

Chronic Disease Management (CDM) Toolkit for Practitioners

In response to BC physician requests for an information technology solution for efficient organization and retrieval of their chronic care patient information, the BC Ministry of Health Services is pleased to announce the launch of the CDM Toolkit. This web-based technology provides a host of functions to support optimal chronic disease management. The new CDM Toolkit is useful especially for practices that do not have an electronic medical record system.

What is the CDM Toolkit?

The CDM Toolkit is an expansion of the Ministry of Health Service's *Secure Web site for Practitioners* where BC physicians can access a probabilistic list of patients with chronic conditions, such as congestive heart failure, diabetes, asthma and hypertension. It also reports on the extent to which the care provided is consistent with BC Clinical Guidelines.

The addition of the CDM Toolkit enables practitioners to:

- 1** Electronically access BC Clinical Practice *Guidelines and Protocols* developed by the MSP/BCMA Guidelines and Protocols Advisory Committee
- 2** Electronically complete patient flow sheets
- 3** Automatically generate the following clinical and administrative reports, based on patient flow sheet data:
 - *Patient Profile Reports* that compile all of a patient's chronic care information into a single record that can be printed and maintained in the patient's chart. Aggregation of information on different chronic diseases enables easy access to patient co-morbidity information, and eliminates double entry of patient information.
 - *Practice Profiles* that provide age/gender information on patients with specific chronic diseases for a given practice.
 - *Recall Reports* that list the practice's patients who should be scheduled for their next office visit. These reports also specify required tests or procedures, according to evidence-based BC clinical practice *Guidelines and Protocols*.
 - *Run Charts* that graph changes in the practice's clinical processes and patient health outcomes over a period of time.
 - *Patient Education Records* that give patients valuable information on their chronic disease, along with a graph of their progress over time on health indicators (e.g., A1C levels; blood pressure).
 - *Data Extremes Reports* that enable the practitioner to identify patients who fall below the practice average on disease-relevant clinical process and health outcome measures.
- 4** To coordinate care, share patient flow sheets with the group practice, practice network or specialists via secure Internet data transfer.



What other functions will be added to the CDM Toolkit in the next few months?

Physicians will be able to transfer electronically consult notes and referral letters to one another to ensure continuity of patient care. Toolkit connectivity with PDAs will also be available.

How does the CDM Toolkit support BC chronic disease management quality improvement structured collaboratives?

You will be able to compare your patient run charts with the aggregate data run charts of other practitioners on your team, and of all practice teams participating in the Collaborative.

What software will I need?

All you need is Internet access (high speed Internet is recommended) and a current Web browser (Internet Explorer v6.0 or higher is recommended). Adobe Acrobat Reader is required to open reports generated in pdf format. If you do not have a current version of Adobe Acrobat, version 5.0 or higher, installed on your computer, you may download it for free at <http://www.adobe.com/products/acrobat/readstep2.html>.

Although not required, you may find MS Word and MS Excel useful for reviewing documents.

Does the CDM Toolkit interface with electronic medical records (EMRs)?

If your office uses an EMR, you will be able to transfer automatically patient chronic care information from your EMR to the CDM Toolkit. Several vendors are implementing this file transfer service allowing you to use their clinical templates or flow sheets to collect patient information and to create a file for secure transmission to the CDM Toolkit.

Please contact your EMR vendor to enquire if they have implemented this service. Your vendor may contact the Ministry of Health Services Helpdesk for more information: Tel: 250-952-1234; Email: hlth.hnetconnection@gems1.gov.bc.ca.

How confidential is the data in the CDM Toolkit?

Only a physician who owns and provides patient information, and who is registered to use the CDM Toolkit can access a patient's data and reports available through the CDM Toolkit. A physician may wish to give access to members of the clinical team. The Ministry of Health Services, health authorities and collaborative administrators can run aggregate or summary reports for physicians participating in collaboratives – they do not have access to individual patient data.

How do I register to use the CDM Toolkit?

If you are a licensed BC physician registered with the BC Medical Services Plan, you can access the CDM Toolkit by registering to use the *Ministry of Health Service's Secure Web site for Practitioners* at <https://healthnet.hnet.bc.ca/has/regagree/4614fil.pdf>.

If you have already registered, the same user ID and password allows you to access the CDM Toolkit. You will receive an e-mail indicating when your user ID has been set up enabling access to the CDM Toolkit. You can log-in to the CDM Toolkit at <https://healthregistry.moh.hnet.bc.ca>

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The CDM Toolkit was developed and tested in consultation with BC family physicians to ensure that it meets the chronic care management needs of BC practitioners and can be easily incorporated into day-to-day practice management.