

Connecting Providers. Improving Care.

How Ontario physicians are using **xwaveEMR** to improve chronic disease management and practice efficiency

Automatic patient tracking. Surpassed screening targets. Real-time healthcard validation. Shorter diagnostic turnarounds. Less paper-pushing and scanning. Better adherence to care plans. These are the kinds of benefits being realized by Ontario doctors using **xwaveEMR**. The first hosted electronic medical record to be funding-eligible under OntarioMD and now with four years of up-time, **xwaveEMR** is proving a key enabler in managing patients with chronic disease and—in the Toronto area—connecting 25 physicians at a family health team with a 750-bed community hospital.

Diabetes and hypertension management: Brighton FHT

In Brighton, Ontario, a team of three doctors, two nurses, a part-time social worker and five administrative staff look after more than 5,000 patients, about 400 of whom are diabetic. The FHT has developed a diabetes management program using **xwaveEMR**.

“A patient record can be set up for prompts,” says Dr. Richard Wiginton of the Brighton FHT, “such as request that a patient come back for a diabetic follow-up in three months. It’s also a medical record accessible by all providers in a clinic setting.”

For all of Brighton’s diabetic patients:

- A list of eligible patients is generated.
- Automatic prompts are set, ensuring patients are contacted and enrolled in a program to come in for check-ups every three months.
- All patient contact, prescription activity and third-party care is tracked.
- FHT staff can identify patients with high blood pressure and monitor them, graphing results.
- Staff can use lab results to conduct related studies.
- Patients can view flow sheets that track their:
 - retinal and foot exams
 - lab reports
 - blood pressure
 - urine checks
 - lifestyle and nutrition counselling

Brighton FHT also uses the **xwaveEMR** to manage over 200 hypertension patients in the Heart and Stroke Foundation of Ontario (HSFO) Hypertension Management Initiative program. The EMR contains encounter forms specific to HSFO, enabling Brighton to collect study data and submit it securely to a central research database.

xwaveEMR also is used to look after about 100 patients on Coumadin anticoagulation therapy, and to track and contact patients for routine screening such as pap smears, mammograms, immunization and colonoscopies.

In addition to diabetes and hypertension, the templated forms in **xwaveEMR** support information management for asthma, chronic obstructive pulmonary disease (COPD), and congestive heart failure, all to version 3.0 reporting requirements set by OntarioMD.

Information delivery in near real-time: Summerville FHT

The 25 physicians at Mississauga’s Summerville Family Health Team look after more than 30,000 patients. All the doctors at the FHT are affiliated with nearby Trillium Health Centre. The **xwaveEMR** at Summerville is integrated with Trillium’s Health Information Access Layer (HIAL), the hospital’s connectivity solution. Physicians at Summerville now receive approximately 1,700 messages from Trillium per week, from diagnostic images and hospital dictations to admit-discharge-transfer notifications—all information is automatically ‘pushed’ to the corresponding physician’s desktop. Benefits have included:

- Delivery of information in about five minutes, compared with what was previously three to eight days.
- A reduction in paper-scanning at Summerville of approximately 75 percent.

“Part of having better care is having more integrated care,” says Dr. David Daien of the Summerville FHT. “We didn’t want to create electronic silos. The information is all digital and integrated 100 percent into our workflow. Doctors don’t have to remember to open an application or download an update; the infor-

mation is delivered directly from Trillium into their EMR at Summerville.”

xwaveEMR: Bringing almost 25 years of EMR experience to Ontario

xwaveEMR is the only electronic medical record to bring GE Healthcare’s Centricity® EMR software to Ontario doctors, customized and funding-eligible for the Ontario market. Developed in 1985, Centricity has won many industry awards and is used by approximately 30,000 clinicians worldwide. As one of the most mature EMRs on the market, Centricity offers advantages such as:

- Highly evolved patient-encounter forms.
- Tight integration between EMR and PM (exam room and front desk).
- Real-time health card validation.
- A standardized data model that analyzes and aggregates information.
- Robust HL7 (Health Level 7) messaging capabilities that support a high degree of integration and connectivity to hospitals and other healthcare systems that many other EMRs don’t.

Moreover, as an application service provider (ASP) solution, **xwaveEMR** offers the added benefit of anytime / anywhere EMR access, and the ease of full technical management and support, from site assessment and software updates to staff training, a 24/7 helpdesk, and a host of services in areas such as data conversion and electronic data interchange (EDI).

“The ASP offering is one of the reasons we chose **xwave**,” says Summerville’s Dr. David Daien. Speaking of his transition to **xwaveEMR**, Dr. Richard Wiginton says, “The quality of medical records has improved dramatically.”



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