

Switching EMR Products in Manitoba?

What you need to know

Are you thinking about switching to a different electronic medical record (EMR)? This document outlines things you should consider. If you are transitioning from paper documentation to an EMR, please contact the PCIS Office at Manitoba eHealth for more information and resources. Phone: (204) 926-3482 | Email: PCISOffice@manitoba-ehealth.ca

What to consider when making decisions about a new EMR

- Is it a Manitoba Certified EMR Product and at what level is the EMR certified?
- In addition to certification, does it have other features and functions my practice currently needs?
- If the features and functions my practice needs are not available, is the vendor working towards these components and on what timeline?
- What additional supports and services does my practice need above and beyond those covered in EMR Certification? Some things to consider include implementation services, hours of support, EMR ease of use, vendor long-term financial viability and sustainability, total cost of ownership and content of the Vendor-Purchaser Agreement. Click [here](#) for more information on purchaser responsibilities.
- Will there be an impact on my EMR data quality?
 - Changes in EMR data quality may affect the ability to:
 - Leverage data for clinical decision-making
 - Maximize use of alerts and reminders for preventative care and management of chronic conditions
 - Submit a comprehensive Primary Care Data Extract
 - Submit accurate and timely patient enrolment information (for Home Clinics and My Health Teams)
 - Provide comprehensive supplementary patient information to support claiming Comprehensive Care Management tariffs

What using a Certified EMR Product means today

- Access to core features and functions considered key to primary care practice
- Alignment with provincial privacy requirements
- Ability to connect securely with provincial systems to support access to the right information at the right time such as:
 - eChart Manitoba launch button providing direct access from the EMR to additional clinical information specific to the patient
 - Electronic delivery of lab results and diagnostic imaging reports directly into the EMR through eHealth_hub

TIP - Available functionality is dependent on the level of EMR certification achieved, including optional components

[List of Certified EMR Products](#)

[Overview of Certification components](#)

- Access to alerts, reminders and primary care quality indicators to support prevention and management of chronic conditions along with other clinical decision support tools
- Features that support providing the clinical information required for Chronic Disease Management (CDM) and Comprehensive Care Management (CCM) tariff claims

What using a Certified EMR Product means in the future

- Ability to access the Provincial Client Registry directly from the EMR, with the ability to download demographics
- Ability for Home Clinics to streamline patient enrolment activities through EMR integration
- Ability to participate in future clinical information sharing opportunities across EMRs, systems and providers

What else should I know if I'm a Home Clinic, My Health Team and/or Interprofessional Team Demonstration Initiative (ITDI) site?

Home Clinic criteria and measurement for My Health Teams and ITDI sites includes the capture of primary care quality indicators (PCQIs), along with the generation and ongoing submission of the Primary Care Data Extract (PCDE). Certified EMR Products that are certified against applicable components have built-in functionality to minimize clinic effort to meet these criteria.

- Is the EMR certified to the Primary Care Quality Indicator Reminders and Data Extract component?
- If not, is the vendor planning to certify and on what timeline?
- Switching EMRs may require orientation, training and/or new process(es) to:
 - Record patient enrolment or attachment
 - Configure the EMR to best capture PCQI information
 - Capture PCQIs by clinicians to ensure strong data quality
 - Generate and submit the PCDE
 - Provide high-quality supplemental information in support of Comprehensive Care Management tariff claims
- Switching EMRs may affect measurement for My Health Teams and ITDI sites, which could impact funding.

What if I'm considering a non-Certified EMR?

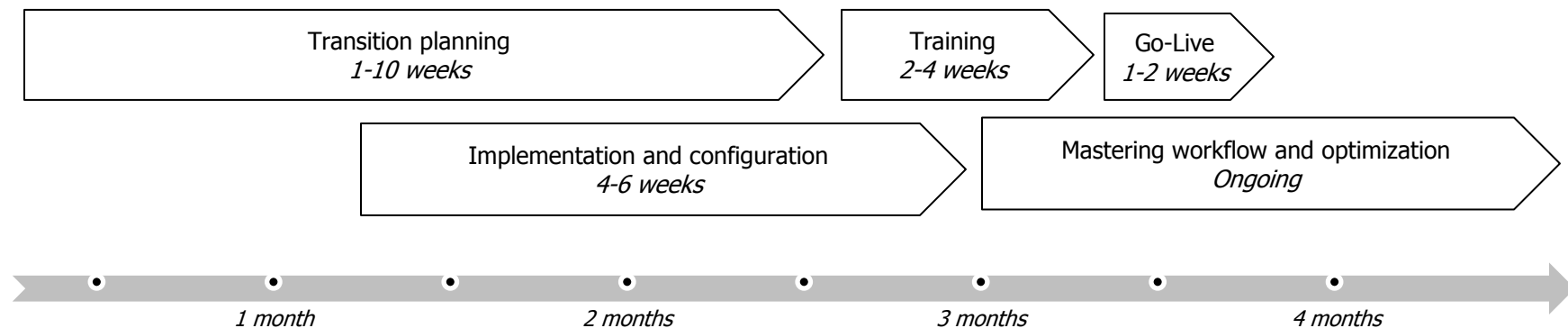
The ability to provide information to meet the requirements of remuneration and/or provincial primary care system initiatives will become increasingly difficult or unlikely with the use of non-Certified EMRs.

If you are considering a non-Certified EMR Product, contact the PCIS Office to learn more about the potential impact to your practice. Phone: (204) 926-3482 | Email: PCISOffice@manitoba-ehealth.ca. A complete listing of Manitoba Certified EMR Products and their status on certification against optional components can be found at www.manitoba-ehealth.ca/emr-cert-product.html.

How long might it take to transition to a new EMR (or move from paper to EMR)?

This diagram represents a sample timeline for EMR implementation. It is important to note that timelines and processes may vary significantly from vendor to vendor based on many factors, including the size of your practice, the data conversion process, configuration needs, training plans and resource availability. Clinics should have early discussions with the chosen vendor on timelines and expectations to ensure minimal disruption to workflow and minimal impact on the practice.

Sample timeline:



Considerations on EMR transition timelines and processes

This table outlines considerations related to each stage in the EMR implementation process. Needs may vary based on practice context, size of the practice, existing provincial services and involvement in provincial initiatives and programs.

Questions? Contact the PCIS Office at PCISOffice@manitoba-ehealth.ca or (204) 926-3482.

EMR PROCESS	CONSIDERATIONS
Transition planning (1-10 weeks)	<ul style="list-style-type: none"> • Discuss data conversion needs and goals • Ensure practice needs align with EMR capabilities, features and functions • Agree on timelines and next steps for implementation, training and go-live • Formalize and complete Vendor-Purchaser Agreement • Determine any need for technology changes or updates (e.g. hardware, software, Internet) and generate an action plan • Plan for transition of provincial services and understand impact of transition based on certification status of the EMR; contact Manitoba eHealth directly for details (see final section of document)

	<ul style="list-style-type: none"> • Understand the impact of transitioning EMRs in relation to participation in provincial programs such as Home Clinic, My Health Team and/or ITDI
<p>Implementation (2-4 weeks)</p>	<ul style="list-style-type: none"> • Initiate data conversion process • Discuss workflow needs and plan customized training • Identify any technical issues or barriers and plan to remedy • Work with Manitoba eHealth to initiate steps for the transition of provincial services or to initiate connections to provincial services based on certification status of the EMR • Leverage on-site EMR champions to support transition and assist with ensuring clinical needs are met in the process
<p>Configuration (1-3 weeks)</p>	<ul style="list-style-type: none"> • Ensure test data conversion meets clinic data quality expectations and remedy issues • Configure system to meet practice needs while ensuring minimal disruption to workflow • Consult with providers to ensure clinical needs are met • Test and complete connections to provincial services • Ensure features and functions important to your practice are enabled and configured appropriately (e.g. leveraging PCQIs for chronic disease care)
<p>Training (2-4 weeks)</p>	<ul style="list-style-type: none"> • Ensure all users have basic training • Provide advanced training to applicable staff • Ensure specific activities important to your practice are included in the first phase of training to avoid negative impact on workflow and data quality (e.g. training on chronic disease management workflow) • Schedule additional training session 3-6 months after go-live to focus on optimizing use
<p>Go-Live (1-2 weeks)</p>	<ul style="list-style-type: none"> • Ensure adequate vendor support is in place • Book fewer patients on go-live day • Schedule and plan around other important deadlines for your practice to focus energy on the new system • Leverage your on-site EMR champions to provide additional support • Record issues and generate a plan of action to remedy
<p>Mastering workflow and optimization (ongoing)</p>	<ul style="list-style-type: none"> • Designate a site EMR lead to help with coordinating and troubleshooting • Consider monthly EMR staff meetings to discuss use, issues and brainstorm improvements • Learn more about reporting functionality in your EMR and how you can use your EMR data to enhance patient care and support efficient clinical workflow

What other information should I consider when switching EMRs?

This section outlines additional considerations when transitioning EMRs. Below you will find timelines and contact information to support minimizing disruption, maintaining existing services and ensuring ongoing deliverables for provincial programs are met.

ITEM	TIMELINES	CONTACT INFORMATION
<ul style="list-style-type: none"> ➤ For clinics with existing access to eChart Manitoba ➤ For clinics with existing eHealth_hub services (electronic delivery of lab results and DI reports) ➤ For registered Home Clinics ➤ For clinics performing a data conversion, import and/or export 	<p>Contact the PCIS Office at minimum <u>6-8 weeks before</u> the EMR go-live date to transition service and be provided with additional information and support.</p>	<p>Primary Care/Community Information Systems (PCIS) Office, Manitoba eHealth</p> <p>Email: PCISOffice@manitoba-ehealth.ca Phone: (204) 926-3482</p> <ul style="list-style-type: none"> ➤ Home Clinics may contact their Home Clinic Liaison directly
<ul style="list-style-type: none"> ➤ For clinics involved in My Health Teams ➤ For clinics involved in ITDI 	<p>Contact the Primary Care branch <u>6-8 weeks before</u> the EMR go-live date to discuss the transition. There may be some process changes or additional advice required to make sure any issues are anticipated and support provided.</p> <ul style="list-style-type: none"> ➤ Current Agreements for these initiatives require submission of the PCDE 	<p>Primary Health Care branch, Manitoba Health, Seniors and Active Living</p> <p>Email: PHC@gov.mb.ca</p> <ul style="list-style-type: none"> ➤ Clinics can contact their Regional Liaison or Consultant directly