

## ACCURO EMR CASE STUDY: FAMILY HEALTH TEAM

Family Health Team improves operations and expands connections with Accuro

*In addition to support staff, the Chatham Kent-Family Health Team (CKFHT) includes 25 physicians and 20 Integrated Health Professionals covering such diverse disciplines as nursing, nurse educators, dietary services and social work, to name just a few.*



### KEY OUTCOMES



Increased efficiency



Improved Provider communications



Increased connection to key provincial programs



Added flexibility

## BUILDING HEALTHY FAMILIES

The Chatham-Kent Family Health Team, which began operations in 2006, is a five-site community clinic in Chatham, Blenheim, Dresden, Ridgeway and Wallaceburg that follows Ontario's "Family Health Team" model of healthcare

professionals working together under the same roof to provide patient-focused, interdisciplinary primary healthcare. The Team prides itself on being responsive to local community needs for the very best in patient-centred care.

## CHALLENGES

With funding and technical support for Healthscreen being withdrawn, CKFHT needed to upgrade to a new EMR solution. Soon after opening its doors, CKFHT implemented Healthscreen, an Electronic Medical Records (EMR) solution that the team used successfully for a number of years to help them provide maximum access to healthcare services for people of all ages, with a focus on disease management and prevention and health promotion. CKFHT's ongoing investment in Healthscreen was made possible with financial assistance from the EMR Adoption Program run by OntarioMD (OMD) on behalf of the Ontario Medical Association and the Ministry of Health and Long-Term Care. The deadline for OMD funding to support the version of Healthscreen that CKFHT had deployed, however, was fast approaching, leaving them to upgrade to an EMR system that was approved by OMD. "Healthscreen had always been a great EMR application and incorporated some great ideas, but it had also become an old technology and an old platform," contends Laura Johnson, Executive Director, Chatham-Kent Family Health Team.

## THE SOLUTION

After an in-depth look at EMR products on the market, a selection committee at CKFHT chose AccuroEMR from QHR, considered to be the replacement product for Healthscreen. "In addition to the pricing concessions they offered to us and to other Healthscreen customers for moving to Accuro, a big thing for us is customer support – being able to pick up the phone and call someone and have them answer or get back to us quickly," says Johnson. She also mentions the change management challenges they would have to face in moving to a new product, not the least of which would be training their 80 people.

### TRAINING AND MIGRATION KEY TO SMOOTH GO-LIVE

A noteworthy aspect of CKFHT's move to Accuro was the training. "QHR proposed the best training program of all the vendors we considered," reports Johnson, who says that training actually began with 'pre-training' – documentation reviews and discussions between her and the QHR trainer, including numerous questions as part of a readiness assessment of their organization. "QHR provided a 'sandbox' version of Accuro that staff could play around with for hands-on learning and practice; so after two weeks, people were

*pretty much ready to walk in on go-live day and start using Accuro effectively right away,"* enthuses Johnson.

## RESULTS

Along with being a true, robust Windows application that provides an excellent user experience for CKFHT staff, Accuro is helping the Team manage patients and clinic operations effectively by combining administrative capabilities, such as scheduling, billing and messaging, with clinical capabilities, such as patient charting, prescriptions and lab results, in a single solution.

Using Accuro has also put CKFHT in a much better position to connect and share patient information with other healthcare organizations, such as the local Community Care Access Centre (CCAC). It also enables the team participate in a number of Ontario's eHealth initiatives for improved coordination, care delivery and patient outcomes. "Up to now, the only group of healthcare providers we've been able to correspond with electronically are the labs; but for everything else, we've been receiving paper reports, which we have to scan into our EMR system," laments Johnson.

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CKFHT is now able to participate in the Local Health Integration Network's SPIRE program – the South West Physicians Office Interface to Regional Electronic Medical Record program. SPIRE is part of the province's broader Hospital Report Manager (HRM) initiative, which makes it possible for physicians to download patient results reports from any hospital facility into their local EMR system. CKFHT staff can receive all the reports from London hospitals directly into their computer, and soon from all the hospitals in the Erie-St. Clair LHIN as well. "Migrating to the more advanced Accuro was the only way we were going to be able to connect with these programs," says Johnson, citing the Ontario Lab Information System (OLIS) and Health Links as two additional initiatives the Team is able to hook into with Accuro.