



OSCAR EMR Training Opportunity

Dear Physicians using OSCAR EMR,

Are you interested in finding out more about how to use your EMR to improve diabetes care management for your diabetic patients and make better use of the GPForMe billing incentives for your diabetic patients?

A research team from the University of Victoria is undertaking a research study to evaluate an EMR video tutorial designed to support primary care physicians with managing diabetes care for their patients.

Potential benefits to participating physicians include:

- Access to newly developed EMR training for diabetes care management
- Improved tracking and documentation of diabetes care to ensure guideline-informed care and facilitate the billing of diabetes care incentives (i.e., G14050).
- Opportunity to provide feedback for EMR training enhancements
- Contribution to new research
- Dissemination of findings throughout the Divisions of Family Practice and Health Data Coalition

Participation in this study is voluntary and will require approximately 75 minutes of your time. A select number of physicians (n=20-30) will also be invited to participate in two 30-60 minute interviews. No compensation or CME credits will be provided for participating in the study activities.

Who can participate?

To participate in this study, you must:

- a. Be a full service family physician (FSFP);
- b. Be a member of a Division of Family Practice;
- c. Use the OSCAR EMR;
- d. Work in a solo or group practice;
- e. Have diabetic patients in your practice; and
- f. Be interested in implementing and applying the intervention in your practice, including using the advanced features of your EMR for diabetes care management.

If you would like to participate in the study, please sign the attached consent form and return it via toll-free fax (1-844-859-0636) or email the study investigator Gurprit Randhawa at gurprit@uvic.ca.

For more information or to find out how to participate please contact:

Gurprit Randhawa (Principal Investigator) at gurprit@uvic.ca or 250-477-0067.
PhD Student, School of Health Information Science
University of Victoria



University
of Victoria

Participant Consent Form

Project Title: Evaluating the Effects of a Post-Implementation EMR Training Intervention for Diabetes Care Management in Primary Care

Researcher(s):

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Purpose(s) of the Research:

The purpose of this study is to evaluate the effects of an electronic medical record (EMR) training intervention for diabetes care management in primary care. The training will be based on the Chronic Care Model (CCM) and provided to primary care physicians (PCP).

Specifically, the research aims to address the following questions:

1. To what extent does a CCM-based post-implementation EMR training intervention affect the process measures for type 1 and type 2 diabetes care management, including (a) use of a diabetes registry, (b) use of diabetes recalls/reminders, (c) ordering/viewing a patient's Hemoglobin A1C every 3-6 months, and (d) recording a patient's blood pressure every 3-6 months?
2. What are the barriers and facilitators to applying the CCM-based post-implementation EMR training into PCPs' practice?

This Research is Important because:

Diabetes care gaps can cause serious complications for patients and increased costs for the Canadian health care system. A British Columbia (BC) study found that adults with diabetes used, on average, 2.4 times the health resources of the general population. Hence, diabetes care is a priority condition for policy-makers, health system managers and health care providers. EMRs have been widely adopted in physician offices throughout BC. To enable maturity of EMR use to realize benefits realization, EMR training and support has been identified as a national research priority. This research has health care policy implications for planning the post-implementation EMR training and support to address the care gaps in diabetes care and other chronic diseases. Researchers, practitioners, and decision-makers can apply the findings of this research to design training interventions and examine their effects on EMR benefits realization, including EMR use, user satisfaction, and net benefits (quality, access, productivity). Moreover, this research has potential international implications for health care systems that are working to redesign primary care to (a) support proactive, planned care of their diabetic patients, (b) decrease health care costs, and (c) improve the quality of life of diabetic patients.

Participation:

- You have been selected to participate in this study because you are (a) full service family physician (FSFP), (b) a member of a Division of Family Practice, user of OSCAR EMR, (c) work in a solo or group practice, (d) have diabetic patients in your practice, and (e) are interested in implementing and applying the intervention in your practice, including using the advanced features of your EMR for diabetes care management
- Participation in this project is entirely voluntary.
- Whether you choose to participate or not will have no effect on your position (e.g. employment) or how you will be treated.

Procedures:

If you agree to participate in the study, you will be provided with a demographic/baseline survey to complete. One month later, you will receive access to a series of EMR video tutorials to watch, as well as a link to a Diabetes Care Management Survey to complete. At three months and six months after viewing the video tutorials, you will be sent the Diabetes Care Management Survey to complete again. A small group of physicians will also be interviewed regarding their barriers and facilitators to applying the EMR training into practice. Responses will be audio-recorded (audio-taped) by the PI. The audio-recordings will also be transcribed and combined with notes for analysis.

- **Duration:** 75-210 minutes
- **Location:** At your convenience
- **Inconvenience:** Time may be required to complete activities

Compensation:

- No compensation will be provided for participating in the study.

Benefits:

For study participants, the expected benefits include but are not limited to:

- (a) Access to newly developed EMR training for diabetes care management
- (b) Improved tracking and documentation of diabetes care to ensure guideline informed care and facilitate the billing of diabetes care incentives (i.e., G14050).
- (c) Opportunity to provide feedback for EMR training enhancements
- (d) Contribution to new research
- (e) Dissemination of findings throughout the Divisions of Family Practice and Health Data Coalition

For OSCAR EMR-Authorized Service Providers, the expected benefits include but are not limited to:

- (a) User feedback for EMR training improvement

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- (a) Tested video tutorial tool for future EMR training
- (b) Dissemination of findings (experiences, potential problems, advice) to practices planning EMR training and quality improvement efforts for diabetes care management
- (c) Potential improvement in diabetes care management

Risks:

- There are no known or anticipated risks to you by participating in this research

Withdrawal of Participation:

- You may withdraw at any time without explanation or consequence.
- Should you withdraw, you will be asked if you agree to the use of your data.

Continued or On-going Consent:

- Data collection will occur over six months. By signing this form you are agreeing to your ongoing consent for the entire duration of the research. At each data collection point, we will remind you that your participation is voluntary and that you are free to withdraw from the study at any point without consequence or explanation.

Anonymity and Confidentiality:

- Anonymity will be limited due to the nature of data collection activities, however all data will be anonymized during dissemination of results
- Confidentiality will be protected by anonymizing participants during coding and summarizing. If direct quotes are used in reporting, identifying information will be removed. All collected data will be stored in a locked cabinet or in a password-protected file storage location accessible only to the Principal Investigator.

Disposal of Data:

- Data will be kept for seven years after the study is complete.
- Files will be deleted and paper notes will be shredded.

Research Results may be Used/Disseminated in the Following Ways:

- Shared with OSCAR EMR-Authorized Service Providers
- Disseminated throughout the Divisions of Family Practice, General Practice Services Committee (GPSC) and the Health Data Coalition
- Published in scholarly articles and presented for knowledge sharing
- Included in short videos to disseminate the study findings to patients, physicians, and health care decision-makers
- The concept of video tutorials as an EMR training intervention may have a commercial potential for EMR vendors/service providers in the future. However, the study data will not be used for a commercial purpose. If EMR vendors/service providers choose to commercialize EMR video tutorials as a result of this study, participants would potentially have access to more training to improve their use of the EMR across a range of functions/features and disease conditions

Questions or Concerns:

- Contact the researcher(s) using the information at the top of page 1;
- Contact the Human Research Ethics Office, University of Victoria, (250) 472-4545 ethics@uvic.ca

Follow-Up Interviews:

Please indicate if you are interested in participating in follow-up interviews that will be held three and six months after the study intervention: Yes No

Consent:

Your signature below indicates that you understand the above conditions of participation in this study and that you have had the opportunity to have your questions answered by the researchers.

_____ *Name of Participant* _____ *Signature* _____ *Date*

Participant Email (to send the study survey): _____

Phone Number: _____ **Fax Number:** _____

A copy of this consent will be left with you, and a copy will be taken by the researcher.

Note: Please sign the attached consent form and return it via toll-free fax (1-844-859-0636) or email to gurprit@uvic.ca.