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Empowered Practices. Enhanced Care.

Getting Access to Hospital Data

AFHTO Conference
November 27, 2018

Presenters: Brandon Fox, Jenna Serafini – *Health Sciences North*

Rahim Rafiq - *OntarioMD*

Objectives

1. Discuss the "why"
2. Provide summary of solutions
   - Health Report Manager (HRM)
   - Physician Office Integration (POI)
   - Key differences
3. Provide information on ConnectingOntario Northern & Eastern Region -POI to HRM Transition project
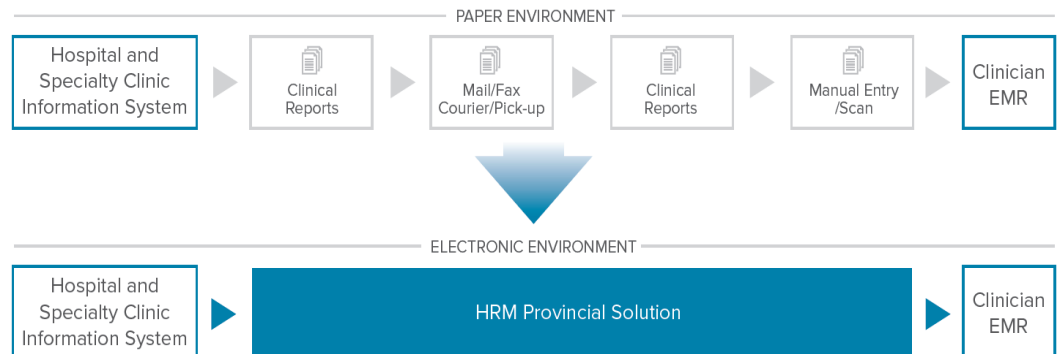4. Opportunity for 1-on-1 tailored discussions
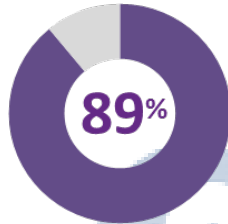
Benefits

Clinicians & Patients

- Improves transition of patient care among care providers as providers are able to follow up with patients more quickly because reports are available sooner

- Text-based reports can be searchable and used to trend on report types per patient in the EMR

- Facilitates more informed clinical decision making[1] by supporting a comprehensive patient record in the EMR

- Expedites creation and communication of treatment plans[1] through the leveraged use of comprehensive record

- Reduces reliance on the primary provider (report recipient) as the entire clinical team has access to reports through the EMR[1]

- Generates administrative and operational savings by reducing manual processes (e.g., scanning, saving files) associated with both paper and electronically faxed reports

- Reduces duplicate tests

- Enhances security of PHI in transmission and handling at the practice

- Enables regional integration

1 - OntarioMD Hospital Report Manager, Post Implementation Evaluation Report, July 2010
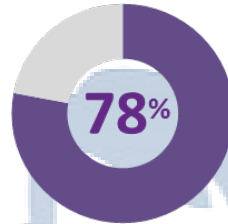
PAPER ENVIRONMENT

Hospital and Specialty Clinic Information System → Clinical Reports → Mail/Fax Courier/Pick-up → Clinical Reports → Manual Entry /Scan → Clinician EMR

ELECTRONIC ENVIRONMENT

Hospital and Specialty Clinic Information System → HRM Provincial Solution → Clinician EMR

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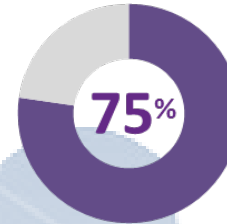Empowered Practices. Enhanced Care.

Survey Results

HRM

89% agree that **the timeliness of receiving reports** into their EMR has improved with HRM
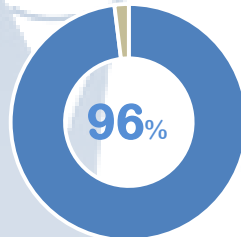
78% agree that **HRM functionality is easy to use**

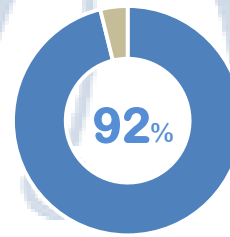**75%** reported that **eNotifications allow for follow up with patients sooner** after their hospital visits.
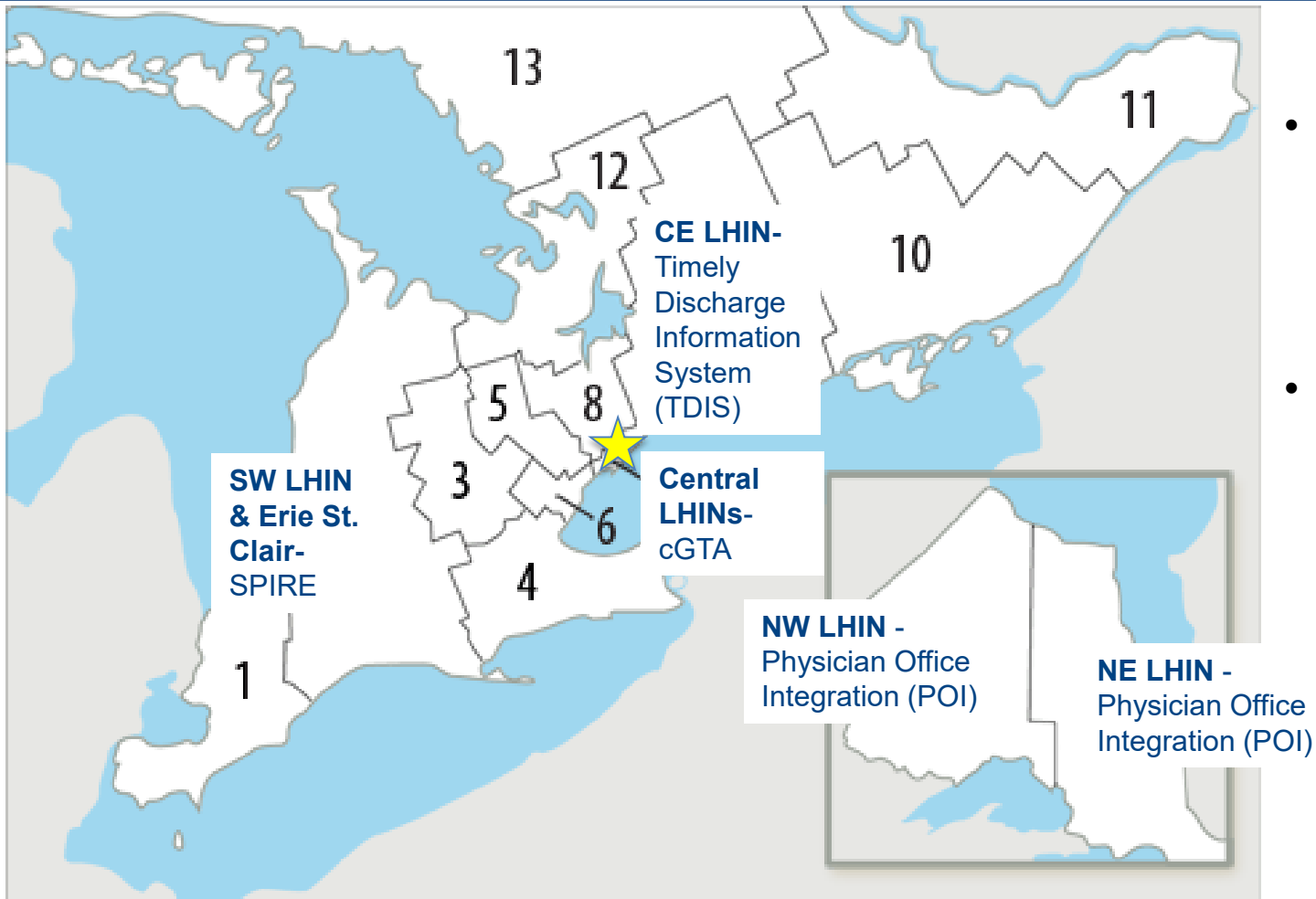
POI

96% reported they were **moderately or very satisfied** with the **speed** of the POI reports

92% reported that the use of POI created **administrative efficiencies** for their organization

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Historical Overview

ConnectingOntario

- Merge to provincial ConnectingOntario Clinical Data Repository (CDR)

- Allows data to be accessible to clinicians via the ClinicalViewer and Health Report Manager (HRM) solution

Map labels:
- **CE LHIN-** Timely Discharge Information System (TDIS)
- **SW LHIN & Erie St. Clair-** SPIRE
- **Central LHINs-** cGTA
- **NW LHIN -** Physician Office Integration (POI)
- **NE LHIN -** Physician Office Integration (POI)

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Health Report Manager (HRM)

9,200+
CLINICIANS
RECEIVING REPORTS

33,000,000+
REPORTS HAVE BEEN SENT TO
CLINICIANS ACROSS ONTARIO

1,800,000+
eNOTIFICATIONS
SENT

220+
HOSPITALS AND
SPECIALTY CLINICS

1,500,000+
REPORTS
SENT MONTHLY

102
HOSPITALS SENDING
eNOTIFICATIONS

ALL HOSPITALS LIVE ON HRM	
1	Erie St. Clair
2	South West
3	Waterloo Wellington
4	Hamilton Niagara Haldimand Brant
5	Central West
6	Mississauga Halton
8	Central
9	Central East
10	South East
12	North Simcoe Muskoka

IN PROGRESS	
7	Toronto Central
11	Champlain
13	North East
14	North West

HRM In the North East:

135

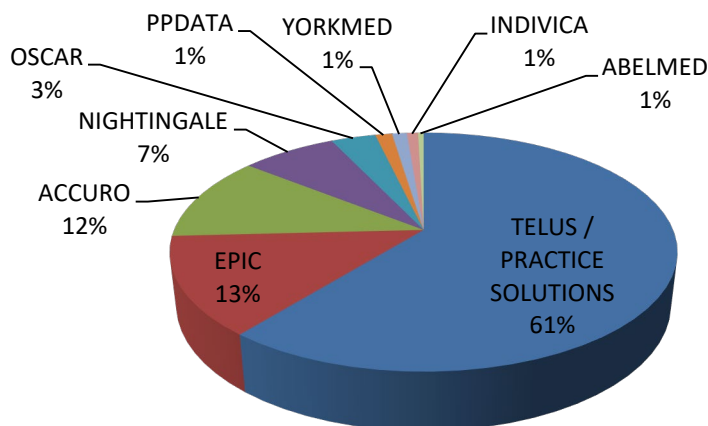Physicians and NPs are currently live on HRM and receiving:
- eNotifications from NE Hospitals
- Medical Record and Diagnostic Imaging reports from contributors in other regions

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Physician Office Integration (POI)

- Medical Record, Diagnostic Imaging, Laboratory
- 28 contributing hospitals/IHFs
- 9 EMR vendors
- 705 active providers/nurse practitioners
- 9,934,000+ reports sent to clinicians
- 220,000+ reports sent monthly

Contributors
Hospitals
Telehealth
Sudbury Vascular Lab
Sudbury Paediatric Associates
Nipissing Detox & Substance

Pie chart:
- TELUS / PRACTICE SOLUTIONS 61%
- EPIC 13%
- ACCURO 12%
- NIGHTINGALE 7%
- OSCAR 3%
- PPDATA 1%
- YORKMED 1%
- INDIVICA 1%
- ABELMED 1%

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HRM/POI Key Differences

	HRM	POI
Sends Medical Records & Diagnostic Imaging reports (consult notes, discharge summaries, progress notes, procedure notes, etc.)	✔	Transition to HRM (March 2019)
Report Types**	More Available	Limited
Sends Laboratory Results	Out of Scope	✔
Contributors	**Province-wide*** Specialty clinics, IHFs, hospitals	**Limited to NE LHIN** Specialty clinics, IHFs, hospitals
eNotification	✔	Out of Scope

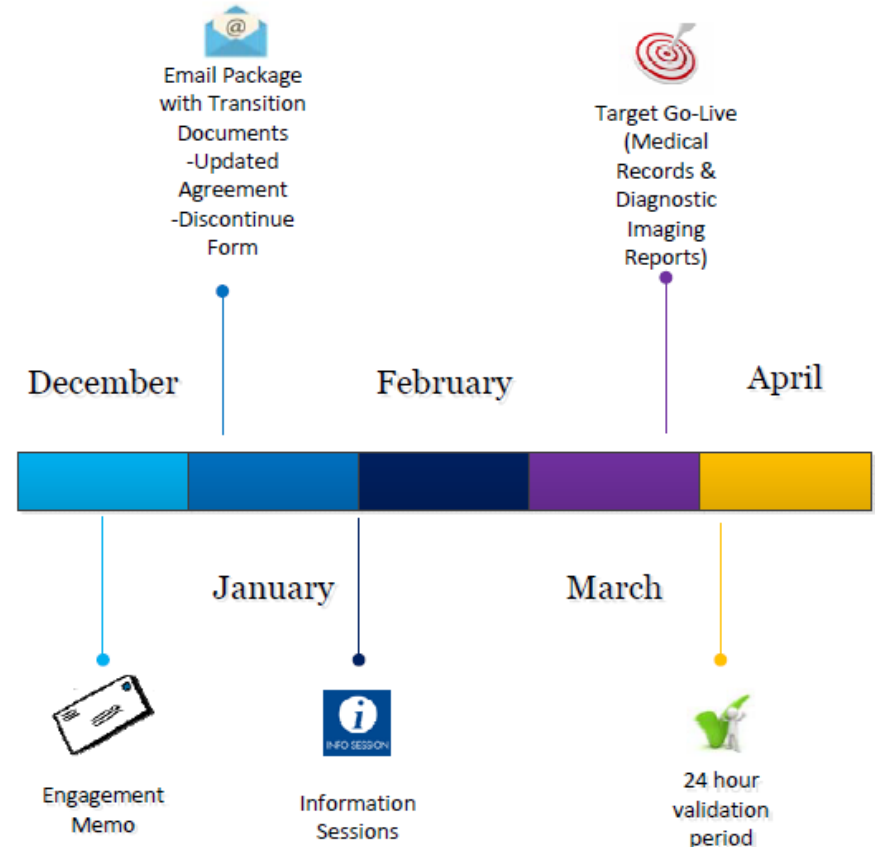*HRM allows you to receive patient reports from hospitals and IHFs across Ontario

**HRM will deliver more report types from NE hospitals and IHFs (i.e. Mental Health, Respiratory Therapy, Electrodiagnostic reports). Exclusions vary by sending facility.

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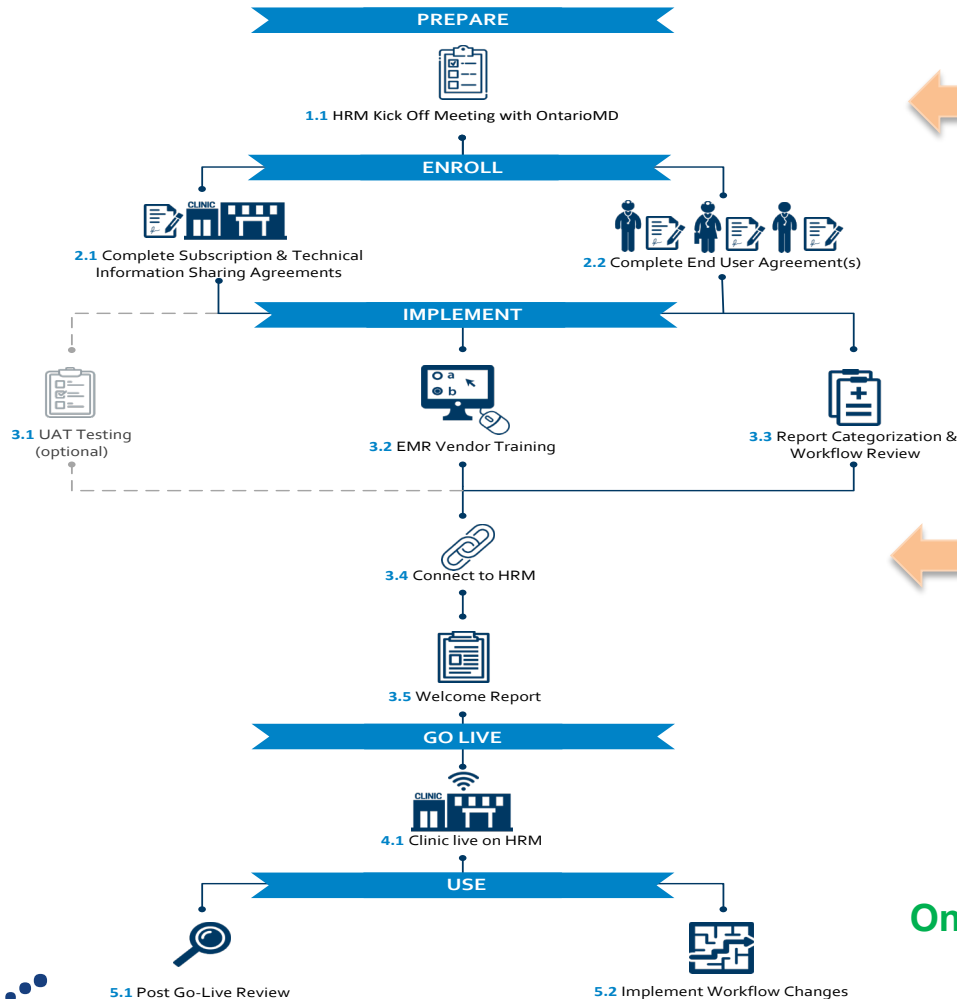
POI to HRM Transition

- Clinicians must have **BOTH** services running to receive all reports
  - **HRM** – MR & DI reports
  - **POI** – Lab & Non-HRM Contributors reports (North Bay, Sault, West Parry Sound)

Transition Requirements

- Clinics/Offices must transition all providers/nurse practitioners at the <u>same time</u>
- Updated POI Provider Agreement signed by each provider
- 24 hour validation period
- Send request to *POI Operations* team to stop duplicates/MR & DI report delivery via POI
  <center>servicedesk@hsnsudbury.ca</center>

Email Package with Transition Documents
-Updated Agreement
-Discontinue Form

Target Go-Live (Medical Records & Diagnostic Imaging Reports)

December   February   April

January   March

Engagement Memo

Information Sessions

24 hour validation period

For more information contact:
Jenna Serafini jeserafini@hsnsudbury.ca
Brandon Fox   bfox@hsnsudbury.ca

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HRM Onboarding Process

PREPARE

1.1 HRM Kick Off Meeting with OntarioMD

ENROLL

2.1 Complete Subscription & Technical Information Sharing Agreements

2.2 Complete End User Agreement(s)

IMPLEMENT

3.1 UAT Testing (optional)

3.2 EMR Vendor Training

3.3 Report Categorization & Workflow Review

3.4 Connect to HRM

3.5 Welcome Report

GO LIVE

4.1 Clinic live on HRM

USE

5.1 Post Go-Live Review

5.2 Implement Workflow Changes

OntarioMD Practice Advisors assist clinics with all aspects of the HRM deployment process.

Clinicians looking to get onboarded for HRM, can reach out to our Practice Advisors in the North East:
stephen.horodziejczyk@ontariomd.com
Cell: 705.507.9752   or
Amanda.Story@ontariomd.com

For Connectivity:
- OntarioMD will provide a deployment package and passkey to your technical contact, to share with your EMR vendor.
- EMR vendor will install security key and set-up your EMR for HRM.
- EMR vendor will inform OntarioMD to schedule a go-live for your clinic.

Onboarding time: approx. 1 week for ASP EMRs and 2-3 weeks for Local Server EMRs

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Using HRM

HRM User Training and Guidance:

- Where do you find reports received through HRM?
- How do you view reports?
- How do you mark reports as reviewed?
- How do you mark reports as approved?
- Where are reports stored?
- Report matching errors (i.e. you received a report not meant for you, handling unmatched patient reports)
- Report categorization
- Stopping paper/fax report delivery from hospitals / IHFs

HRM fits into your EMR workflow and will not disrupt your current POI report delivery

EMR Vendor Training
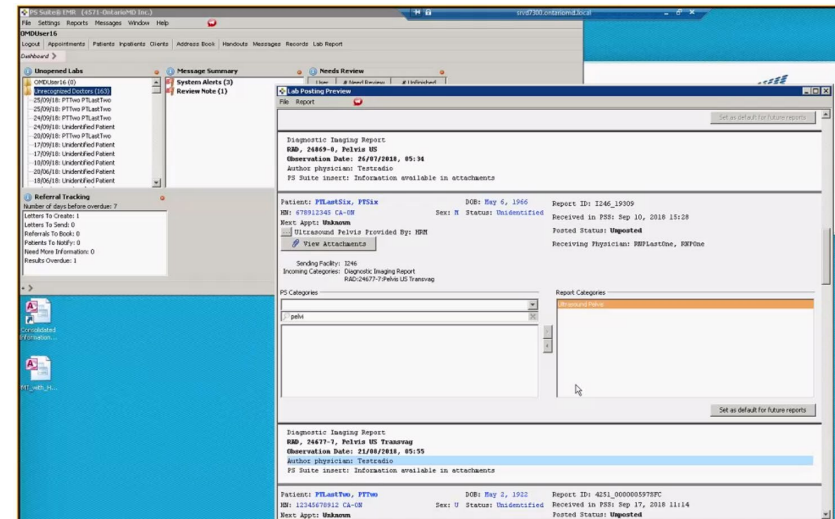
HRM reports in Telus PS Suite EMR

OntarioMD Website

OntarioMD Post Go-Live workflow session

Will be scheduled by your OntarioMD Practice Advisor within 2 weeks of your go-live

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Getting Support

For assistance with HRM: support@ontariomd.com or 1-866-744-8668

Types of Service Requests handled

Communication from Clinic

Reporting Request

Examples

- Total number of reports sent/ received
- Audit Log about recent HRM activity

Operational Request

Examples

Address Change, Name Change, Deactivations, EMR Vendor Change, Adding/ Removing a

physician

Troubleshooting

Examples

Not receiving reports, Clinician not downloading reports, Non-Static IP, Missing data field within HRM Report, Mislabeled reports, Retiring physicians,

License revoked etc.

OntarioMD Support will triage your request and provide active guidance on resolution

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Questions?