

BRIGHT LIGHTS AWARDS



2020

Award: Integrated Care and Community Responses

Ontario Health West Teams

Achievement: Created web-based COVID-19 assessment system



In the Ontario Health West region, a partnership formed by a number of FHTs and partners created the COVID Population Health Navigator (Navigator), a web-based system that allows for virtual assessments of all patients -- with minimal wait times -- and makes it possible to collect population health data to better understand analytics and pandemic spread in each region.

In early March 2020, Thames Valley FHT, Centre for Family Medicine FHT, other local health-care organizations and leaders realized the potential that COVID-19 had to completely overwhelm the health care system. It became evident that a virtual solution to assist primary care in identifying and supporting patients directly could protect the acute care system from being flooded by a wave of COVID-19 patients.

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Within a week, the group had developed an intersectoral team that led the Navigator's development and launch. The tool was developed by InputHealth to provide ONE online system to help assess and manage possible COVID-19 patients virtually.

Since March 15th, 2020:

- More than 70,000 patients screened could self-isolate at home without making an in-person appointment with their primary care provider;
- More than 1,000 patients received assessments, reducing inappropriate visits to EDs and assessment centres; and
- More than 350 Physicians and Nurse Practitioners quickly joined the work in OHWest; there is also a shared group of "on-call" clinicians.
- In addition, patient experience captured indicates:
 - 85 per cent would have sought out other healthcare options (i.e. walk-in clinic, physician's office) without access to the Navigator
 - 80 per cent had a positive experience with the wait time to be called by the clinician

The implementation of the Navigator represents one of the most rapid procurement and scaling of a technology in Ontario health-care history. Using the Navigator, the team was able to review analytics to identify hot spots and potential needs for PPE. During Wave 1, the Navigator was being supported by staff/clinicians from multiple FHT sites across OH West.

Key Facts:

- Partnerships were the key ingredient in the creation and success of the COVID Population Health Navigator
- More than 1,000 patients received virtual assessments, reducing inappropriate visits to EDs and assessment centres
- More than 70,000 patients screened could self-isolate at home without an in-person visit
- During Wave 1, the tool was being supported by staff and clinicians from multiple FHT sites across the region
- One of the most rapid procurements and scaling of a technology in Ontario health-care history

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