

BRIGHT LIGHTS AWARDS

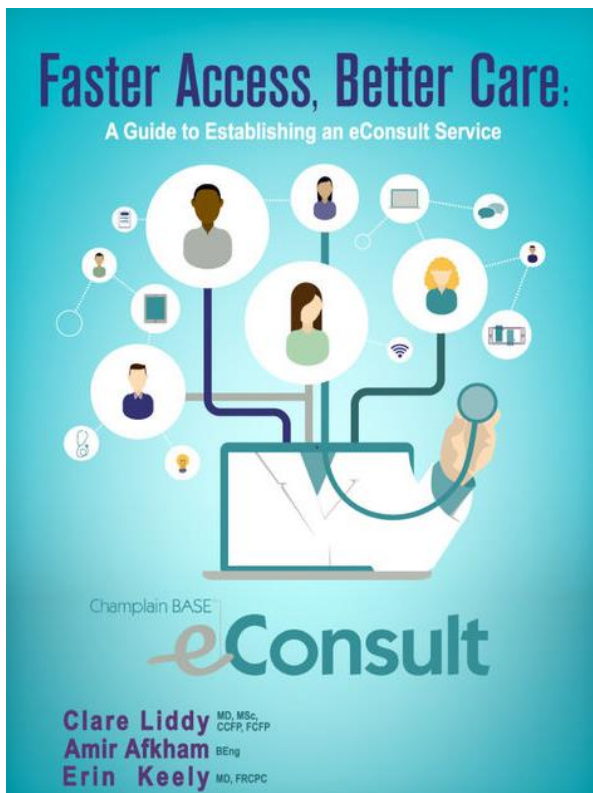


2016

Co-ordinating Care to Create Better Transitions

Clare Liddy and Erin Keely, Champlain Base eConsult Team, Ottawa Hospital
Academic Family Health Team

Online eConsult System



Primary care serves as the healthcare hub for patients, assessing their conditions and directing them to other providers, as their health needs dictate. Drs. Liddy and Keely discovered that the current system linking patients to specialists wasn't working smoothly, given complaints about excessive wait times, so they took matters into their own hands by creating an eConsult system to help co-ordinate the care their patients were receiving.

The system provides a secure, online platform where primary care providers can submit questions to specialists and receive replies within a week. In developing the platform, eConsult paid close attention to regional needs, allowing patient concerns to drive the design: it remains simple, focusing on engaging providers and being responsive to stakeholders. It allows for ongoing capture and analysis of quality metrics that are useful in determining how to reduce wait times for specialist care.

Team members actively seek patient feedback in order to continuously improve the system and address the needs of specific populations, such as people with multiple chronic

conditions. As a result, the system is flexible and can be adapted to offer additional services, such as e-case conferencing and integrated care planning.

The median wait time for responses is now less than a day. More than two-thirds of the issues are resolved by these eConsults, leading to patient satisfaction and freeing up the specialists' time for more complex problems.

When surveyed by phone, 86 per cent of patients expressed satisfaction with the eConsult system. Primary care providers say that the service offers very high value in more than 90 per cent of the cases. Its success has even led to financial support from the provincial healthcare system.

BRIGHT LIGHTS AWARDS



2016

Not only is the eConsult system responsive; it has won praise as an educational tool. The consultations provide learning opportunities and improve dialogue between providers. Its success has also led to partnerships with 11 national organizations and three provincial associations, as well as an international collaborative supporting an eConsult service in Canada, the United States and the United Kingdom. The team has also shared its program through publication in 19 peer-reviewed journals.

Key Facts:

- eConsult service has cut wait times for specialists' care
- 1,000 primary care providers now enrolled
- More than 15,000 cases closed since 2010
- Patient and provider feedback essential to service's growth and development
- Success earned team provincial funding for eConsult

Expansion via collaboration and partnerships is testament to service's efficacy