functionality available since Jun 2013 (5.2.308)