

# BRIGHT LIGHTS AWARDS

2024

## 3. Investing in the digital health of primary care

Northumberland Family Health Team ONE-EMR Committee supported by OntarioMD

### ONE EMR Project – Integration of 5 EMR Systems across NFHT to One Instance of TelusPS

Northumberland  
Family Health Team

ONE EMR PROJECT



Integration of 5 EMR systems to one instance of Telus PS  
The project impacted 72 total staff and 128,793 records.

#### NFHT 1 EMR Project Committee

- NFHT Executive Director Adrienne Bell-Smith
- Sheryl Loucks, NFHT project facilitator
- Dr. Jasmyne Carnevale-Lizotte
- Dr. Kirk Haunts
- Dr. Wang Xi
- Lynne Ferguson, Office Manager NFHT
- Melanie Sokay, Office Manager, CC
- Tracey Farley, Office Manager, CMC
- Glenn Boone, OntarioMD
- Tania Hunt, OntarioMD

The ONE-EMR project team formed in February of 2021. The last of our five offices went live Nov 2023, after jumping many technical and resource hurdles. Work continues to maintain and improve data integrity, and create a better user experience.

Initial State: 5 EMRs across NFHT and 3 partner FHOs, each hosted on a local server - creating inefficiency, duplicate/disconnected records, inability to standardize processes or use data. ONE-EMR project team formed and garnered commitment from each NFHT/FHO to pursue a shared EMR (February 2021). The project impacted 41 MD/IHP providers, 72 total staff and 128,793 records. Final clinic went live Nov 2023. One shared instance of an EMR (cloud hosted) was achieved despite significant technical, vendor, resource/support challenges. Throughout, the team remained dedicated to achieving our goal while maintaining high standards for efficiency, patient safety, data integrity, user experience. Our success was due to the collaboration, innovation, mutual support, grit, perseverance and trust that was built amongst the project stakeholders.

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