



Minister's Medal Honouring Excellence in Health Quality and Safety

Individual Champion

Dr. Jeremy Theal

Dr. Jeremy Theal is a Gastroenterologist and Chief Medical Information Officer (CMIO) at North York General Hospital (NYGH). After completing an Internship in Health Informatics at Harvard University, he became the lead physician for *eCare* in 2007.

eCare is a multi-year electronic medical record (EMR) transformation project that aims to replace error-prone manual paper systems with advanced EMR technologies and tools, to improve the quality and safety of patient care.

Through *eCare*, Dr. Theal led the development of a library of electronic order sets and automated alerts that build up-to-date evidence and clinical decision support into clinician workflow, “making it easy for clinicians to do the right thing” for their patients. He also led the development of software that helps physicians engage with their patients by creating summaries of care decisions, education, and post-discharge care instructions. Further, with the intent to extend the benefits of *eCare* across the Canadian health care system, Dr. Theal conceived of and led the development of the *Canadian Computerized Provider Order Entry (CPOE) Toolkit* – a web-based tool that shares evidence-based order sets and implementation tools across Canada, at no cost to hospitals.

Through strong clinical leadership, a relentless focus on the objective of better patient outcomes, and a willingness to challenge old practices, Dr. Theal and his team were successful, with 100% of clinicians adopting the new *eCare* tools. Substantial benefits for patients were also achieved, including an increase in the use of evidence-based order sets on hospital admission from 36% to over 97% of patients, and reduction of preventable deaths in hospital from conditions such as pneumonia and COPD exacerbation by 45% to 56%.

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