The Digital Health Toolbox:
Enabling High-Performance Teams In The Delivery Of Integrated, Patient-Centred Care

Ted Alexander, VP, Partnerships and Clinical Innovation, eHealth Centre of Excellence
Melissa Lambing, Change Management Specialist, eHealth Centre of Excellence
Raymond Dolch, Change Management Specialist, eHealth Centre of Excellence

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Learning Objectives

At the end of this session, you will be able to:

- Identify digital health tools that are available for use today to help facilitate integrated, patient-centred care in primary care teams and Ontario Health Teams
- Identify how to link these digital health tools together and embed them into patient care workflows
- Recognize the potential impact of these digital health tools within practices across the continuum of care
- Apply learnings to further progress and align with the evolving healthcare context and needs

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Mission To be a leading trusted advisor to clinicians– facilitating their adoption of technology, with the goal of improving quality, efficiency, and effectiveness of patient care.

Vision We are passionate about improving the quality of patient care through the effective and innovative use of enabling technologies.

Values A deep respect for individuals; an unwavering commitment to the communities we operate in; and a belief in patient-centred quality care.

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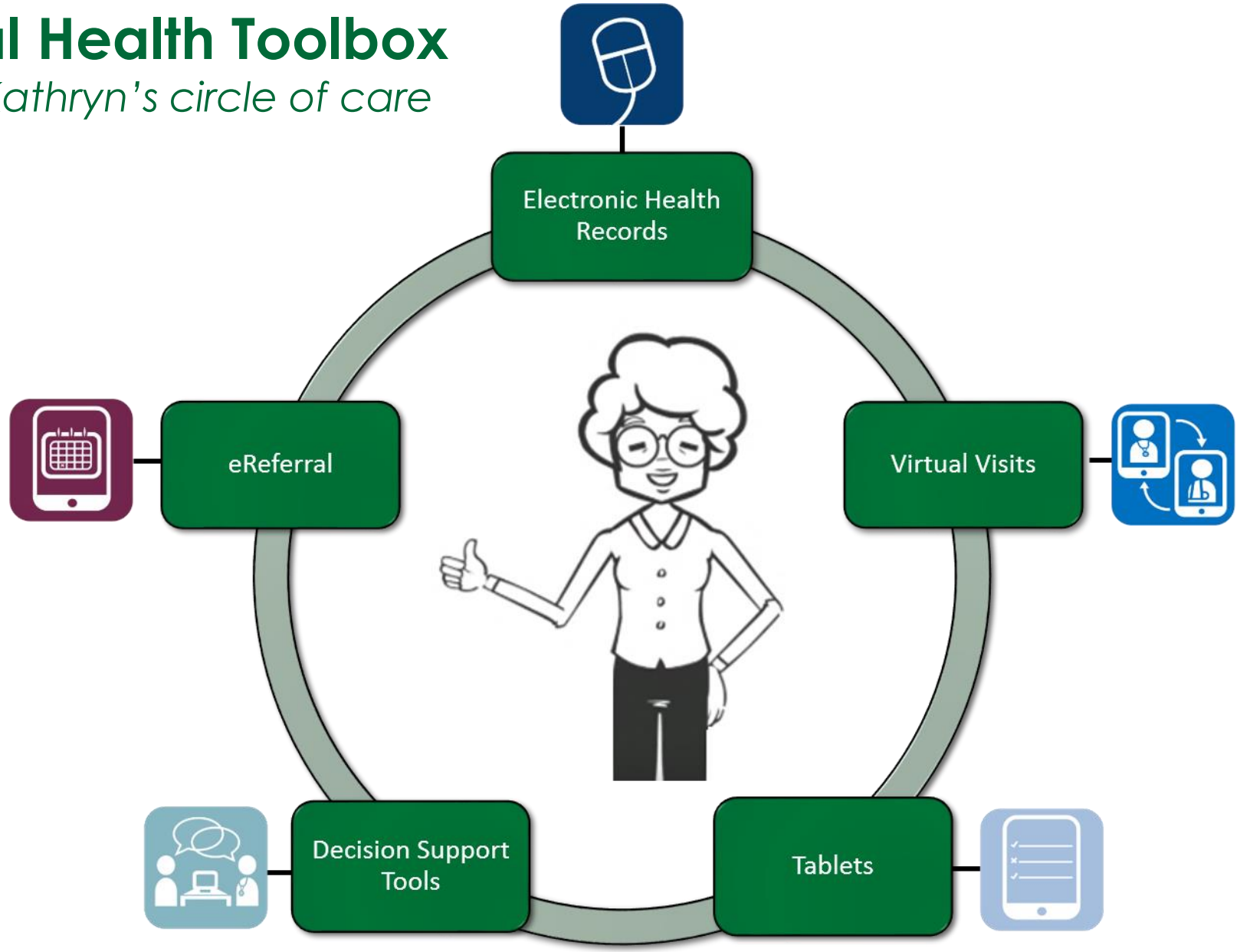
The Digital Health Toolbox

connecting Kathryn's circle of care



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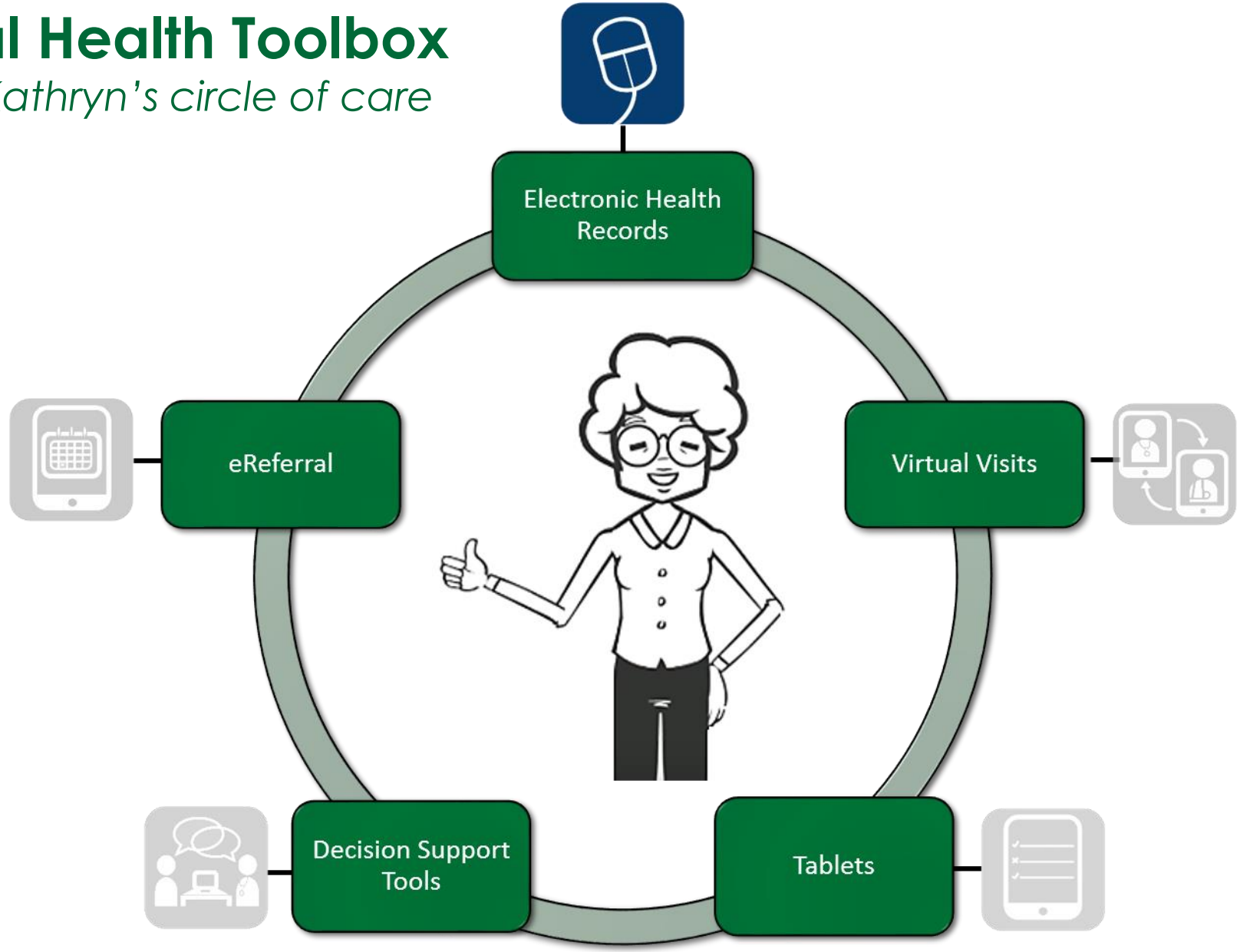

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The connecting South West Ontario (cSWO) Program

The cSWO Program is the regional eHealth Program for the four South West Ontario Local Health Integration Networks. ClinicalConnect is available to health service providers practicing in:

LHIN 1: Erie St. Clair (ESC)

LHIN 2: South West (SW)

LHIN 3: Waterloo Wellington (WW)

LHIN 4: Hamilton Niagara Haldimand Brant (HNHB)

Poll

Do you or your team find it challenging to get up to date health records for new or existing patients?

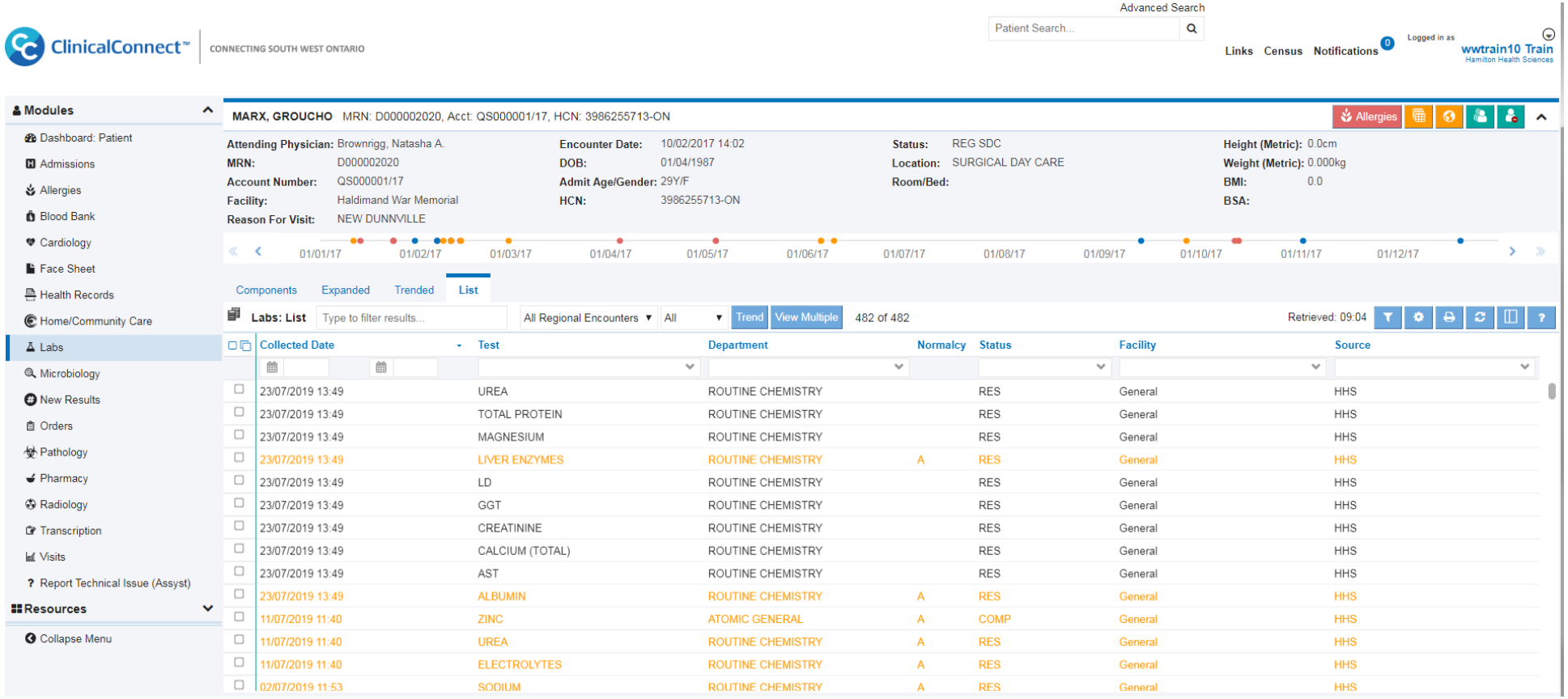
a) Yes

b) No

c) Unsure

What is ClinicalConnect?

A secure, web-based viewer that provides health service providers with real-time access to their patients' PHI



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Data Contributors

Patient information that is available from the following south west Ontario data contributors, includes:

ClinicalConnect Data Contributors

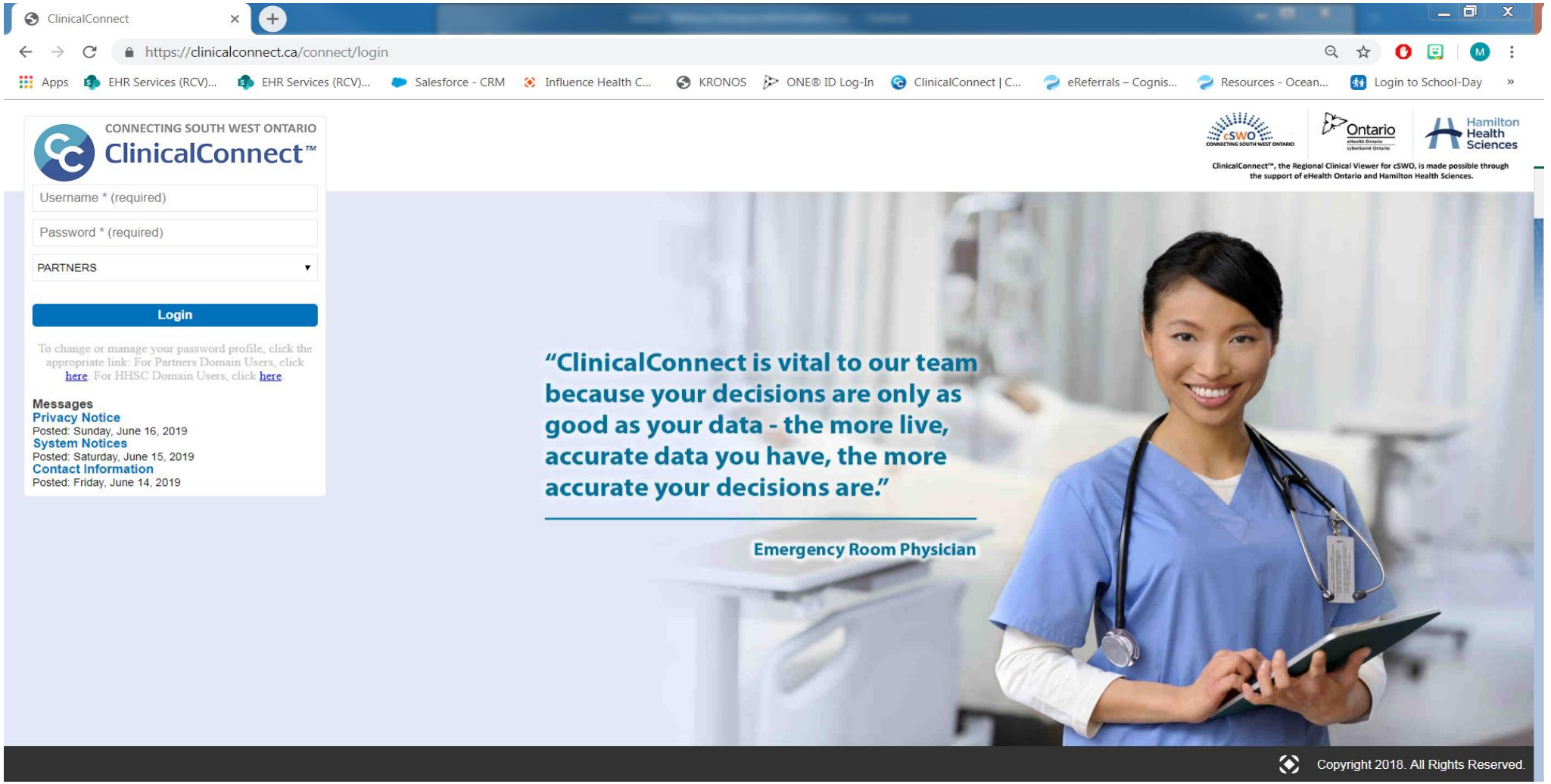
100% of acute care hospitals	All 72 acute care hospitals
100% of home and community care services	All four Local Health Integration Networks' Home & Community Care Services (LHINs-HCC)
100% of regional cancer care programs	All four Regional Cancer Programs
Southwestern Ontario Diagnostic Imaging Network	Images and reports from 70 hospitals

Patient information that is available from the following province-wide data contributors, includes:

Provincial Data Repositories

Acute and community clinical data repository (acCDR)	Select hospitals and all 14 LHINs-HCC
Diagnostic Imaging – Common Service (reports) (DI – Common Service)	Reports from select hospitals and independent health care facilities
Digital Health Drug Repository (DHDR) Data and information from Ontario publicly funded drugs and pharmacy services	Ontario Drug Benefits (ODB), OHIP+, Narcotics Monitoring System (NMS)
Ontario laboratories information system (OLIS)	Lab test orders and results from hospitals, community labs and public health labs

How to access ClinicalConnect



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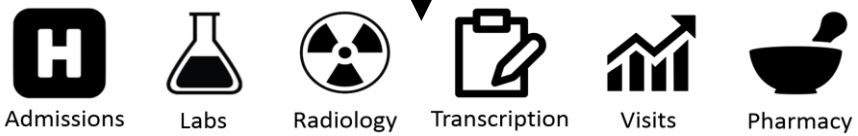
Supporting Chronic Disease Prevention and Management (CDPM)

Use census function to generate lists of hospitalized patients

Use **ClinicalConnect** to obtain more information about hospital visits and fill in missing information



Benefit

Provide patients with informed CDPM care

Follow up with patients within **7 days** of discharge

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Supporting CDPM

"ClinicalConnect has helped in providing up-to-date information on a patient's health status while in hospital so we can follow along the hospitalization and have the patient follow up with their physician in a timely manner."

Sabrina Shiwpershad, RN, CFFM FHT

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Enabling Transition of Care

Patient visits hospital:

Patient treated in hospital for CHF → Patient discharged from hospital with **medication error** = **Patient readmitted due to medication error**

Patient then visits family physician:

Discharge summary from hospital not prepared for family physician → Family physician is unaware of medication and dosage = **DHDR Benefit**: Family physician easily accesses information through **ClinicalConnect**

- ✓ No phone or fax needed
- ✓ Ensured patient safety
- ✓ Correct prescription was given

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Enabling Transition of Care

"Currently, all dispensed narcotics are in DHDR, so I can feel comfortable that if the narcotic prescription does not appear, the patient likely is not actually on it. The DHDR helps me be a more responsible prescriber."

- Dr. Finnigan, Family Physician, Guelph FHT

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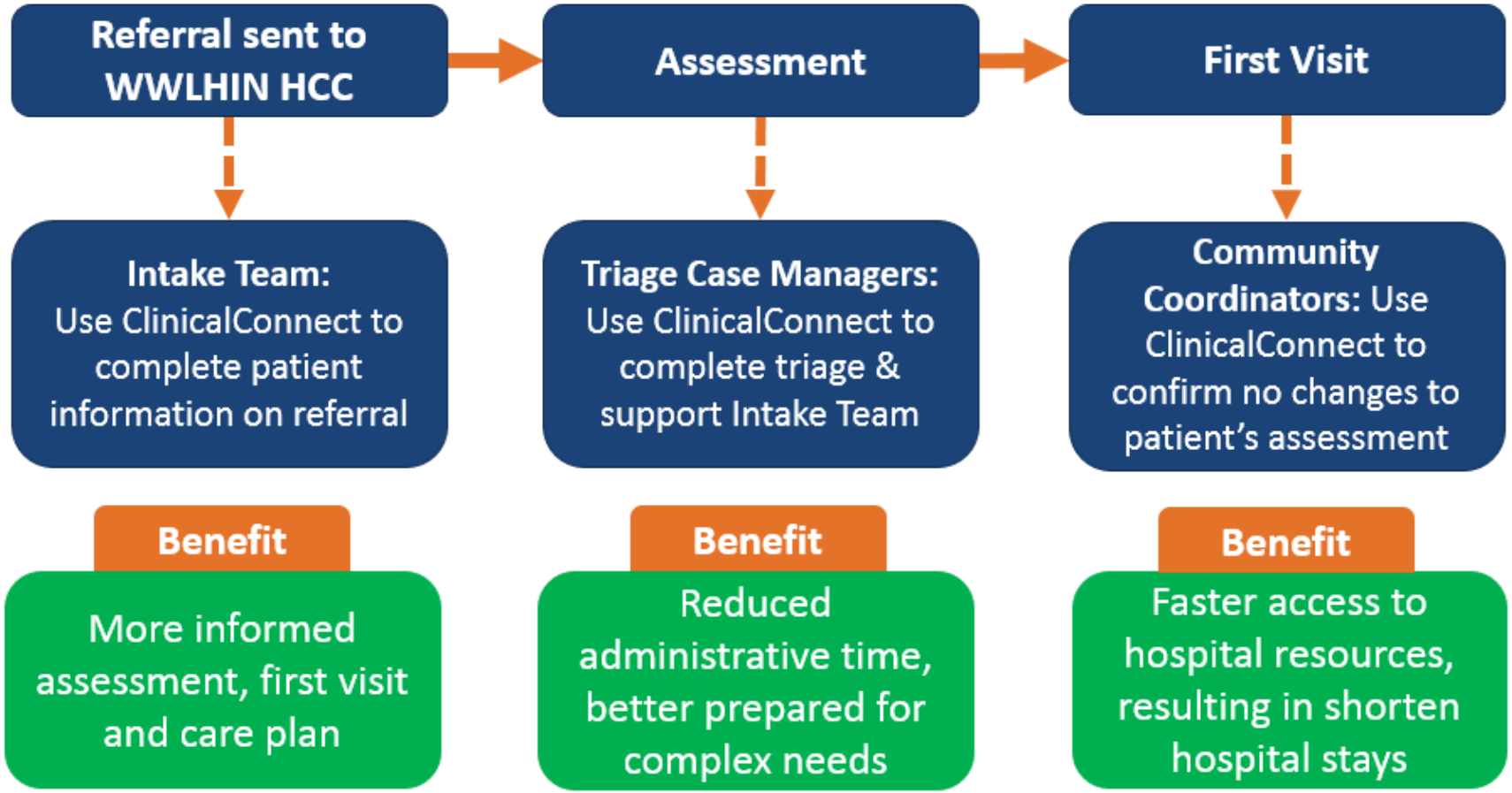
Enabling the Referral Process



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Enabling the Referral Process

"I routinely review notes and test results obtained on ClinicalConnect prior to making a home visit for assessment of a patient. **Patients appreciate that they don't have to repeat – yet again – their clinical information**."

Kim Carere, Care Coordinator, WWLHIN Home and Community Care

Benefits across the Continuum of Care

- ✓ Improved care coordination
- ✓ Expedited consultations, reduced wait times
- ✓ Avoided admissions and emergency visits

- ✓ Better informed decision-making by health professionals
- ✓ More effective transitions between levels of care
- ✓ Timely updates of patient condition

- ✓ Enhanced patient safety
- ✓ Avoided further testing
- ✓ More effective infectious disease management

- ✓ Reduced medication discrepancies
- ✓ More effective pain management
- ✓ Prevention of adverse drug events

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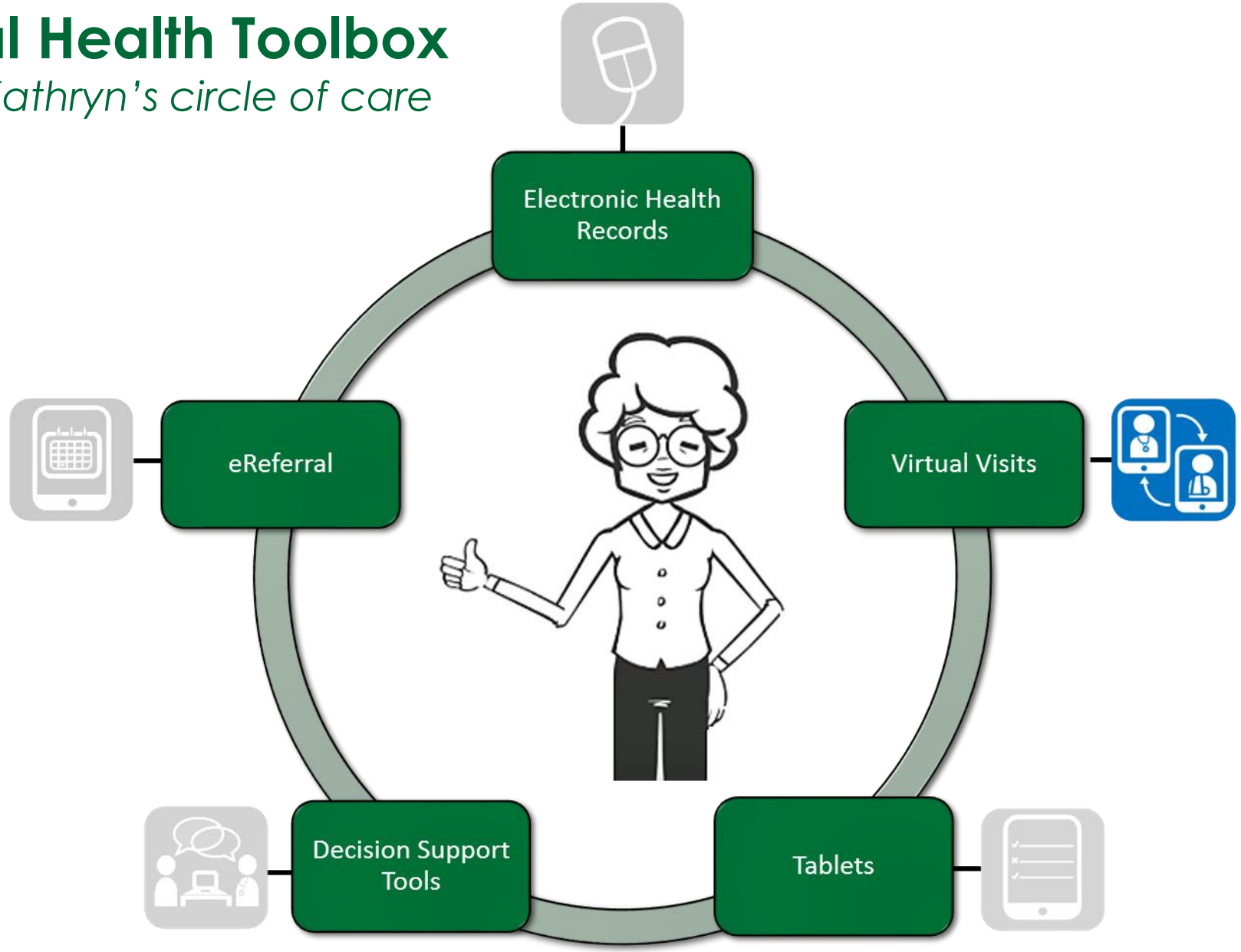
The Digital Health Toolbox

connecting Kathryn's circle of care



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Poll

How often do you or your team follow-up with patients over the phone or through email?

a) Always
b) Sometimes
c) Never
d) Unsure

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Virtual Visits

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otn Care. Connected.

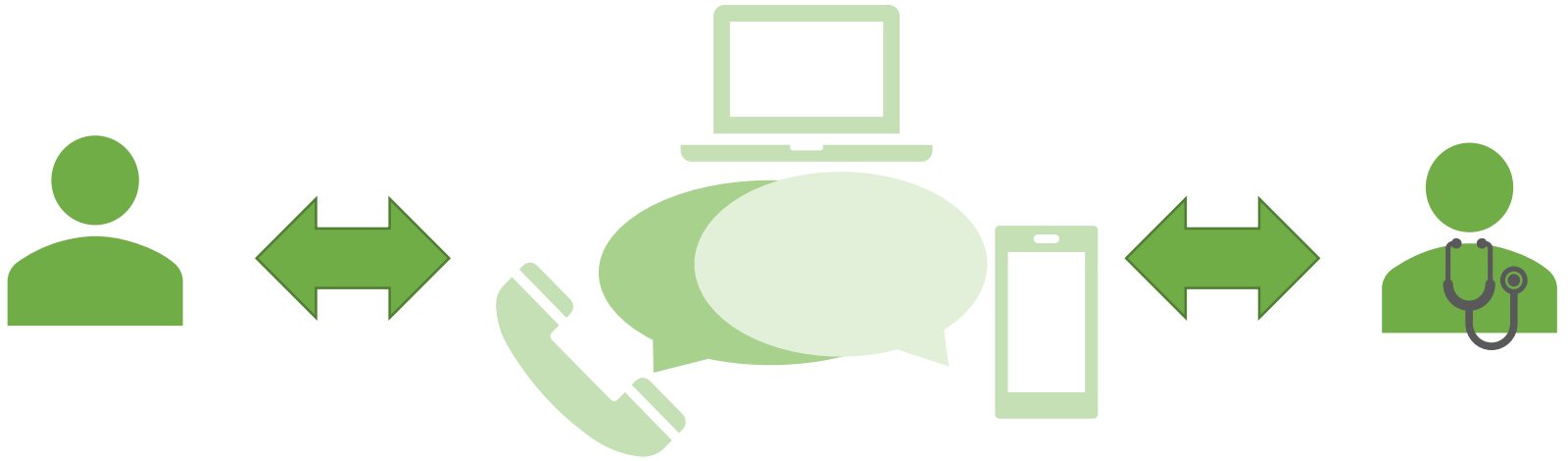
thinkresearch

virtualcare

thinkresearch

Supports synchronous and asynchronous communications

Initiated by patient or provider



Flexibility for PCPs to respond at their convenience

Secure video, audio or chat messaging

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VirtualCare

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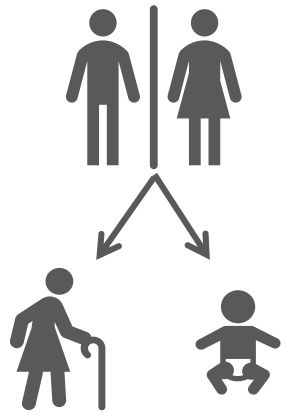
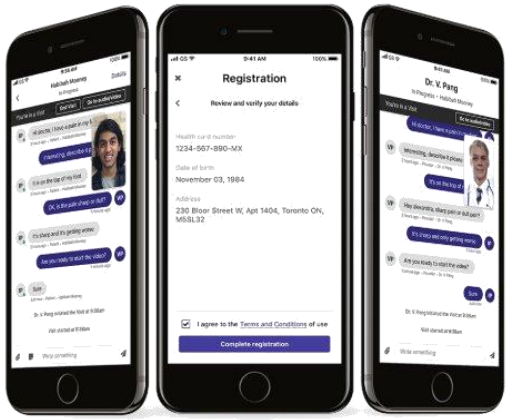


Dependents can be delegated by guardians



VirtualCare mobile app is available

Visit records exported to a primary care provider's electronic medical record (EMR) via OntarioMD's Health Report Manager (HRM)

Admin and nursing staff support with triage

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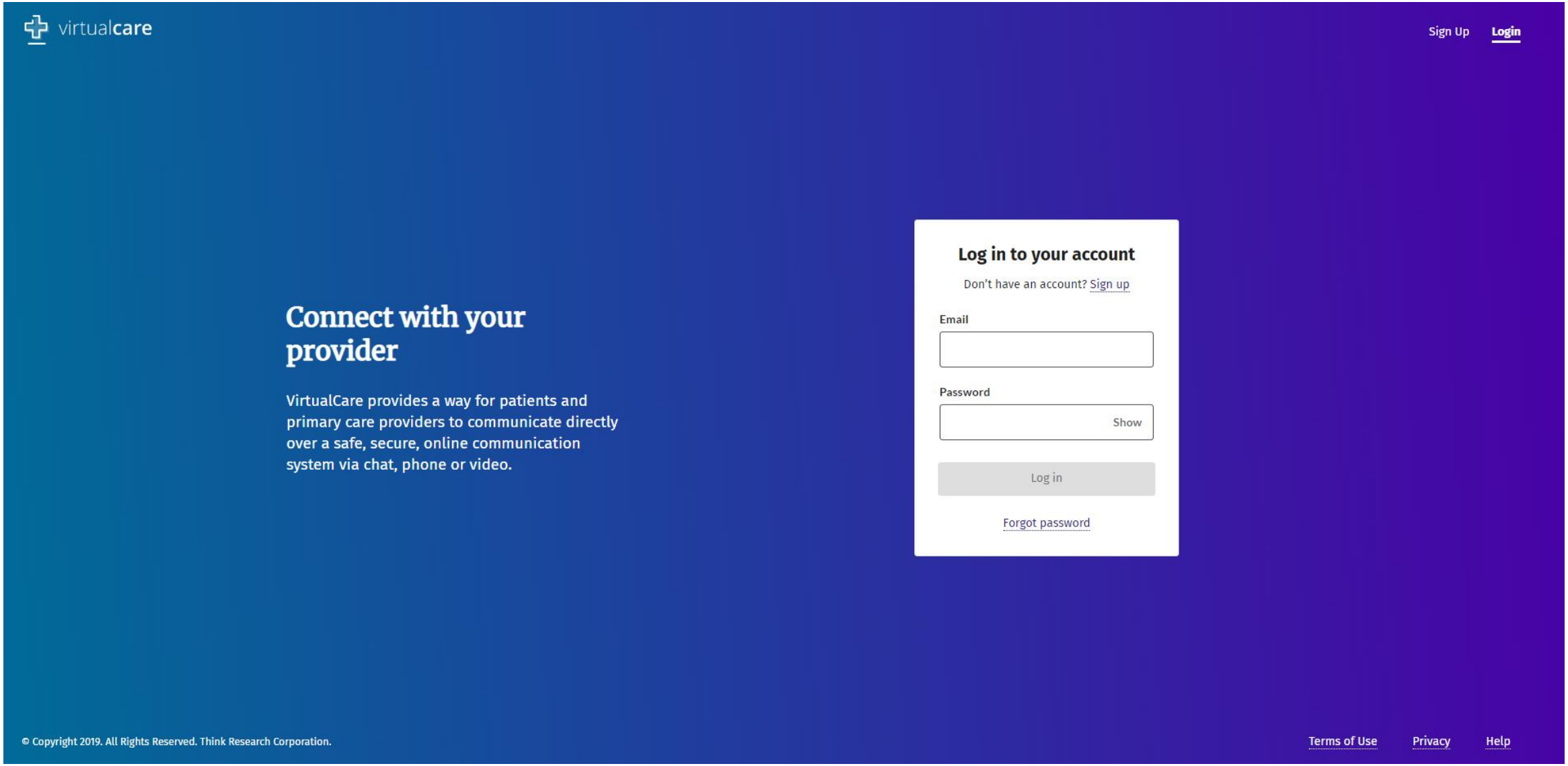

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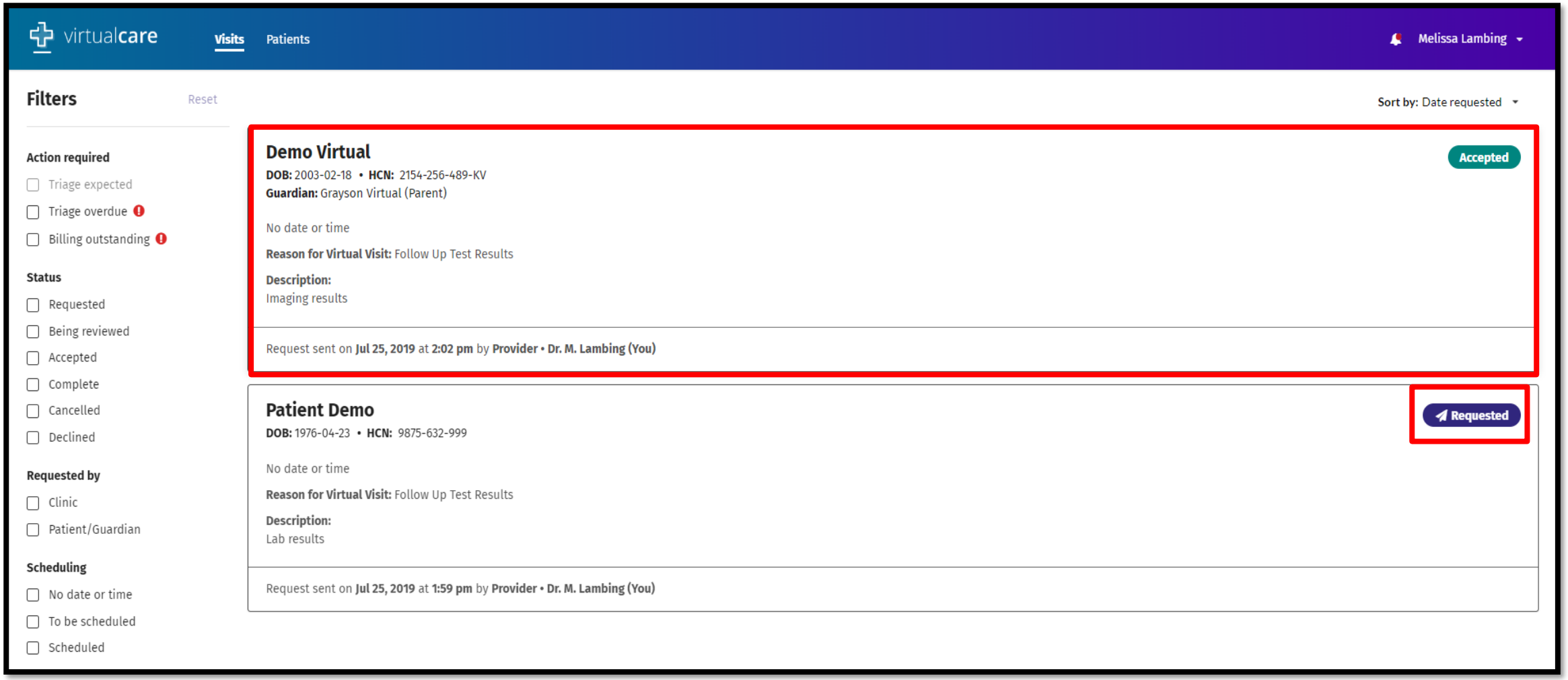

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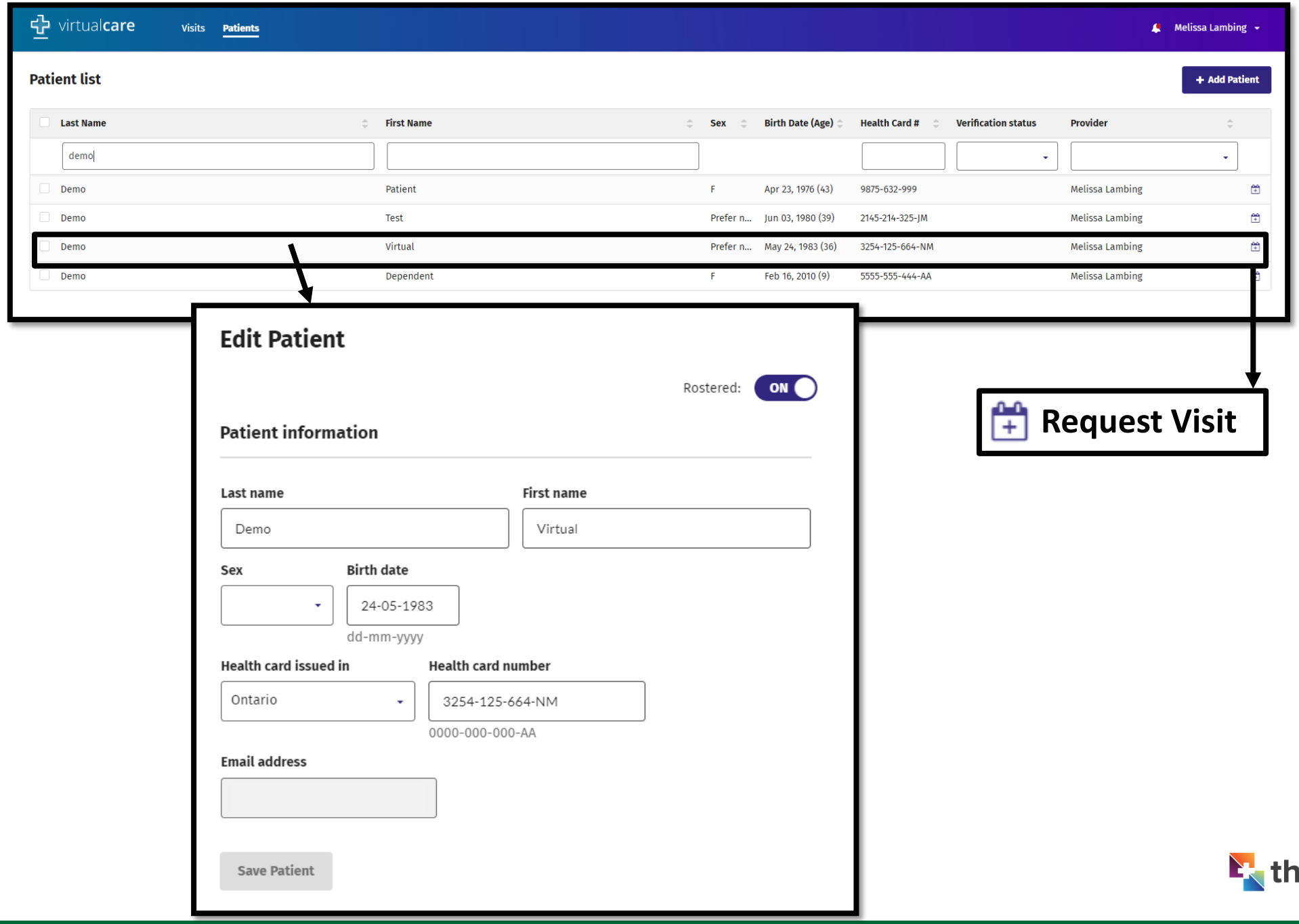

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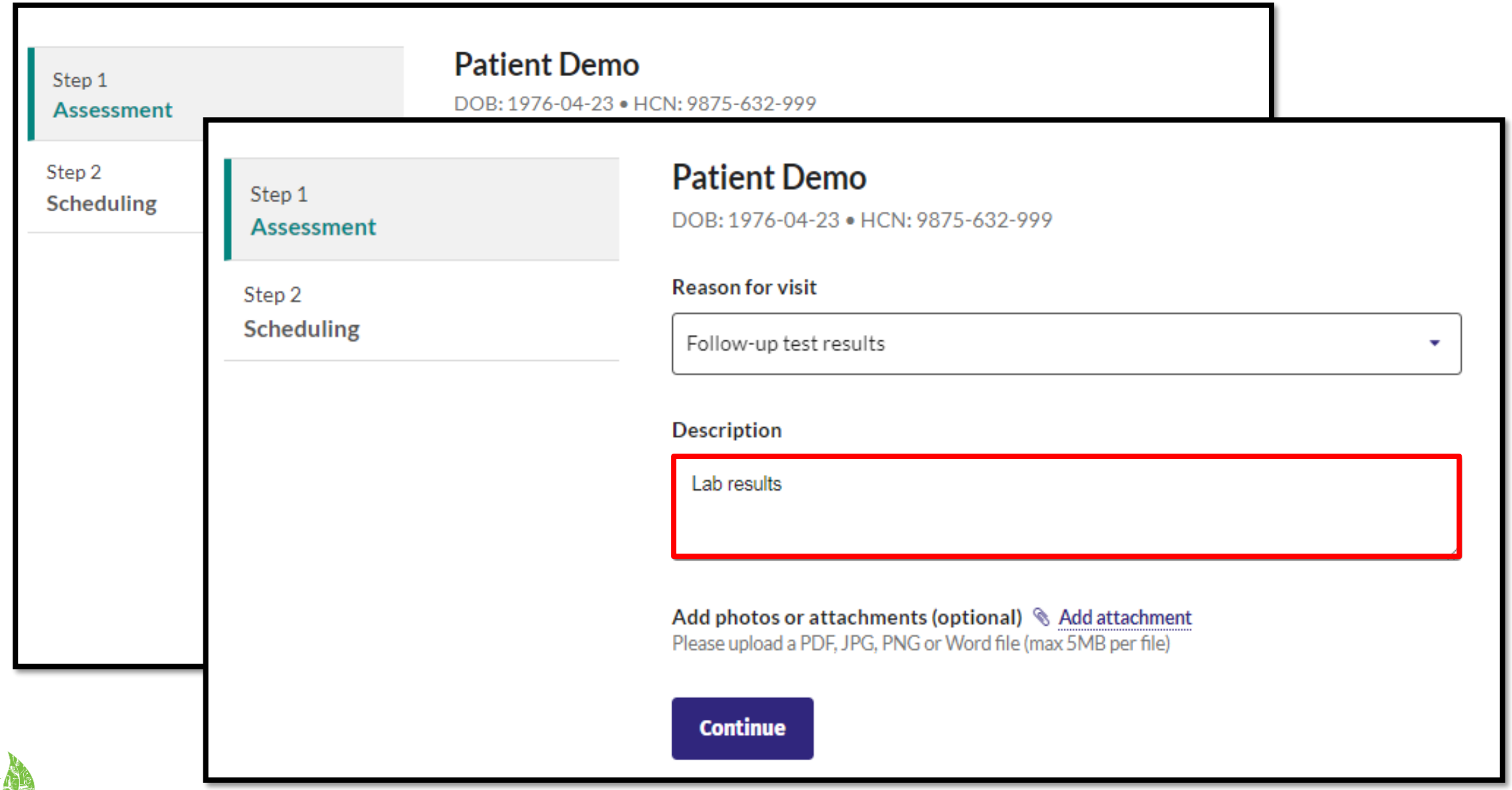

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Step 1
Assessment

Step 2
Scheduling

Patient Demo

DOB: 1976-04-23 • HCN: 9875-632-999

Choose provider for this visit

Lambing, Dr. M (PCP)

What method of communication do you prefer for your Virtual Visit?

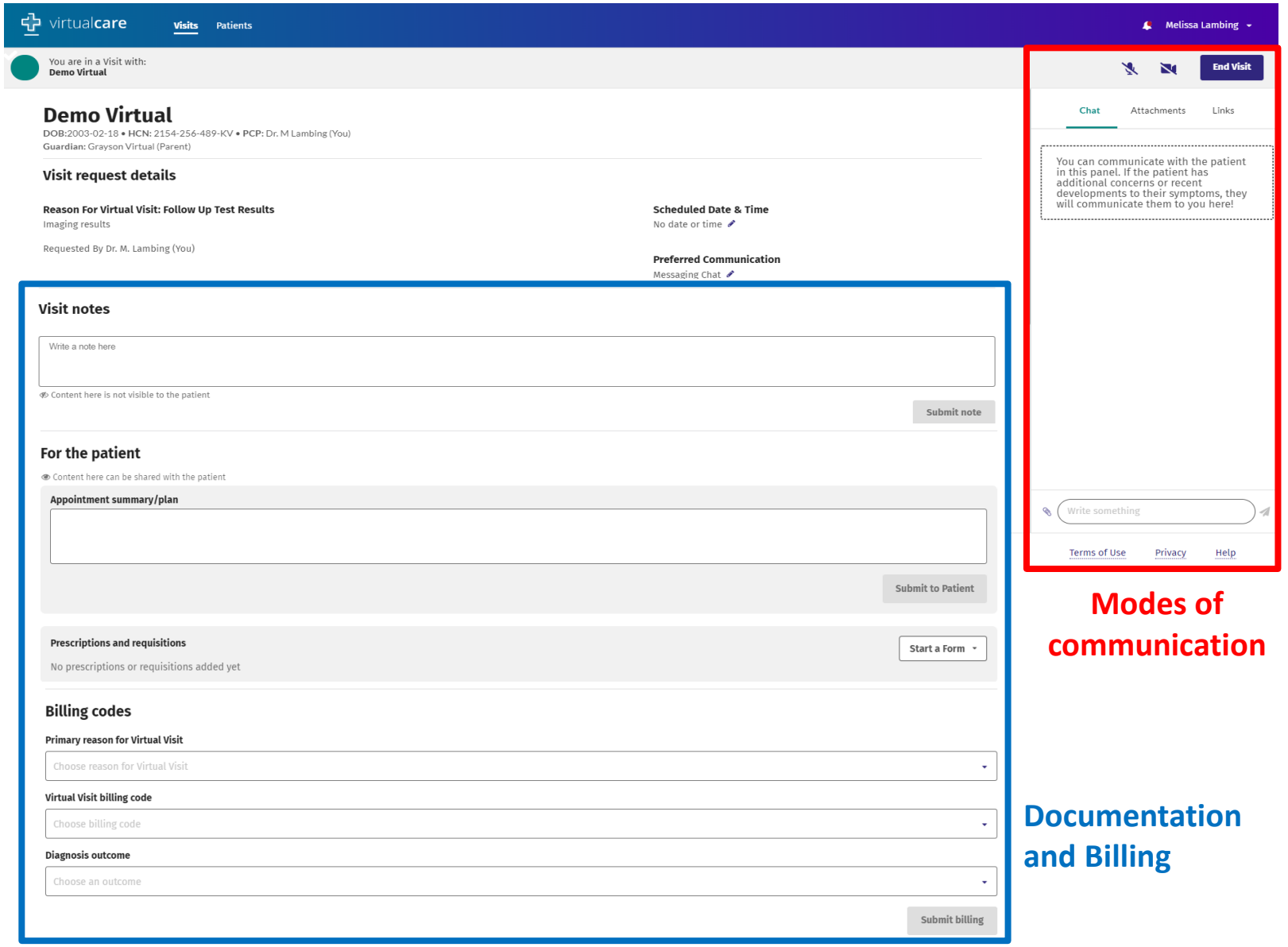
- ○ Video Call
- ○ Audio Call
- ◉ Messaging chat

How would you like to schedule this visit?

- ◉ No date or time
- ○ Set date and time later
- ○ Set a date and time now

Back | Continue

Don't worry, you can change these selections after the request is submitted.



Modes of communication

Documentation and Billing

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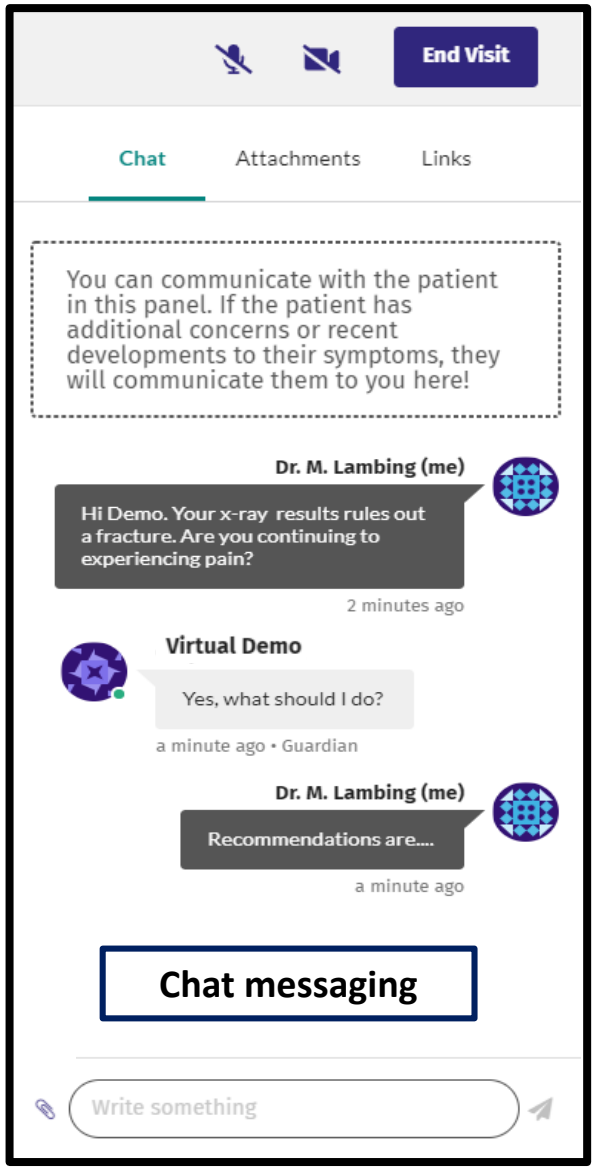

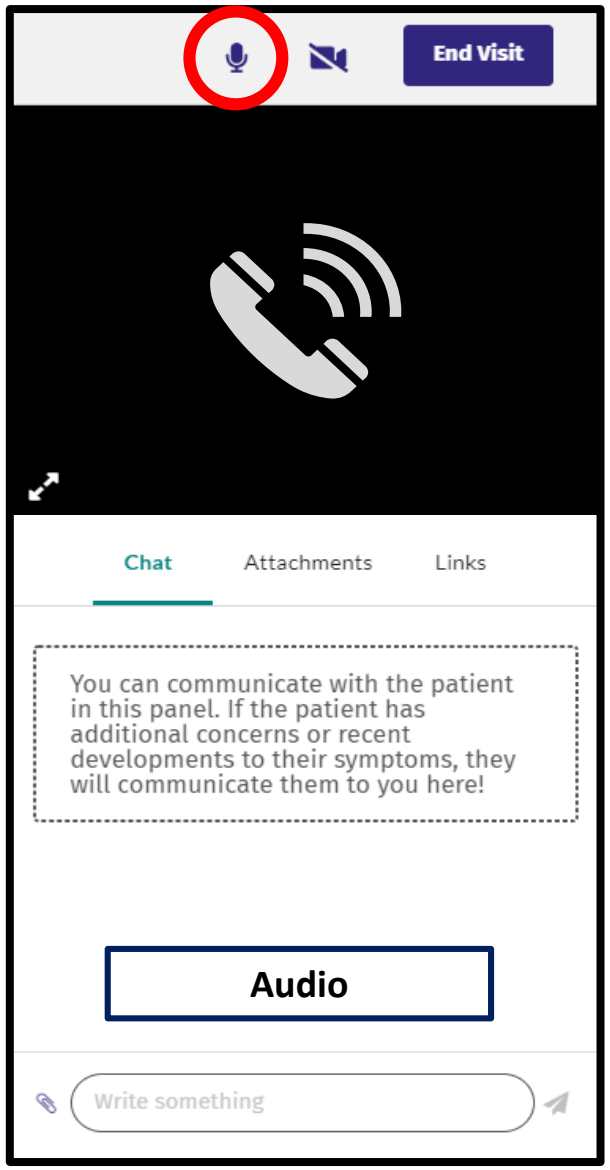

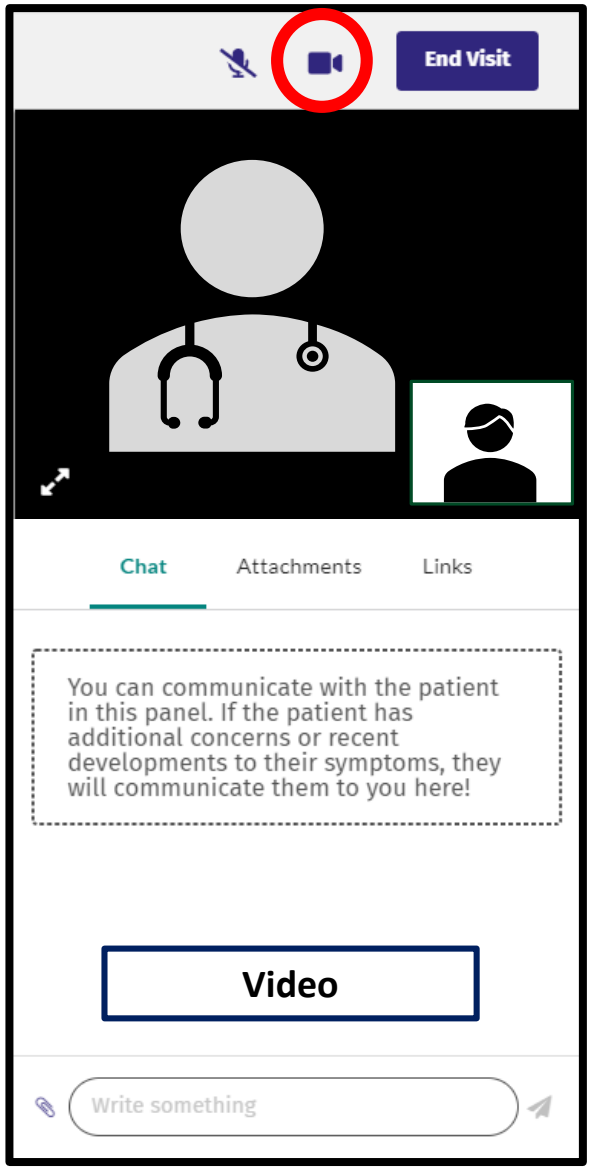

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Visit notes

Write a note here

Content here is not visible to the patient

Submit note

For the patient

Content here can be shared with the patient

Appointment summary/plan

Submit to Patient

Prescriptions and requisitions

Start a Form

No prescriptions or requisitions added yet

Billing codes

Primary reason for Virtual Visit

Choose reason for Virtual Visit

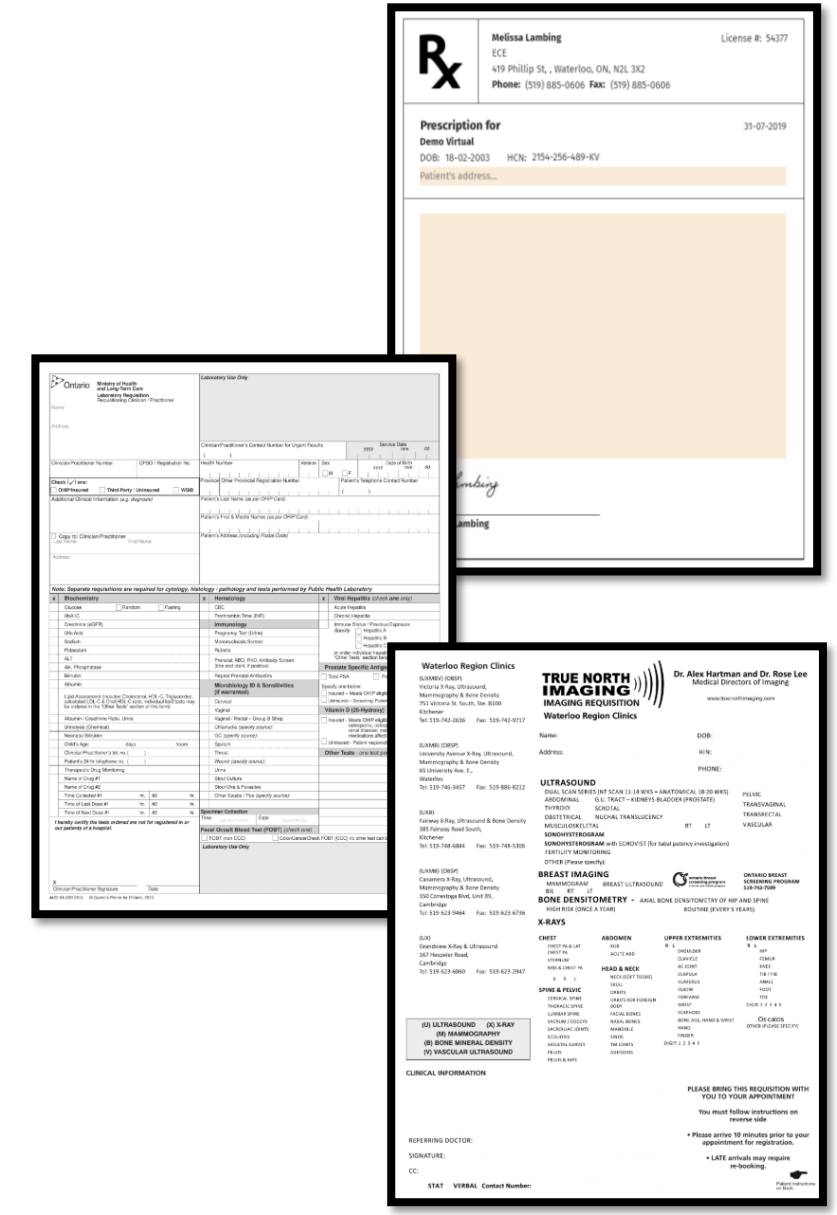
Virtual Visit billing code

Choose billing code

Diagnosis outcome

Choose an outcome

Submit billing



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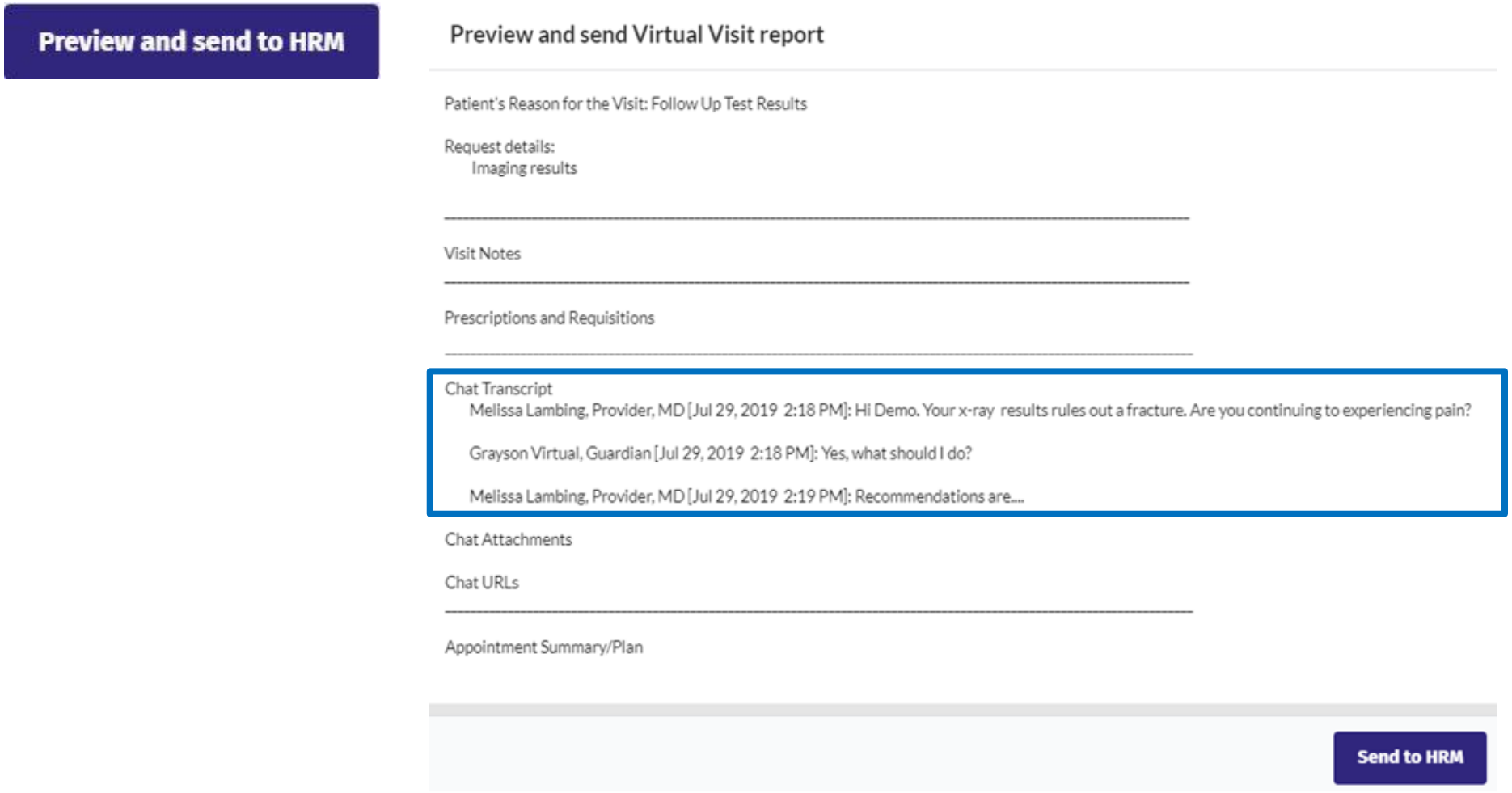
Health Report Manager



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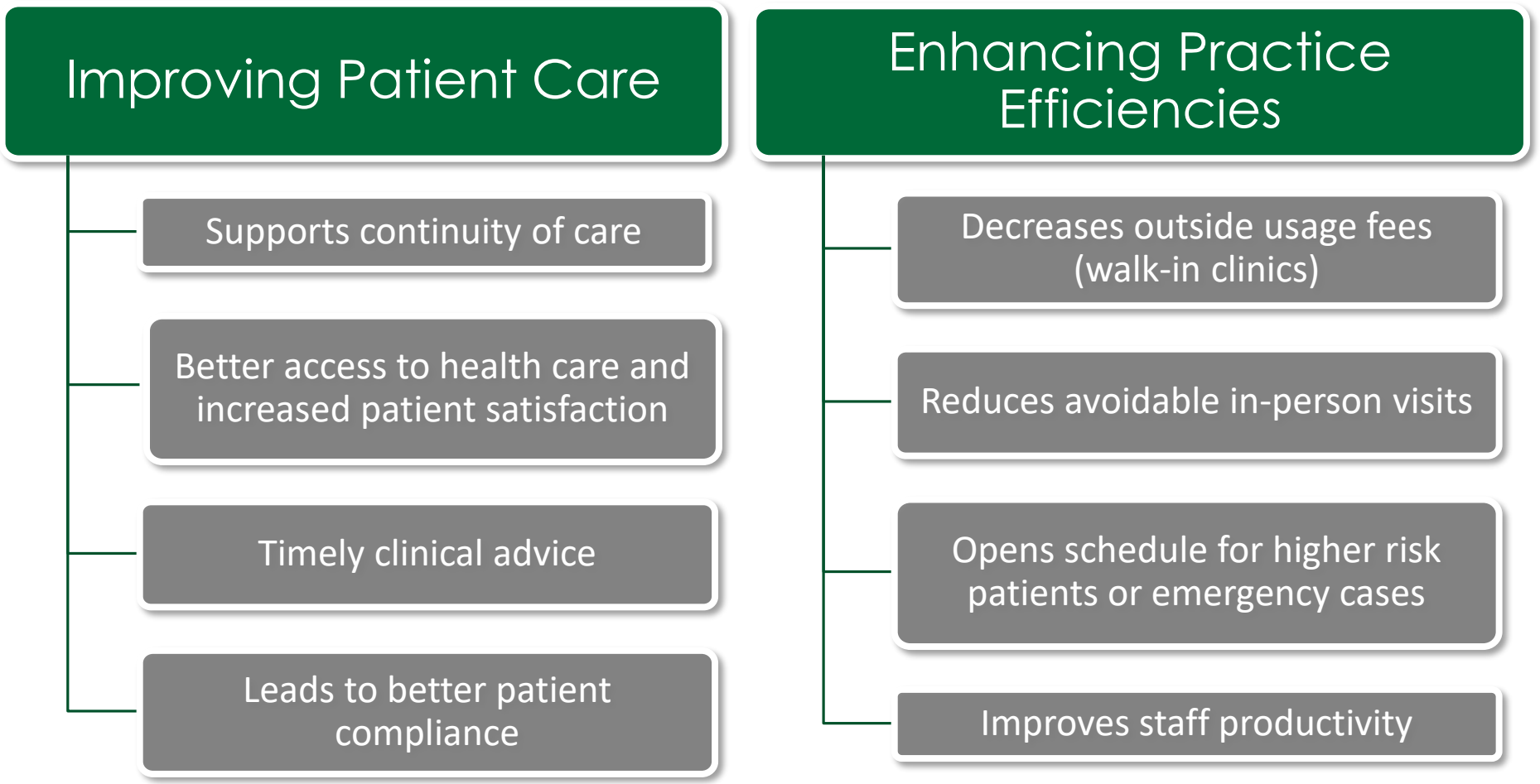
The Benefits of Virtual Visits in Primary Care



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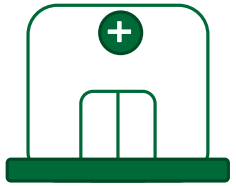
Patient Perspective

If a virtual visit had not been available…

4% of patients would have visited the emergency department



10% of patients would have gone to a **walk-in clinic**

3% of patients would have done **nothing**

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n=692

Provider Perspective

88%

responded in 24H

95%

responded in 48H

Increased Capacity to See More Patients

11 more visits/week (during usual working hours)

23 more visits/week

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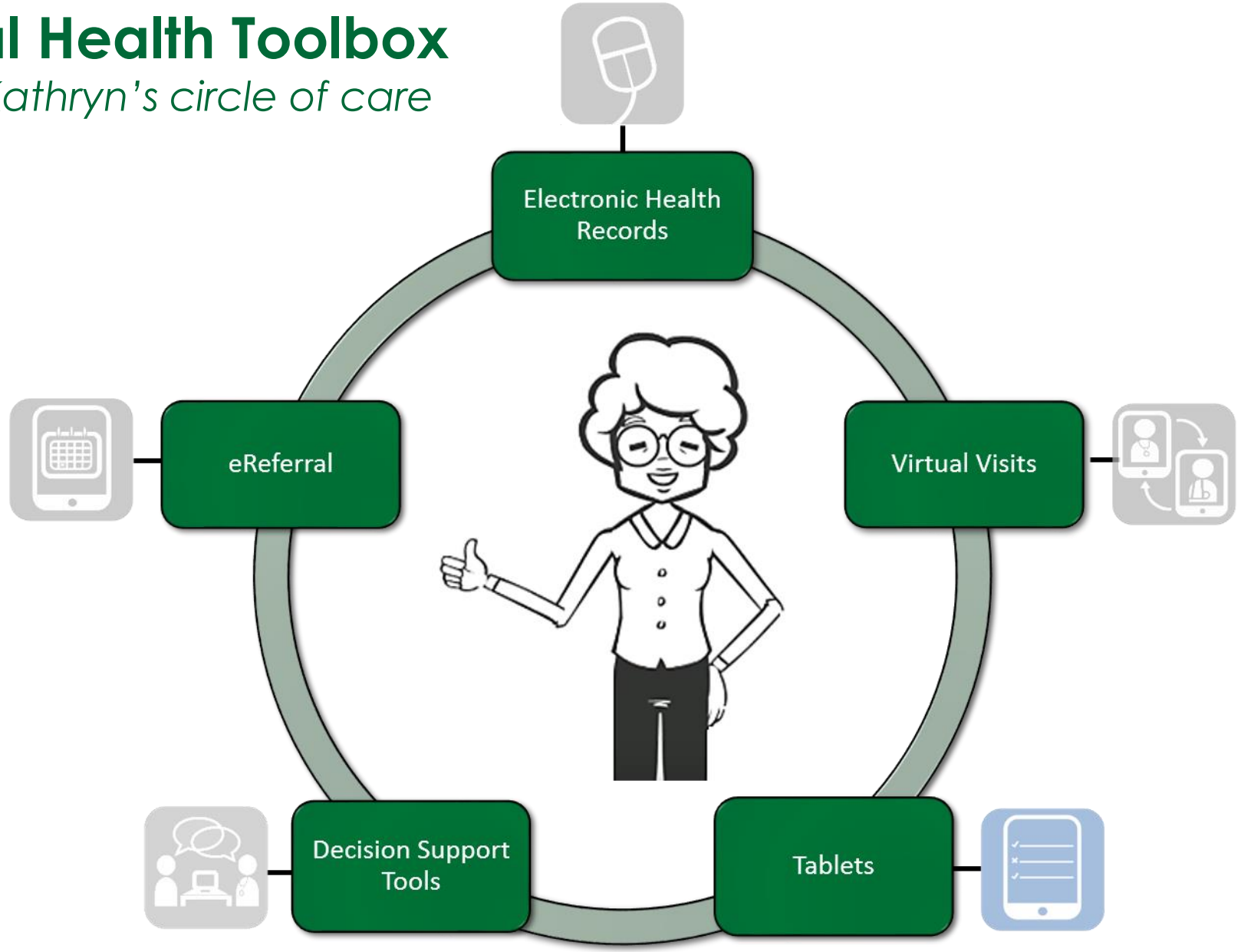
The Digital Health Toolbox

connecting Kathryn's circle of care



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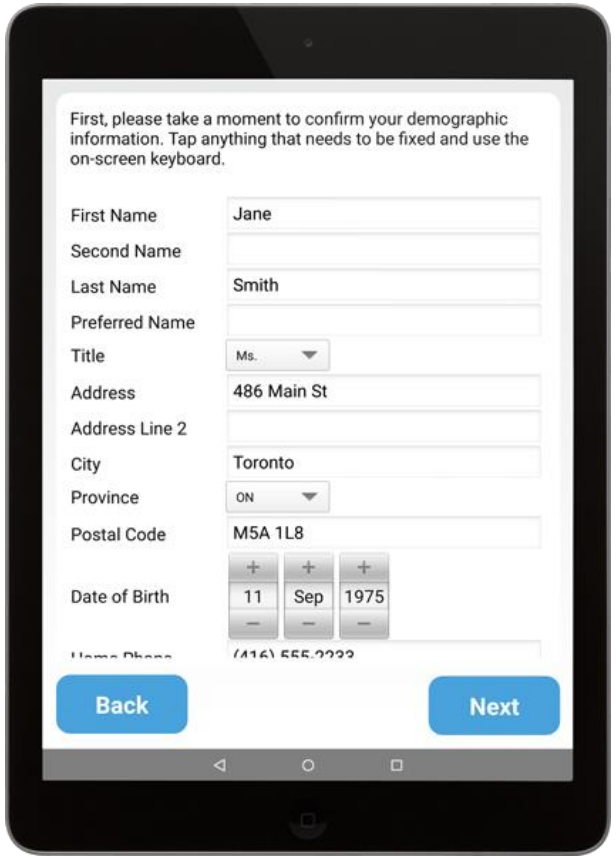
Tablet Usage

- Through a secure tablet, patients can:
  - Check-in and update their contact information
  - Provide consent for email and other clinic policies
  - Complete clinical forms and questionnaires
  - Provide feedback about their experience



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Ocean by CognisantMD

- Real-time scoring and data transmission to the EMR
  - Automatically calculate scores and add a concise clinical note to the patient chart in real-time
- Thousands of patient-facing forms and questionnaires
  - Standardized and clinically validated
  - Built-in clinical decision support
  - Customized, edited, or built from scratch
- Secure and PHIPA compliant

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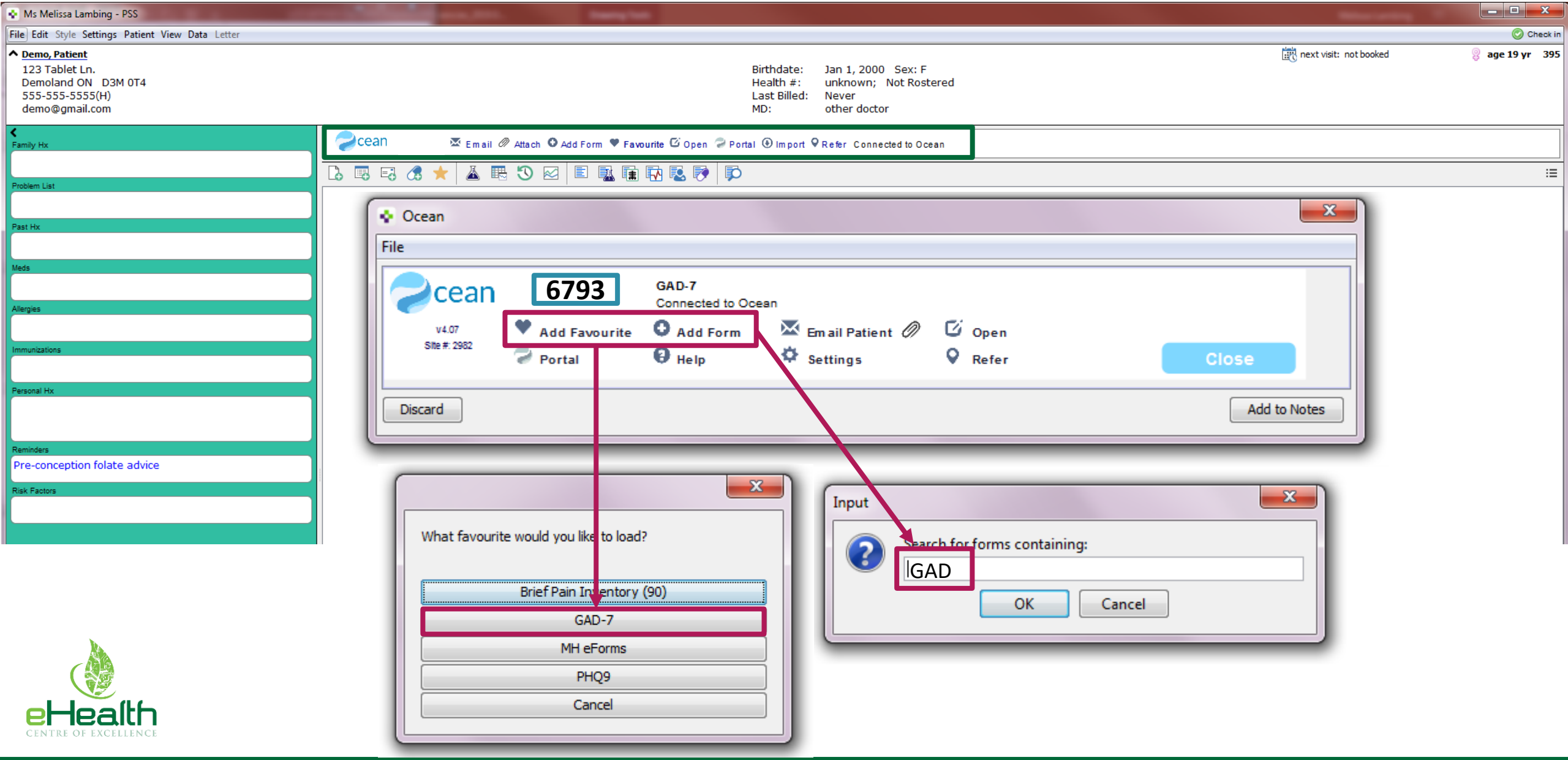
cean
by CognisantMD

Step 1: Load the form into the patient's chart



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Step 2: Enter the unique patient reference number on the tablet

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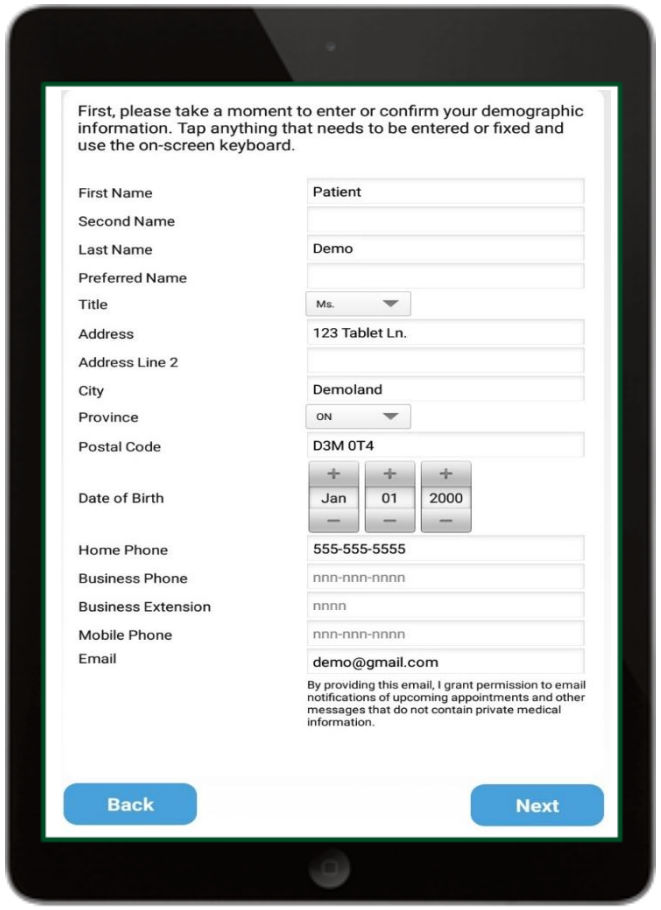
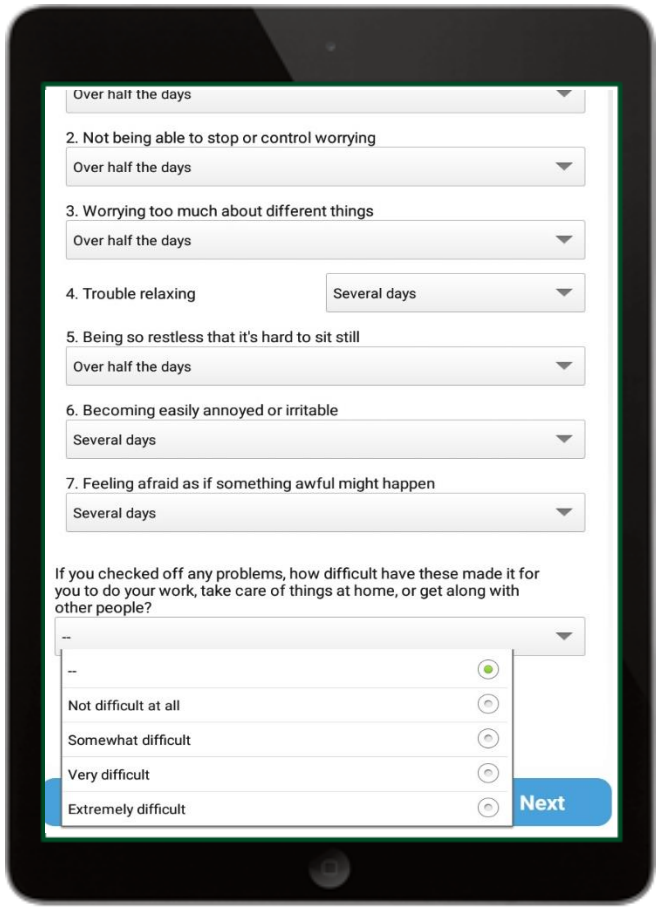
Step 3: Patients complete the selected forms and returns the tablet to the front staff

- Update demographics
- Complete forms and questionnaires
- Prompted to complete the patient experience survey





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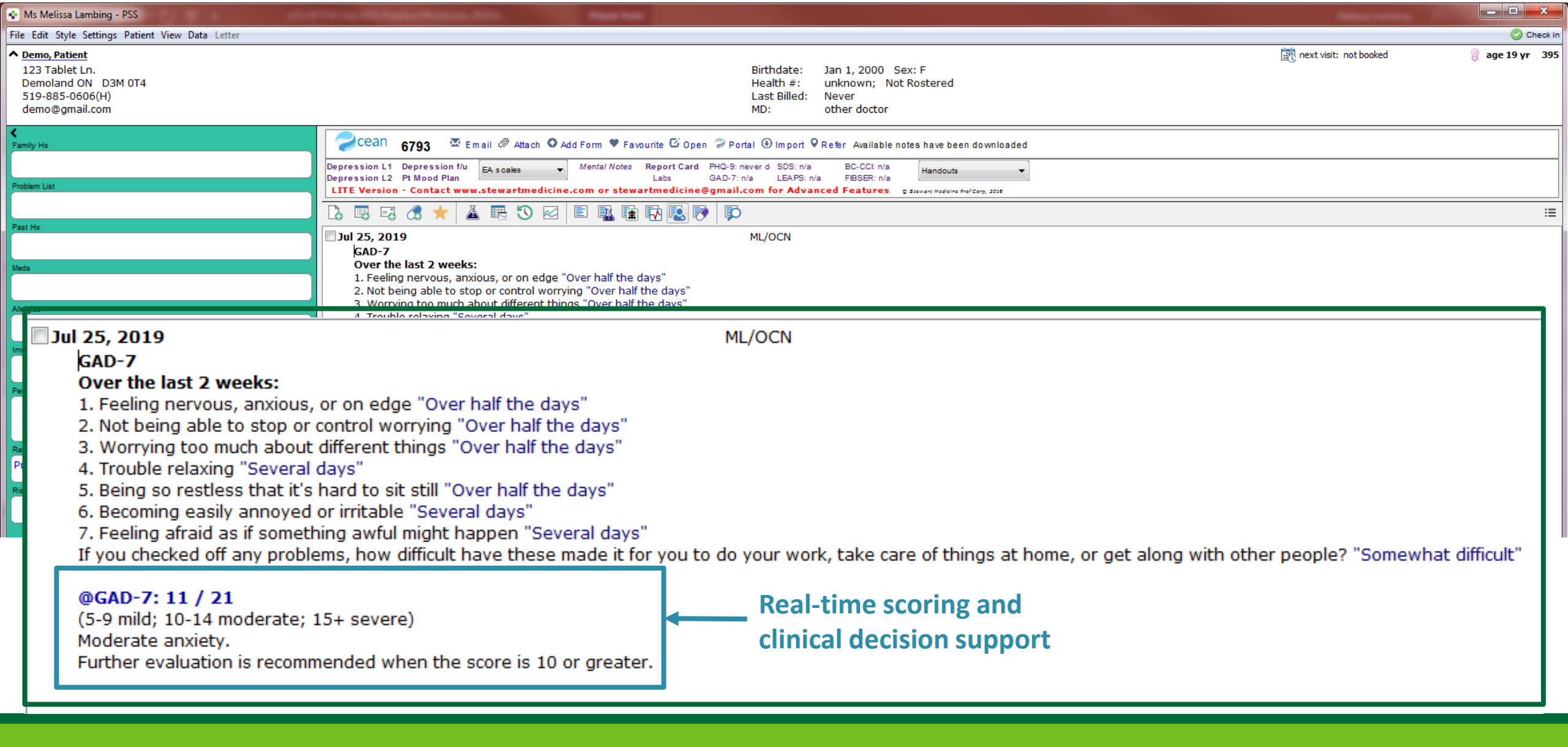
Step 4: Providers can review completed forms in the EMR before seeing the patient



Enhancing clinical efficiencies

- Tablets results in time savings
- Facilitate the use of assessment scores at the point of care
  - Focus on relevant issues identified from the assessment
  - Better engaging the patient in decision making
- Patient treatment progress can be more objectively monitored through graphed scores

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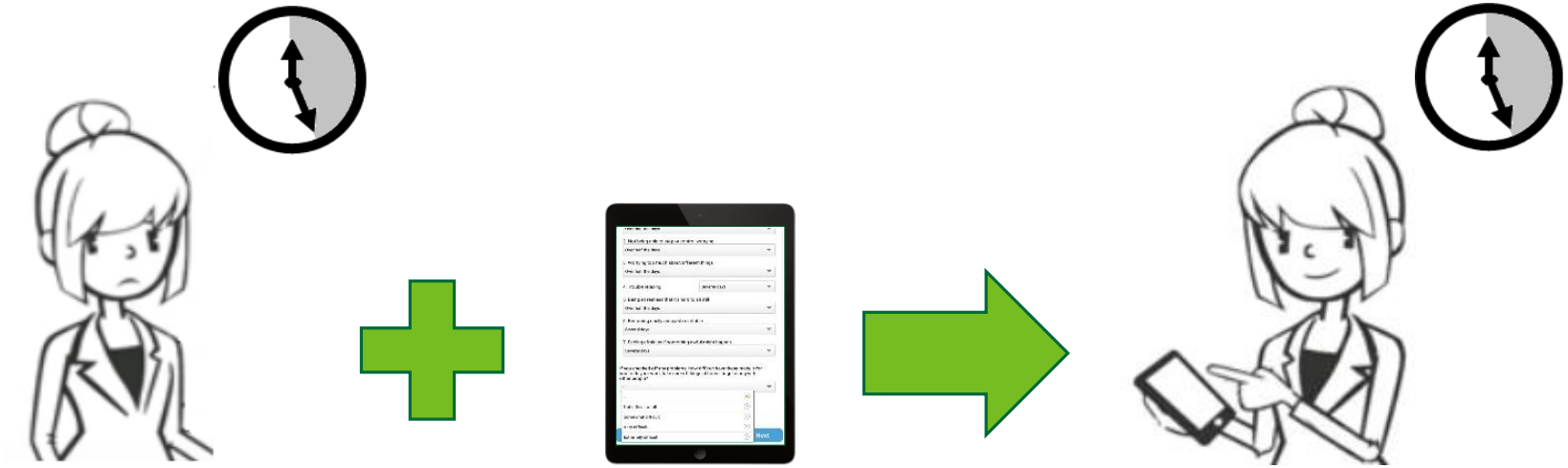
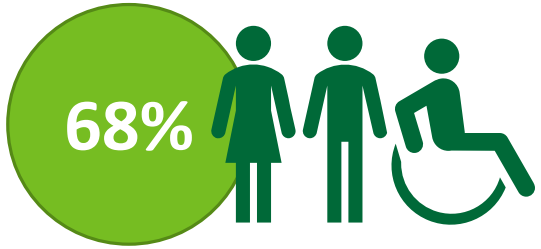
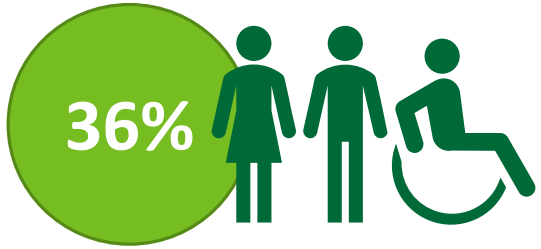
Tablets in Waiting Rooms



Positive distraction from waiting for their appointment



indicated they enjoyed having something to do while in the waiting room



indicated that tablet helped them provide **more honest** answers to mental health assessments

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Tablets and Patient Engagement

- Engaging patients instills their voice in the planning of programs, maximizing the likelihood of success
  - Conduct needs assessments
  - Gain patient feedback on changes that impact their lives
  - Evaluate other well-being initiatives in the community

✓Reduce selection bias
✓Enhance patient participation

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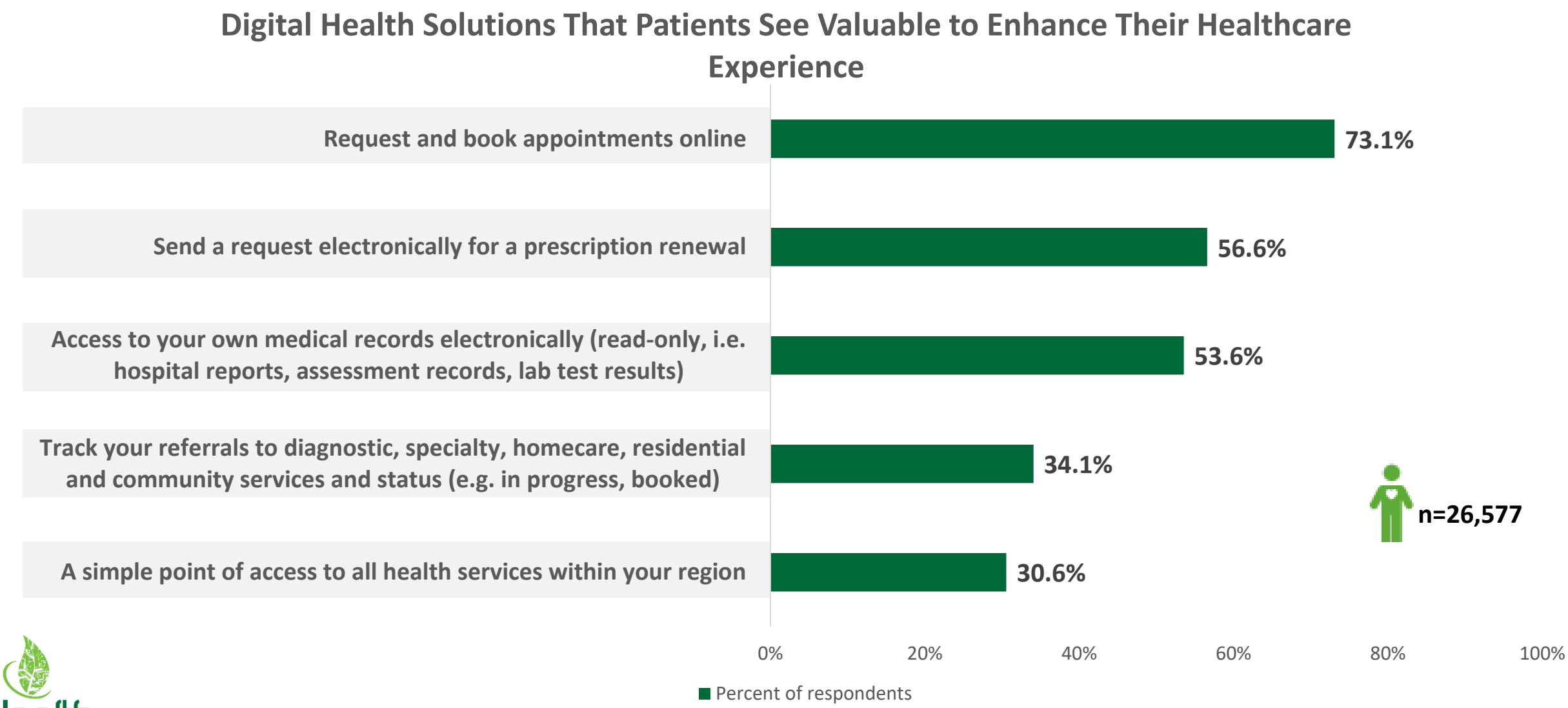
The Value of Digital Health Solutions for Patients



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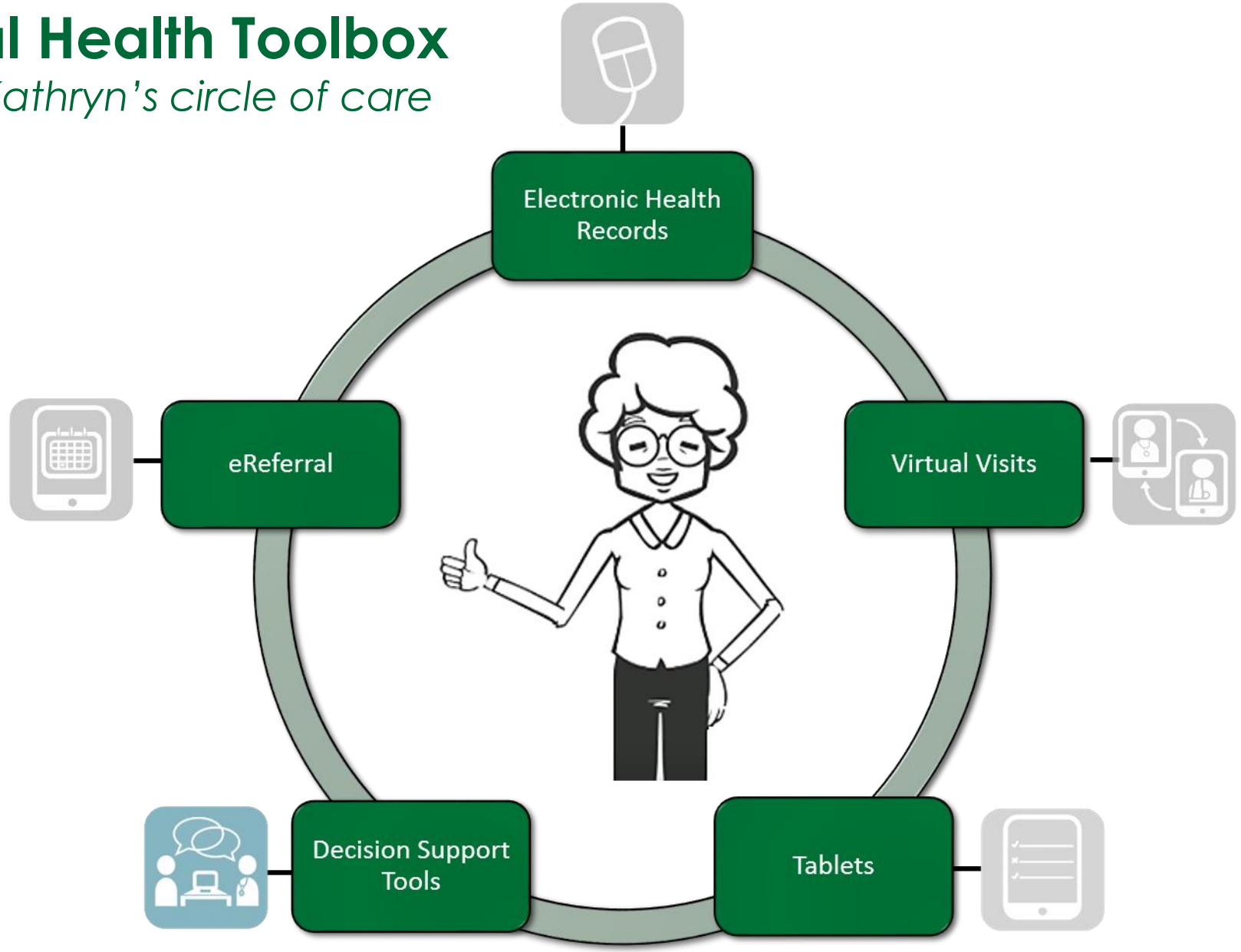
The Digital Health Toolbox

connecting Kathryn's circle of care



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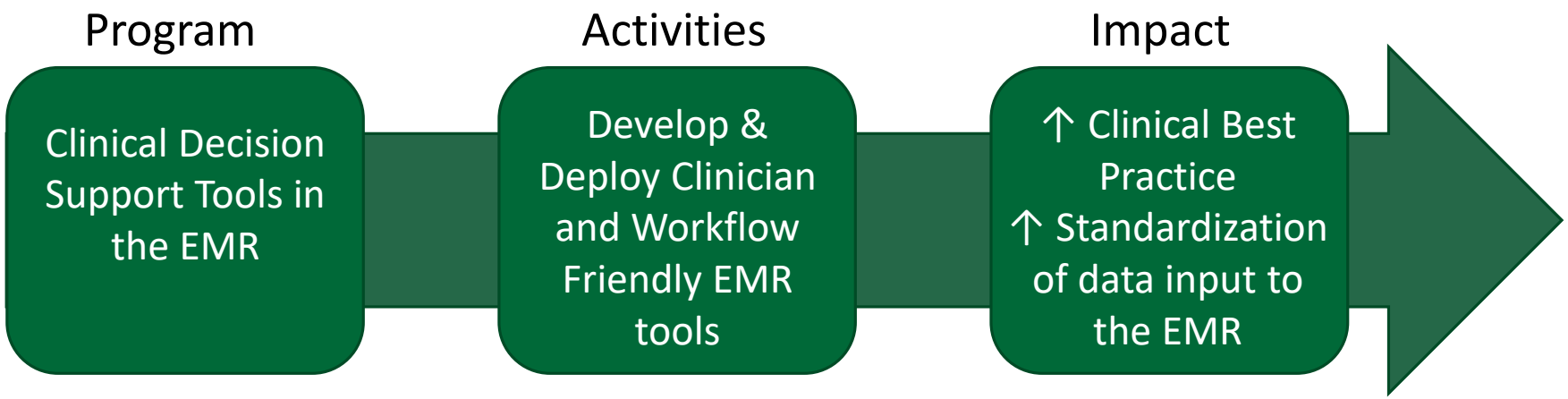
Clinical Decision Support Tools



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Clinician and Workflow Friendly EMR Tools

Working with provincial and regional organizations (I.e. CorHealth, ORN, CEP, Osteoporosis Canada, HQO, etc..) to incorporate best practice guidelines,

11

CDPM EMR Templates have been created:

- Heart Failure
- Chronic Obstructive Pulmonary Disease
- Chronic Kidney Disease
- Diabetes
- Mental Health
- Chronic Non-Cancer Pain
- Opioid Management
- Osteoporosis
- Palliative Care
- Low Back Pain
- Hypertension

Many other

EMR tools designed to assist clinicians (including Toolbars and Encounter Assistants).

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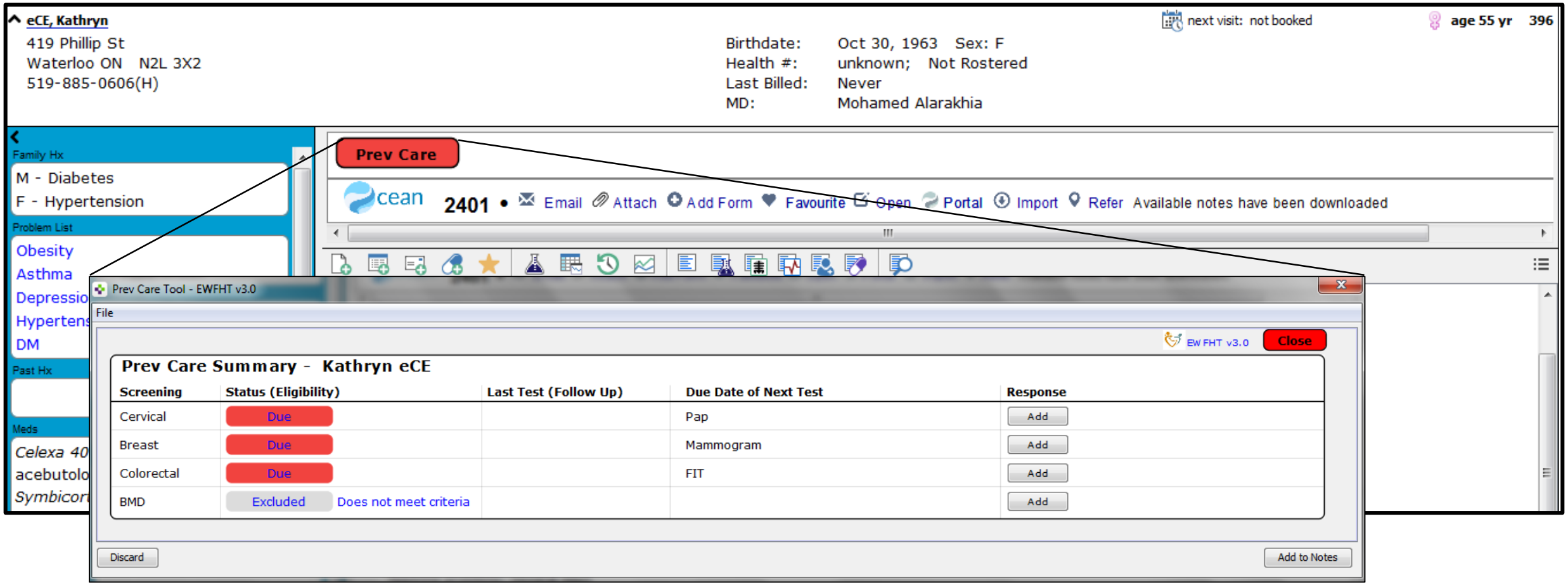
Preventative Care Toolbar



eHealth Centre of Excellence

Developed by the East Wellington Family Health Team.

East Wellington Family Health Team

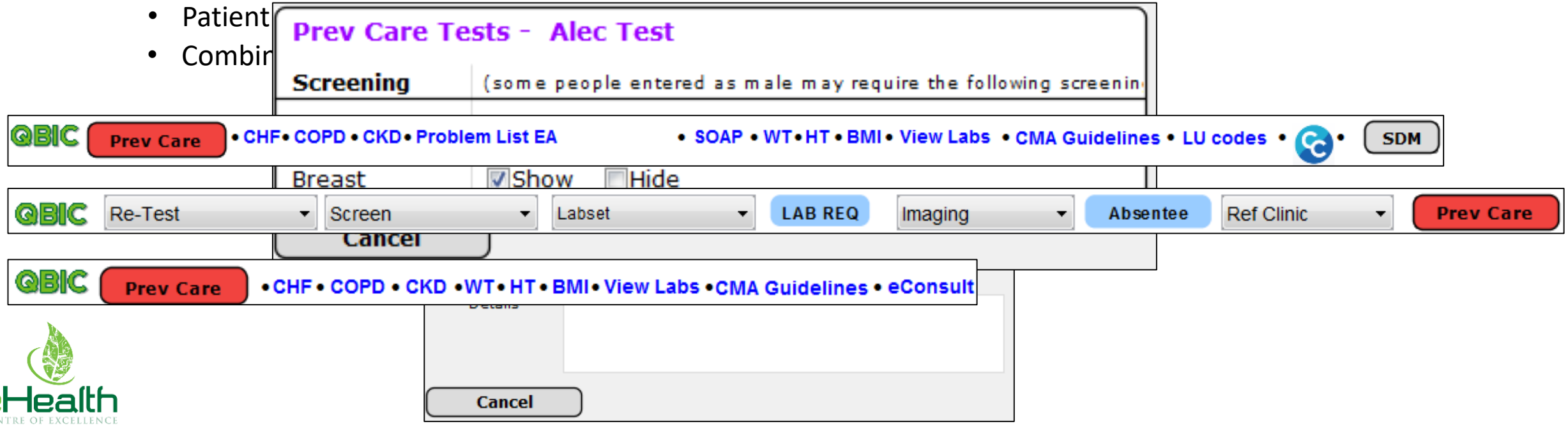
How It Works

Visual cue to prompt care;

Screening includes cervical, breast, colorectal, and BMD

Customizations available;

- Exclude or include tests based on clinics preference
- Patient
- Combir



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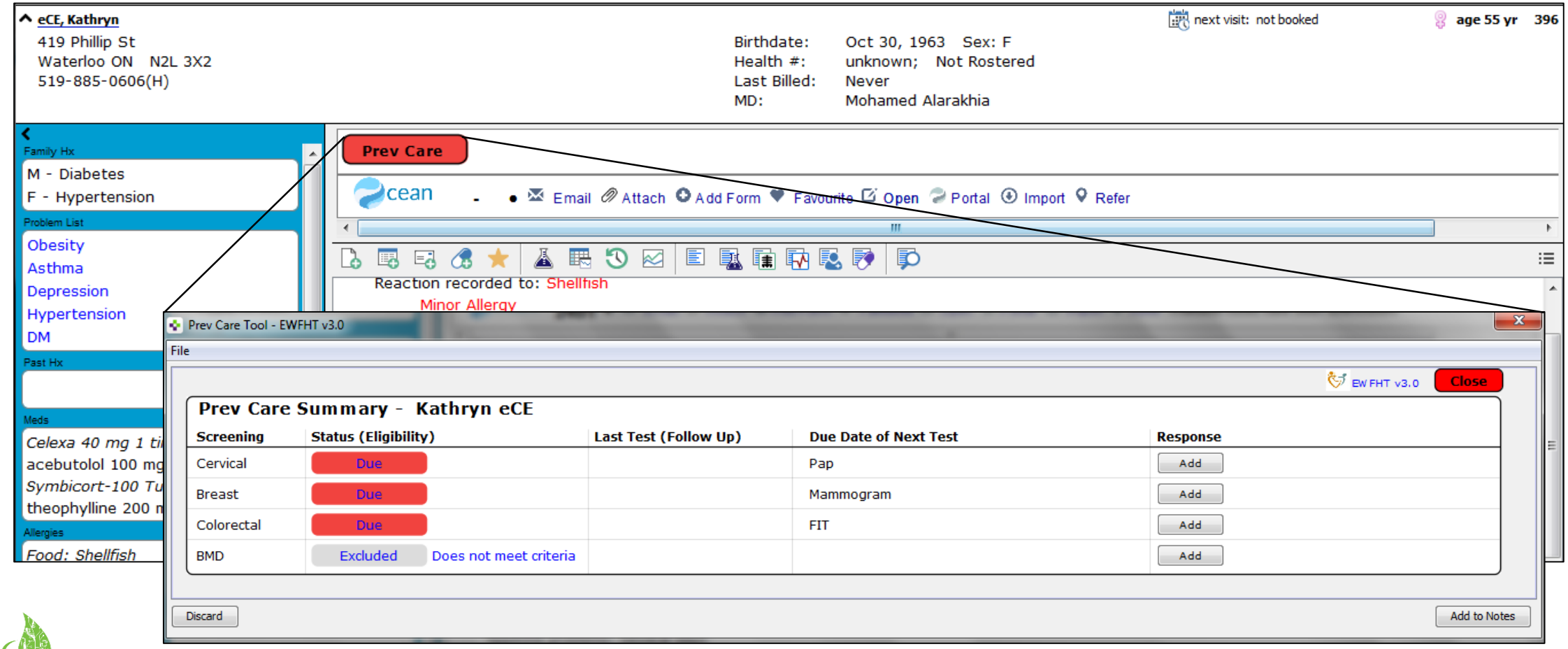
How It Works

Step 1: Review tests that are due



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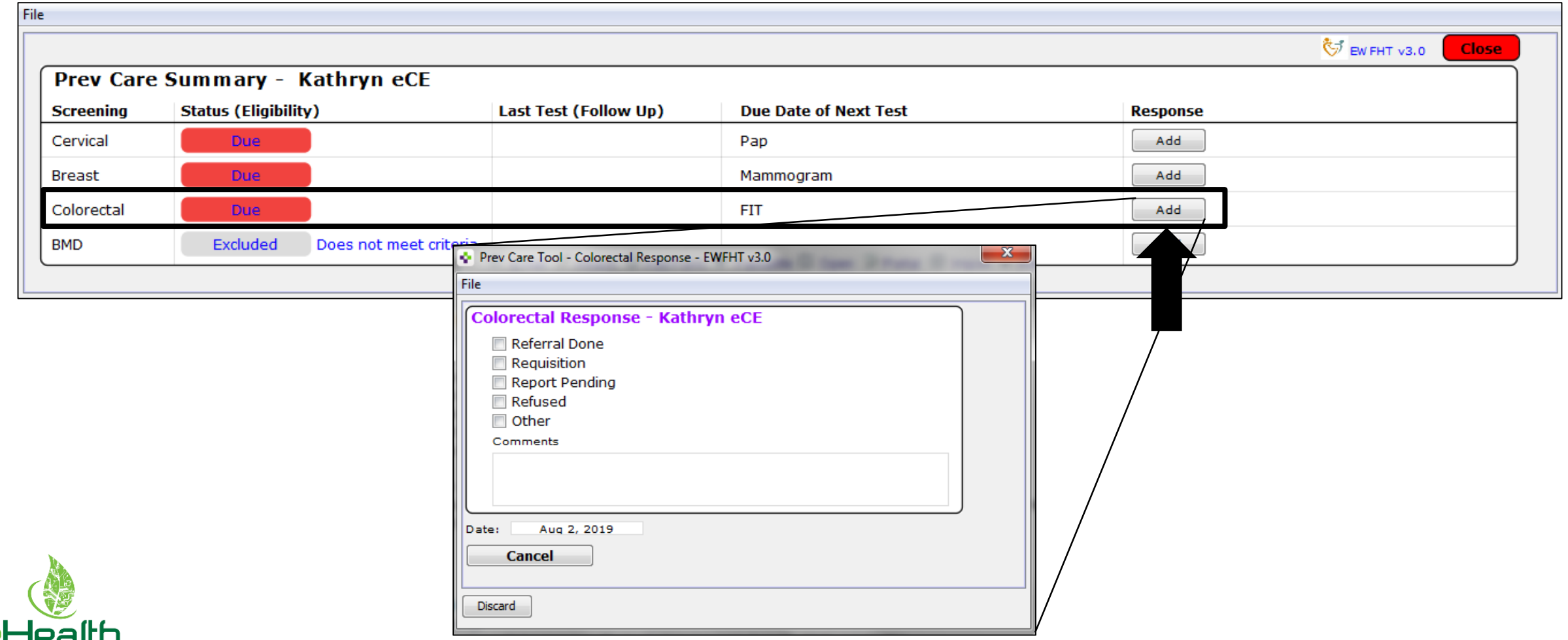
How It Works

Step 2: Add a response



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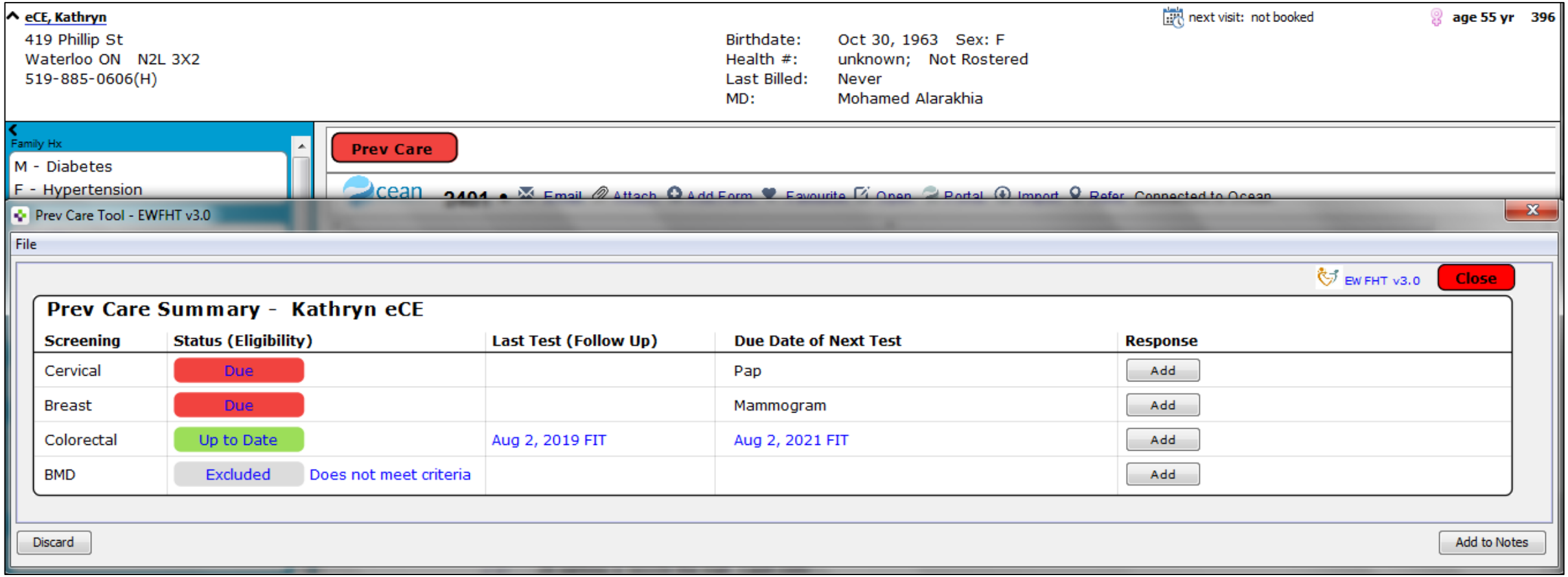
How It Works

Step 3: Wait for results



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How It Works

Unfortunately, the test came back positive (abnormal).
Kathryn's provider can now send her for a colonoscopy…

Using Ocean eReferrals

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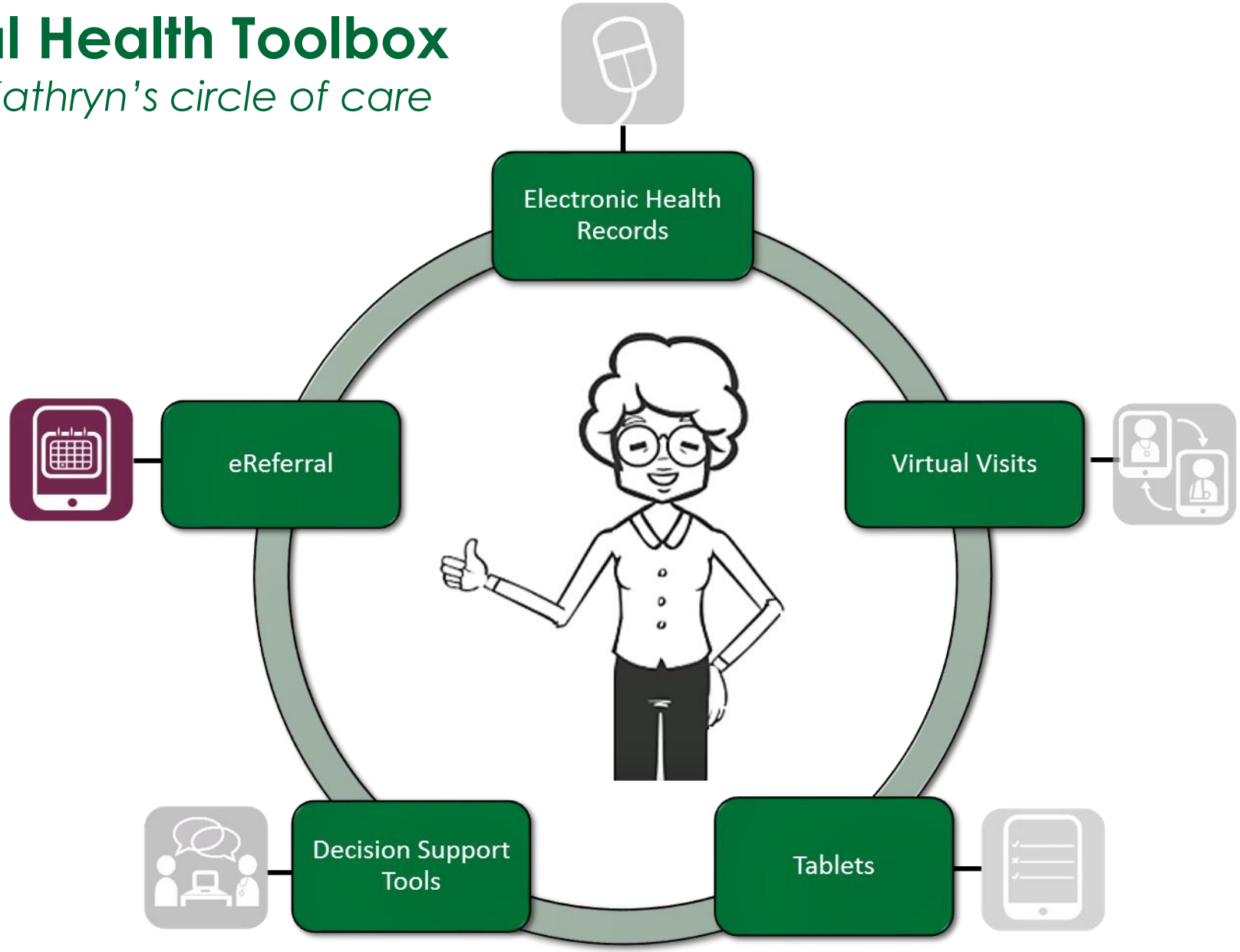
The Digital Health Toolbox

connecting Kathryn's circle of care



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Poll

How often does your clinic need to follow-up with a specialist's office to provide or receive more information regarding a referral?

a) Always
b) Sometimes
c) Never
d) Unsure

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System Coordinated Access

In 2016, the System Coordinated Access Program (SCA) established the to support coordinated access efforts in Waterloo Wellington, including the development of an electronic referral (eReferral) solution.

Participating LHINs in eReferral Planning and Implementation

Other LHINs involved in the original RFP:

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What is eReferral?

eReferral is the secure and seamless transfer of patient information from one point-of-care client management system into another, via an electronic, web-based platform.

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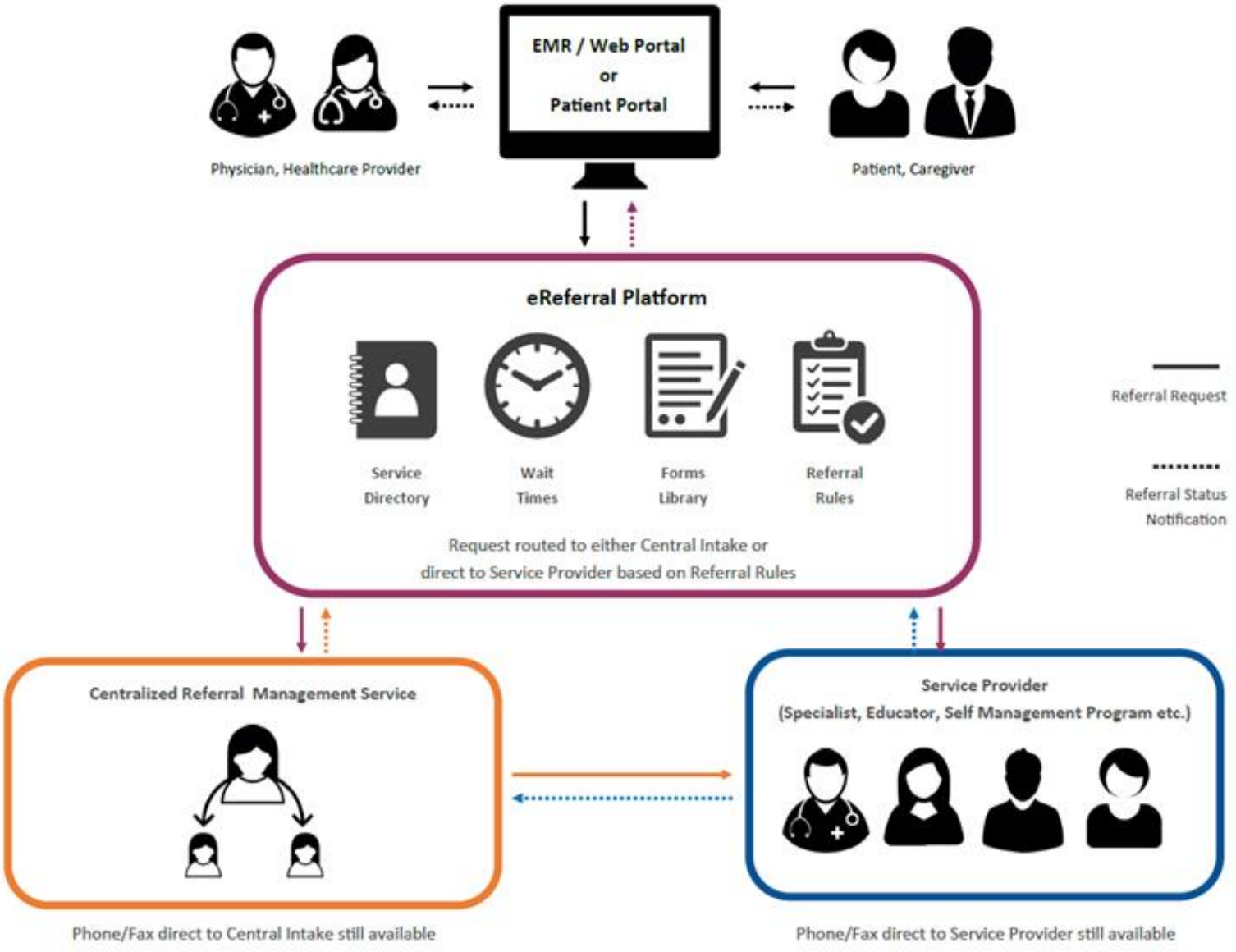
What is eReferral?



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How It Works

Launch eReferrals using...

OR

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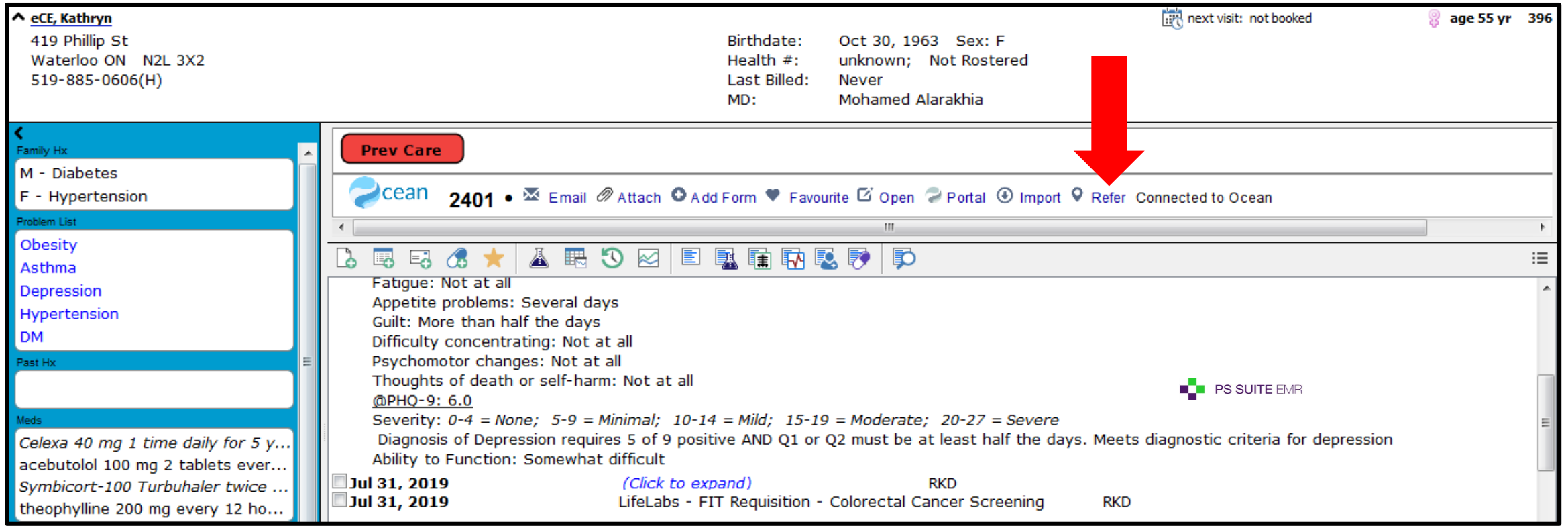
How It Works

Step 1: launch Ocean



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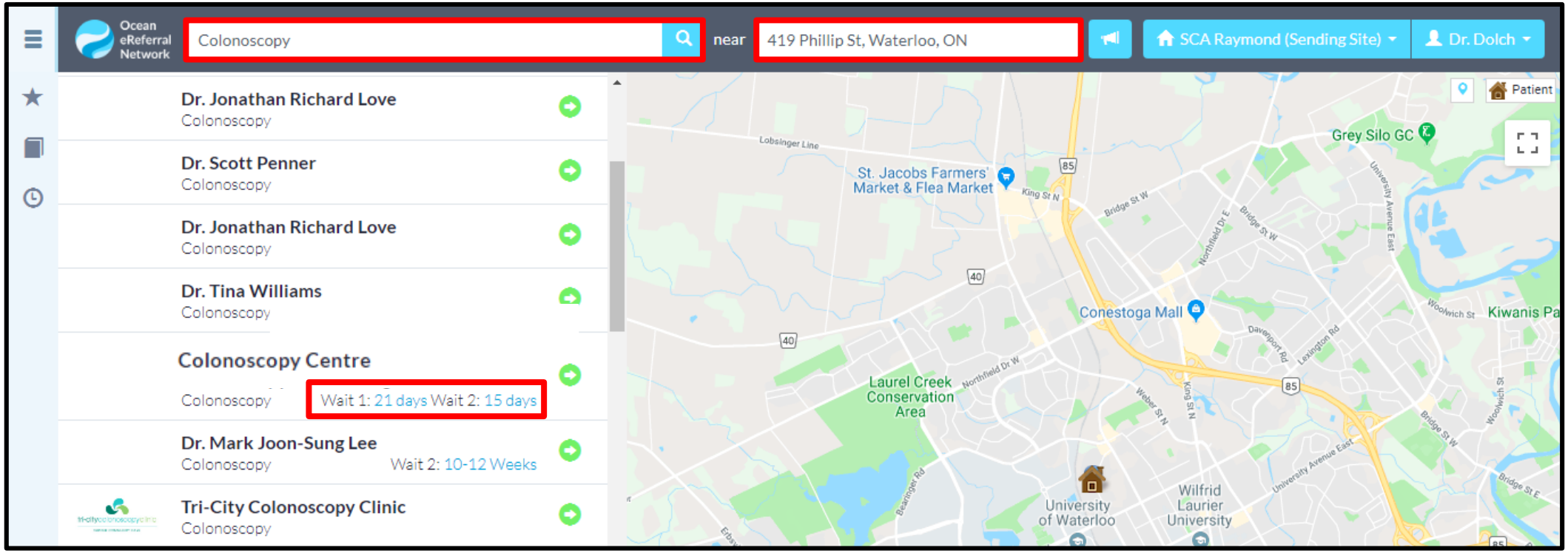
How It Works

Step 2: Search for a Referral Destination

Search for colonoscopy

Kathryn's Address is auto-populated



Wait Times

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How It Works

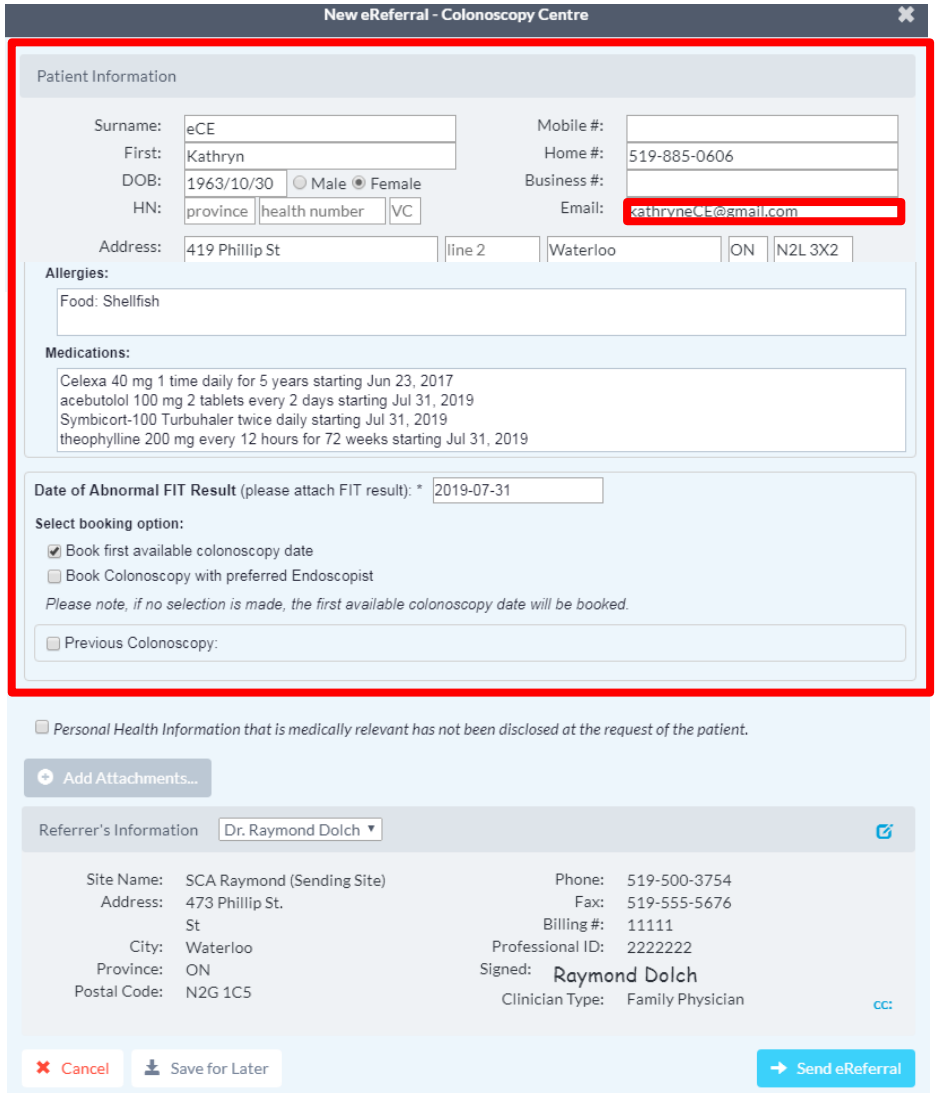
Step 3: Fill in the Referral Form

Standardized referral form

Most recent version

Auto-populated demographics and CPP

Option to email patient with status updates



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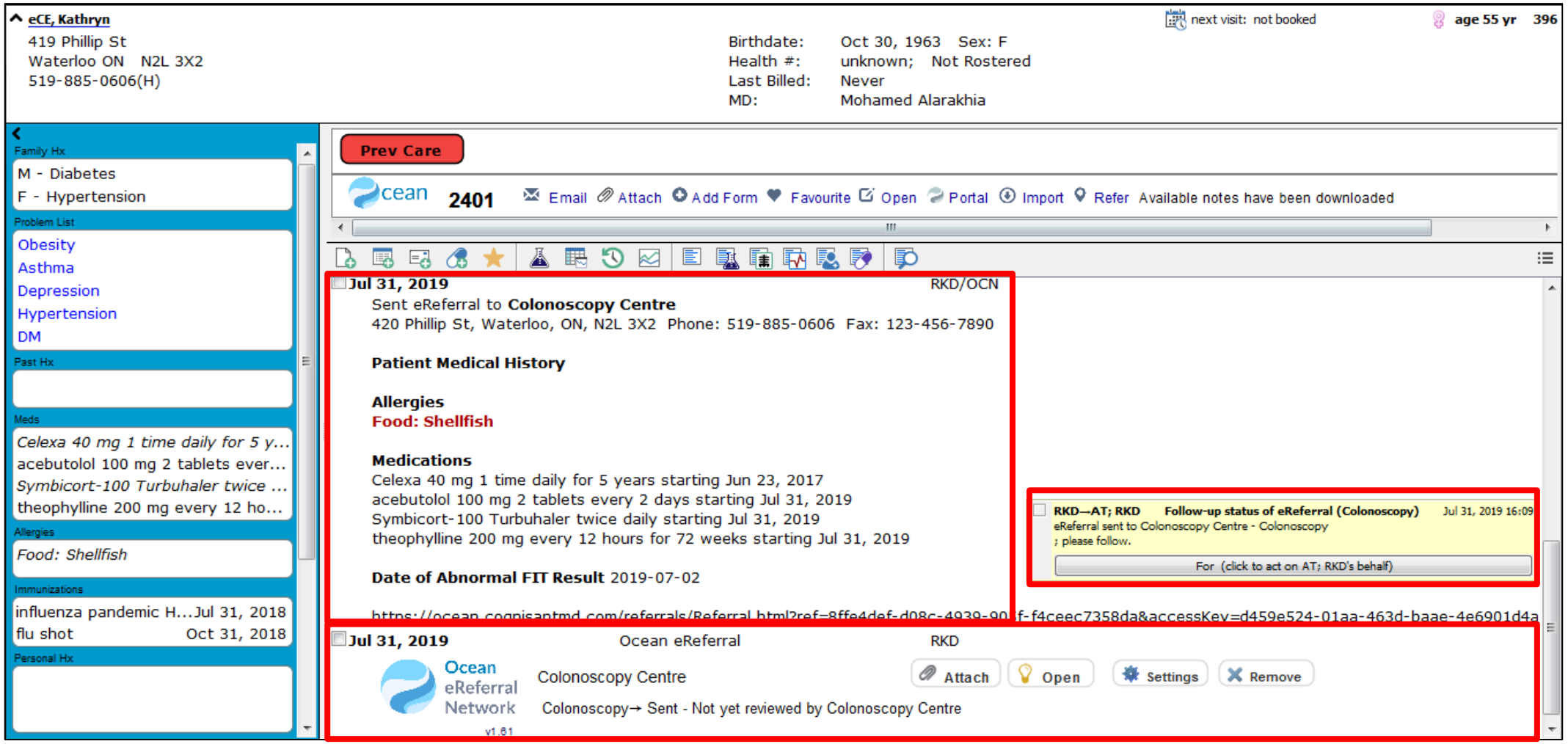
How It Works



Referral summary posted in the chart

Real-time status tracking

Automated message to referral clerk

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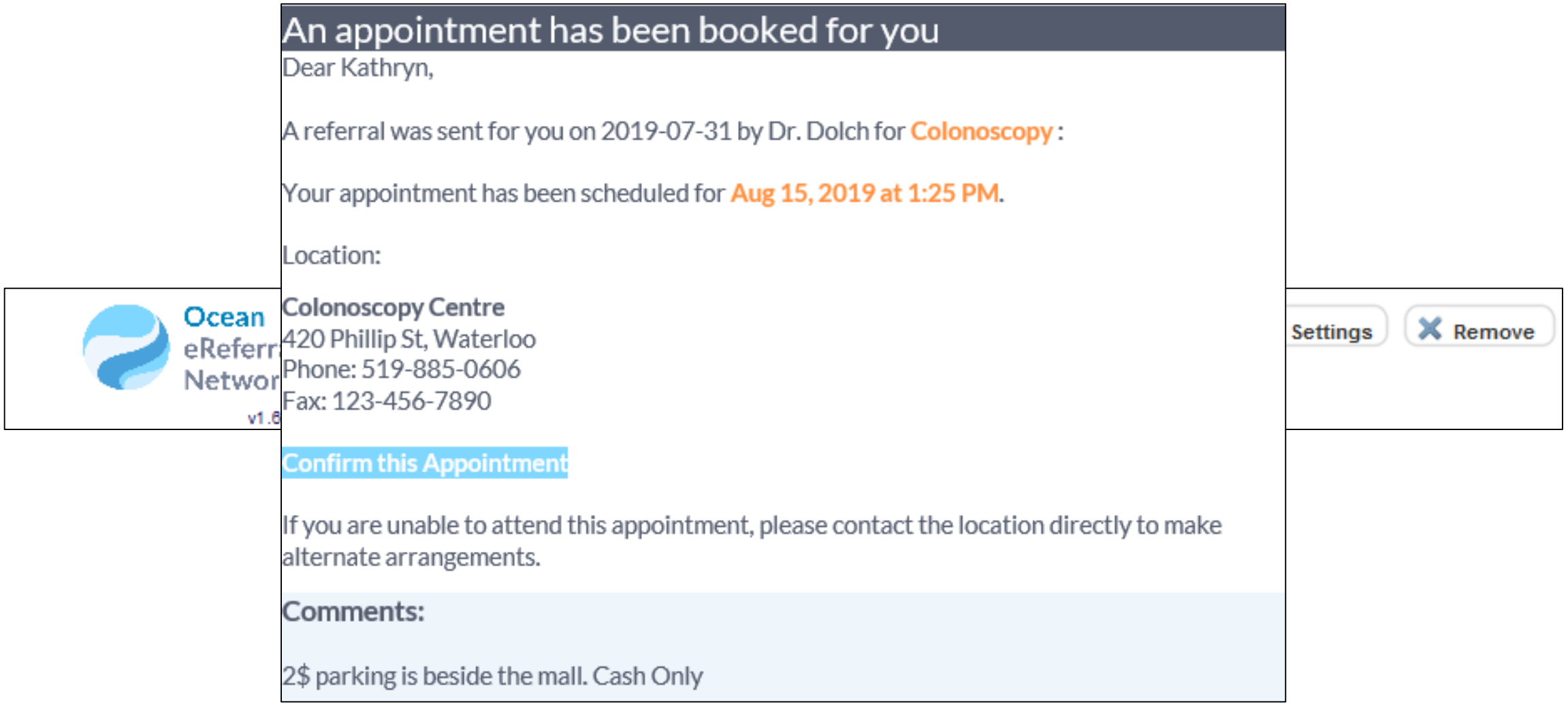
Referral Updates



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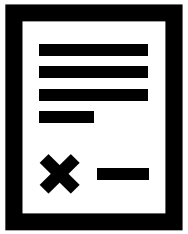
Benefits of eReferral

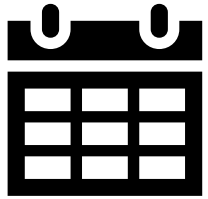


Standardized, pre-populated forms from EMR ensure referrals are complete and significantly reduces declined incomplete referrals

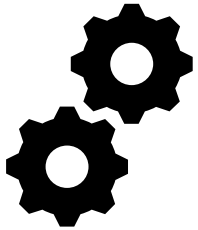
Email updates keep the patient informed throughout the referral lifecycle

Searchable map-based directory

Appointment dates and times can be confirmed by email



Primary care provider can search for specialties and programs by wait time or by proximity to patient's home



Secure, encrypted data transfer

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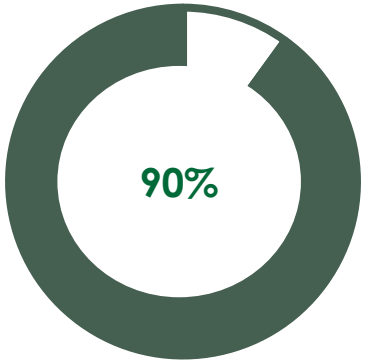
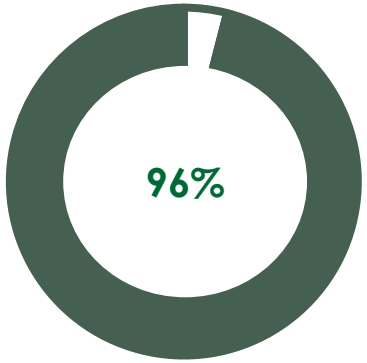
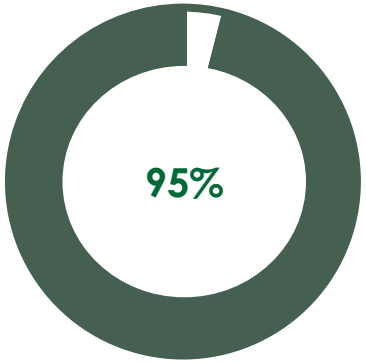
What are We Hearing From Patients?



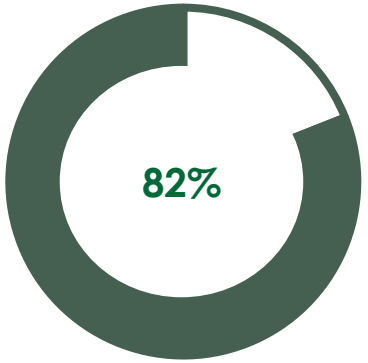
Satisfied with the eReferral Process



Found the referral to be an Easy Process



eReferral Notifications Improves the Patient Experience



Feel more Informed About their Care

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n=1895

Call to Action

- How can your team leverage the tools presented today to support the care they provide to their patients?

- Connect with us to support your journey as you transition into Ontario Health Teams!

Electronic Health Record

Virtual Visits

Tablets

Electronic Medical Record (EMR) coaching & tools

Electronic Referral (eReferral) & Patient Portal

eConsult

info@ehealthce.ca

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