EMR Optimization

Module 3 – Primary Care Quality Indicators, Primary Care Data Extract and Reports

June 2024

Version 1.1

Table of Contents

Table of Figures

Introduction

The purpose of this module is to provide high level information about the Manitoba Primary Care Quality Indicators (PCQIs), the Primary Care Data Extract (PCDE), along with understanding some of the reports available in the Home Clinic Portal or distributed by Manitoba Health.

This module is not a comprehensive review of the above topics. For more detailed information, refer to the suggested links throughout this document or your Home Clinic Liaison. Additional resources are available in our online and on-demand Home Clinic Toolkit.

> At the end of this module, your clinic will:
> - Recognize Manitoba's PCQIs, including their purpose and related EMR functionality
> - Understand the PCDE and how it relates to the PCQIs
> - Understand and interpret related Home Clinic reports

Primary Care Quality Indicators (PCQIs)

Manitoba's PCQIs measure recommended prevention, screening, and chronic disease management processes in multiple areas of primary care:

Figure 1: Primary Care Quality Indicators categories

Demographic data	Prevention	Diabetes Management	Asthma Management	Congestive Heart Failure Management
Hypertension Management	Coronary Artery Disease Management	Osteoporosis Management	Mental Health and Addictions Management	Sexually Transmitted and Blood Borne Infections

Home Clinics agree to provide continuous, comprehensive care for enrolled patients according to Manitoba's PCQIs when they commit to the Home Clinic Criteria. PCQIs are derived from evidence-based indicators originally developed by the Canadian Institute for Health Information (CIHI). They are used by Home Clinics across Manitoba and are modified over time by clinical stakeholder groups using a best available evidence approach.

Each category contains a series of indicators. For example, "Foot exam" is an indicator in the Diabetes Management category. The complete list of PCQIs (detailed and quick reference summary) can be found on the Manitoba Primary Care Quality Indicators Guide webpage and outlines how the indicators are calculated. It describes each indicator's denominator (the patient population recommended to receive the care) and the numerator

(patients within the denominator who fulfill certain criteria regarding that care). Home Clinic providers should become familiar with the PCQIs and how best to access and record them in their EMR.

PCQI alerts and clinical reminders

Clinics using an EMR that is certified to the Primary Care Quality Indicator Reminders and Data Extract Specification have added functionality in their EMR. These EMRs will prompt providers when patients are due or overdue for care related to the PCQIs. These clinical alerts and reminders have proven to result in improved patient care in Manitoba (Katz A, 2004; Katz A, 2010; Katz A, 2014; Katz A, 2016).

Visit the Manitoba EMR Certification Status webpage to check if your EMR is certified.

More detail about the PCQI clinical reminders can be accessed in Section 2 of the Primary Care Quality Indicator Reminders and Data Extract Specification. Ask your EMR vendor or Home Clinic Liaison about functionality in your EMR that supports PCQIs to ensure you are maximizing the value of this functionality.

Primary Care Data Extract

The Primary Care Data Extract (PCDE) is the mechanism for Home Clinics to submit PCQI data to Manitoba as part of their commitment to the Home Clinic Criteria. The PCDE is comprised of a series of specific data elements submitted in distinct files as shown below in alignment with Manitoba's PCQIs:

Figure 2: Primary Care Data Extract files

Demographic data	Prevention	Diabetes Management	Asthma Management	Congestive Heart Failure Management
Hypertension Management	Coronary Artery Disease Management	Osteoporosis Management	Mental Health and Addictions Management	Sexually Transmitted and Blood Borne Infections

Clinics are encouraged to review the full table of data elements and understand where and how the information is captured in their EMRs. This will provide clinics with the best opportunity to submit comprehensive information through their PCDE submissions. The list of data elements can be found in Section 3 of the Primary Care Quality Reminders and Data Extract Specification.

Learn more about PCQIs and PCDEs by watching 5- minute informational videos in our EMR Video Library.

Purpose and use

To date, the PCDE is being submitted by over 250 primary care clinics in Manitoba supporting planning, delivery and evaluation of primary care services and programs throughout the province.

Some of the ways Manitoba may use the data include:
- Generation of analytical reports that will be provided to your Home Clinic to support clinical decision making
- Performing analysis and reporting on population health
- Supporting various primary care programs including the Home Clinic initiative
- Informing improvements in primary care delivery by monitoring quality of care indicators
- Supporting potential future initiatives including clinical information sharing

Another key use of the PCDE is providing supplemental patient care information required to support eligible fee- for-service family physicians in claiming applicable Family Medicine tariffs.

Understanding Home Clinic reports

Clinics submitting the PCDE receive a series of reports from Manitoba Health, providing them with information on their EMR data quality, chronic disease populations and prevention and chronic disease management activities. These reports provide information that can guide improvements in EMR use to reflect patient care activities completely and effectively. After submission of your PCDE, your Home Clinic may receive the following reports:

- EMR Data Extract Overview (Data Quality Report)
- Primary Care Report for Home Clinics

Another useful report supporting data quality activities, is the Client Validation Report available monthly in the Home Clinic Portal. The following section outlines details for these reports.

EMR Data Extract Overview (Data Quality Report)

Your clinic will receive the EMR Data Extract Overview (more simply referred to as the Data Quality Report), after each successful PCDE submission. It can assist in determining whether your EMR data is complete, accurate and reliable specific to foundational demographics. The report provides a list of files submitted in the extract and corresponding patient record counts that were received and processed. Information on errors or anomalies identified in the submission is provided.

Upon reviewing the data, your clinic can see the number of records with missing data or data inconsistent with Manitoba's Client Registry system. Additionally, your clinic can determine whether the patient record counts are what you would expect based on your practice context.

If the data contains errors or is not as predicted, your clinic can email a request for more detailed information from Manitoba Health (EMRinfo@gov.mb.ca) which can be used to make corrections or update your EMR information as applicable. Your clinic could also use reports and query functionality in the EMR to further investigate. This work highlights the need for clinics to have a strong understanding of how patient information is being captured in their EMR to best be reflected in their PCDE submissions and associated reports.

Primary Care Report for Home Clinics

Your clinic will receive the Primary Care Report for Home Clinics on a quarterly basis, unless you have less than 50 enrolled patients. This report integrates Home Clinic and enrolment data with data from other sources such as medical claims (including both fee-for-service and shadow billing) and the PCDE. It provides detailed statistics for your individual Home Clinic and its associated main Primary Care Providers.

Featured data includes enrolment counts, Home Clinic visit activity and PCQI completeness, as well as an overview of provincial primary care targets and achievements. The main goal of this report is to help Home Clinics understand and reflect on their data to inform clinical practice and continuous quality improvement activities.

To learn more about how to interpret this report, watch our 5-minute educational video in the [EMR Video Library](#).

Client Validation Report

Patient enrolment from Home Clinics is posted in [eChart Manitoba](#) for any authorized user to access to support continuity of patient care. As part of this process it is necessary for the enrolled patient information to be validated against the Provincial Client Registry system to confirm a match before flowing to eChart.

Within the Home Clinic Portal, the [Client Validation Report](#) is a scheduled report available on a monthly basis. It can be accessed from the Scheduled Reports section and contains all client validation errors that occurred from the Home Clinic Portal against the provincial Client Registry. Errors remain on this report until remediation has been completed. It is recommended that Home Clinics review this report monthly and correct enrolment records as applicable to ensure that information sharing can take place to eChart Manitoba successfully.

Key takeaways

1. Manitoba's PCQIs are a set of evidence-based and clinician reviewed indicators that focus on providing patient care that is consistent with clinical practice guidelines.
2. There are PCQIs for prevention plus screening and management of chronic conditions including mental health and addictions and sexually transmitted and blood borne infections.
3. Clinics using an EMR that is certified to the [Primary Care Quality Reminders and Data Extract Specification](#) benefit from added EMR functionality including clinical alerts and reminders to support timely and comprehensive patient care aligned with Manitoba's PCQIs.

4. The PCDE is the mechanism for Home Clinics to submit PCQI data to Manitoba to fulfill their commitment to the Home Clinic Criteria. The PCDE can also support eligible family physicians with claiming applicable Family Medicine tariffs.

5. Clinics submitting the PCDE receive a series of reports providing information on their EMR data quality, chronic disease populations, prevention, and chronic disease management activities.

6. A strong foundation of accurate patient demographics (including enrolment information) is an important factor for Home Clinics to manage and maintain to enable seamless patient information sharing to eChart Manitoba. The Client Validation report in the Home Clinic Portal can help clinics identify demographic issues quickly and easily.

Next steps

- Create a plan for clinic staff and providers to access resources in the Home Clinic Toolkit related to PCQIs and the PCDE including on-demand 5-minute videos
- Become familiar with the PCQIs, including where they are captured in your EMR and how they pull into your clinic's PCDE
- Review your Data Quality Report for records in your PCDE that contain demographic errors or anomalies and make corrections in your EMR as applicable
- Review your Primary Care Report for Home Clinics and compare with previous reports to see changes over time. Reflect on the data shown for accuracy and completeness and investigate any discrepancies. Your Home Clinic Liaison can provide support.
- Encourage Home Clinic primary care providers included in the Primary Care Report for Home Clinics to review their PCQI data in the report and reflect on whether the data is an accurate representation of care provided to their enrolled patients
- Review your Client Validation Report to check for failures and perform remediation activities in your EMR as applicable

References

Katz A, D. C. (2004). *Using Administrative Data to Develop Indicators of Quality in Family Practice.* Winnipeg: Manitoba Centre for Health Policy.

Katz A, C. D.-L. (2010). *Physician Integrated Network Baseline Evaluation: Linking Electronic Medical Records and Administrative Data.* Winnipeg: Manitoba Centre for Health Policy.

Katz A, C. D.-L. (2014). *Physician Integrated Network: A Second Look.* Winnipeg: Manitoba Centre for Health Policy.

Katz A, V. J. (2016). *A Comparison of Models of Primary Care Delivery in Winnipeg.* Winnipeg: Manitoba Centre for Health Policy.