



Electronic Medical Record Solution – Planning Underway for MH&A Implementations

The province is implementing a Provincial Electronic Medical Record (EMR) which modernizes how we collect, share and use patient/client information.

The Provincial EMR solution is known as the *TELUS Collaborative Health Record* (CHR). The EMR communicates with other systems across the continuum of care so health professionals can safely, efficiently, and effectively access and share patient/client information without signing on to another system.

Implementing the CHR into your practice will allow you to receive hospital-based clinical documents, laboratory results and diagnostic reports, interact with pharmacy systems for prescription management, and exchange information with the provincial billing system.

To support the provincewide implementation and long-term sustainability, the Government has established an EMR Program. The Program serves as the liaison between providers and Telus, to ensure it is meeting our expectations and evolving to our changing needs over time. The Program is supported by a Mental Health & Addiction Advisory Committee and a Data Working Group.

Implementation Status

The Provincial EMR has been implemented in most family physician and nurse practitioner offices, as well as a few specialist practices across the Province. The majority of Community-based Specialists will be implemented by March 2023.

Planning for the implementation of the EMR across Mental Health & Addiction Programs is now well underway with Committees and Working Groups established, workflow analysis and clinical content in development, and Superuser training scheduled for mid-October.

MH&A Implementation Approach

The implementation of the EMR for approximately 350 MH&A Psychiatrists, Counsellors, Clinicians, Addiction Workers, Nurse Practitioners, Nurses and Office Assistants will begin with several pilot sites and continue for broader rollout based on groupings of Programs and Services.

Pilot Sites

The first three will need to meet criteria that allow the EMR Program to implement at sites that have manageable sizes - 3 providers or less initially – and offer diversity in their Programs/practices. Our first group of adopters will include a mix of provider types, single vs. multiple services, infrastructure readiness, collaborative and solo teams, paper and ISM, and transitions from Acute care to Community. These sites will be willing to work through any implementation challenges and serve as champions for downstream deployments.

The first pilot is the *Operational Stress Injury Satellite Site*.

Broader Implementation Schedule

The next set of implementations are being confirmed as we determine how to best group programs and services. Sites will be advised of specific timelines as soon as they are available. Ample lead time will be provided to prepare.



Supporting healthcare teams through EMR adoption

The EMR Program will be working alongside Telus to support MH&A sites through this transformation. This support will include extensive training and peer support. In addition to a team of trainers, the MH&A Advisory Committee will act as our advisors to help identify ways where we can support you.

On behalf of the Department of Health and Wellness and the Medical Society of Prince Edward Island we are pleased to be announcing this important step forward in bringing EMRs into MH&A Programs across the province.

Sincerely,

Kim Knox
Co-Chair of the MH&A Advisory Committee, EMR Program Lead, DHW

Lorna Hutt
Co-Chair of the MH&A Advisory Committee, Directors of MH&A Programs



Why Adopt an EMR?

The shift from paper to digital provides many benefits to the provider, the patient/client and the health-care system. More than 85% per cent of Canada's physicians now use an electronic medical record system. It is the modern standard to how we provide care. It is also a key factor to helping to recruit early career physicians to our province.

It supports transforming patient/client care delivery by:

- enabling care providers to work together and securely share patient/client information
- equip system planners with data and evidence to create policy and make investments where Islanders need it most; and
- empower and equip patients/clients with information and confidence to take a more active role in managing their own health

It helps you as a clinician:

- Make more informed clinical decisions
 - 96% of physicians reporting in Alberta stated the access to a summarized patient/client record improved continuity of care
- Better manage and prevent chronic disease
 - An Alberta study reported 88% of physicians saw improvements in managing chronic diseases with EMR use.
- Improve patient safety, including reduced errors
 - A study in Ontario had 63% physicians indicated patient/client safety improved within first year of EMR adoption.
- Reduce the duplication of tests
 - 97% of physicians in Alberta indicated that tests and investigations are no longer needlessly repeated.