

ONTARIO MD STAKEHOLDER REPORT: Products and Services by LHIN for April 2020

CAUTION: This Stakeholder Report (the "Report") from OntarioMD Inc. ("OntarioMD") is being made available to its Stakeholders. No representation, warranty or covenant of any kind is made in favour of any Stakeholders or any third party respecting the contents of the Report. By reviewing this Report, the reader acknowledges and confirms the foregoing. The Stakeholder must rely on its own independent investigation and analysis in connection with the matters addressed in the Report.

Table of Contents

- 1. EXECUTIVE NOTES 3
- 2. INTRODUCTION 4
- 3. ONTARIOMD, ONTARIO HEALTH AND ONTARIO HEALTH TEAMS 4
- 4. ONTARIOMD PRODUCTS AND SERVICES 4
- 5. QUARTERLY GROWTH BY PRODUCT/SERVICE 5
- 6. PRODUCTS AND SERVICES BY VENDOR AND LHIN VIEW 6
 - FIGURE 1: EMR ADOPTION BY PHYSICIAN TYPE AND CERTIFIED EMR VENDOR 6
 - FIGURE 2: EMR ADOPTION BY PHYSICIAN TYPE AND LHIN 7
 - FIGURE 3: PHYSICIANS PARTICIPATING IN PROVINCIAL PRODUCTS/SERVICES BY LHIN 8
 - FIGURE 4: PHYSICIANS LIVE ON HRM BY LHIN 9
 - FIGURE 5: PHYSICIANS LIVE ON OLIS BY LHIN 10
 - FIGURE 6: CLINICIANS WITH ONE ID 11
 - FIGURE 7: PHYSICIANS USING ENOTIFICATIONS BY VENDOR 12
 - FIGURE 8: PHYSICIANS USING ENOTIFICATIONS BY LHIN 13
 - FIGURE 9: ONTARIO ECONSULT PENETRATION BY INDICATOR 14
 - FIGURE 10: ONTARIO ECONSULT PENETRATION BY LHIN 15
 - FIGURE 11: ECONSULTS SENT 16
 - FIGURE 12: PHYSICIANS LIVE ON DASHBOARD BY LHIN 17
 - FIGURE 13: ONTARIOMD PRIVACY AND SECURITY TRAINING COMPLETED BY LHIN 18
- 7. APPENDICES 19
 - 1.1 APPENDIX A: LHIN 1 – ERIE ST. CLAIR 19
 - 1.2 APPENDIX B: LHIN 2 – SOUTH WEST 21
 - 1.3 APPENDIX C: LHIN 3 – WATERLOO WELLINGTON 23
 - 1.4 APPENDIX D: LHIN 4 – HAMILTON NIAGARA 25
 - 1.5 APPENDIX E: LHIN 5 – CENTRAL WEST 27
 - 1.6 APPENDIX F: LHIN 6 – MISSISSAUGA HALTON 29
 - 1.7 APPENDIX G: LHIN 7 – TORONTO CENTRAL 31
 - 1.8 APPENDIX H: LHIN 8 – CENTRAL 33
 - 1.9 APPENDIX I: LHIN 9 – CENTRAL EAST 36
 - 1.10 APPENDIX J: LHIN 10 – SOUTH EAST 37
 - 1.11 APPENDIX K: LHIN 11 – CHAMPLAIN 39
 - 1.12 APPENDIX L: LHIN 12 – NORTH SIMCOE MUSKOKA 41
 - 1.13 APPENDIX M: LHIN 13 – NORTH EAST 43
 - 1.14 APPENDIX N: LHIN 14 – NORTH WEST 45



1. Executive Notes for April

On April 1, 2020 OntarioMD entered into a new Transfer Payment Agreement with Ontario Health to continue to assist and support clinical users, including physicians and OHTs, in the adoption and enhanced use of EMRs and other web-based and virtual digital health tools and services on behalf of our provincial partners.

OntarioMD will continue to deploy these services using our streamlined and bundled approach to meet new targets for this fiscal year, as well as continue to support EMR maturity with our change management approaches used by staff and Peer Leaders. We will also continue to manage the EMR Certification Program and Specifications to ensure that EMRs meet the functional and clinical requirements required for functional consistency across certified EMRs and in alignment with provincial integration priorities, as well as help Ontario Health and the Province advance new virtual care standards.

Supporting Clinicians and Patients During COVID-19

Clinician Engagement & Training on Virtual Care Tools

OntarioMD continues to raise awareness on virtual care tools to support physician practices during COVID-19. Soon after the onset of COVID-19, OntarioMD hosted weekly webinars presented by our Chief Medical Officer and Peer Leaders to educate and train physicians on the use of virtual tools in their practices. The webinars were attended by more than 800 physicians and the [recordings](#) are available for ongoing reference. A new series of webinars are planned to cover additional topics related to virtual care as well as new webinars for clinicians joining OHTs to become more familiar with the digital health tools cited in the *Digital Health Playbook* and deployed by OntarioMD.

OntarioMD staff are continuing to engage with physicians to ensure practices are well-supported and trained in their use of digital health tools and services to care for patients in person and virtually. The proven efficiency and effectiveness of digital tools such as HRM, OLIS, provincial viewers, i4C Dashboard and eConsult continues to generate demand for these services.

In collaboration with the OMA, OntarioMD also regularly sends communications directly to physicians across the province about virtual care developments, and new educational resources.

Virtual Care Resources and Billing Advice

OntarioMD continues to develop virtual care resources for physicians on [OntarioMD.News](#) and [OntarioMD.ca](#) adds relevant information from partners and vendors. While OntarioMD does not specifically endorse any of the tools listed, physicians are finding the curated list valuable to help them select tools that are right for their practices and their patients. Practices are encouraged to contact vendors directly for product-specific questions.

Physicians are also directed to the OMA for guidance on policy and billing and to Ministry InfoBulletins for the latest directives.

Ontario Virtual Care Clinic

OntarioMD and the OMA continue to support the Ontario Telemedicine Network's Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) to serve patients who cannot access their family physician. The OVCC was launched on April 3 with the goal of reducing the wait for patients who were accessing Telehealth Ontario services. Initially, demand was modest. On April 15, the OVCC was launched directly to the public and Telehealth Ontario and Health Care Connect implemented changes to simplify the referral process to the OVCC. OntarioMD provides support to OVCC physicians; is monitoring referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand.

Health Report Manager: Contributing to Timely Care During COVID-19

OntarioMD collaborated with Ontario Health to implement HRM delivery of notifications to physicians' EMRs to tell them that COVID-19 test results are available in the Ontario Laboratories Information System (OLIS). HRM also delivers discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the 2 million other reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to EMRs. Reports that are COVID-19 related are clearly identified to get physicians' attention.

HRM has also begun delivering consultation reports for referrals generated through the Ocean eReferral Network, developed by CognisantMD, to community-based physicians' EMRs. Physicians no longer have to rely on fax to receive these reports and know what the next steps are in their patients' treatment. While HRM makes regular enhancements to increase the electronic delivery of patient information into EMRs, the value of this integration is especially important during the current pandemic.

1. Executive Notes for April Continued

Other Digital Health Products & Services

ConnectingOntario ClinicalViewer Bundle – OntarioMD has now connected **over 1,500** community-based, primary care clinicians provincially to obtain a ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer.

OntarioMD Privacy and Security Training Module – Physicians are health information custodians (HICs) under the *Personal Health*

Information Protection Act (PHIPA) and need to be kept up-to-date on this privacy legislation and educate themselves and their staff on how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OntarioMD's online Privacy and Security Training Module meets this need by offering education on key topics such as safeguarding PHI from breaches and security incidents, and how to comply with PHIPA obligations. The training is more important than ever as clinicians move to quickly adopt new virtual care tools.

More than 2,500 clinicians and their practice staff have completed the training, which is [available at OntarioMD.ca](https://www.ontariomd.ca). The module is frequently updated with the latest information and can be accessed from any internet-connected device.

OntarioMD Certified EMR Update

The transition of OSCAR 19 EMR certification from OSCAR EMR to the WELL EMR Group was completed on April 30, 2020, and moving forward, OSCAR clients will be supported by WELL EMR Group.

EMR Communities of Practice

Four EMR Communities of Practice (CoPs) were successfully transitioned from the Association of Family Health Teams of Ontario (AFHTO) to OntarioMD. The CoPs bring together clinicians, practice staff, advisers and vendors to collaborate and leverage their collective wisdom to improve access to, and use of, EMRs and other digital health tools. The four EMR CoPs are: PS Suite EMR (TELUS Health), Accuro® EMR (QHR Technologies), OSCAR and Clinic Information System (P&P Data Systems). OntarioMD is excited to host and participate in the CoPs on a regular basis to facilitate the sharing of information and knowledge.

OntarioMD Conference

OntarioMD will be taking its EMR: Every Step Conference virtual in the Fall of 2020 offering the same relevant virtual care content and its popular Peer Leader-led EMR roundtables for which physicians would receive continuing medical education credits. Our objective is to provide an excellent learning and networking experience for all practice staff to match the in-person EMR: Every Step Conference, which recently won a gold Hermes Creative Award for Print Media, Integrated Marketing Materials. Well done team!

2. Introduction

The purpose of this report is to provide a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified EMRs and digital health tools and services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become increasingly proficient EMR users, [OntarioMD](#) assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians' access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario's Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

What We Do

- Connect clinician practices to OntarioMD's digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
- Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health's Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health's Digital Services (formerly eHealth Ontario).
- Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
- Provide in-depth, hands-on support for physicians' quality improvement and population health management goals through our i4C Advisory Service's experienced staff.
- Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
- Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
- Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

4. OntarioMD Products and Services

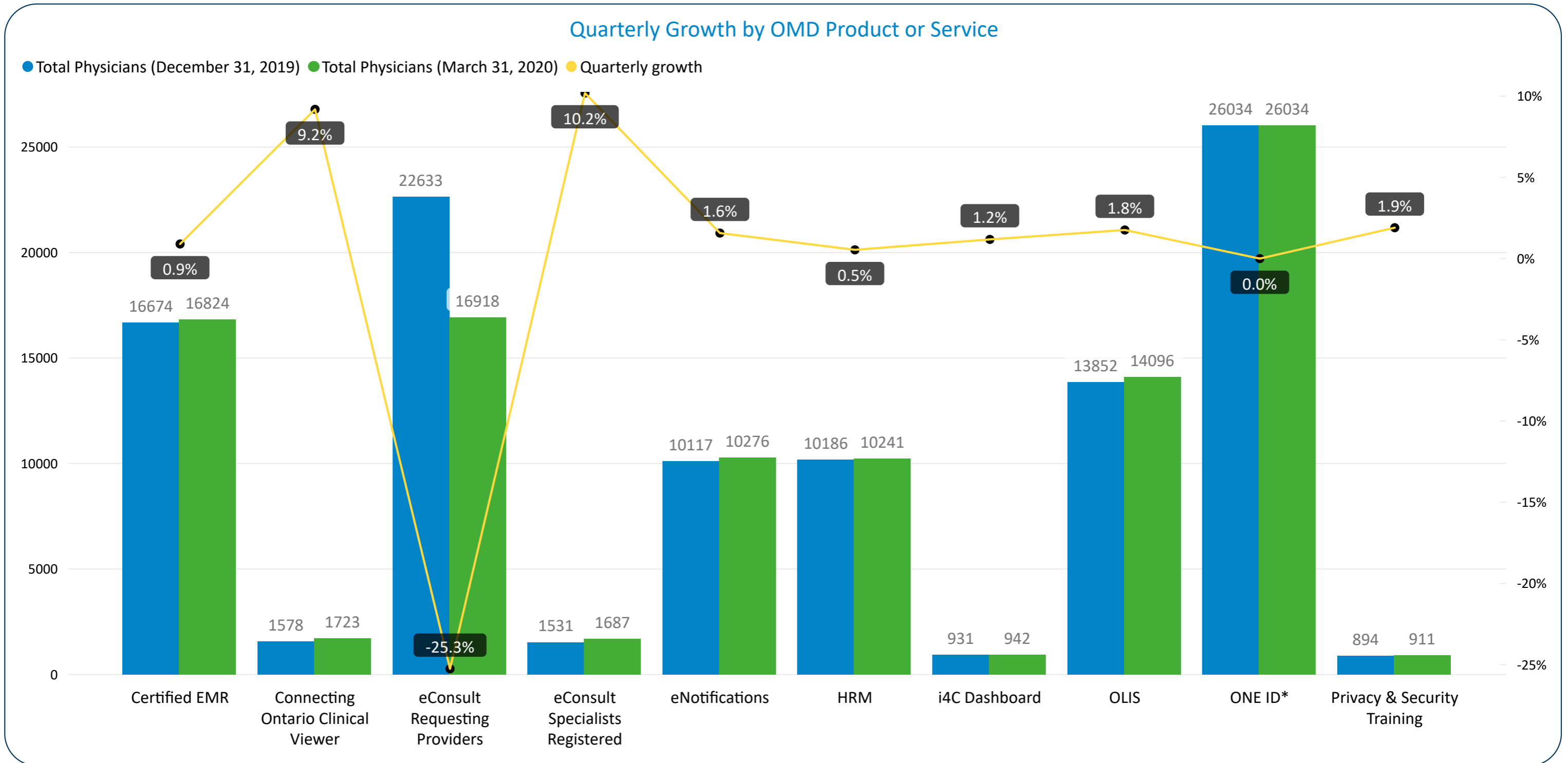
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our [Products & Services brochure](#).

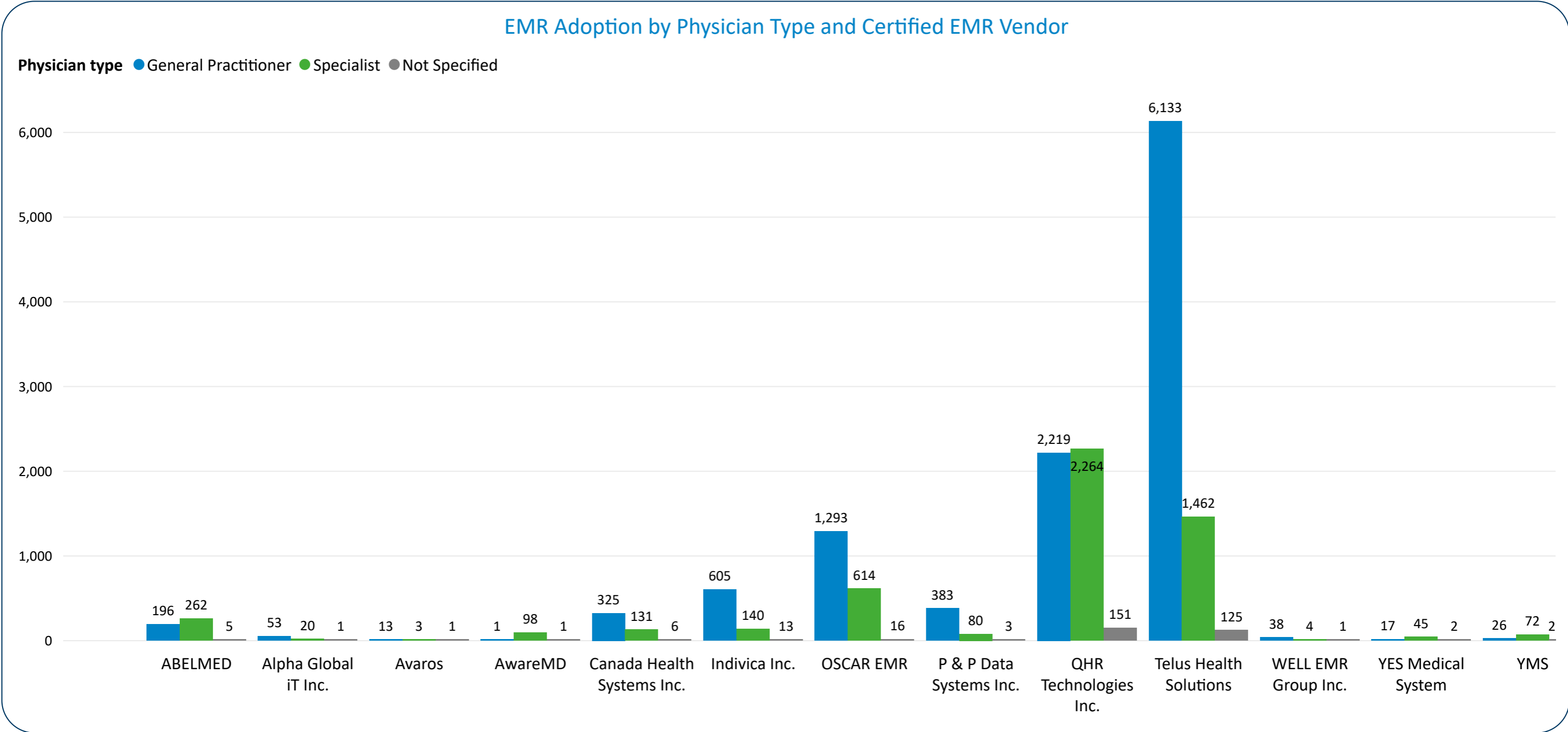
5. Quarterly Growth by Product/Service



Note. Source of the data is eHealth Ontario.

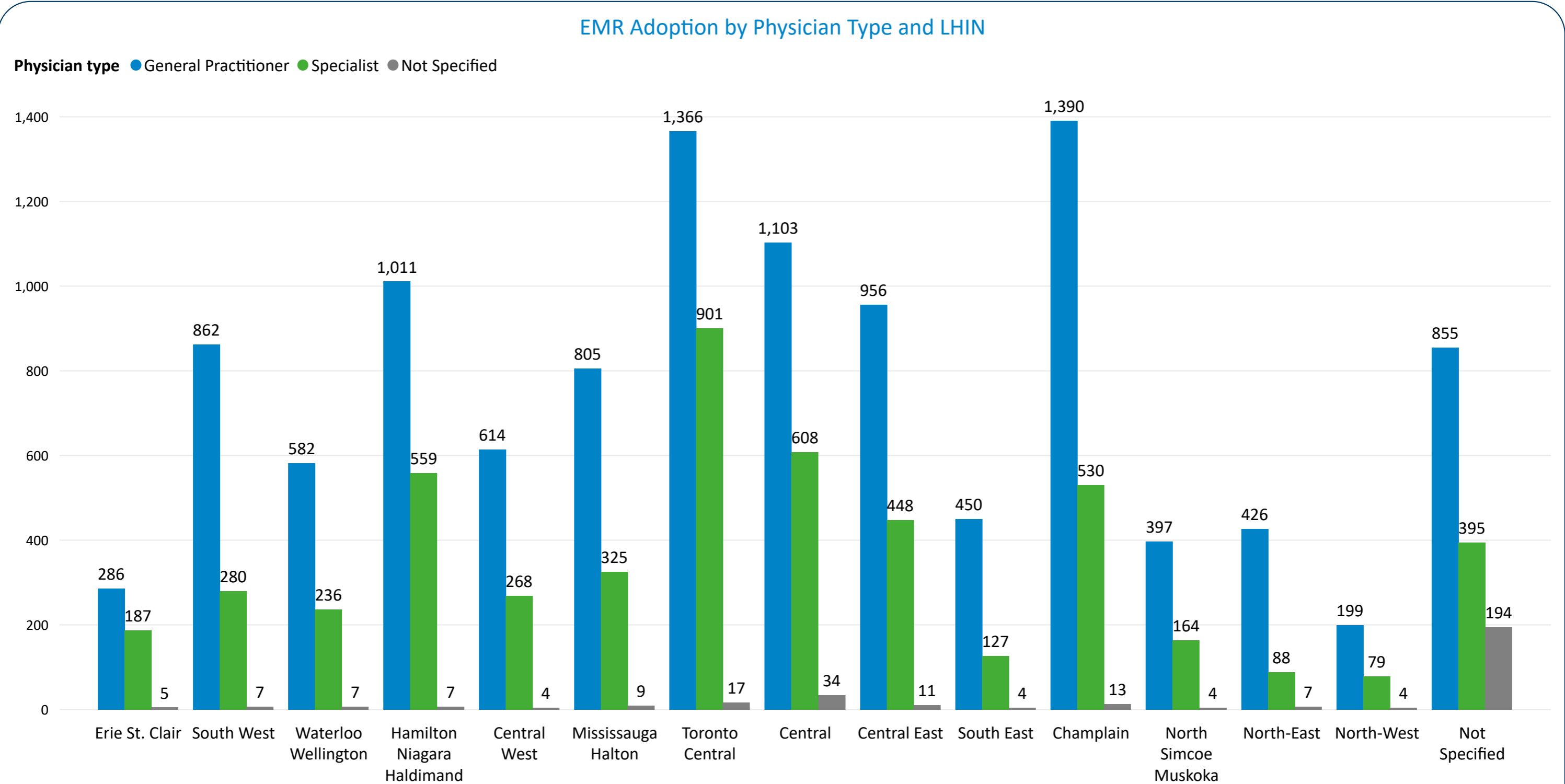
6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



*Source of the data is OntarioMD’s CRM system.

Figure 2: EMR Adoption by Physician Type and LHIN



*Source of the data is OntarioMD's CRM system.

Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified

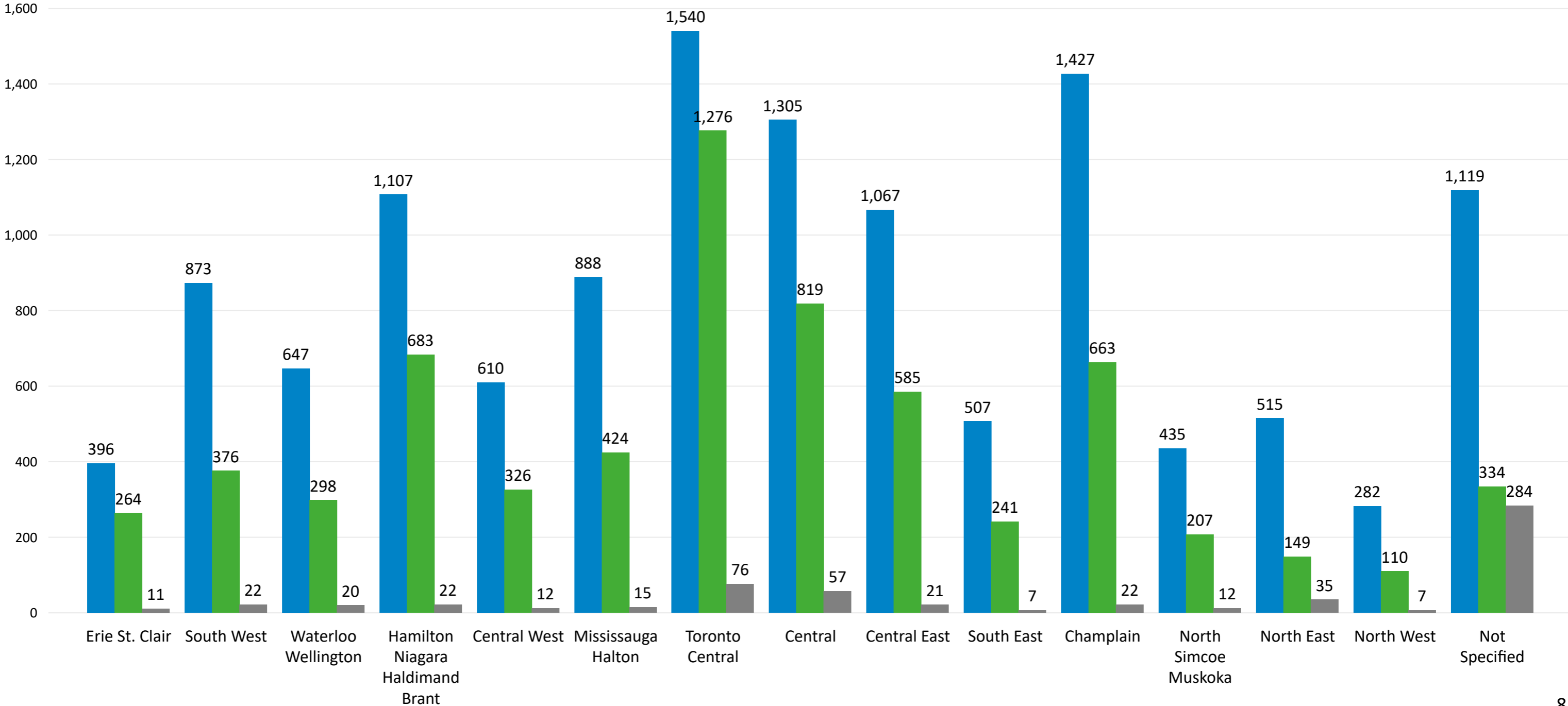
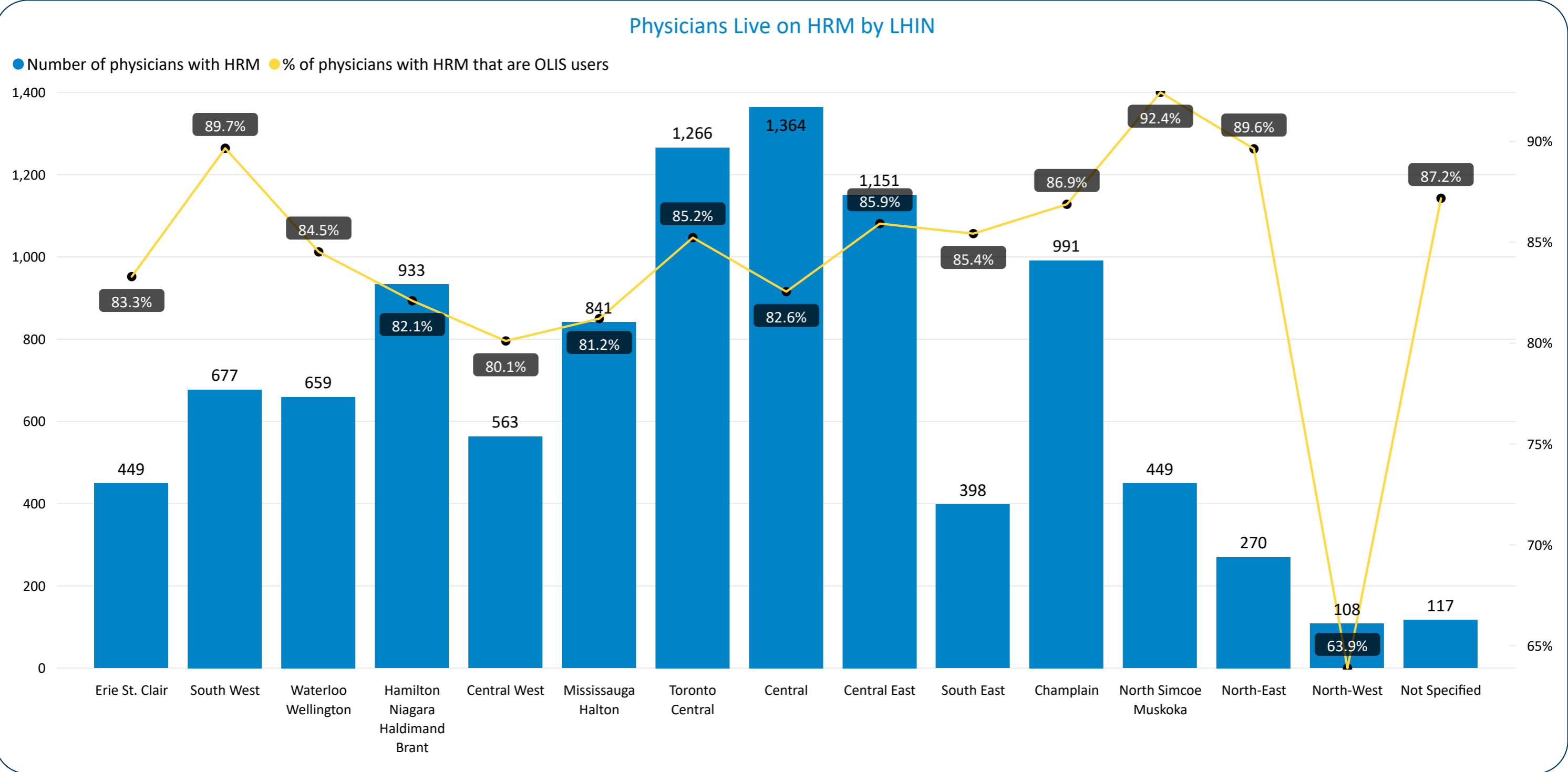
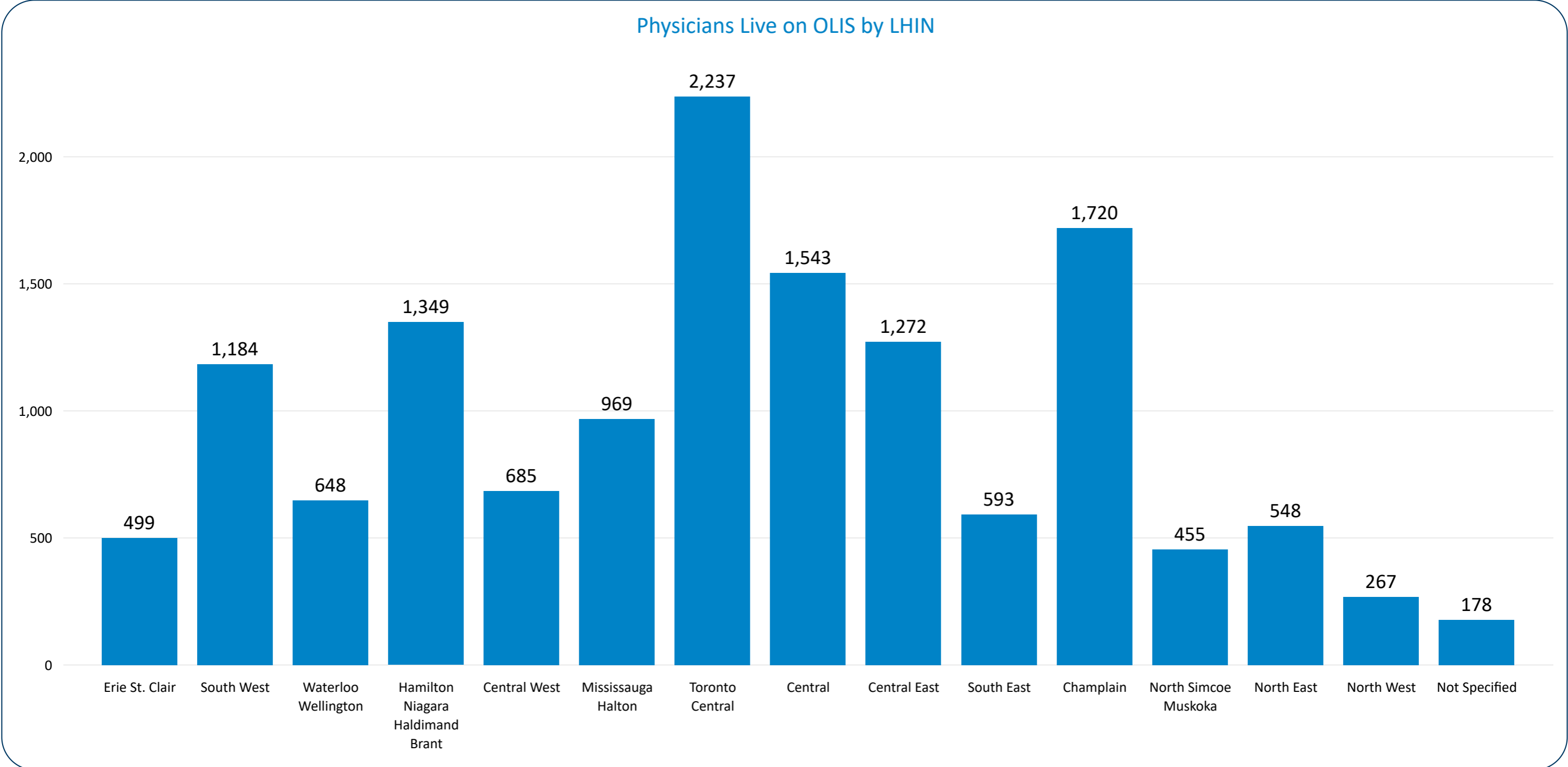


Figure 4: Physicians Live on HRM by LHIN



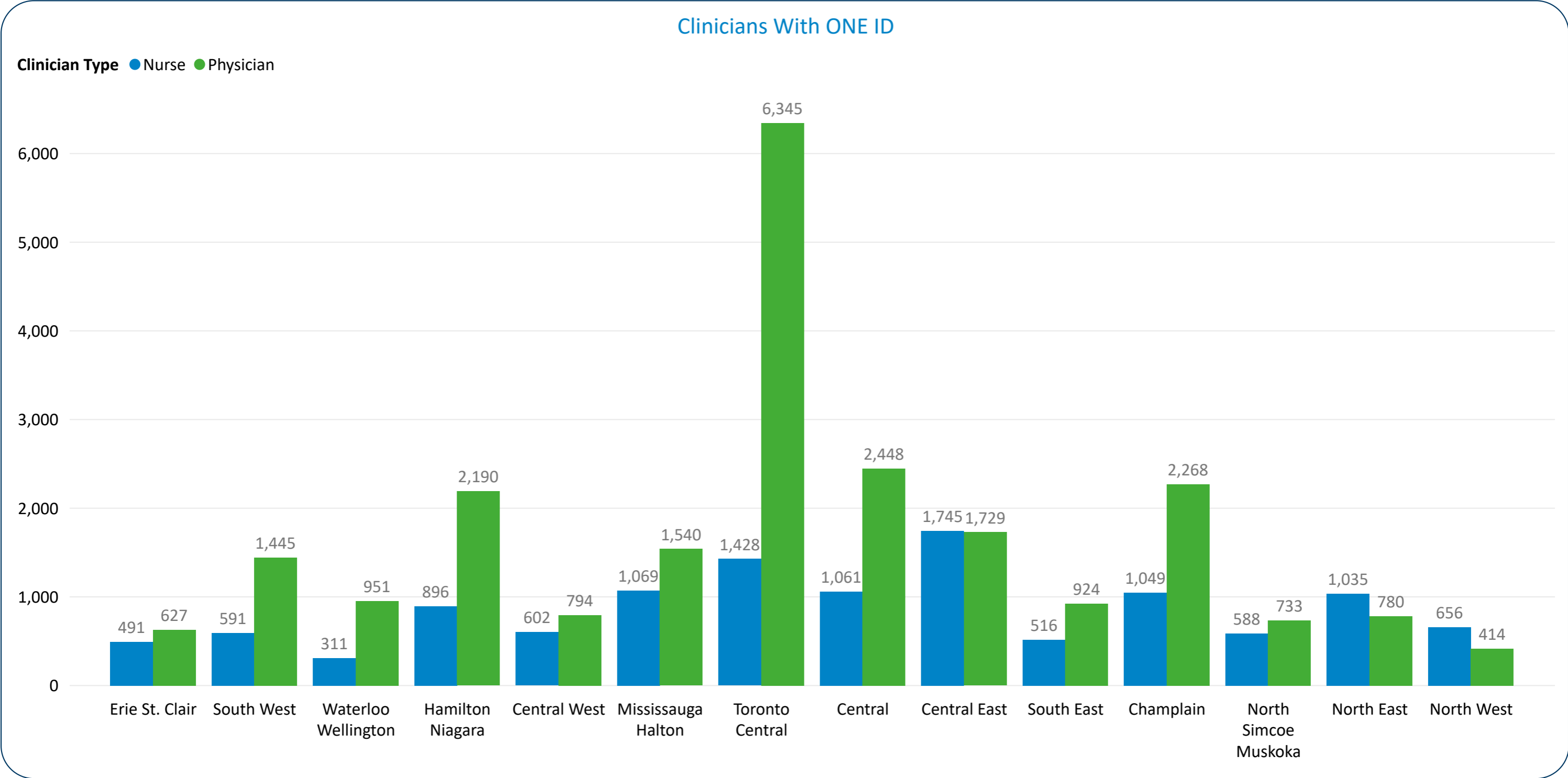
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



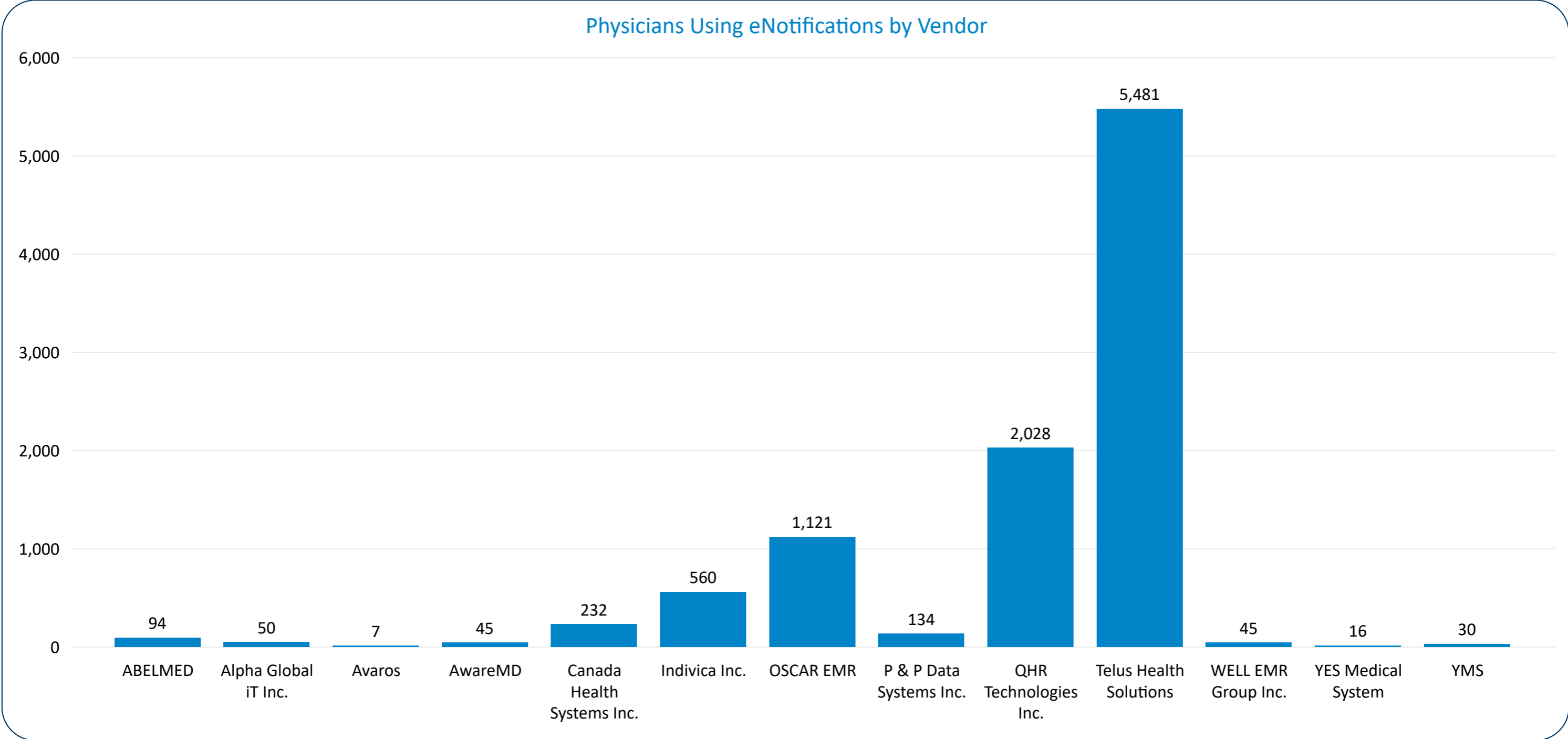
*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®



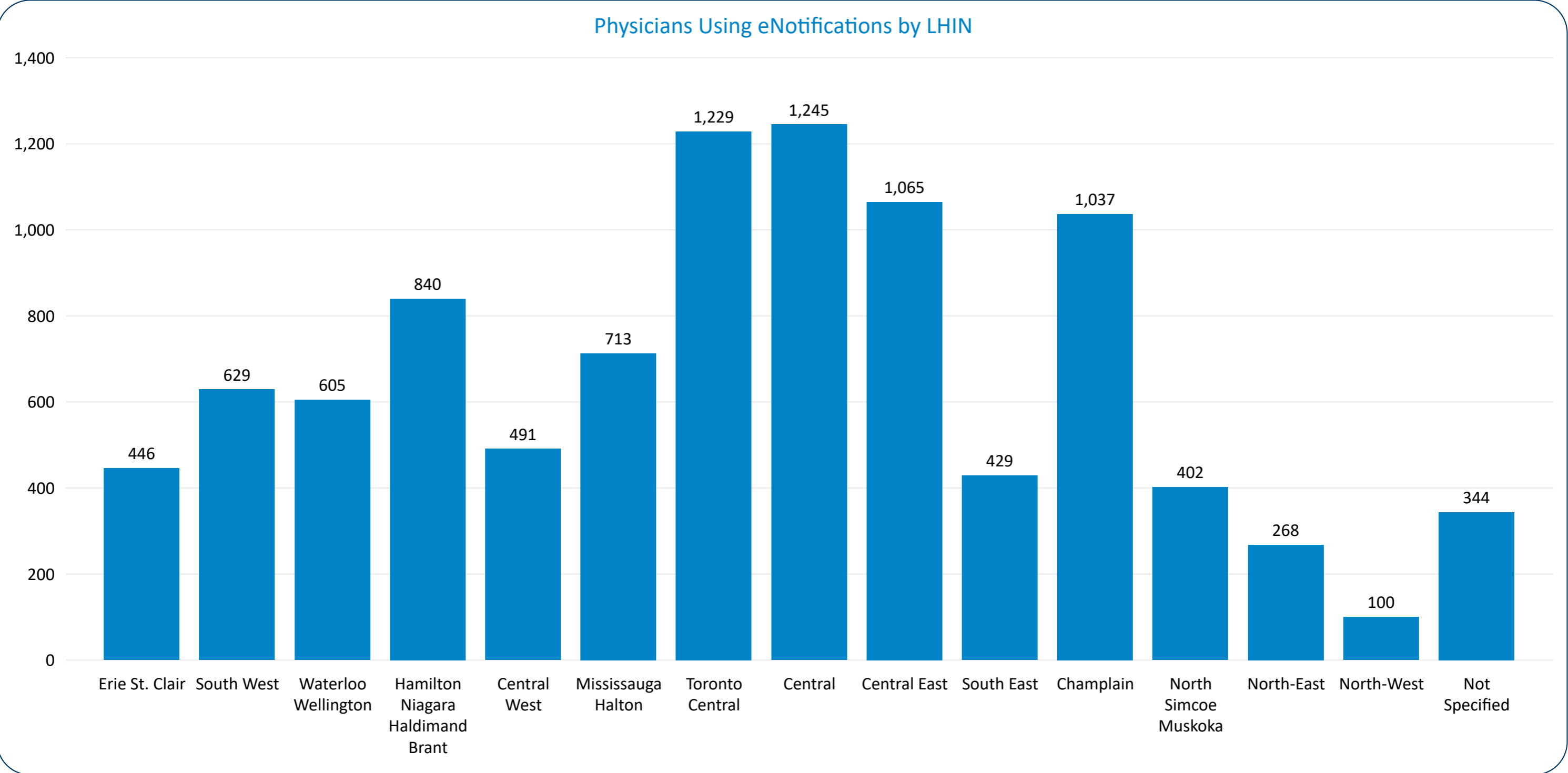
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



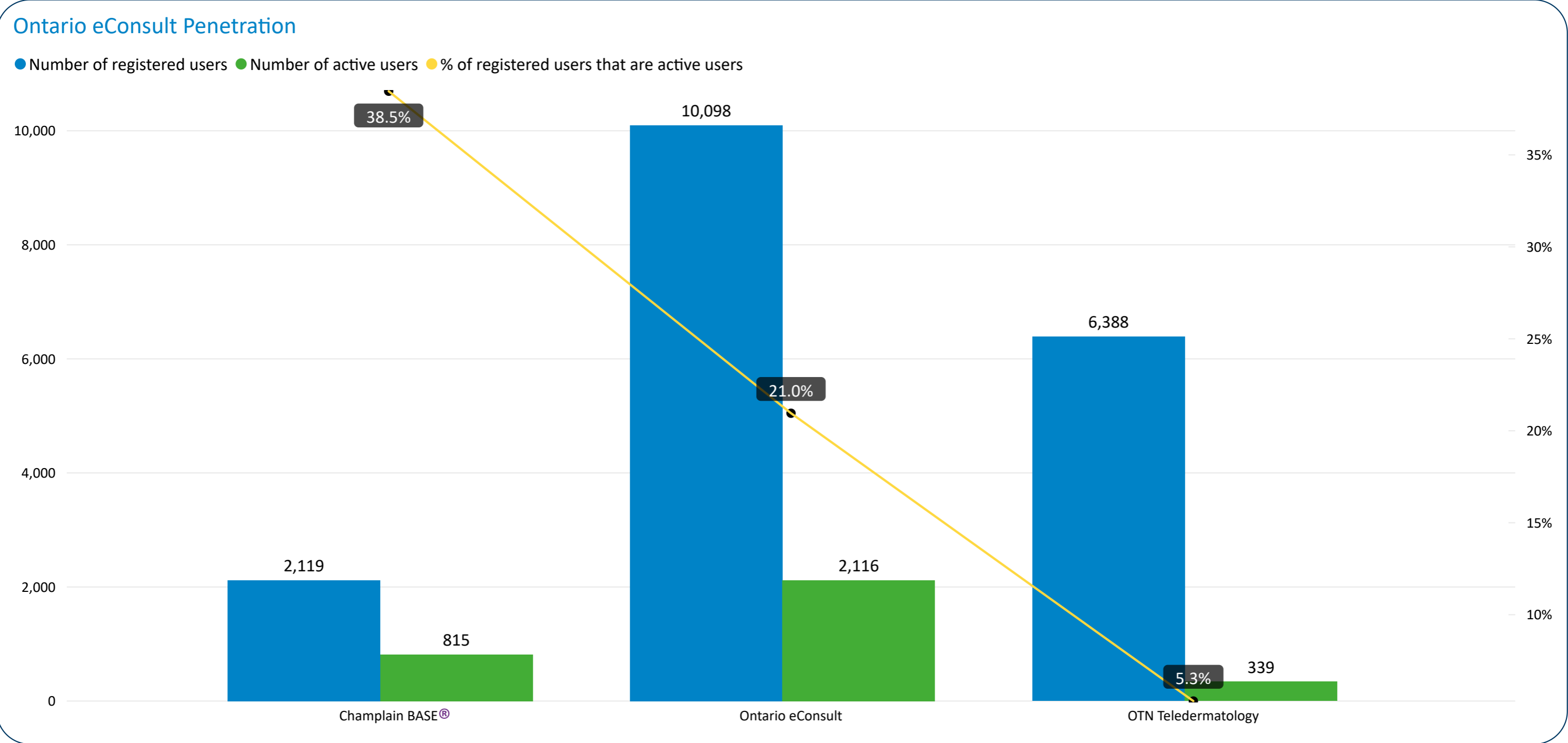
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



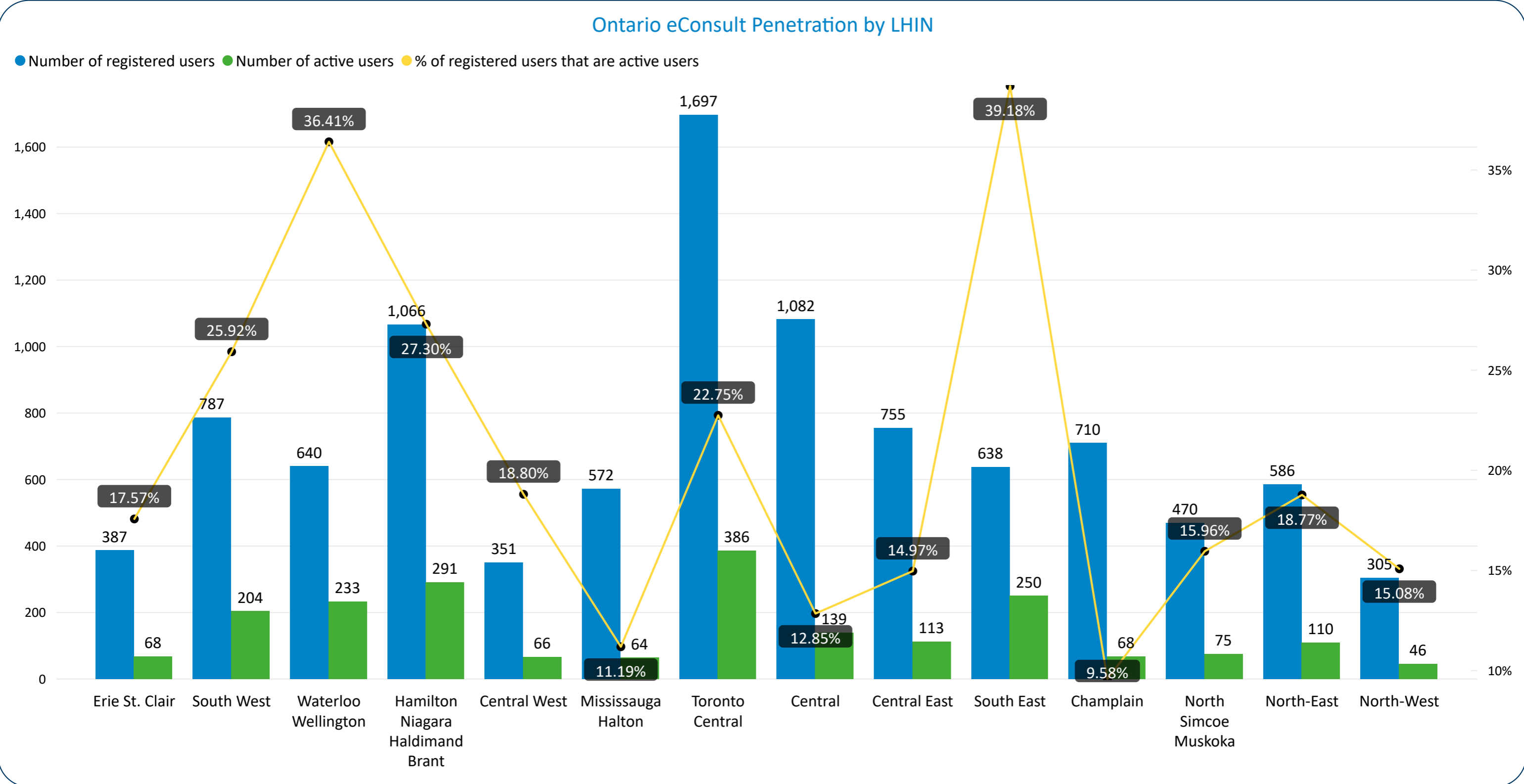
*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator



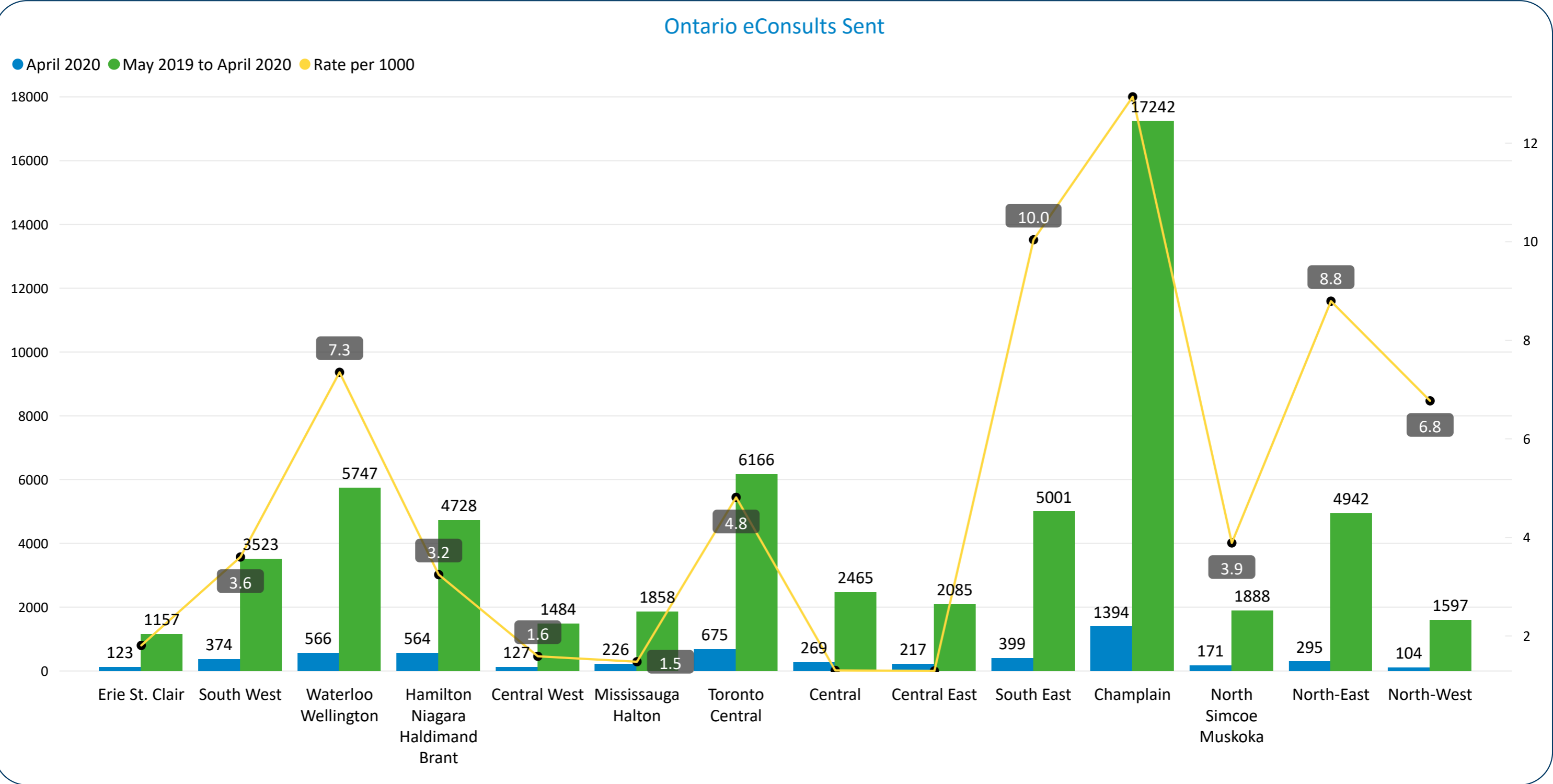
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 10: Ontario eConsult Penetration by LHIN



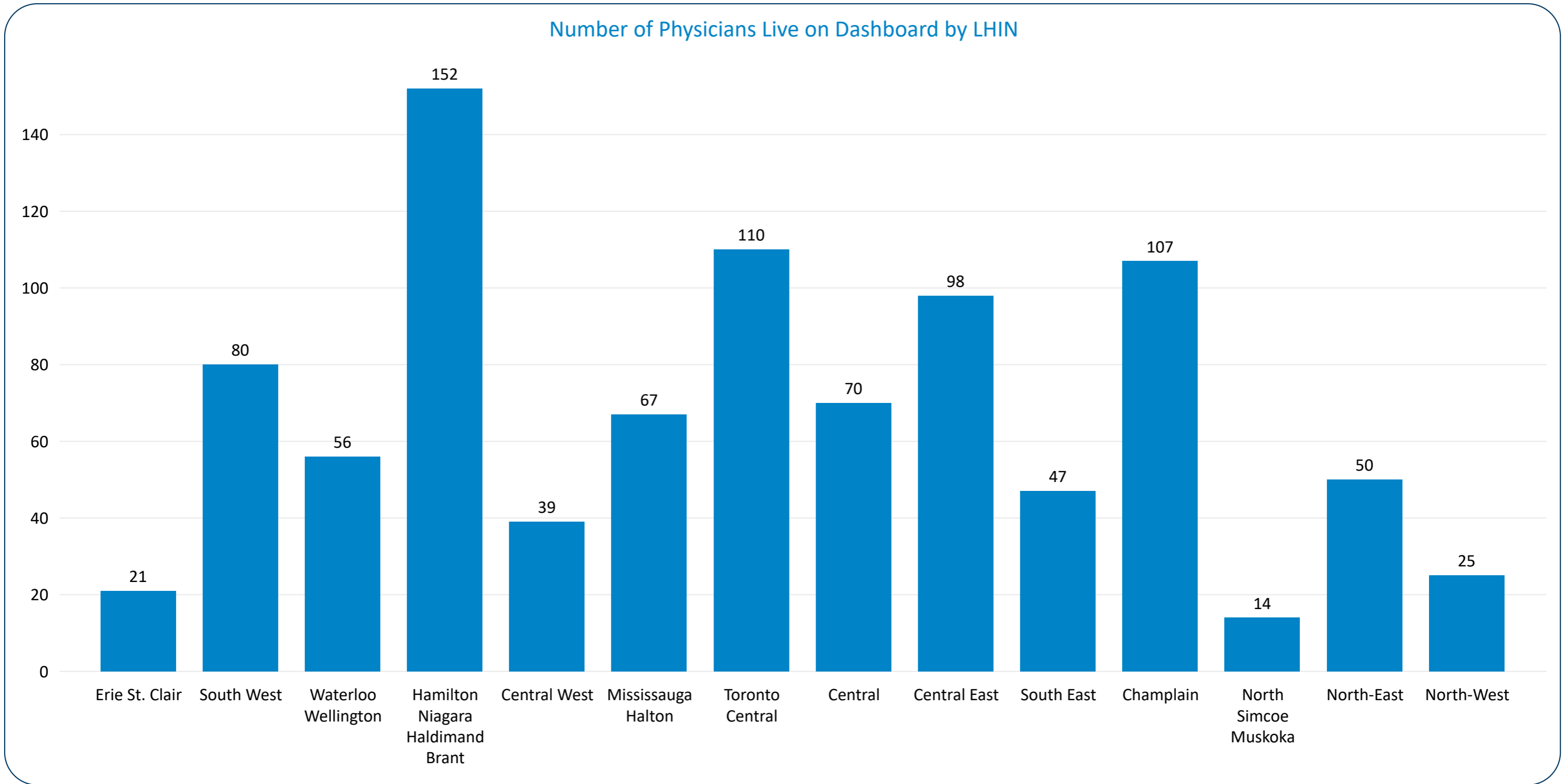
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 11: Ontario eConsults Sent



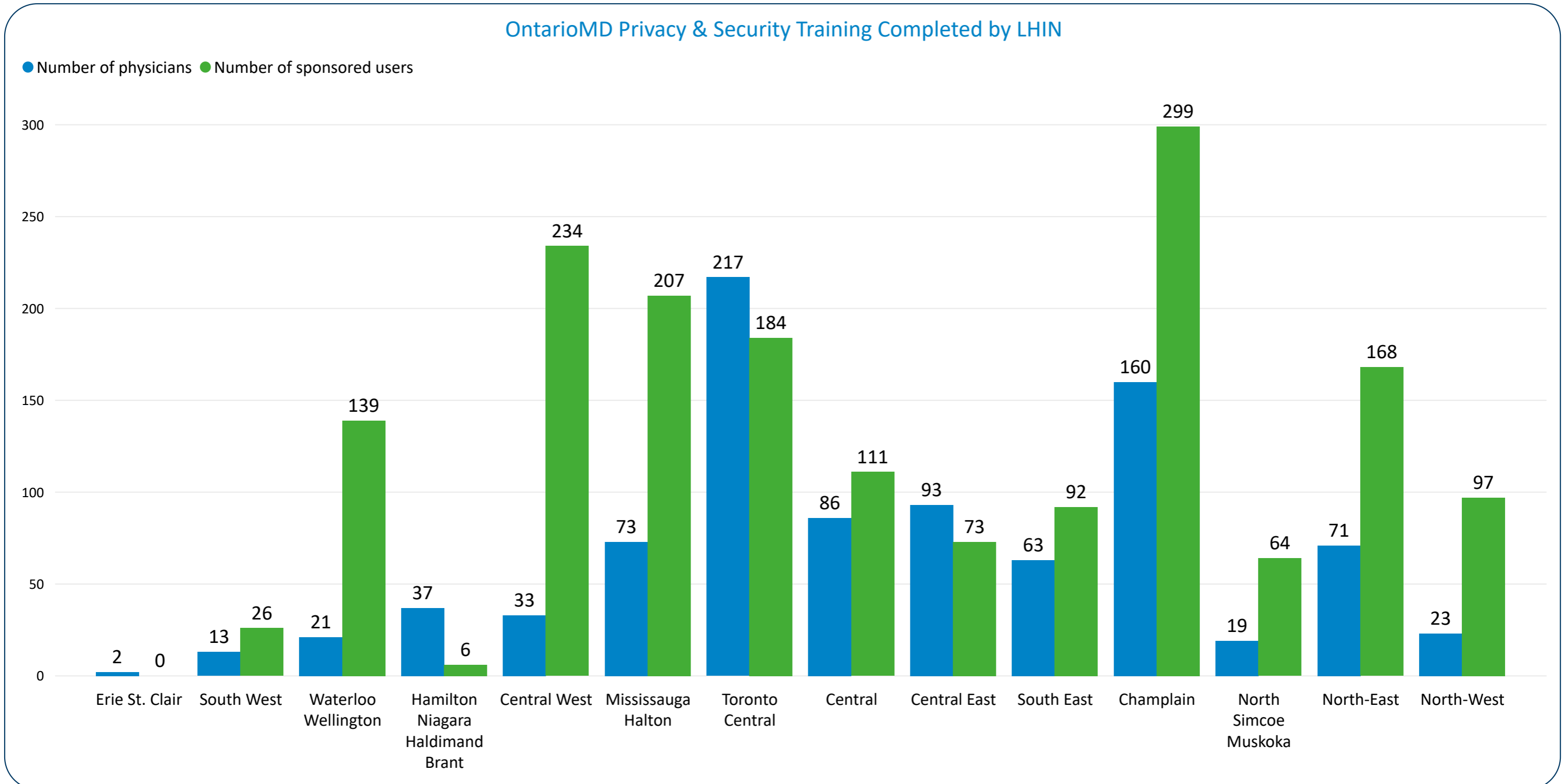
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 12: Physicians Live on Dashboard by LHIN



*Source of the data is internal files for tracking dashboard participation.

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



*Source of the data is OntarioMD's CRM system.