

Pulling Together: A Team-Based Approach to Enhancing EMR Use

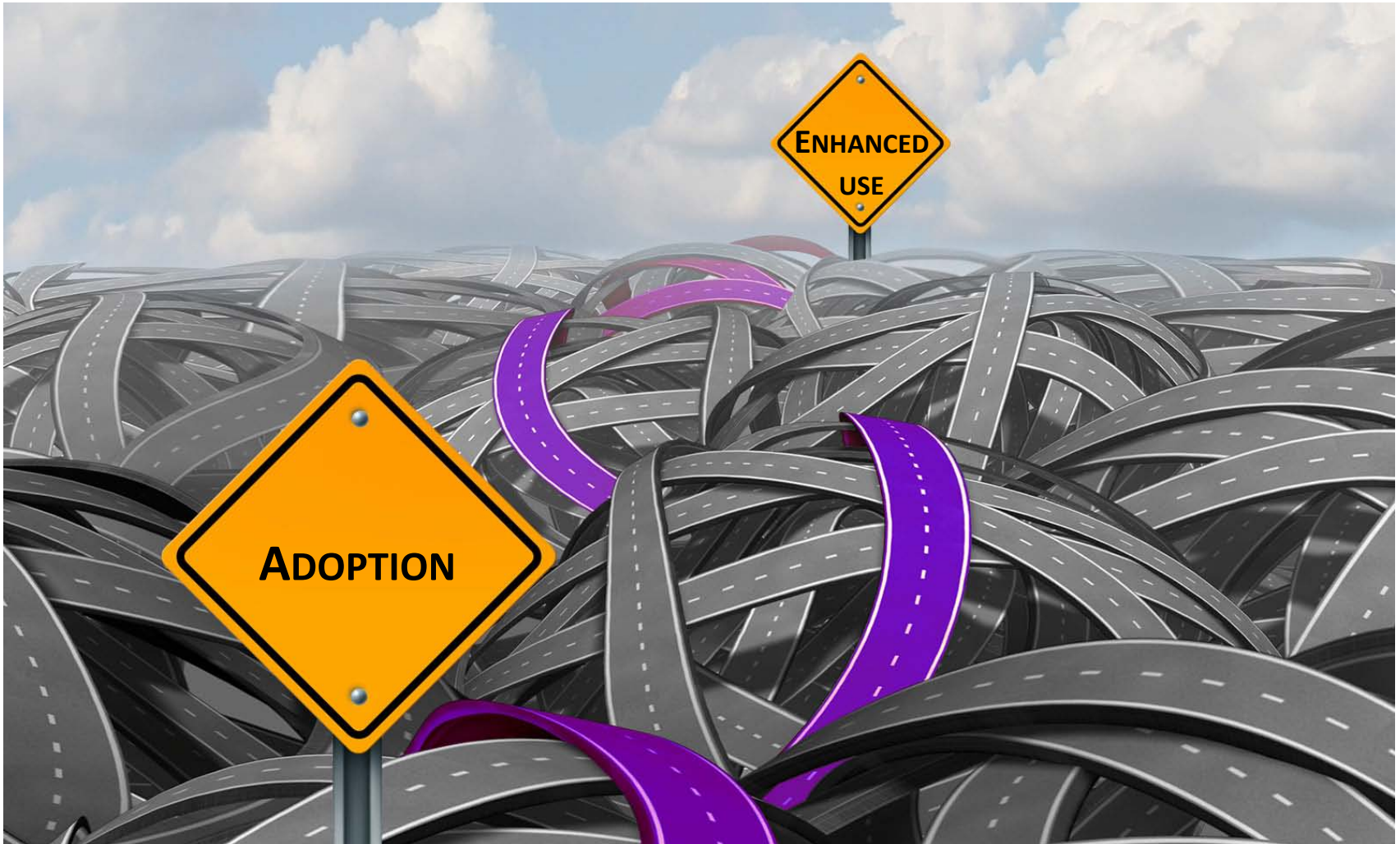
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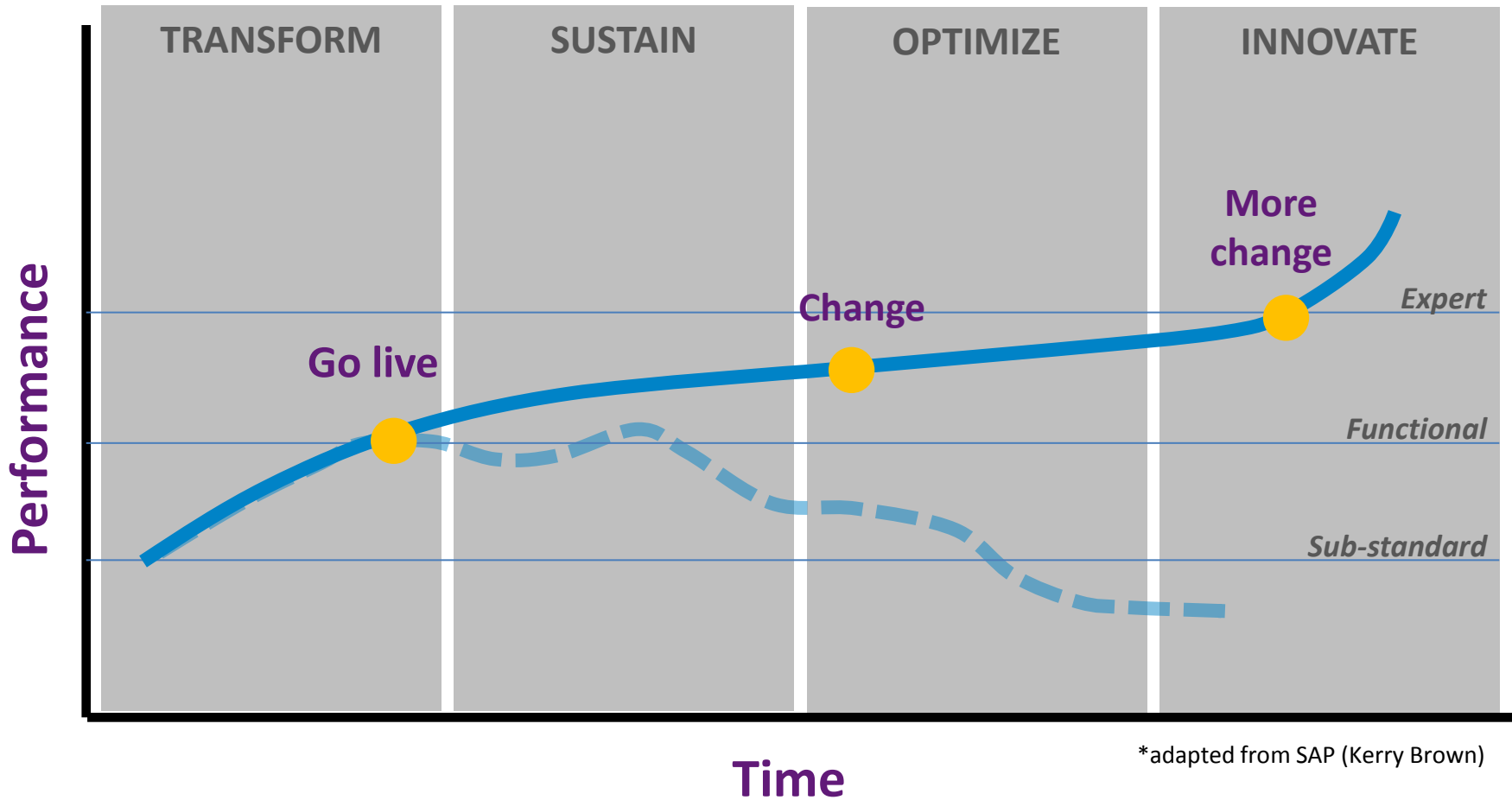


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Transition Through Complexity

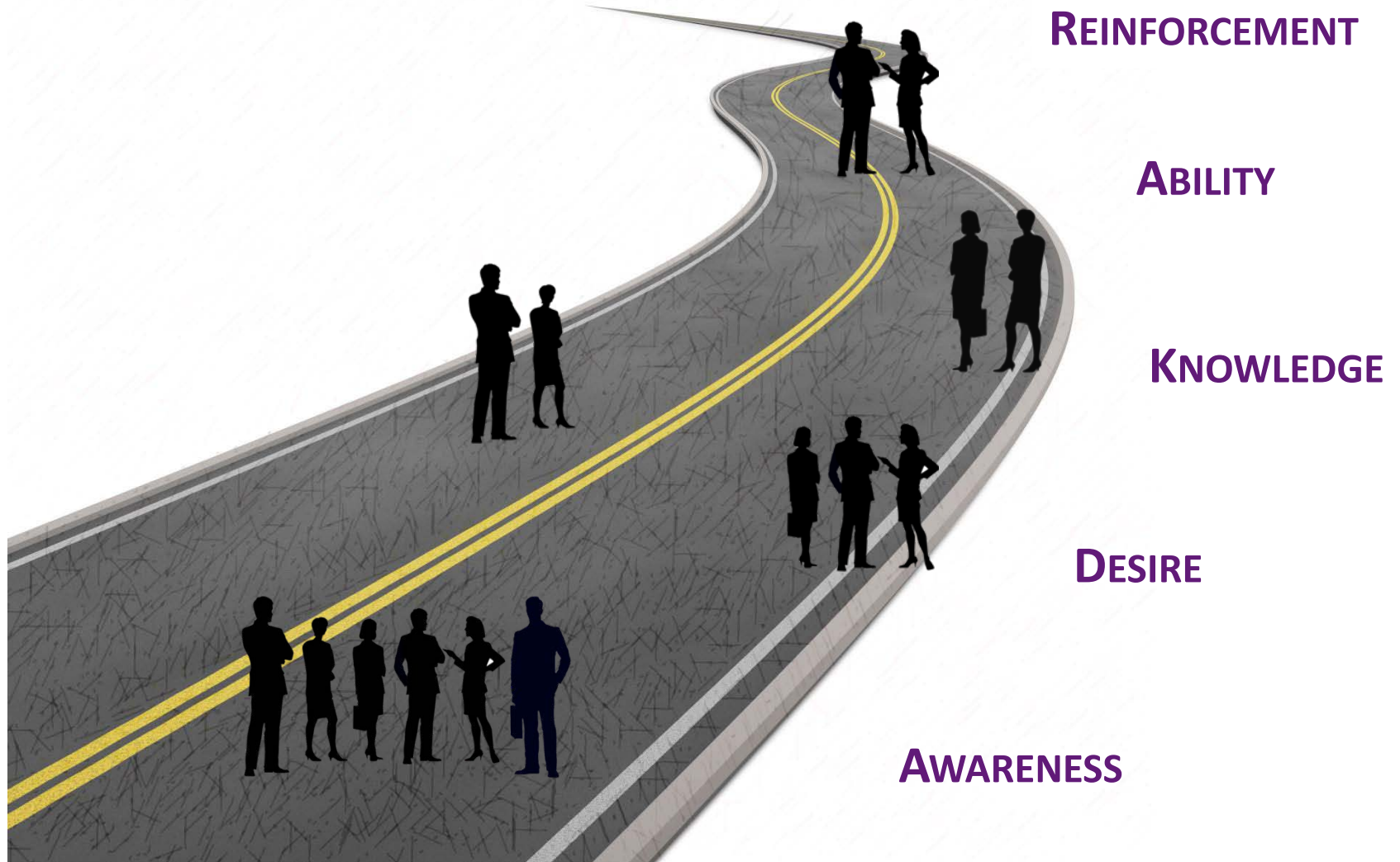


Performance Management

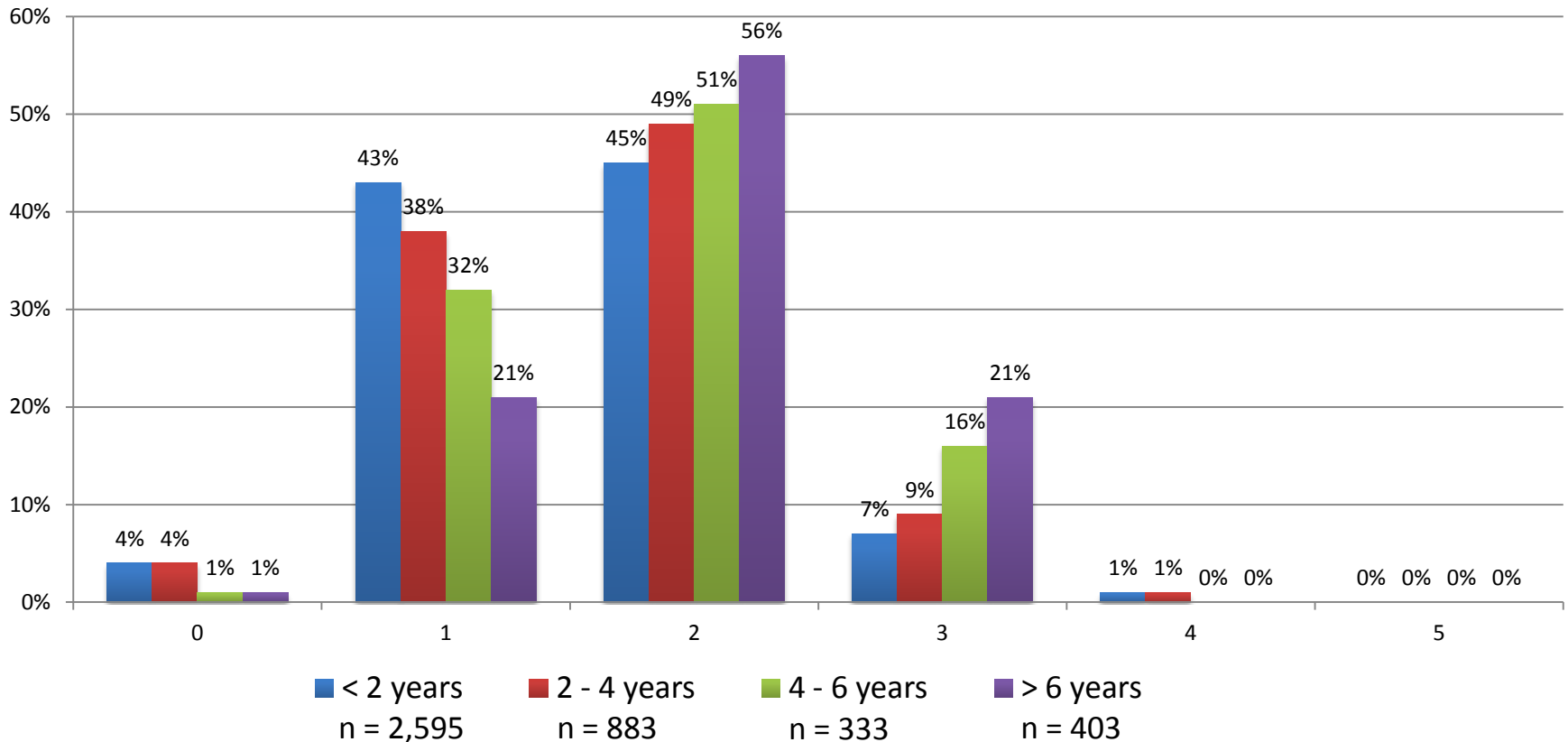


*adapted from SAP (Kerry Brown)

Change Management Approach



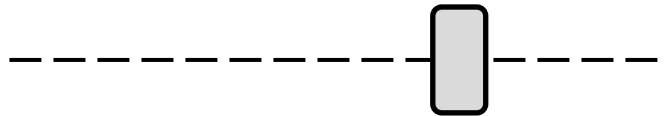
What We've Learned: Self-Reported Maturity



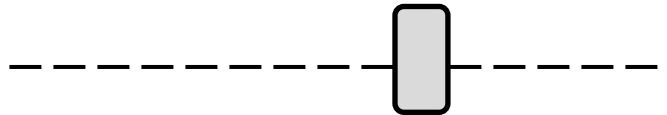
What We've Learned: Customer Profiles



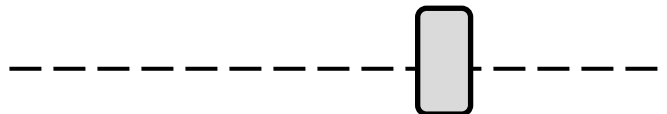
Early Adopters (8.3%)



Average years using an EMR: **3.2**



Average current EMR maturity level: **2.9**

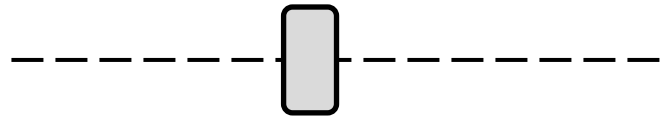


Average desired EMR maturity level: **4.2**

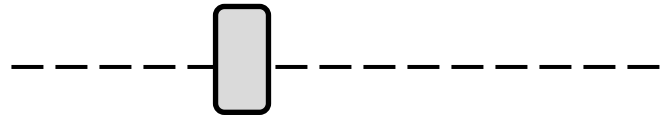
What We've Learned: Customer Profiles



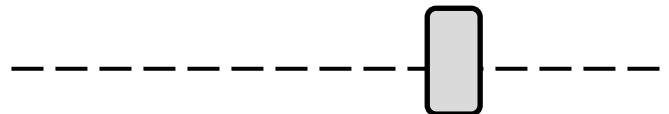
Cautious Adopters (83.3%)



Average years using an EMR: **2.3**



Average current EMR maturity level: **1.7**

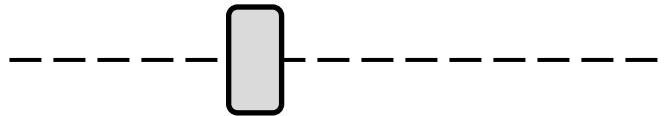


Average desired EMR maturity level: **3.3**

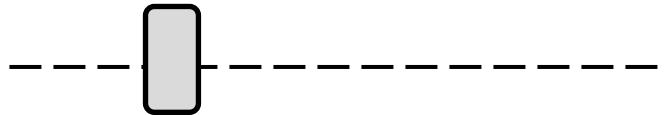
What We've Learned: Customer Profiles



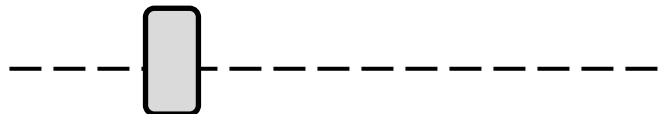
Late Adopters (8.3%)



Average years using an EMR: **1.8**



Average current EMR maturity level: **1.1**



Average desired EMR maturity level: **1.2**

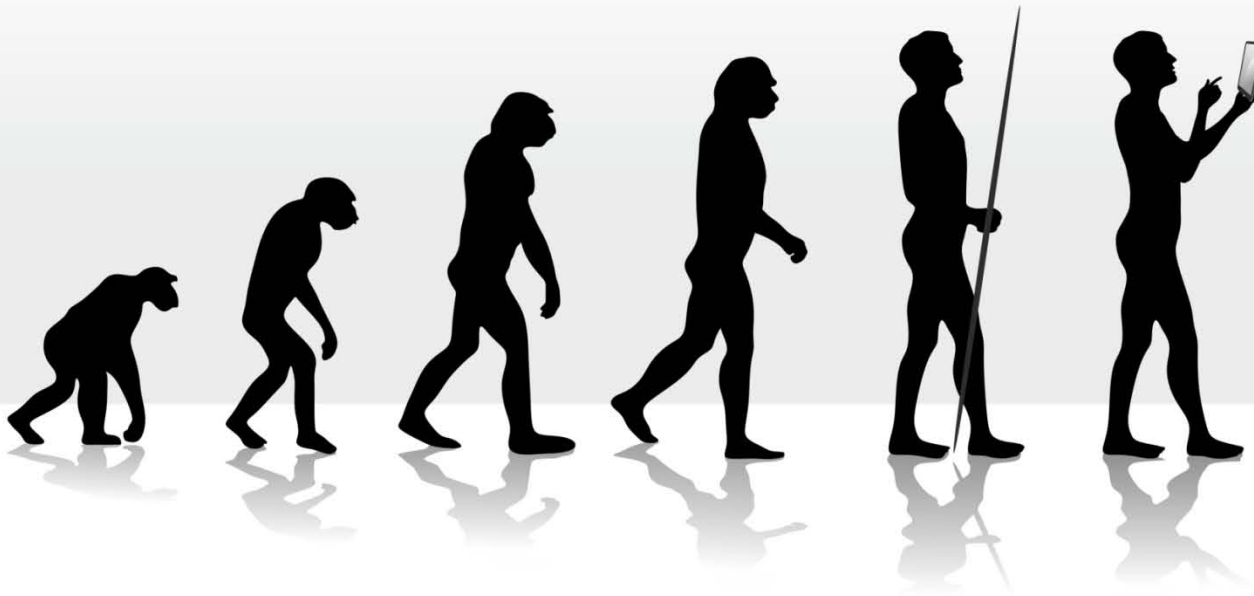
What We've Learned: Pilot Study



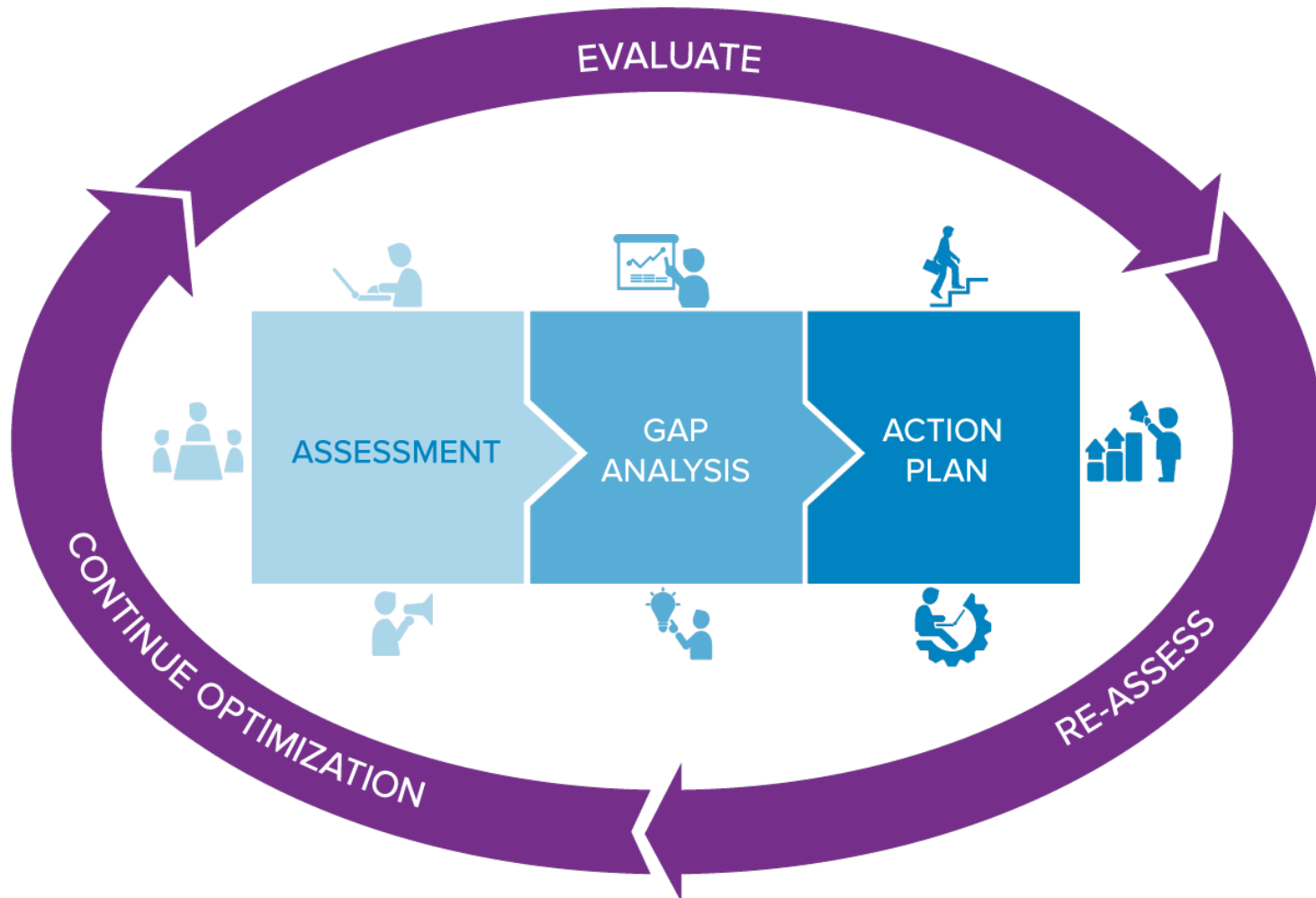
No two changes will require exactly the same process or same level of change management... Applying a 'one-size-fits-all' approach is simply not appropriate.

- Hiatt & Creasey, *Change Management* (2003)

Evolution of Our Approach

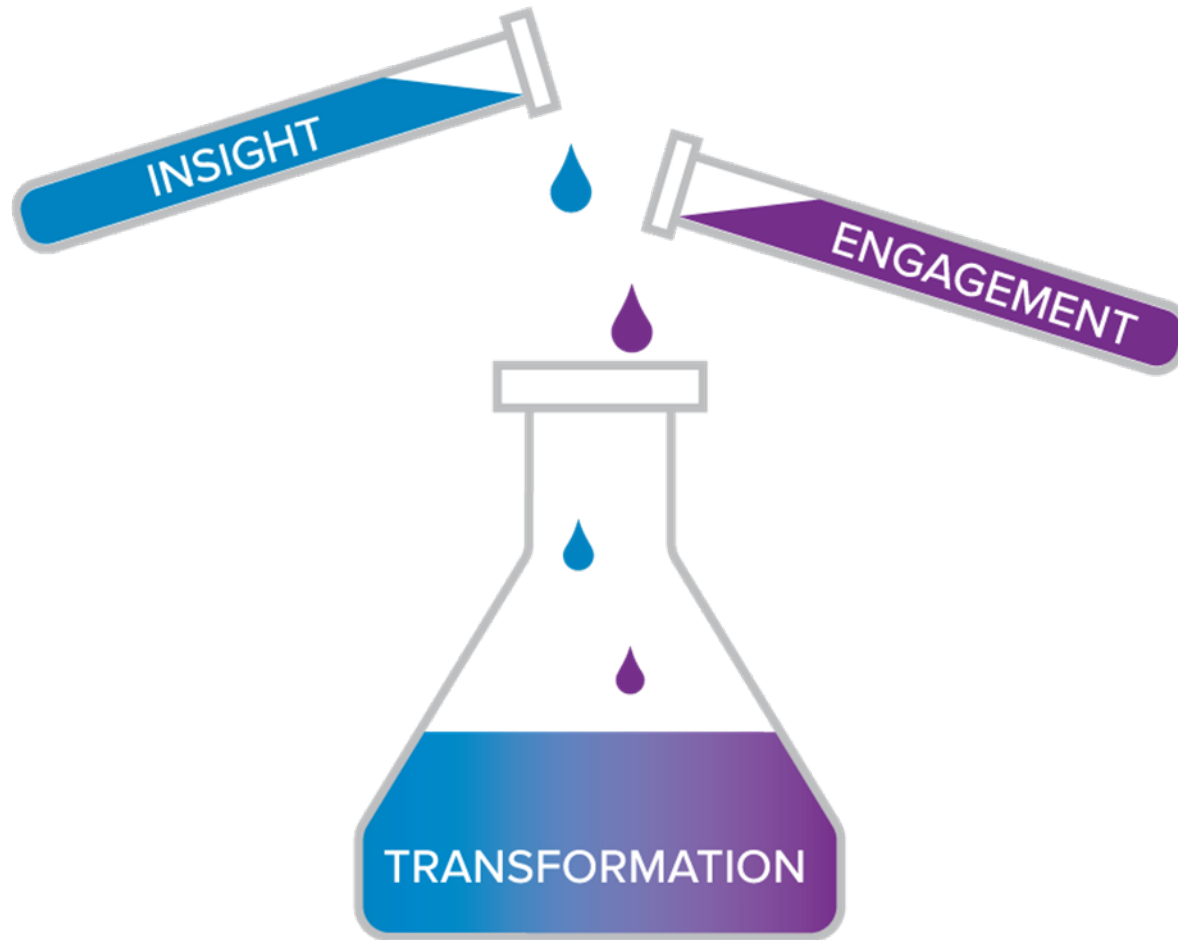


Our Approach



EMR Practice Enhancement Program (EPEP)

Our Approach



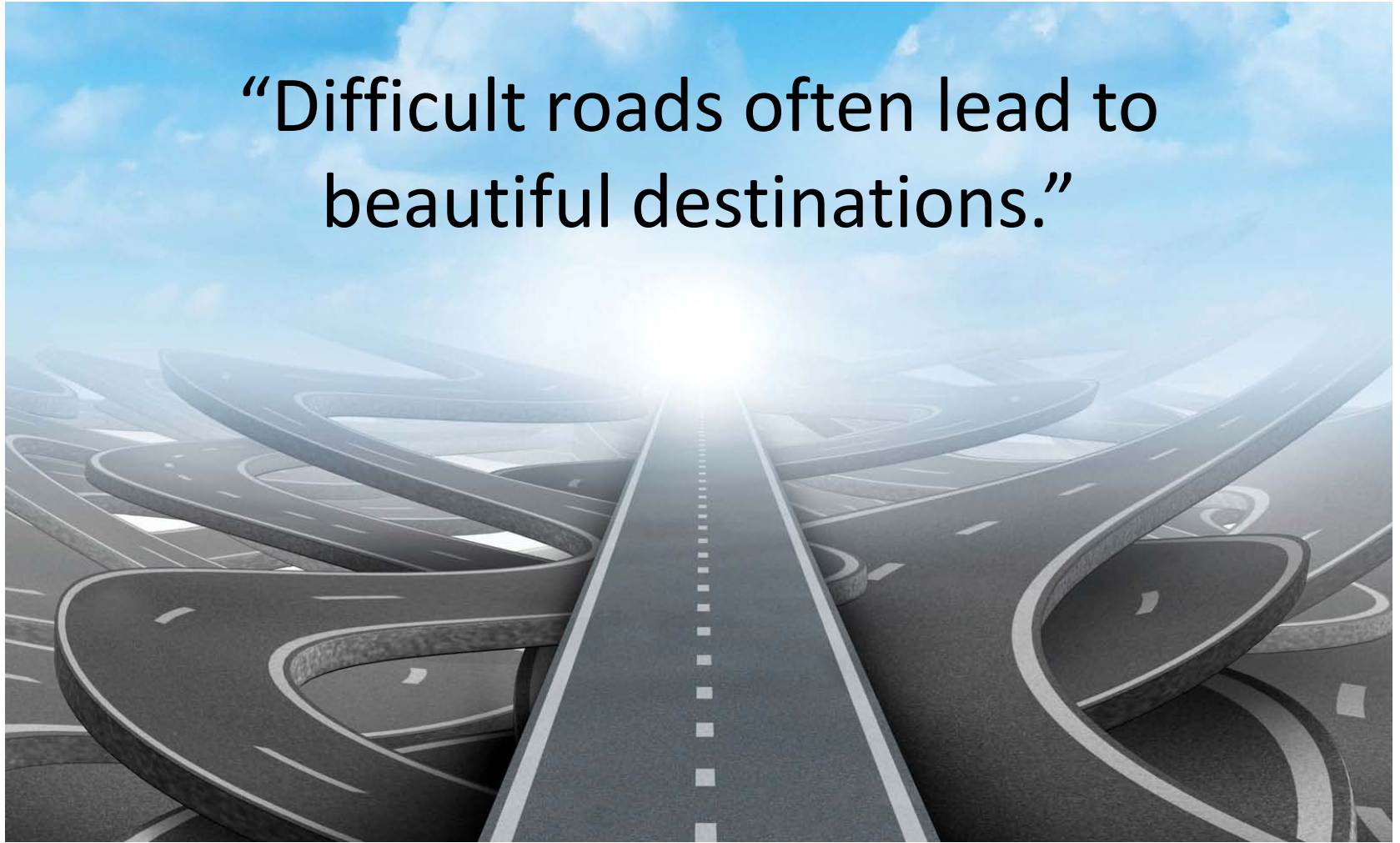
What We've Learned: The EPEP Story So Far...

EMR users “don't know what they don't know”

Action plans provide a series of focussed tasks to help physicians achieve their goals

Multidisciplinary involvement is key

“Difficult roads often lead to
beautiful destinations.”



Thank you!

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The views expressed in this publication are the views of OntarioMD and do not necessarily reflect those of the Province.

