



# Advantages of using automation in primary care

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# The eHealth Centre of Excellence (eCE)

- We are a not-for-profit organization and trusted advisor to primary care and OHTs
- We are clinician-led and we know that enabling technologies are meant to enable the processes when clinicians produce clinical value for patients
- To be successful, we get that digital health tools need sustained use, which is why **Change Management** and **Quality Improvement & Knowledge Translation** encompasses a large part of what we do, in addition to solution design and development
- We have been working on this for a while, we have led innovation procurements, we lead the provincial eServices Program (eReferral/eConsult), we have led virtual visits in primary care, we build practice-based tools that help CDPM using EMRs.



Automated solutions



Electronic Medical Record (EMR) Tools & Coaching



Virtual Care



eReferral



eConsult



Tablets



ePrescribing



# What is automation or RPA (Robotic Process Automation)?

Automation is the use of a software (referred to as 'robot or bot') to replicate the actions of a human who is interacting with computer systems.

## Bots complement clinician work



They free up time for healthcare providers to focus on patient care.

## Bots work with existing IT infrastructure



Automation can be reached without major effort. No interfaces need to be created!

## Bots are software



Runs repetitive, rule-based processes 24 X 7 X 365.

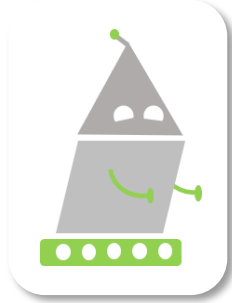
## Bots support employees



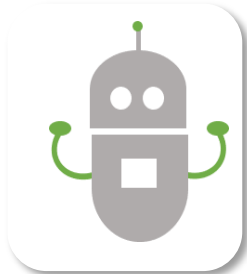
The robot has access to applications using its own credentials. It can gather, edit, analyze, compare and exchange data.



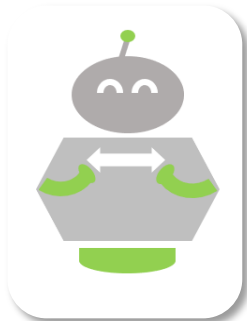
# Current Automated Solutions



**Cody** cleans up and **standardizes patient data** – enabling you to use this data to provide **more proactive care** and to more easily **manage patients in your population with one or more conditions**.



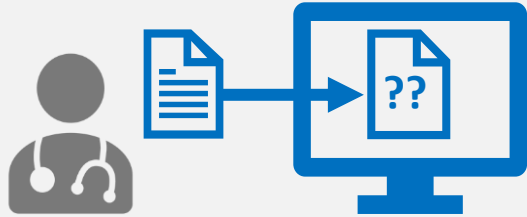
**Bernie** searches through your data to **improve patient outcomes** and **identify missed billing opportunities**.



**Sharon** enables more **seamless sharing of care plans** between EMRs and the provincial repository of care plans, ensuring that **everyone in the patient's OHT has access to the same information in real-time**.

# The Challenge faced by Primary Care

1



Documentation in the EMR is often unstructured

2



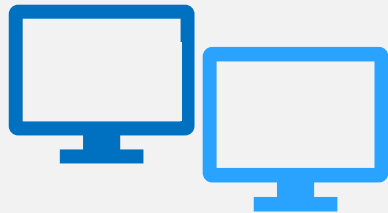
Data standardization is time-consuming and a drain on resources

3



Discrepancies in way data is documented by clinicians within the same practice

4



Varying degrees of EMR maturity across different primary care clinics

5



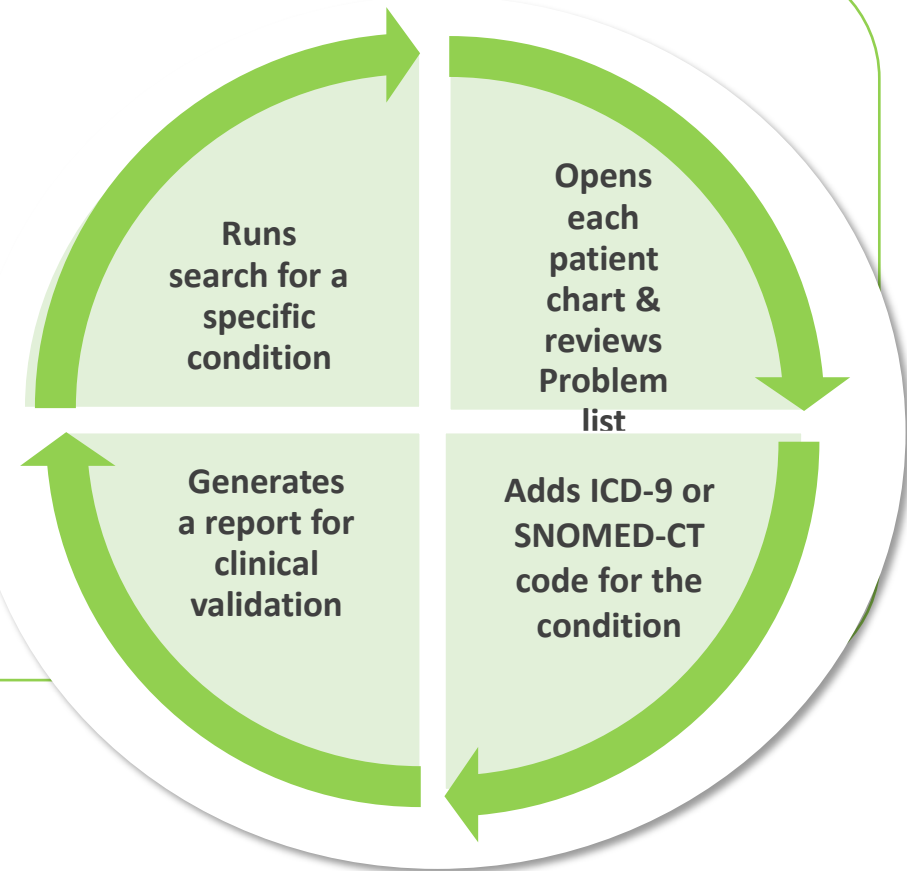
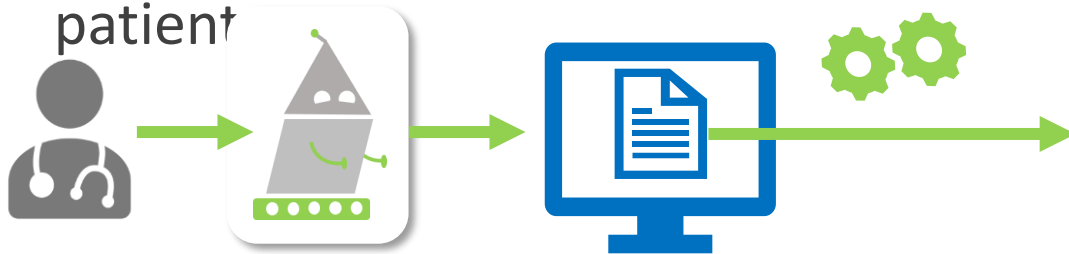
It takes time to use the EMR to accurately identify patient populations who may benefit from more proactive care without a lot of manual data cleanup



# Cody – data standardization bot

The **Cody** bot codes patient diagnoses in the EMR enabling primary care to provide more proactive care to their patients.

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# Cody – 18 Conditions

Below is a list of the 18 conditions that are currently in scope for Cody:

1. Atrial Fibrillation	10. Hyperlipidemia
2. Asthma	11. Hypertension (HTN)
3. Cerebrovascular Accident (CVA)	12. Hypothyroidism
4. Chronic Kidney Disease (CKD)	13. Obesity
5. Chronic Obstructive Pulmonary Disease (COPD)	14. Osteoarthritis
6. Congestive Heart Failure (CHF)	15. Osteoporosis
7. Coronary Artery Disease (CAD)	16. Prediabetes
8. Dementia	17. Type 1 Diabetes Mellitus
9. Depression	18. Type 2 Diabetes Mellitus



# Value of Cody

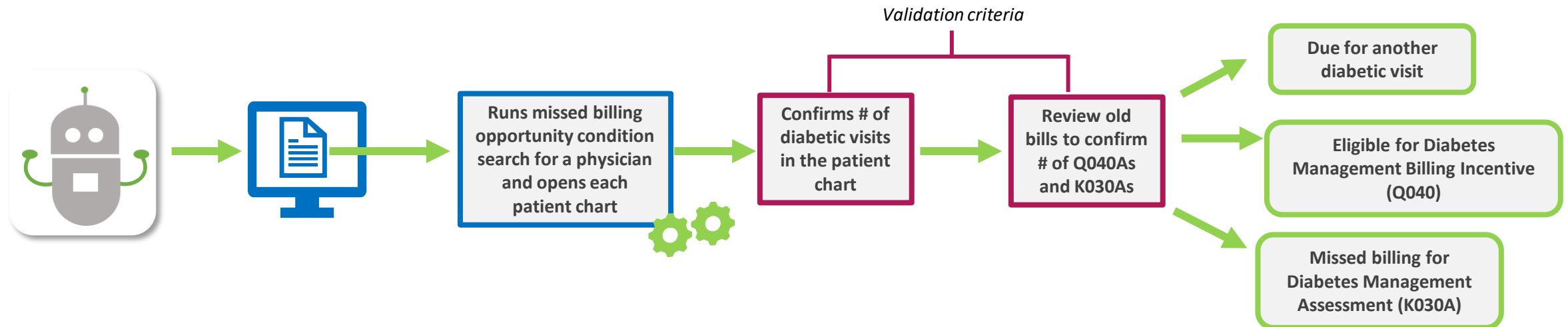
- Supports primary care in improving the quality and consistency of EMR data
- Increases capacity to perform searches on patient populations and enables primary care to take action on the data
- Meaningful primary care data can be extracted for the purposes of data analytics/decision support
- Data standardization drives quality improvement and population health management – a key component of OHT maturity
- The bot can run 24/7, 365 days a year and is 6 times faster than a human!



# Bernie – proactive care & efficiency bot

The **Bernie** bot generate a notification that a patient may be due for a visit and identifies missed billing opportunities

- Bernie improves patient outcomes and quality targets associated with diabetic patient care to ensure eligible patients are receiving care according to stated guidelines
- Bernie identifies eligible billing incentives





# Benefits of Bernie

- Creates efficiency and enables productivity gains, reducing the manual administrative burden required to run and search the EMR to:
  - Identify patients who are due for a visit
  - Generates missed revenue for physicians
  - In the future, will identify patients who are due for lab testing and ensure testing was complete
- Physicians and their staff can focus their time on direct and meaningful patient engagement and care



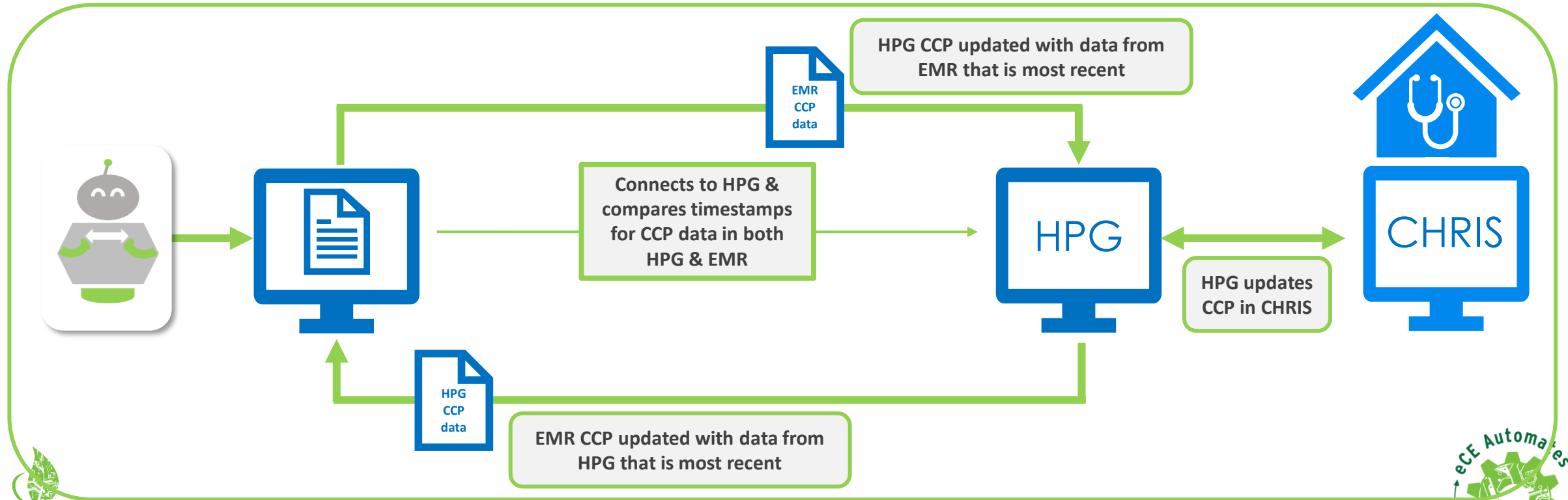
**Bernie** will be enhanced to automate lab requisition generation for those patients that require lab work as well as follow up to ensure that testing has been done.



# How Sharon Works

The **Sharon** bot facilitates the sharing of information whether initiated or updated in the primary care EMR or Home & Community Care (CHRIS)

**Sharon** solves the problem of multiple CCPs residing in multiple systems to create a single source of truth

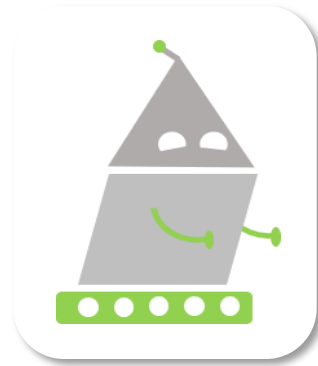




# Benefits of Care Plan Sharing through Automation

- Ensures that all health care providers across the continuum of your Ontario Health Team have access to the most recent care plan, so everyone can make better informed decisions based on the patient's specific goals
- Avoids unnecessary and time-consuming duplication of data entry (copy and pasting from one system to another)
- Reduces the manual administrative effort required to locate the most recent patient information, staff can focus on more important elements of patient care. One example might be to support primary care with the identification of complex patients who would value from a coordinated care approach
- Sharon creates the foundation for information sharing in the OHT model where there are multiple disparate systems being used across multiple organizations. No complex integration or interfaces need to be created

# Demonstration



Cody Demo

# Questions?

For more information, please email

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