



Background

- Healthcare clinic systems are ideal intervention sites to refer tobacco users to cessation services.
- Healthcare providers screen and counsel their patients at every visit.
- Quitlines are evidence-based strategies available to help tobacco users quit.

Project Objectives

- Develop an automated system for referring patients to cessation services.
- Create a process to initiate clinic system and provider buy-in to an electronic referral process.
- Develop and disseminate a systems change solution for healthcare systems to provide cessation services.

Step #1: Ask if the patient is a tobacco user?

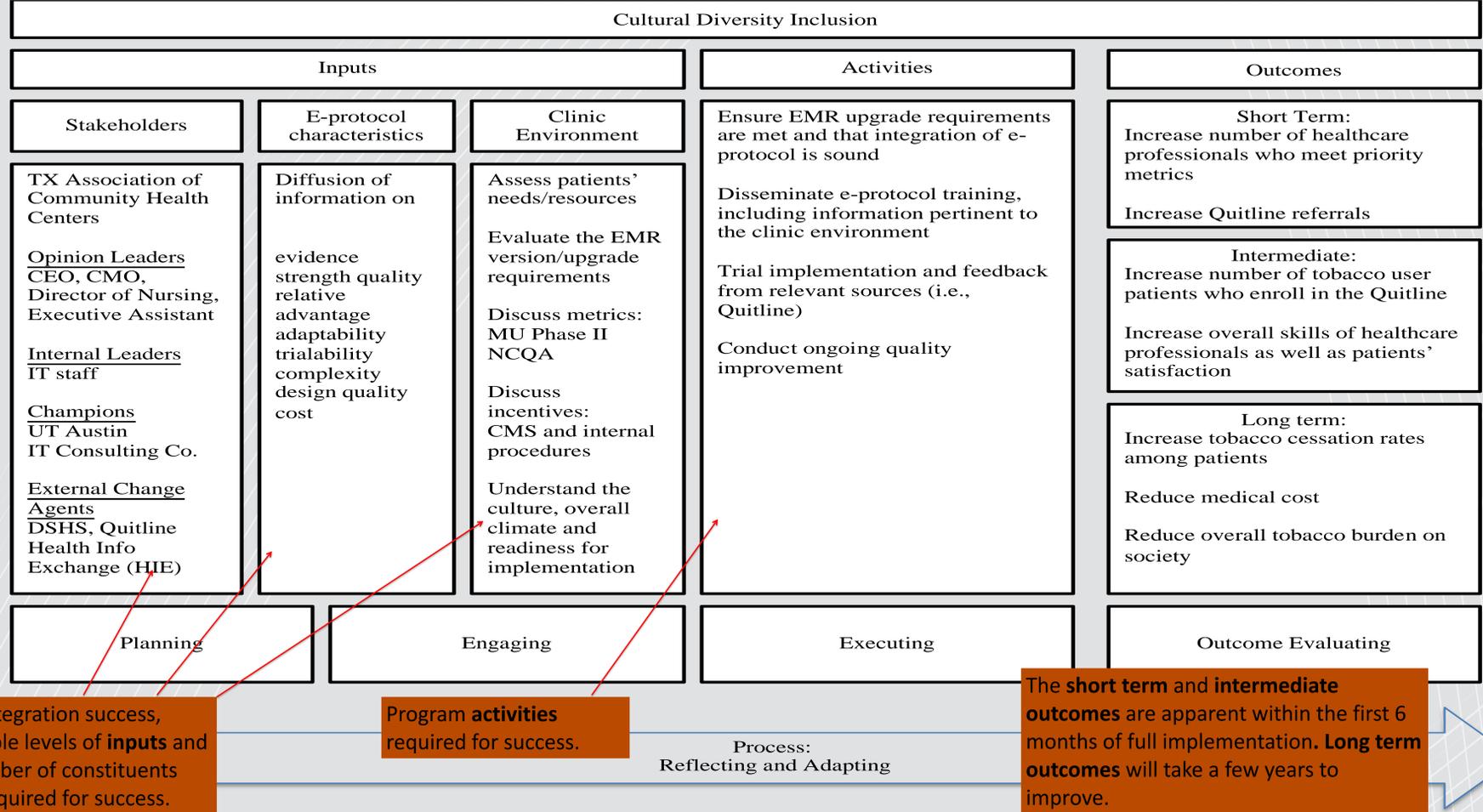
Step #2: Advise the patient to quit tobacco, specifically, is the patient ready to quit?

Process

The process is based on the ask, advise, refer model to assist providers assist patients in helping patients quit tobacco.

Refer the patient to cessation services, specifically, does the patient want to be referred to cessation services?

Process evaluation metrics



For integration success, multiple levels of inputs and a number of constituents are required for success.

Program activities required for success.

The short term and intermediate outcomes are apparent within the first 6 months of full implementation. Long term outcomes will take a few years to improve.

Lessons Learned

- The process involved a number of lessons learnt regarding integration into EMR's, these include:
 - EMR vendors are important to involve in the process from the beginning.
 - Understanding the existing EMR platform and version is helpful before beginning the integration process.
 - Every clinic system has a different workflow to consider.
 - Training staff is important to build awareness of the tool's availability.
- Generating regular Quitline reports and monitoring usage of the tool helps determine training needs after integration.

Implications and Conclusions

- Generating buy in from the clinic system supports successful integration.
- Without provider buy in, the process will not be successful.
- Working concurrently with the clinic system, the Electronic Medical Record software vendor as well as the Quitline service provider improves the rate of success for the integration.
- After integration, monitoring of Quitline referrals is critical to making sure the connection is working and providing additional training as needed.
- Integrating an EMR change takes a considerable amount of time, however the results once integrated as a standard EMR change has shown significant results through a large scale integration.