

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

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## 1. Executive Notes for August

### Supporting Clinicians and Patients During COVID-19

#### *Clinician Engagement & Training*

OntarioMD continues to raise awareness of digital health and virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively. Demand for this type of education remains steady as more physicians are onboarded to digital health tools for daily use and shift to virtual care tools when appropriate. OntarioMD has noted a marked increase in demand for digital health tools such as HRM, OLIS and the ConnectingOntario ClinicalViewer that specifically assist clinicians in supporting their patients with COVID-19 assessment results. OntarioMD hosted its second webinar on August 19 on virtual care tools that physicians in OHTs may consider for their practices on an ongoing basis when appropriate. The next OHT webinar will be held on October 28 and will focus on privacy and security supports and considerations within the OHT context. OntarioMD's General Counsel and Chief Privacy Officer will present.

OntarioMD collaborates closely with the OMA to offer online education and useful reference materials for physicians and their staff to leverage the different technologies. OntarioMD and the OMA are conducting webinars and supporting regional virtual gatherings of physicians to address their questions about virtual care, virtual care billing, and other topics of interest. Webinars will resume in the fall after OntarioMD's Digital Health and Virtual Care Day on October 1.

OntarioMD has launched a new physician-focused newsletter, [Digital Health eTips](#), with practical tips and advice that physician practices can use now. Each issue features a tip from a Peer Leader and other useful information about digital health and virtual care tools and the support offered by OntarioMD.

#### *Virtual Care Resources*

OntarioMD continues to add virtual care resources for clinicians on [OntarioMD.VC](#) and OntarioMD.ca from partners and vendors. While OntarioMD does not specifically endorse any of the tools listed, clinicians are finding the curated lists 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 Health's (OTN) Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) to serve patients who cannot access their family physician or do not have a family physician. The OVCC was launched directly to the public in April. OntarioMD provides support to OVCC physicians, monitors referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand. The OVCC began offering service in French between 4:00 pm and 8:00 pm on July 1, 2020. Over 11,700 eVisits have now been provided through the OVCC.

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

On August 31, [SickKids Hospital became the latest hospital to go live with HRM](#). HRM now delivers reports from SickKids to clinician EMRs to improve its ability to share information with physicians and nurse practitioners in real time. Receiving hospital reports for Ontario's youngest patients helps to improve the health of children through the integration of care.

OntarioMD collaborated with Ontario Health to implement HRM delivery of notifications to primary care providers' EMRs to tell providers that COVID-19 test results are available in the Ontario Laboratories Information System (OLIS). As of August 31, primary care providers have received more than 1.7 million notifications to check COVID-19 results in OLIS through their EMRs and have been able to take action for their patients as soon as possible.

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 clinicians' attention.

In addition, London Lambeth FHO went live with Ontario's West Region COVID-19 screening platform, Input Health, to deliver COVID-19 assessments to primary care providers' EMRs through HRM.

## 1. Executive Notes for August Continued

### Other Digital Health Products & Services

**ConnectingOntario ClinicalViewer Bundle**—OntarioMD continues to support clinician access to ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer on behalf of Ontario Health. As noted above, requests for access to the Viewer continue to be high.

### *Insights4Care Program*

In spite of a few challenges, almost 200 new clinicians have been onboarded to i4C Dashboard thus far in FY20/21 bringing the total user base to roughly 1,200. The program continues to work with several EMR vendors (YMS, AwareMD, QHR) to roll out their Dashboard offerings within Q3. The program is developing additional clinician resources to add to the available content of Diabetes Management, Opioid Prescription Management, Consultation and Referral Management and Test Results Management. The Help Resources provide clinicians with practical and concise information on practice improvement and population health management – they are available at [OntarioMD.ca](https://OntarioMD.ca). The i4C Program continues to support the QI Program of the College of Physicians and Surgeons of Ontario by offering the i4C Dashboard and i4C Advisory Service as available practice improvement resources for participating physicians.

**OntarioMD Privacy and Security Training Module**—Physicians, as health information custodians (HICs) under the *Personal Health Information Protection Act* (PHIPA), 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 2,900 clinicians and their practice staff have completed the training, which is [available at OntarioMD.ca](https://OntarioMD.ca). The module is updated with the latest information and can be accessed from any internet-connected device.

### *OntarioMD Digital Health and Virtual Care Day*

OntarioMD's Digital Health and Virtual Care Day is taking place on October 1. The event will feature two keynote speakers – Dr. Jane Philpott, Special Advisor to the Ontario Government on the new Ontario Health Data Platform, and Matt Anderson, President & CEO, Ontario Health. The conference will also offer relevant virtual care content in concurrent sessions, and the high demand Peer Leader-led EMR training workshops. Physicians will receive continuing medical education credits for attending. The Digital Health and Virtual Care Day aims to provide an excellent learning and networking experience for all practice staff to match the award-winning EMR: Every Step Conference. The conference is open to clinicians and stakeholders in Ontario and other jurisdictions. More information is available at [OntarioMD.Live](https://OntarioMD.Live).

## 1. Executive Notes for August Continued

### Recent Collaborations

#### *University Health Network (UHN) Connected Care*

OntarioMD continues to collaborate with UHN on the eVisit Primary Care Pilot to increase awareness among physicians and encourage them to sign up at no cost until March 31, 2021. The pilot is led by Ontario Health (OTN) in partnership with the regions. eVisit Primary Care in the Toronto region enables primary care providers to offer virtual care to their rostered or attached patients using the Novari eVisit tool, which enables communication with patients through secure messaging, video, or audio.

#### **Note:**

The Microsoft Power BI interactive version of this report now features a colour palette for improved visual accessibility for users.

## 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

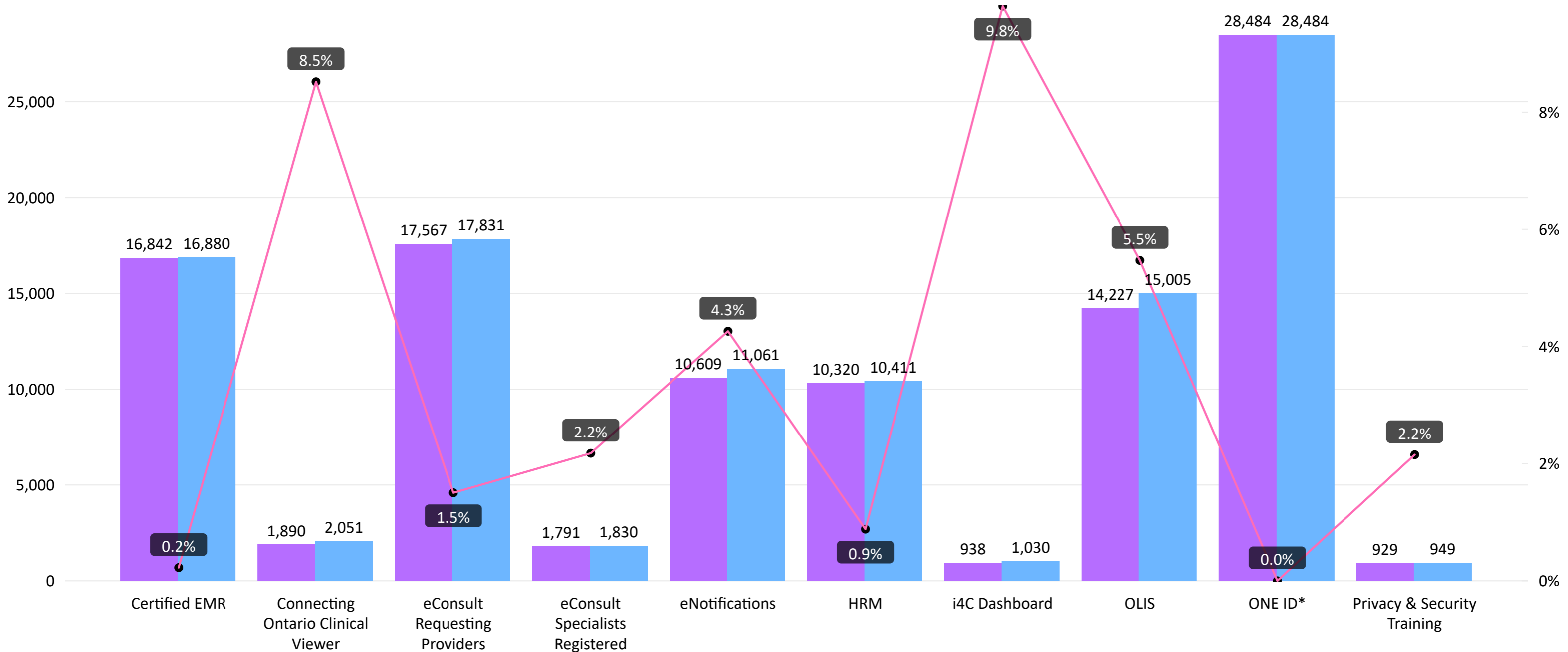
OntarioMD receives funding from the Ministry of Health (MOH), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs to provide enhanced care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

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

## 5. Quarterly Growth by Product/Service

### Quarterly Growth by OMD Product or Service

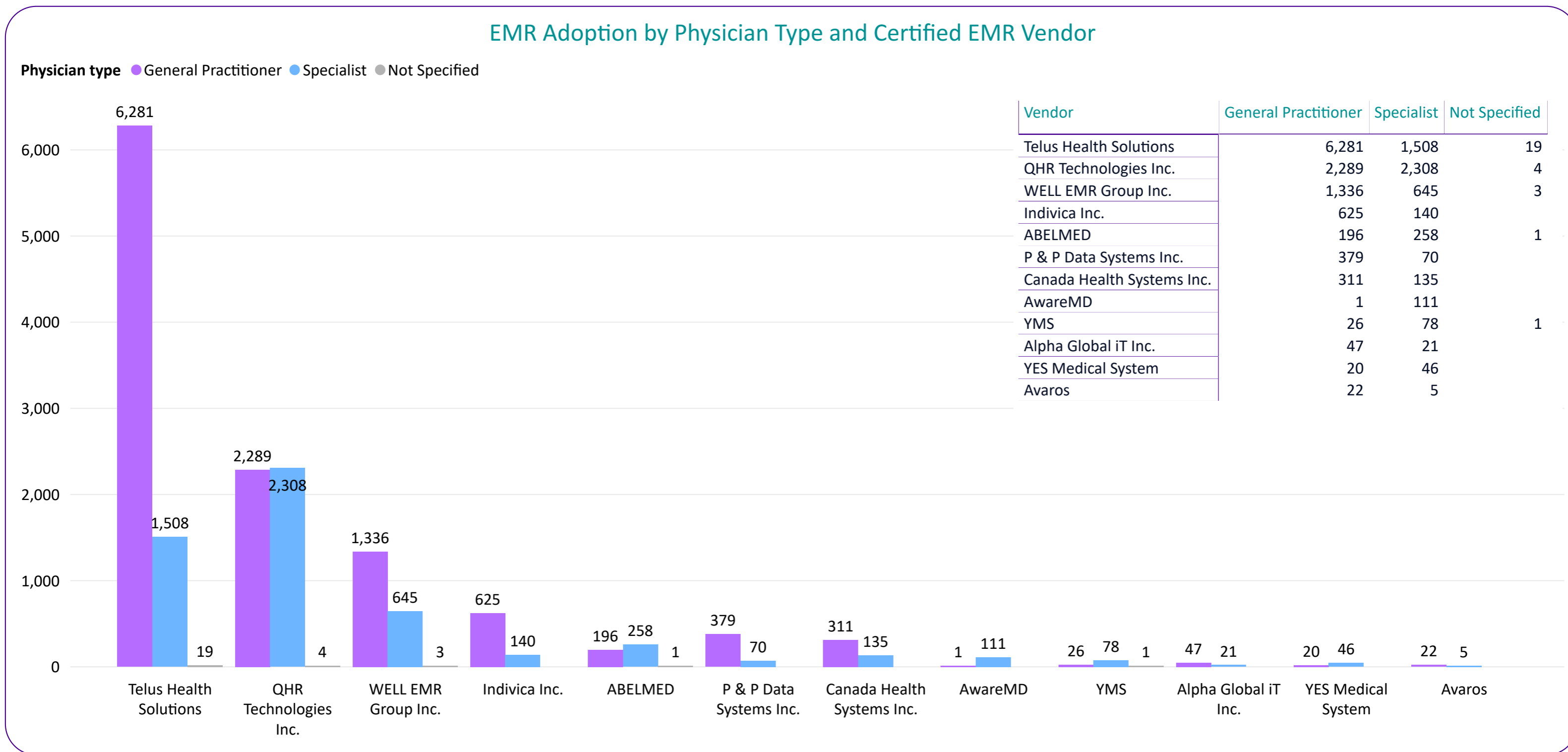
● Total Physicians (June 30, 2020) ● Total Physicians (August 31, 2020) ● Quarterly growth



Note. Source of the data is eHealth Ontario.

## 6. Products and Services by Vendor and LHIN View

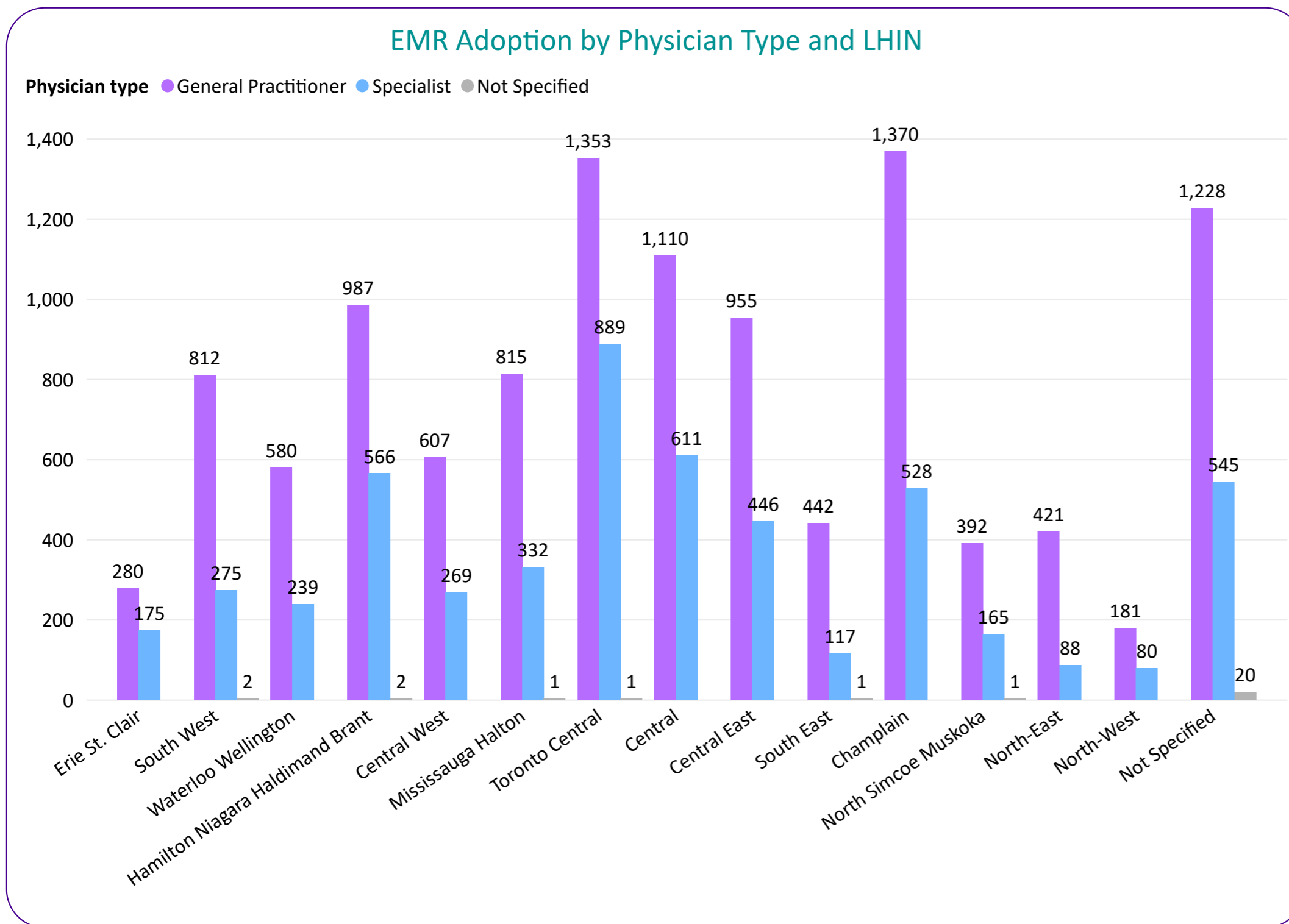
Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



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



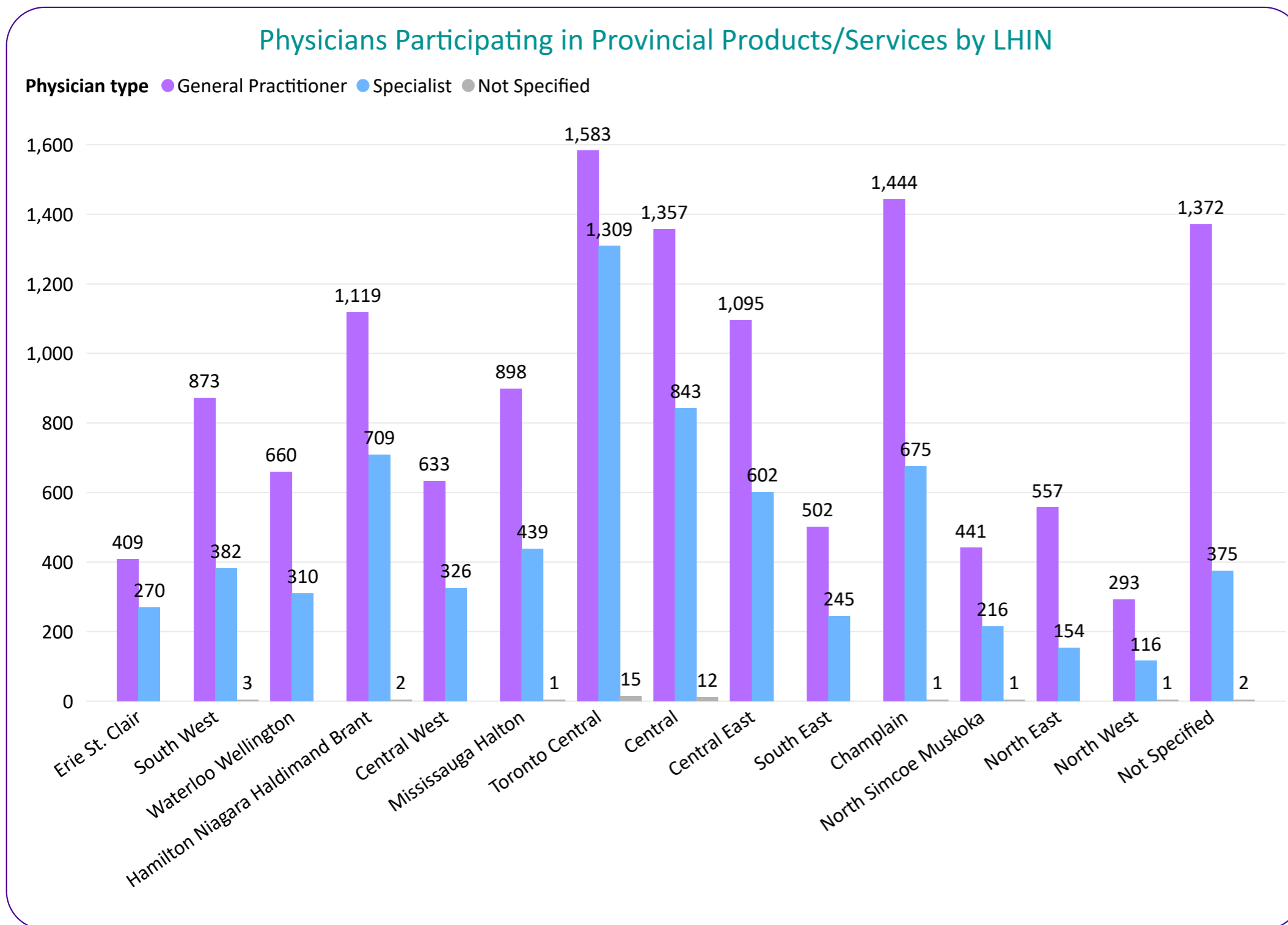
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	280	175	
South West	812	275	2
Waterloo Wellington	580	239	
Hamilton Niagara Haldimand Brant	987	566	2
Central West	607	269	
Mississauga Halton	815	332	1
Toronto Central	1,353	889	1
Central	1,110	611	
Central East	955	446	
South East	442	117	1
Champlain	1,370	528	
North Simcoe Muskoka	392	165	1
North-East	421	88	
North-West	181	80	
Not Specified	1,228	545	20

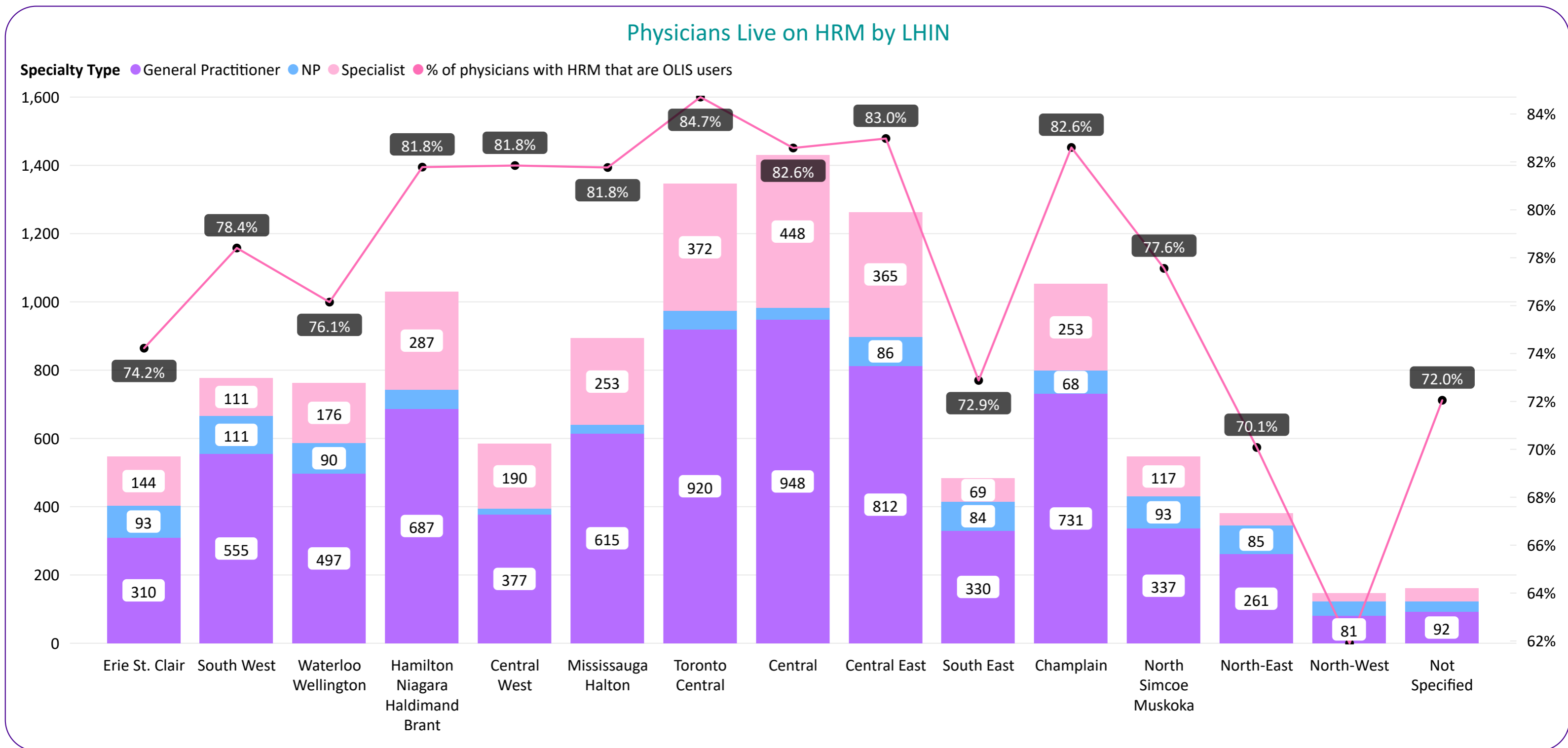
\*Source of the data is OntarioMD's CRM system.

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



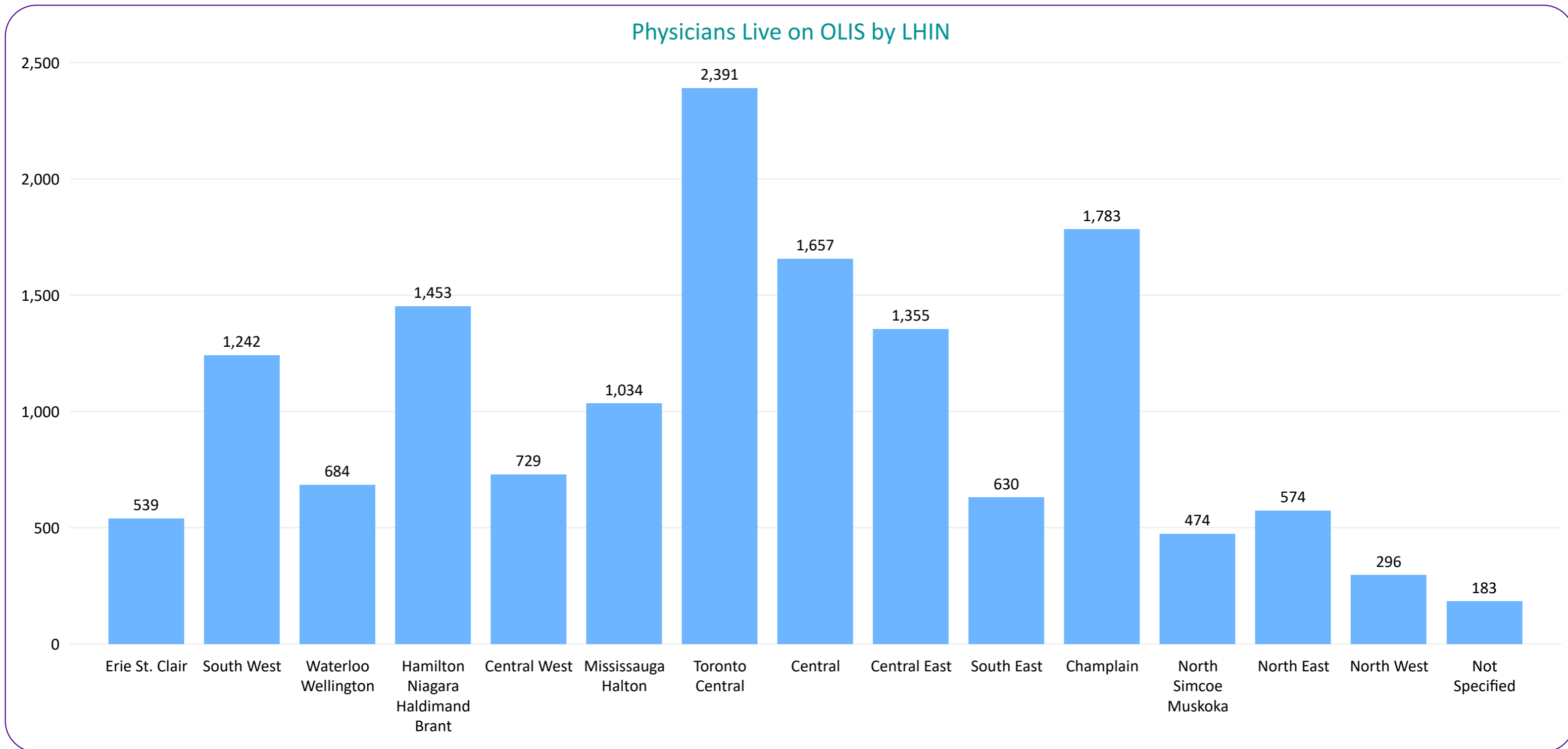
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	409	270	0
South West	873	382	3
Waterloo Wellington	660	310	0
Hamilton Niagara Haldimand Brant	1,119	709	2
Central West	633	326	0
Mississauga Halton	898	439	1
Toronto Central	1,583	1,309	15
Central	1,357	843	12
Central East	1,095	602	0
South East	502	245	0
Champlain	1,444	675	1
North Simcoe Muskoka	441	216	1
North East	557	154	0
North West	293	116	1
Not Specified	1,372	375	2

Figure 4: Physicians Live on HRM by LHIN



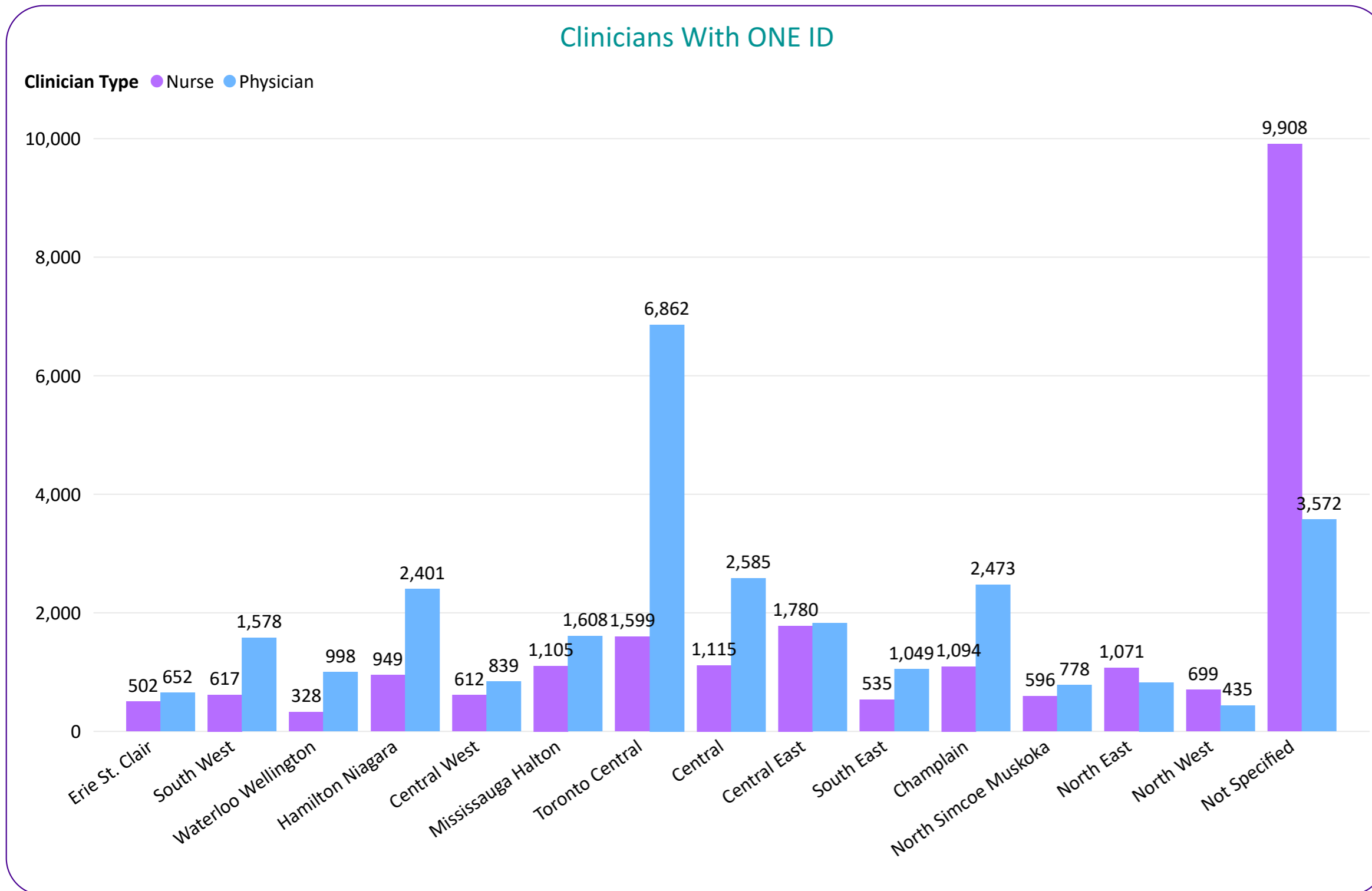
\*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



\*Source of the data is eHealth Ontario.

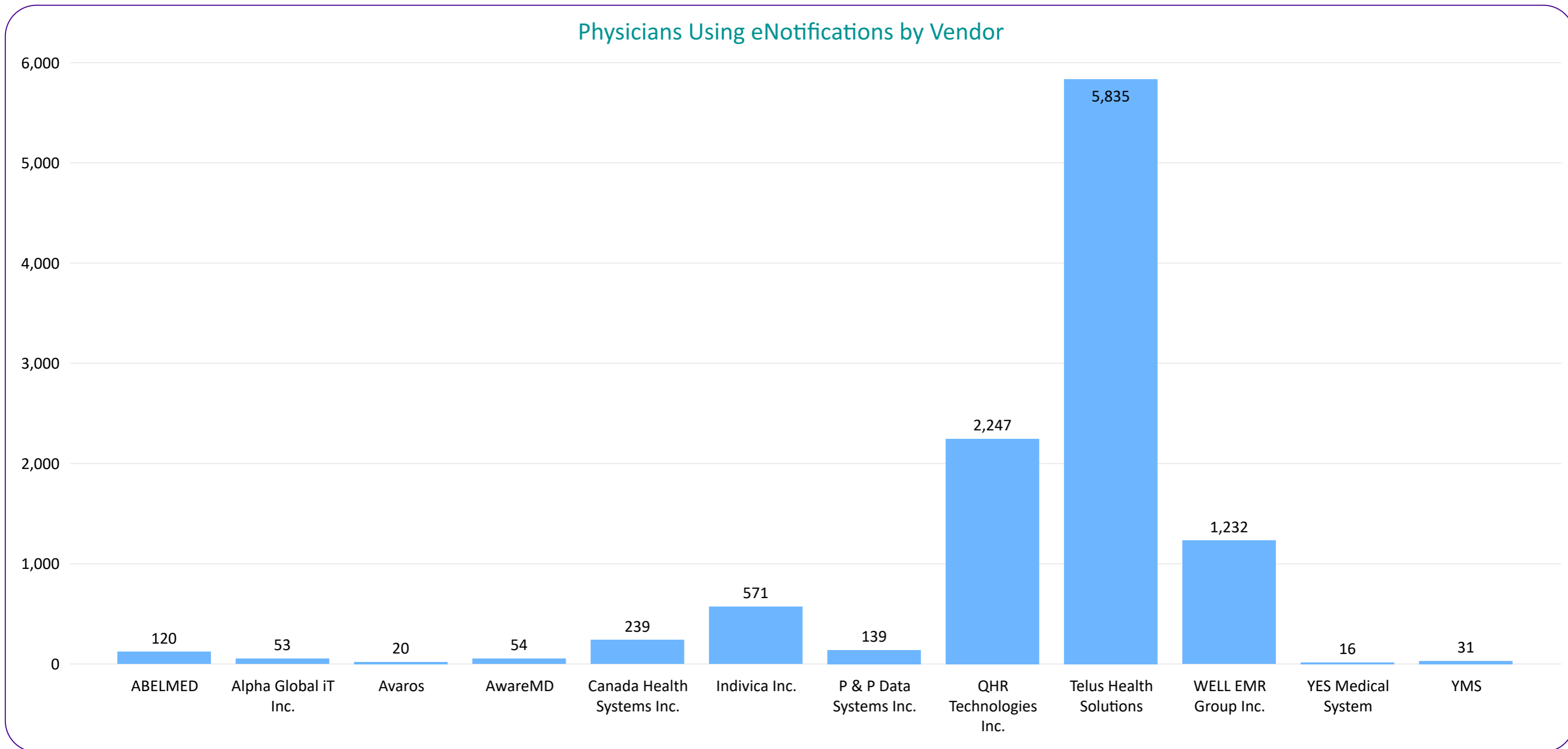
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Erie St. Clair	502	652
South West	617	1,578
Waterloo Wellington	328	998
Hamilton Niagara	949	2,401
Central West	612	839
Mississauga Halton	1,105	1,608
Toronto Central	1,599	6,862
Central	1,115	2,585
Central East	1,780	1,827
South East	535	1,049
Champlain	1,094	2,473
North Simcoe Muskoka	596	778
North East	1,071	827
North West	699	435
Not Specified	9,908	3,572

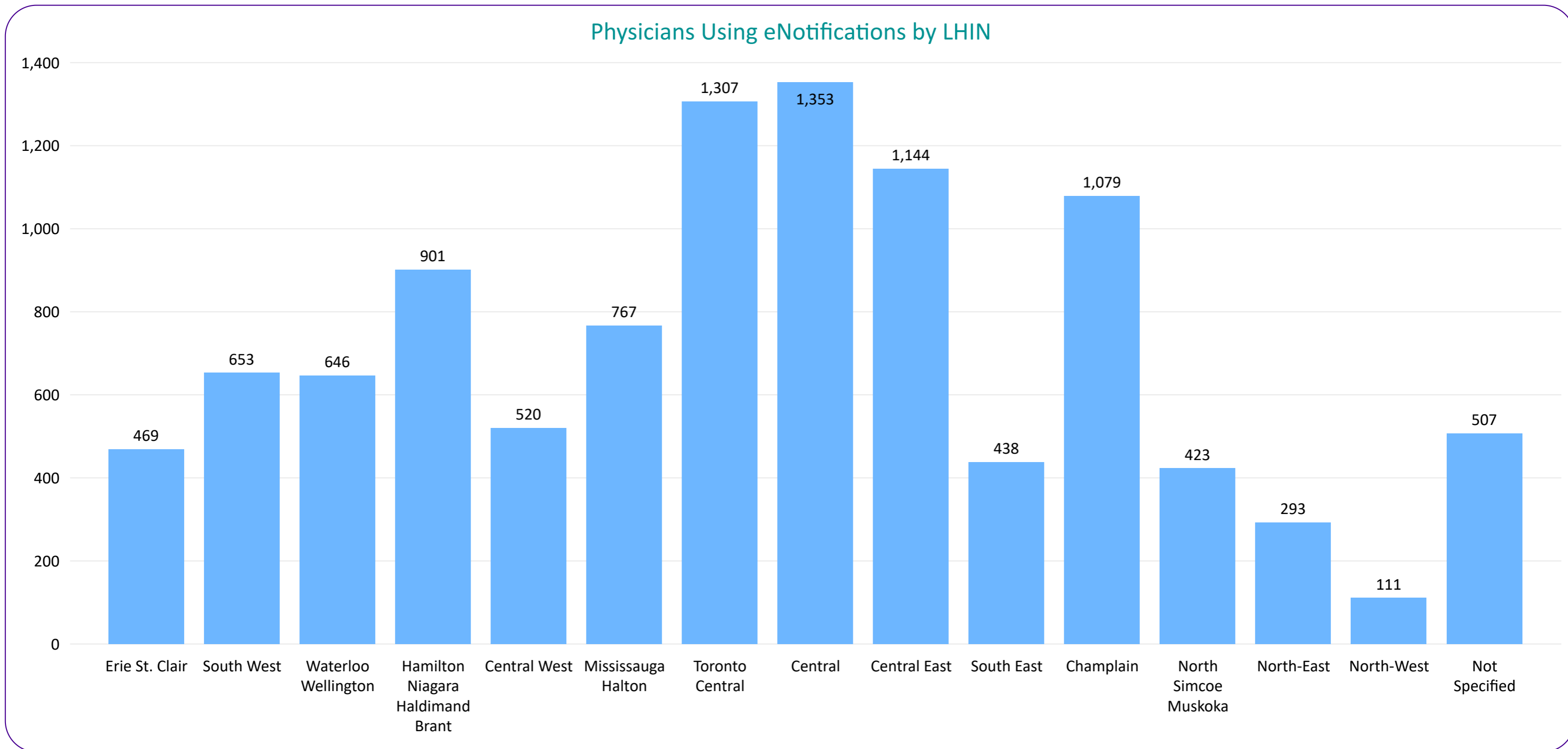
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



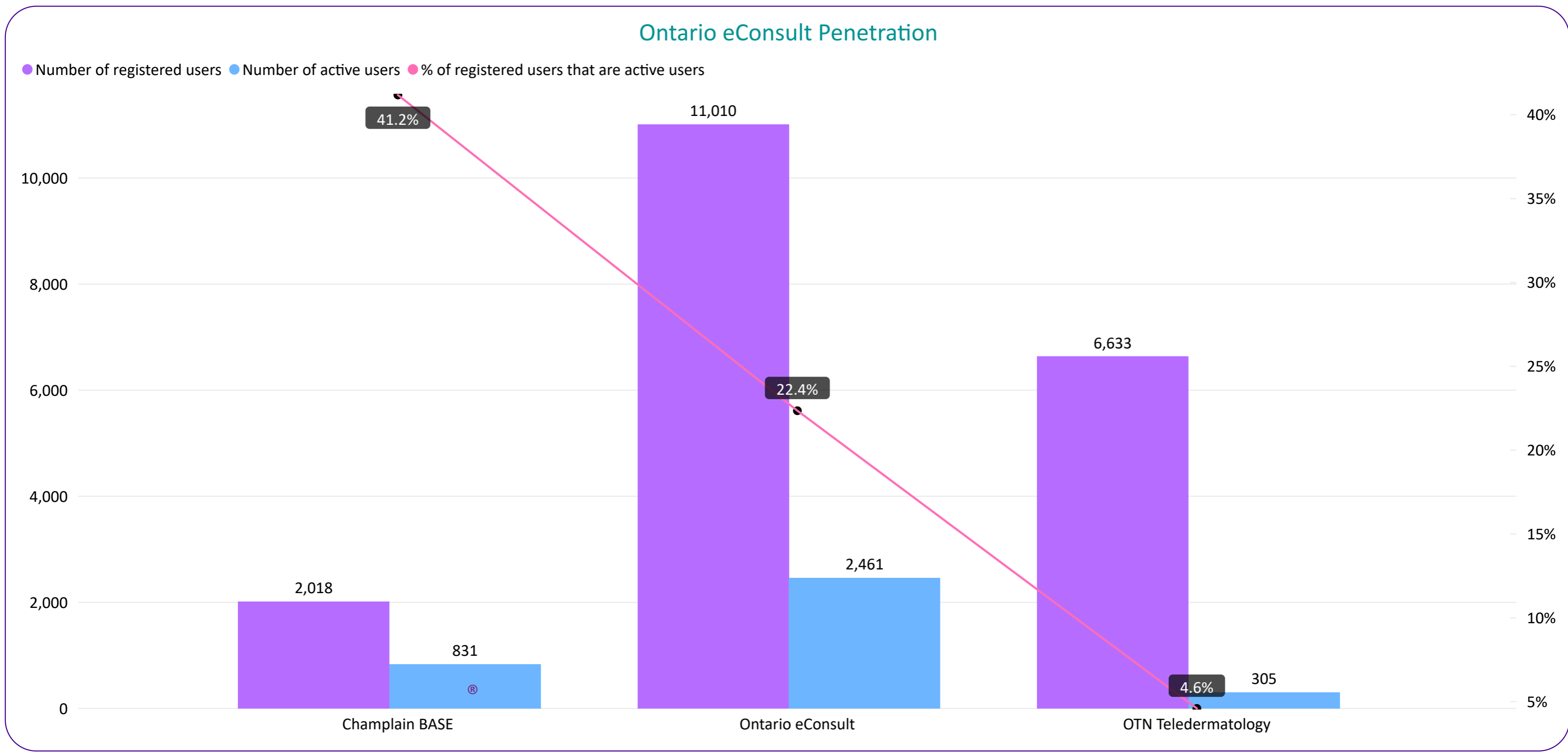
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

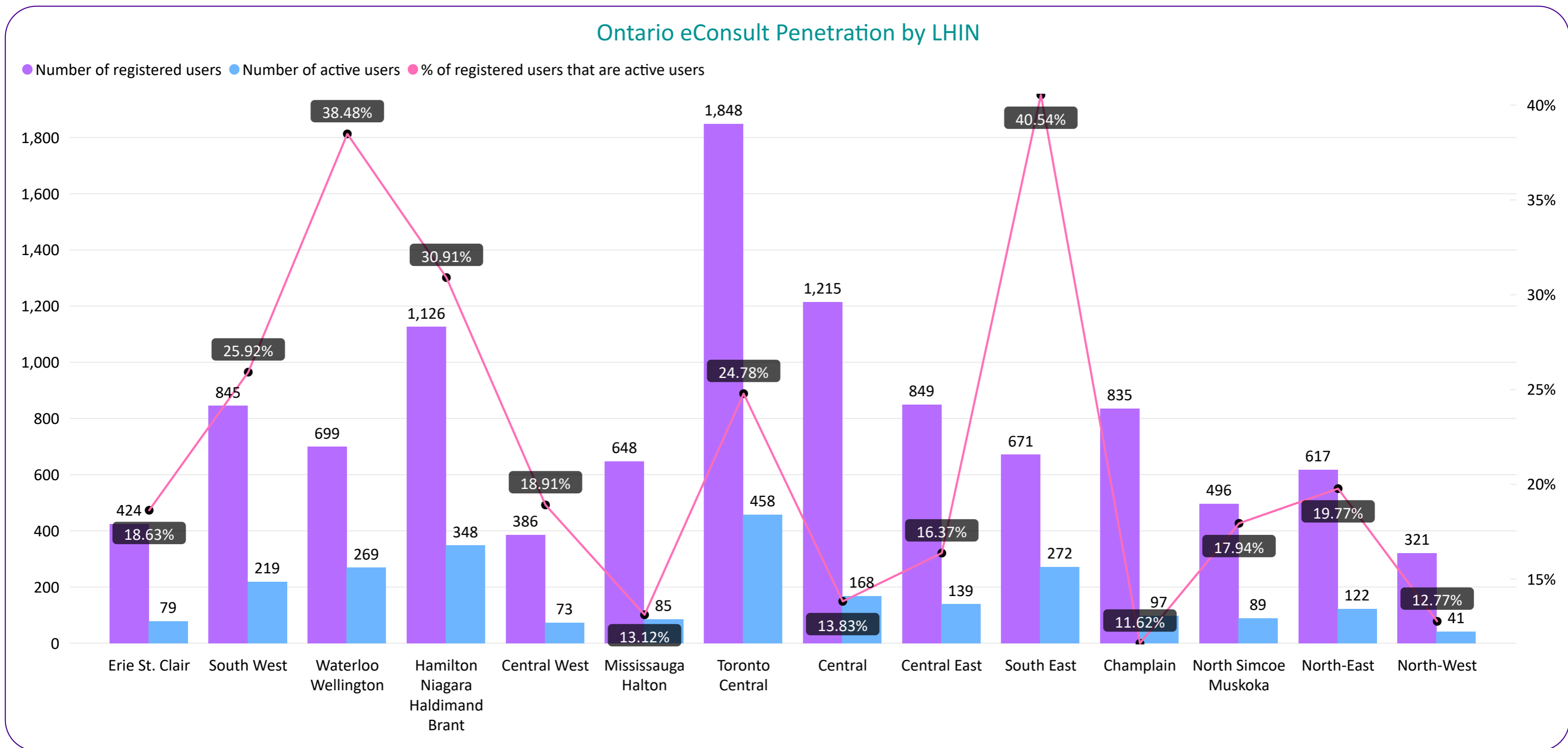
Figure 9: Ontario eConsult Penetration by Indicator



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

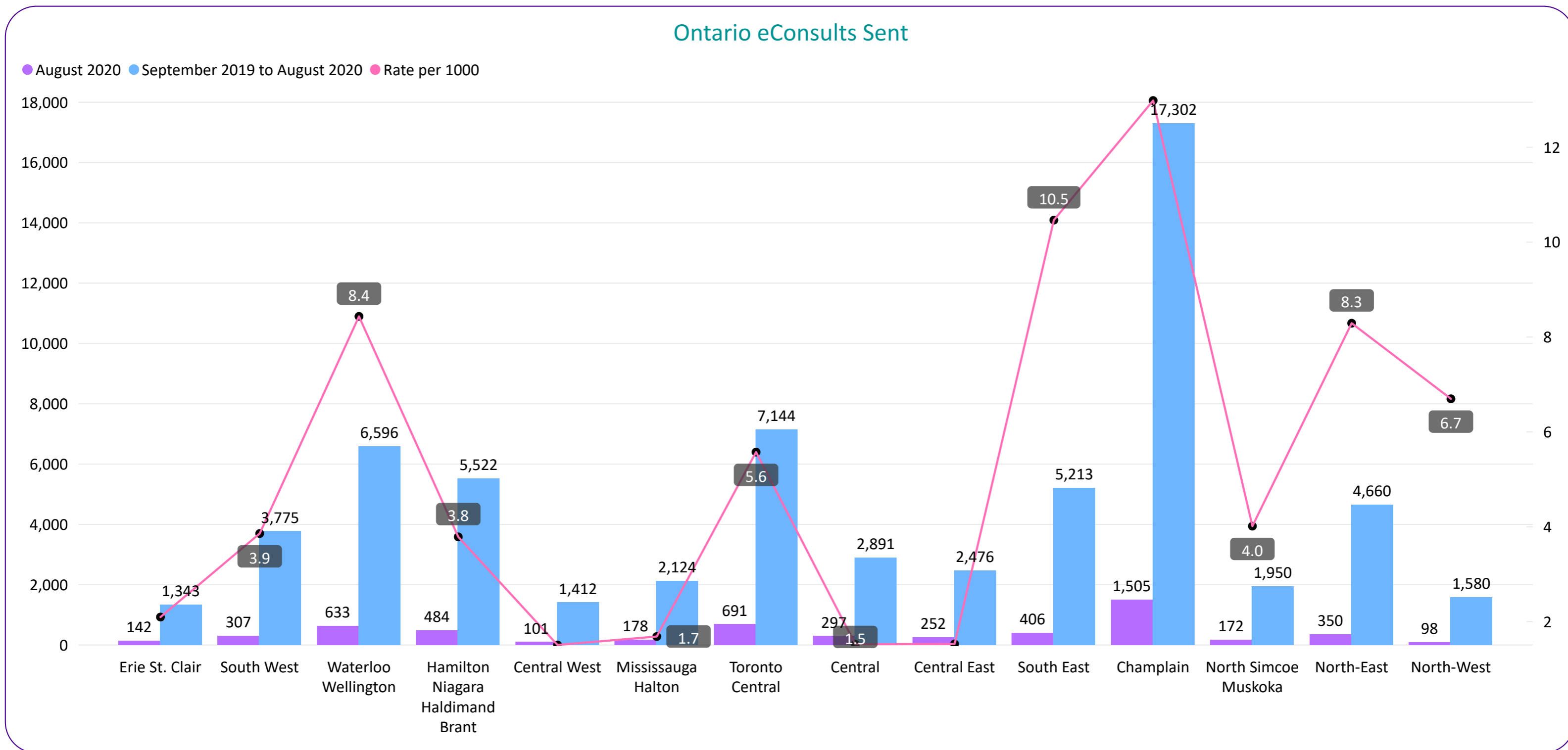


Figure 10: Ontario eConsult Penetration by LHIN



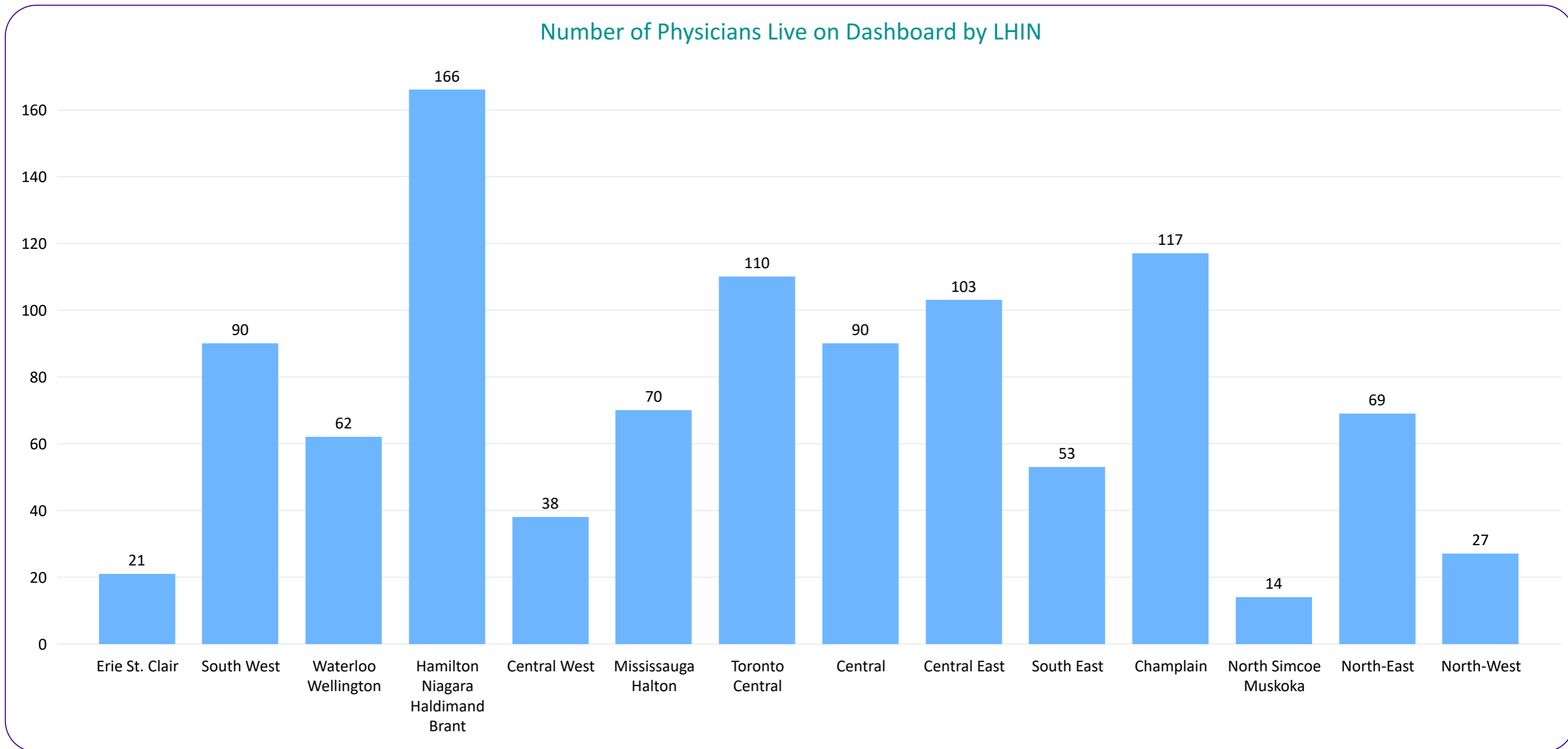
\*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 11: Ontario eConsults Sent



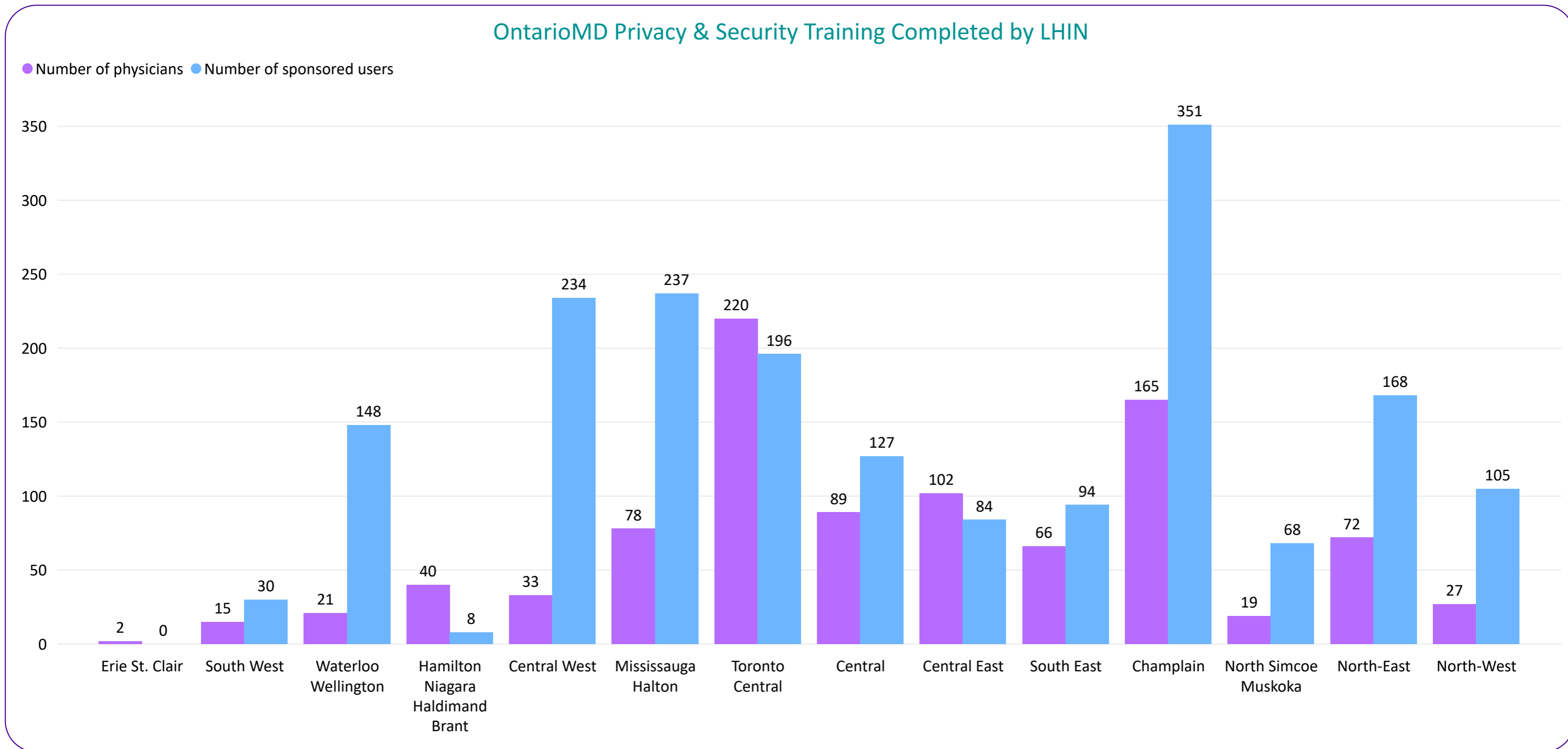
\*Source of the data is the Ontario eConsult Centre of Excellence.

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.