

Connecting the Dots:

How Integrated Decision Support
Transforms Primary Care

An OHA Collaborative



Integrated Decision Support (IDS) is a secure, province-wide platform that brings together health information from across the health system to support planning, quality improvement and population health analysis.



For physicians, it provides a better understanding of patients – from the care they receive to their care path beyond their visit – all while protecting patient and provider privacy.

The IDS primary care dataset allows information from participating practices to be combined – safely and securely – with hospital, emergency department, home care, and other community data to create a longitudinal, patient-level view of care over time.

This means primary care data is no longer viewed in isolation. Instead, it shows:

- Who is seen in primary care
- When they are seen
- Why they are seen
- What happens to patients before and after a primary care visit

Why This Matters for Physicians

Your clinical data tells an important story – but on its own, it can't show the full patient journey. By participating in IDS, physicians gain access to insights that help:

- Better understand the health care needs of the population they serve
- Identify patterns of care across visits and over time
- Explore how primary care connects to emergency department and hospital use
- Support quality improvement and planning with system-level context
- Contribute primary care evidence to broader health system decision-making

Participation in IDS **ensures that primary care perspectives are represented in data-driven conversations** while providing immense value for physicians' practice.



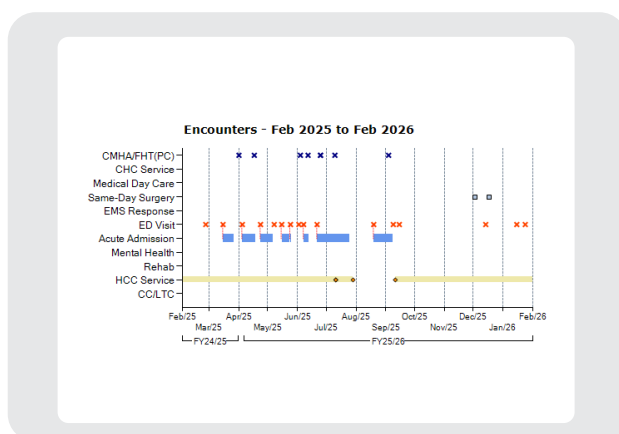
Key Features

- Insight into patterns of primary care use across patient populations
- Visibility into diagnoses and services delivered in real-world practice
- Supports quality improvement, planning, and population health analysis
- Easy data submission through TELUS PS Suite executable
- Pseudonymized data – no patient or provider names are included
- Ability to explore connections between primary care visits and downstream care

Questions This Data Can Answer

- How often are patients seen in primary care and for what reasons?
- What services are most commonly delivered for specific conditions?
- What is the complexity of those conditions as standardized by the Canadian Institute for Health Information (CIHI) Population Health Grouper?
- How frequently do patients visit the emergency department after a primary care visit?
- Who is hospitalized and why? What homecare services are they getting?
- How many patients in my practice have a documented history of a given condition?
- What does the overall health of the population my practice serves look like?

Exploring the Data: A View of the Patient Journey Over Time



One of many on-demand reports detailing the patient journey

This view brings together information from across the health system to show a single, longitudinal timeline of a patient's care.

You can understand when care occurred, what type of care was provided, and how frequently patients interact with different parts of the system.

Understand Follow-up in Primary Care from Hospitalization

The summary table shows how many patients were hospitalized, how many times they were discharged, and how often those discharges were followed by a primary care visit within seven days.

The condition specific charts show the same follow-up information for different clinical conditions, allowing comparison across patient groups.



Use ready-made Tableau reports to explore key performance indicators

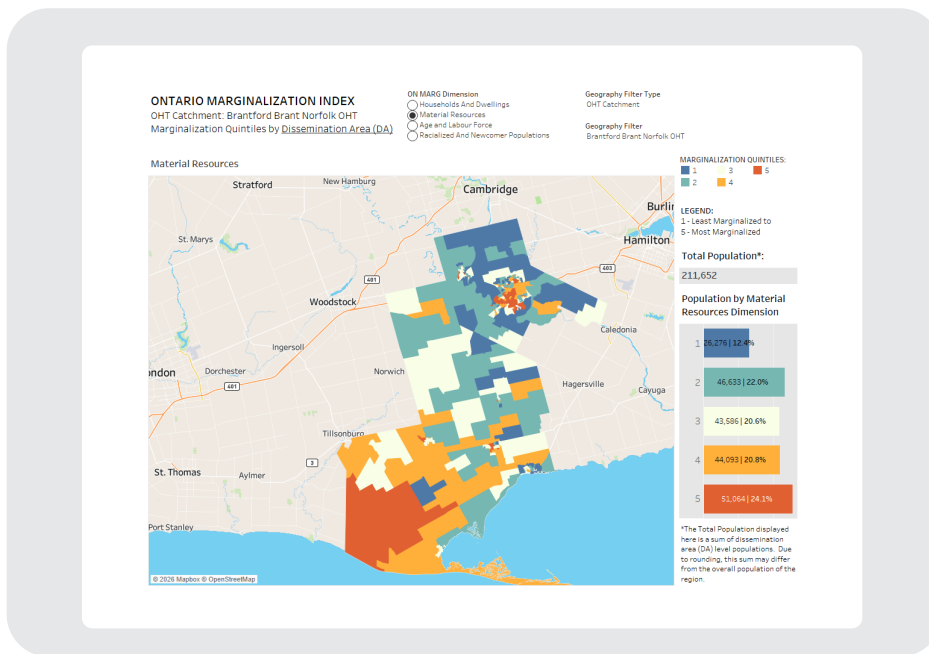
Together, these visuals show how primary care visits can be linked to hospital events to understand who is seen after discharge and how care connects across settings.



Understanding Neighbourhood Context to Support Care Planning

This view combines neighbourhood level demographics and measures of social and material disadvantage to provide context on the communities your patients live in.

By layering this information with health data, physicians and planners can better understand how social factors may influence health needs, access to care, and outcomes – supporting more informed planning, targeted interventions, and population-based care.



Compare health inequities using the Ontario Marginalization Index

150+

Health organizations across regions

1200+

Users

375+ M

Encounters

11.5+ M

Unique patients

For more information about IDS and how it can support your primary care practice, contact IDSTechSupport@oha.com or visit www.oha.com/IDS.

