LEADing Practice: Advancing Patient Recovery through an Integrated Electronic Medical Record

Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a teaching hospital specializing in comprehensive mental health and addiction services for individuals with complex and serious mental illness. With 326 beds and extensive outpatient programs, Ontario Shores provides a range of services rooted in a recovery-oriented approach.

Advancing Professional Practice

As the first HIMSS EMRAM Stage 7 hospital in Canada, Ontario Shores has implemented a fully integrated Electronic Medical Record (EMR) for inpatients and outpatients that supports an inter-professional, evidence-based, patient-centered recovery model. The use of the following advanced clinical functionalities has positively impacted patient safety and quality of care:

- **Computerized Physician Order Entry (CPOE)** with embedded clinical decision support promotes adherence with Clinical Practice Guidelines (CPG) by providing clinicians with suggested evidenced-based interventions as they enter electronic orders for patients. For example, when a physician enters an order for an antipsychotic medication for treatment of Schizophrenia, reflex orders for metabolic monitoring (e.g. blood pressure, waist circumference, hemoglobin A1C, BMI and fasting lipids) are automatically triggered. The current CPOE rate is 94%.

- **Electronic Documentation** enables timely communication amongst the interprofessional team. For example, pharmacists document medication reconciliation on admission, transfer and discharge in the EMR which can then be viewed by other team members.

- **The Plan of Care** functionality within the integrated EMR supports a patient-centered treatment planning process that encourages the inclusion of patients and families in shared decision making. This includes formalized processes where specific Plan of Care themes and goals with associated actions plans can be selected for individual patients based on standardized clinical assessment protocols (CAPs).

- **Closed loop barcode medication administration** reduces the potential for medication errors. Ontario Shores has consistently maintained a high rate of medication and patient scanning (> 95%).

Organization:
Ontario Shores Centre for Mental Health Sciences
Location: Ontario
Sector: Mental Health and Addiction Services
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Improving Continuity of Care

The integrated EMR allows clinicians working in both inpatient and outpatient settings to have access to relevant clinical information to support patients as they transition through the care continuum. In addition, Ontario Shores is involved in health information exchanges (HIEs) through participation in the Integrated Assessment Record (IAR), Clozaril Support and Assistance Network (CSAN), Ontario Drug Profile Viewer, Hospital Diagnostic Imaging Repository (HDIRS), Timely Discharge Information system (TDIS). The next step is to continue to leverage the EMR to increase access to health information through participation in Connecting GTA, a regional electronic health record system for central Ontario.

Critical Success Factors

- Consistent open communication with all clinicians.
- Develop infrastructure to create opportunities for surveillance on key patient safety practices.
- Develop ongoing adoption strategies to support the use of EMR for quality of care and patient safety.

For more information on Ontario Shores’ LEADing practice, contact: Sanaz Riahi, Director, Professional Practice & Clinical Information. riahis@ontarioshores.ca

Impacting Patients and Providers

Ontario Shores is working to Bring Care Closer to Home by offering a secure patient portal to assist patients and their families access health information such as clinical reports. This helps to promote active engagement and partnership between patients, families and health care providers and is consistent with a growing body of evidence which demonstrates that patients who are more actively involved in their health care experience better health outcomes.

In addition, as the result of the advanced functionalities within the integrated EMR, Ontario Shores has the ability to generate and respond to performance data on key indicators such as adherence to CPGs. This has translated into several key improvements:

- Significant reduction in the use of restraint and seclusion. This is central to Ontario Shores’ recovery-oriented philosophy of care and by actively responding to the performance data, Ontario Shores has reduced the use of restraint and seclusion by 44%, or approximately 14,500 hours over a 12 month period. This reduction continues to be sustained over the following periods.

- 100% increase in adherence with recommended metabolic monitoring protocols and 20% reduction in antipsychotic polypharmacy over a 6 month timeframe.

The next step is to continue to advance the adoption of the patient portal, increase the use of analytics with business intelligence to improve care and advance research to enable predictive analytics.