

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

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1. Executive Notes for December

Strategic Plan 2020-25

OntarioMD's [new strategic plan for 2020-25](#) is now available on our website. OntarioMD has made strong progress through 2020 to advance our role in digital health in Ontario and were able to quickly respond and adapt our products and services to facilitate communications and information sharing with community-based clinicians precipitated by COVID-19. Our three strategic areas of focus influencing the future of health care delivery:

1. **Leading Delivery Partner**
 - Deliver products and services that meet practice needs for integrated care delivery
2. **Digital Health Advocacy**
 - Apply our expertise to advocate for clinician practices and their patients
 - Strengthen relationships with vendors of EMRs and other digital health products to contribute to progress in the integrated health delivery system
3. **Corporate Growth and Sustainability**
 - Explore and initiate new partnerships in support of identified clinician needs
 - Diversify and stabilize funding and generate new revenue streams

Our three strategic areas of focus are highly linked and interdependent. They provide structure to further define the roles we play and the actions we will take.

2019-20 Annual Report

OntarioMD published its annual report for the 2019-20 fiscal year in December. Please visit [OntarioMD.Report](#) for an interactive view or [download the PDF](#) to read about OntarioMD's accomplishments during the year.

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 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 continued to see high 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 regularly contributes its thought leadership on diverse digital health and virtual care topics from the clinician perspective. Chief Medical Officer, Dr. Darren Larsen, participated on a panel for [Zoomer TV on December 14](#) about how health care systems are responding to COVID-19 to ensure cancer patients continue to receive essential care.

OntarioMD is hosting two upcoming webinars for clinicians conducted by our Peer Leaders. **The Reimagined Visit: Virtual Care as Core to Practice with COVID and Beyond** is on **January 27 from 12:00 to 1:00**. **Privacy and Cybersecurity for Your Practice** will be held on **February 24 from 12:00 to 1:00**. Clinicians can [register for one or both webinars](#) on OntarioMD.ca. The webinars are accredited for family physicians.

The [December 2020 Digital Health eTips newsletter](#) was sent to clinicians and included [privacy tips](#) to remember during the holidays and year-round.

1. Executive Notes for December Continued

Virtual Care Resources

OntarioMD continues to add virtual care resources for clinicians on [OntarioMD.VC](#) and OntarioMD.ca from partners and vendors. Its [OntarioMD.Live](#) site from Digital Health and Virtual Care Day is also still available for clinicians and stakeholders to watch the live streamed sessions, which include useful content such as a [demonstration of the i4C Dashboard](#) by one of our Peer Leaders.

Physicians are also directed to the OMA for guidance on policy and billing and to Ministry InfoBulletins for the latest directives. The latest updates on OntarioMD.VC and the OMA website include guidance on COVID-19 related notes such as exemptions for wearing a mask in public and clearance to return to work or school. OntarioMD, along with many of our partners, has contributed to two Canadian resources developed by Digital Health Canada's CHIEF Executive Forum Working Group:

1. **Virtual Care Maturity Model** - will enable organizations, jurisdictions, and, institutions to identify where they are on their virtual health journey and which enhancements can be made.
2. [Virtual Care Lexicon](#) - provides a foundational, common language for virtual care planning across and between jurisdictions and sectors.

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. To date, the OVCC has provided service to 19,000 patients. OntarioMD provides support to OVCC physicians, monitors 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

COVID-19 Test Result Notifications - HRM® is delivering notifications to primary care providers' EMRs to notify them that positive COVID-19 test results are available for their patients in the Ontario Laboratories Information System (OLIS). OntarioMD worked with Ontario Health to implement this valuable sharing of patient information.

COVID-19 Discharge Reports - HRM is also delivering discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the more than 2 million reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to the EMRs of more than 11,800 clinicians.

Recent HRM Go Lives - SickKids Hospital has leveraged its recent implementation of HRM to become a sending facility of eNotifications as of the beginning of December.

HIS Changes - The HRM team is monitoring HRM feeds for upcoming HIS upgrades to ensure report delivery to clinicians is not disrupted and are working as clinicians expect. The team is also monitoring impact on clinicians resulting from changes to medical record report formats.

1. Executive Notes for December Continued

Other Digital Health Products & Services

Insights4CareProgram

The i4C Program continues with both clinician and EMR vendor adoption. The program is actively recruiting more clinicians to add to the current 1,200 clinician users. In parallel, we are working to launch Dashboard offerings by several EMR vendors (YMS, AwareMD, QHR) within Q3. In November, the program published additional clinician resources on the identification and management of patients for cancer prevention and screening, along with information on earning Mainpro+ credits while participating in the i4C Program. These new resources add to the available content of Diabetes Management, Opioid Prescription Management, Consultation and Referral Management, and Test Results Management. Visit this [i4C Program page](#) to access these resources.

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. Family physicians earn 2 Mainpro+ credits for completing the training.

More than 3,000 clinicians and their practice staff have completed the training, which is available in both French and English at [OntarioMD.ca](#). The module is updated with the latest information and can be accessed from any internet-connected device. OntarioMD continues to develop new collateral that cover important privacy and security topics. The availability of new resources is shared with clinicians through the Digital Health eTips newsletters.

EMR-integrated Digital Forms Platform

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OntarioMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. MTO's Driver Medical Review forms will be the first available through the system with a target for the first clinician user live by June 30, 2021. The platform will be flexible to support a wide variety of health-related forms, as well as integration with HRM for direct filing of form submissions into the patient's chart within the EMR. OntarioMD is exploring partners beyond MTO to leverage this functionality.

OntarioMD Certification Program

The Certification Program continues to advance the development and maintenance of its EMR Specifications Library. The latest updates for DHDR, DHIR, and EHR Connectivity specifications include further refinements to the requirements which include learnings through the validation activities with WELL (OSCAR). These specifications are targeted for a status update to Draft for Use once a deployment has been completed (e.g. reference site).

The Government of New Brunswick announced on December 17, 2020, that it has [partnered with OntarioMD to leverage its certification services](#) and expertise to extend the OMD EMR Certification Program to support the New Brunswick EMR Open Market effective January 1, 2021. The OMD EMR Certification Program is Canada's longest established and most mature certification program and will accelerate the opening of the New Brunswick EMR market and minimize the work to vendors who already have a certified EMR offering in Ontario. Vendors will need to go through the OMD EMR Certification Process to qualify for participation in the Provincial EMR Program.

The OntarioMD Certification Program continues to support Ontario Health (OTN) with its official launch of its Verification Program for Virtual Visit solutions (November 30, 2020). Validation of vendors (e.g. EMR, HIS, and stand-alone virtual visit solutions) coming forward to OTN to be recognized as a verified Virtual Visit Solution will be executed by OntarioMD on behalf of OH-OTN's Verification Program. In preparation for the validation activities, OntarioMD has developed all validation scenarios (in alignment with the OTN virtual visit standard published) and artefacts.

Stakeholder Engagement

OntarioMD values its relationships with its stakeholders and strives for continuous improvement in client and stakeholder satisfaction with our products and services to advance digital health in Canada. We are very interested in your feedback on our collaboration with you, understanding your satisfaction with how we are meeting your needs and have helped you achieve your objectives. We would also like to know if you have any recommendations on future areas of focus for us. Please reach out to Elizabeth.Keller@ontariomd.com to share your thoughts.

Note: The Microsoft Power BI interactive version of this report 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

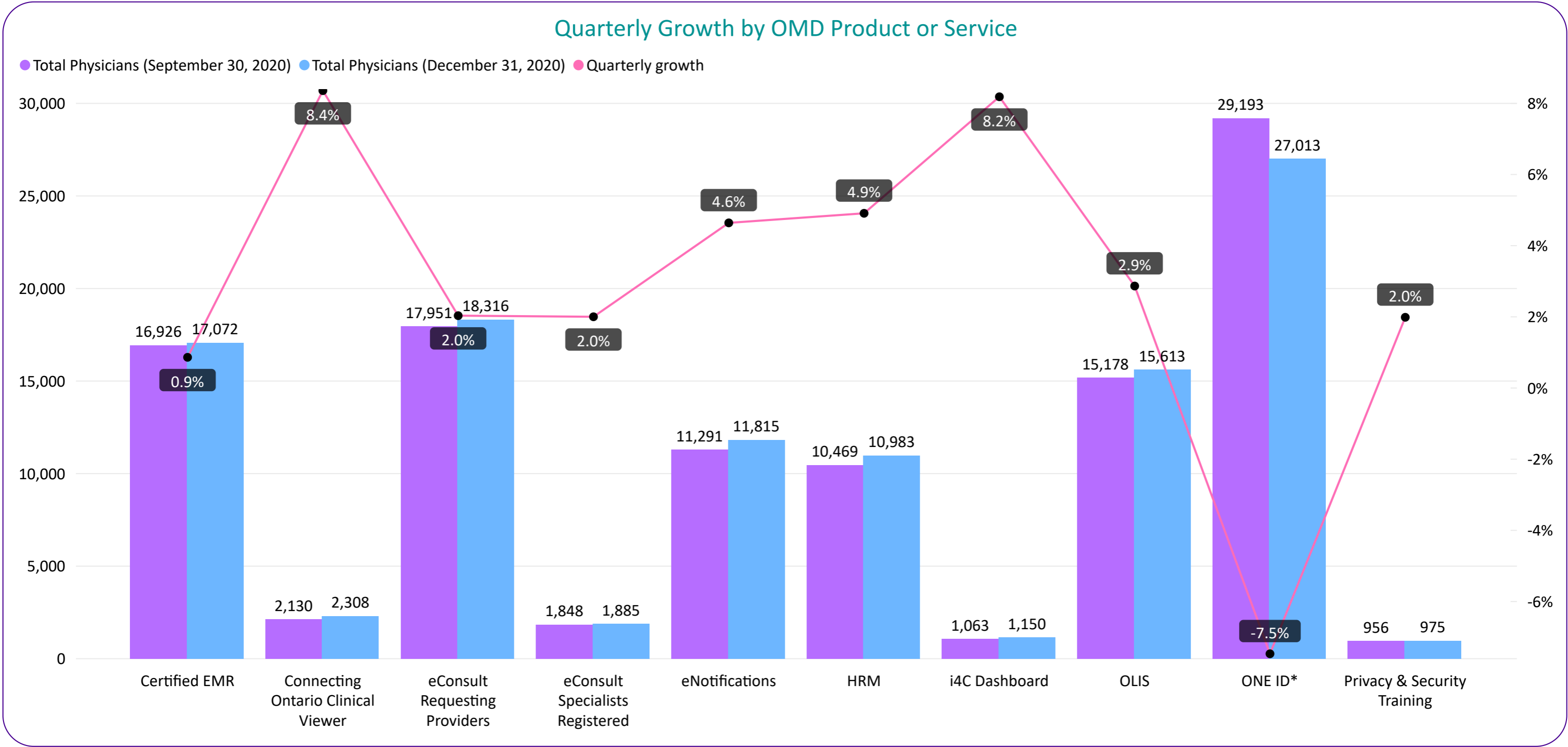
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

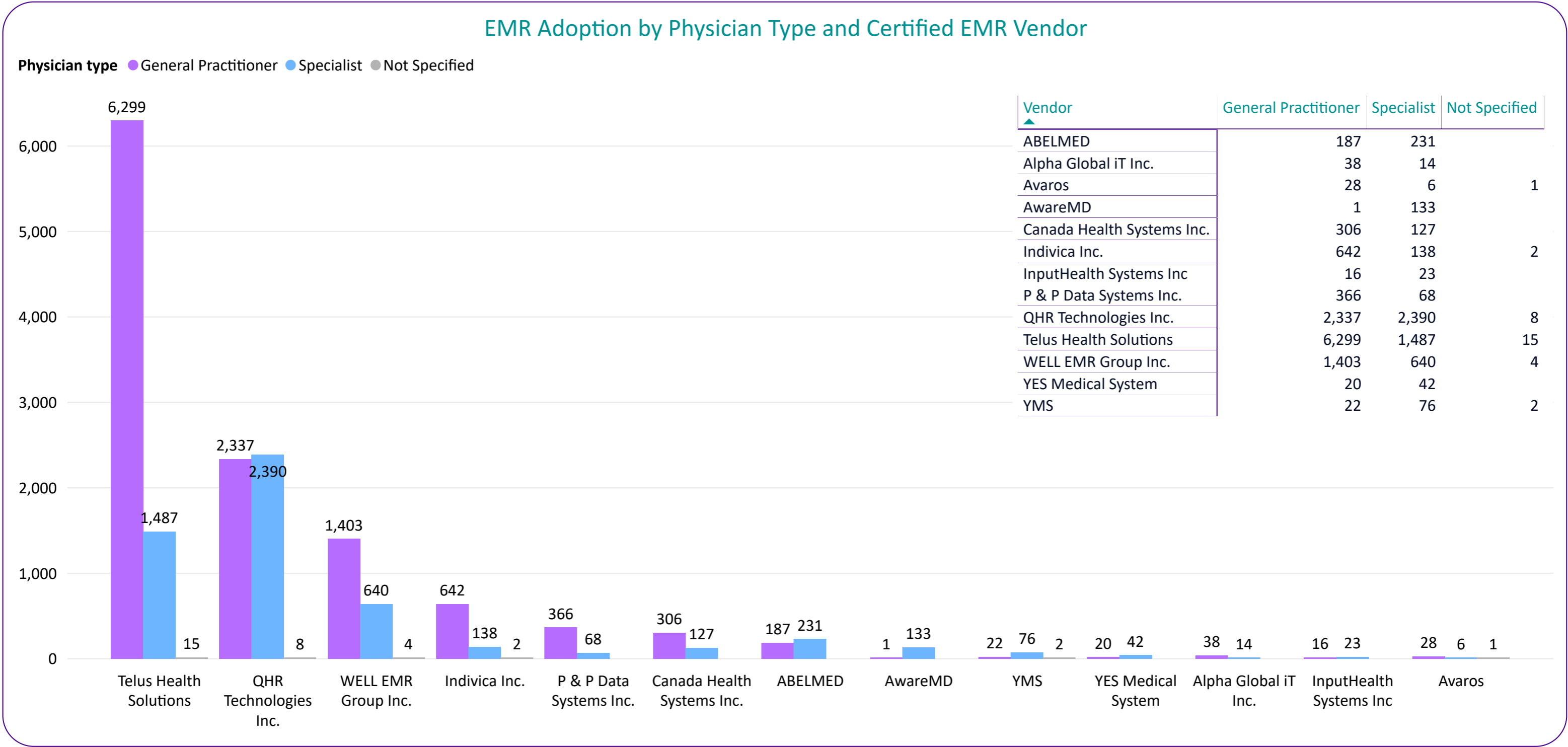
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

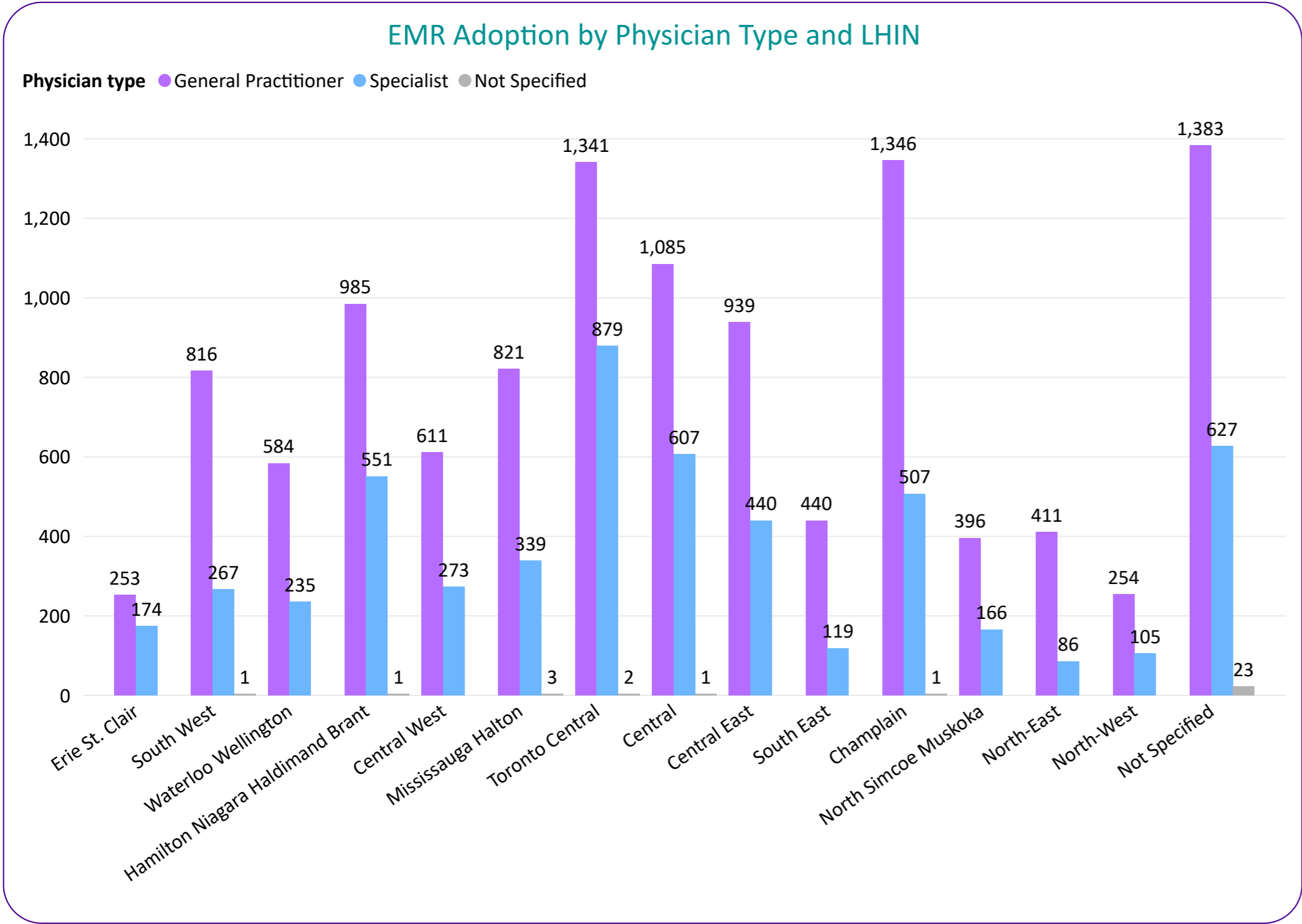
6. Products and Services by Vendor and LHIN View

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



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

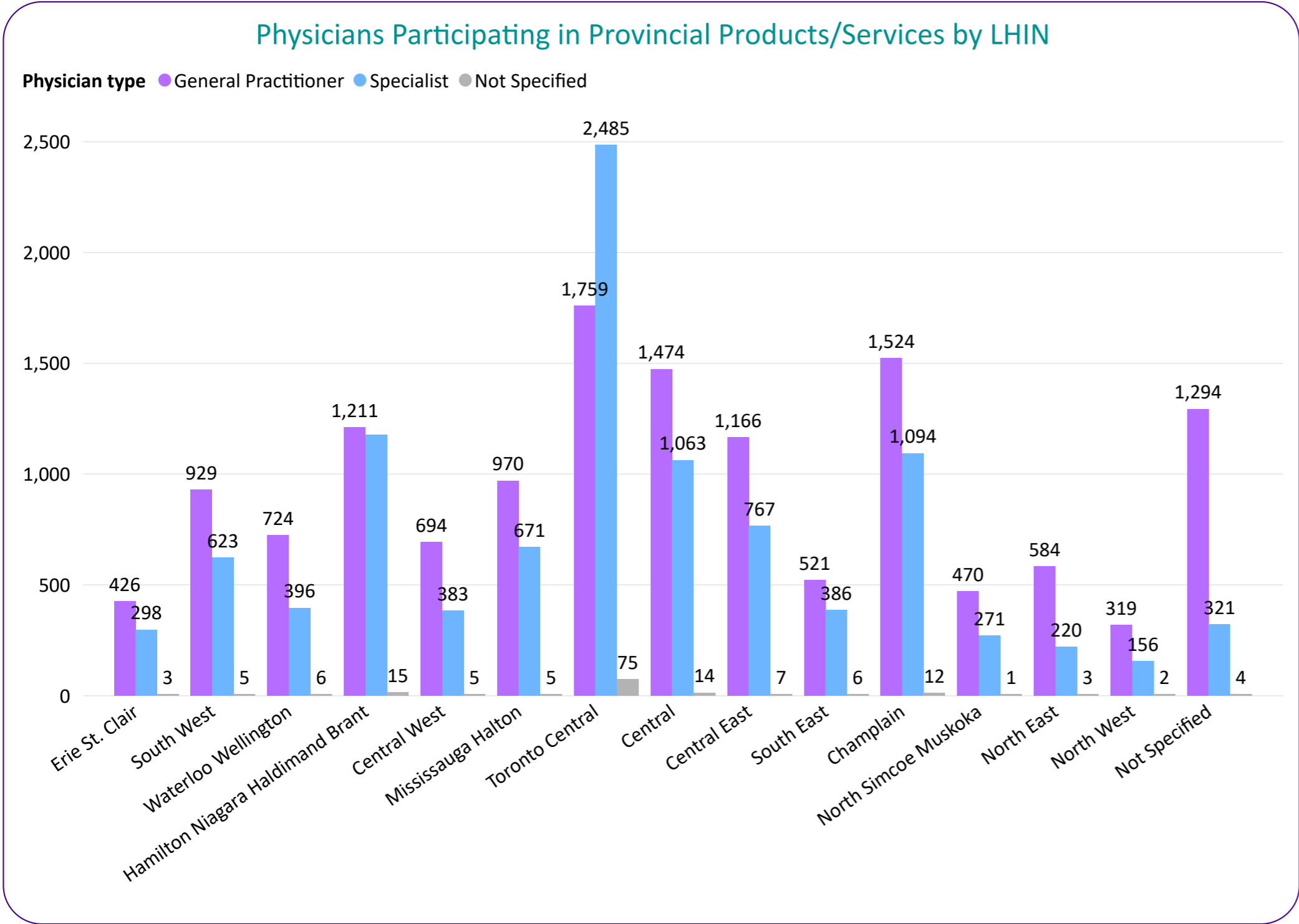
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	253	174	0
South West	816	267	1
Waterloo Wellington	584	235	0
Hamilton Niagara Haldimand Brant	985	551	1
Central West	611	273	0
Mississauga Halton	821	339	3
Toronto Central	1,341	879	2
Central	1,085	607	1
Central East	939	440	0
South East	440	119	0
Champlain	1,346	507	1
North Simcoe Muskoka	396	166	0
North-East	411	86	0
North-West	254	105	0
Not Specified	1,383	627	23

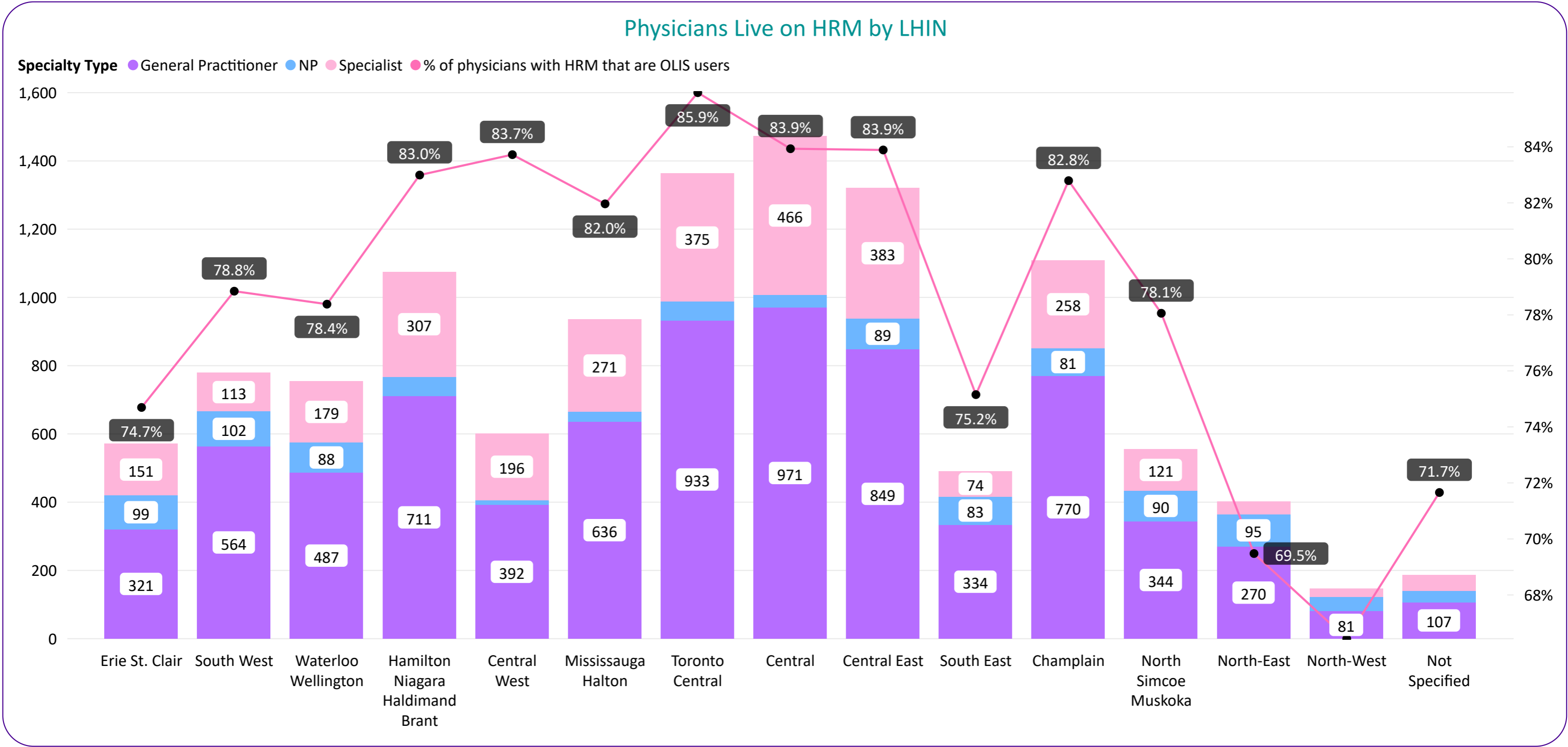
*Source of the data is OntarioMD’s CRM system.

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



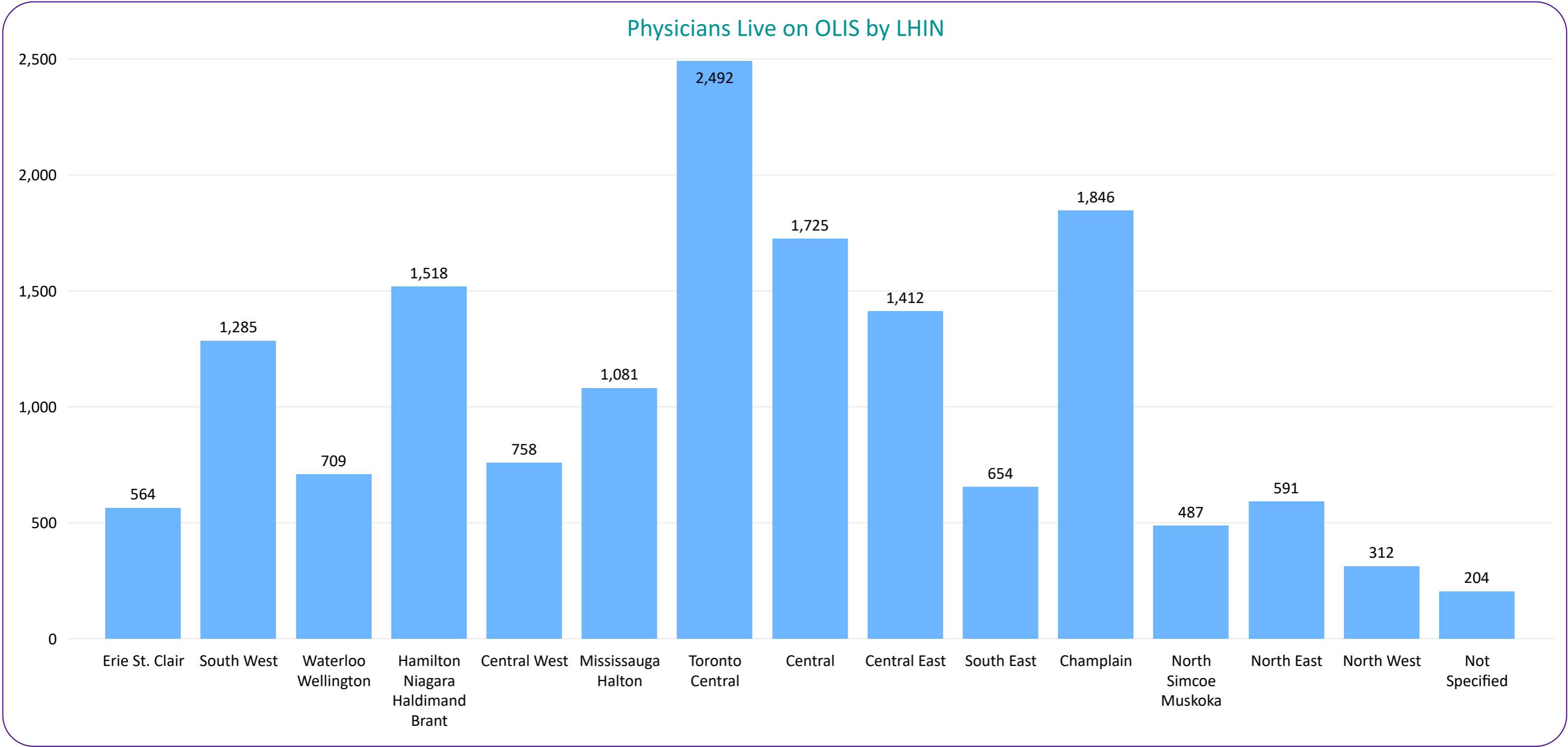
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	426	298	3
South West	929	623	5
Waterloo Wellington	724	396	6
Hamilton Niagara Haldimand Brant	1,211	1,178	15
Central West	694	383	5
Mississauga Halton	970	671	5
Toronto Central	1,759	2,485	75
Central	1,474	1,063	14
Central East	1,166	767	7
South East	521	386	6
Champlain	1,524	1,094	12
North Simcoe Muskoka	470	271	1
North East	584	220	3
North West	319	156	2
Not Specified	1,294	321	4

Figure 4: Physicians Live on HRM by LHIN



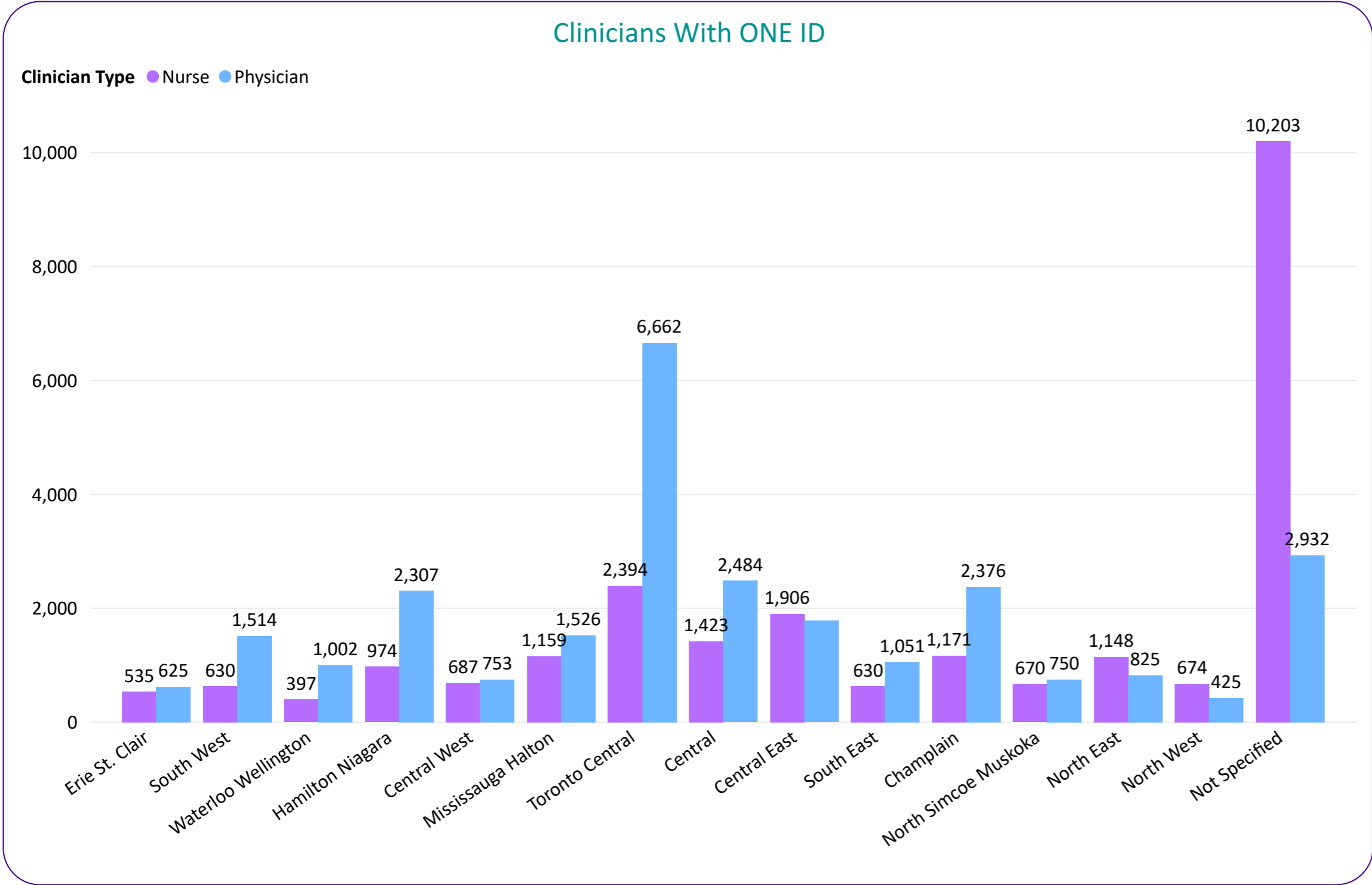
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

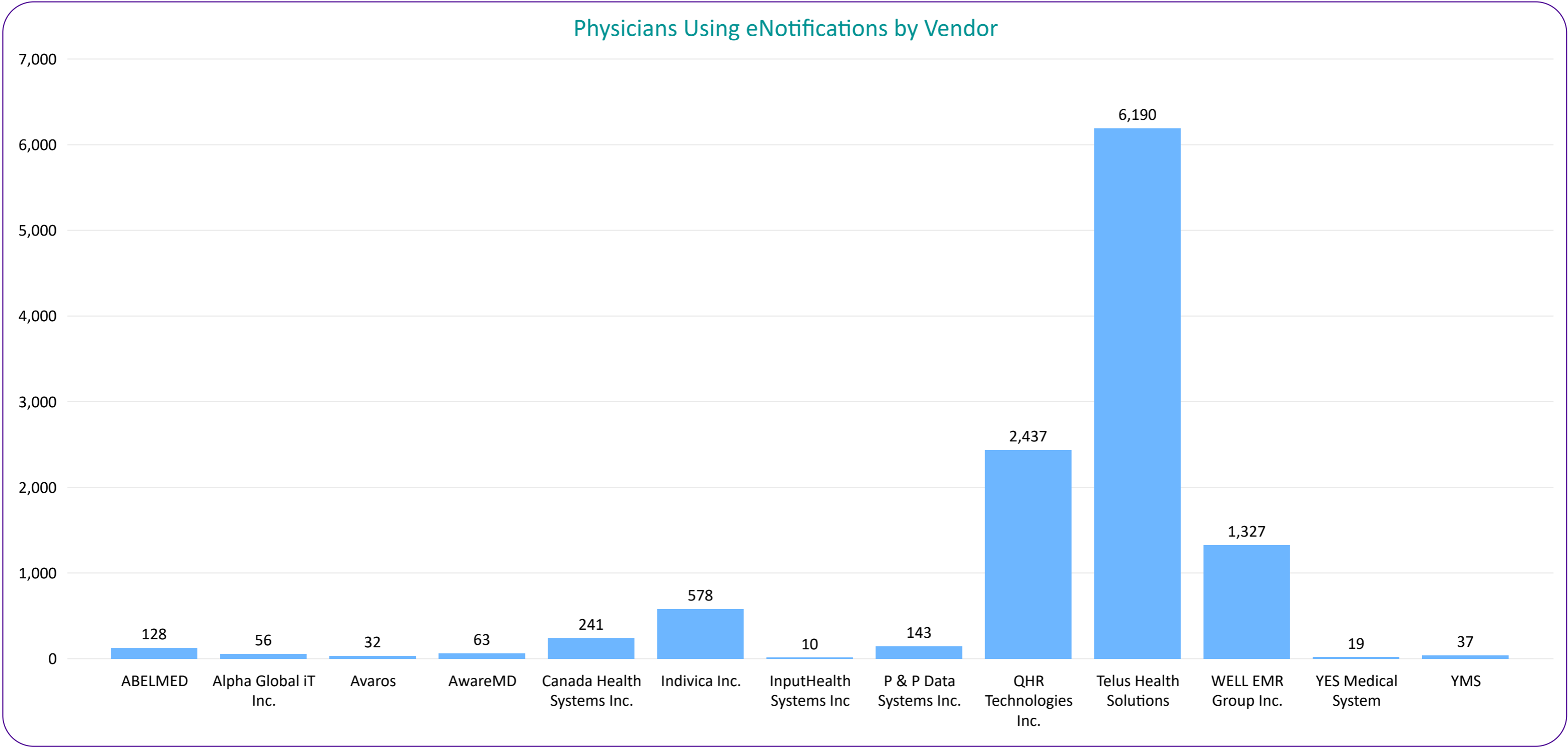
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Erie St. Clair	535	625
South West	630	1,514
Waterloo Wellington	397	1,002
Hamilton Niagara	974	2,307
Central West	687	753
Mississauga Halton	1,159	1,526
Toronto Central	2,394	6,662
Central	1,423	2,484
Central East	1,906	1,781
South East	630	1,051
Champlain	1,171	2,376
North Simcoe Muskoka	670	750
North East	1,148	825
North West	674	425
Not Specified	10,203	2,932

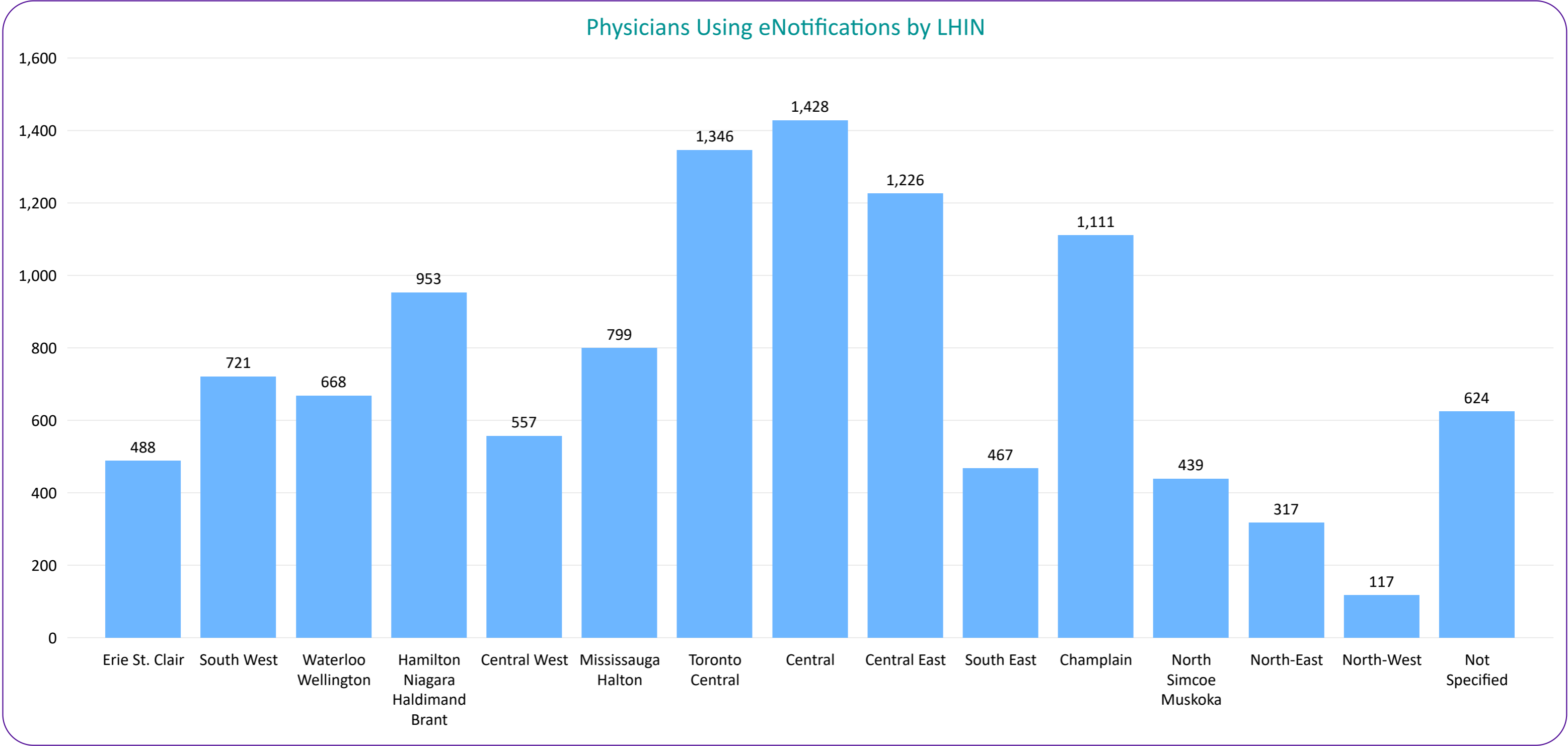
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



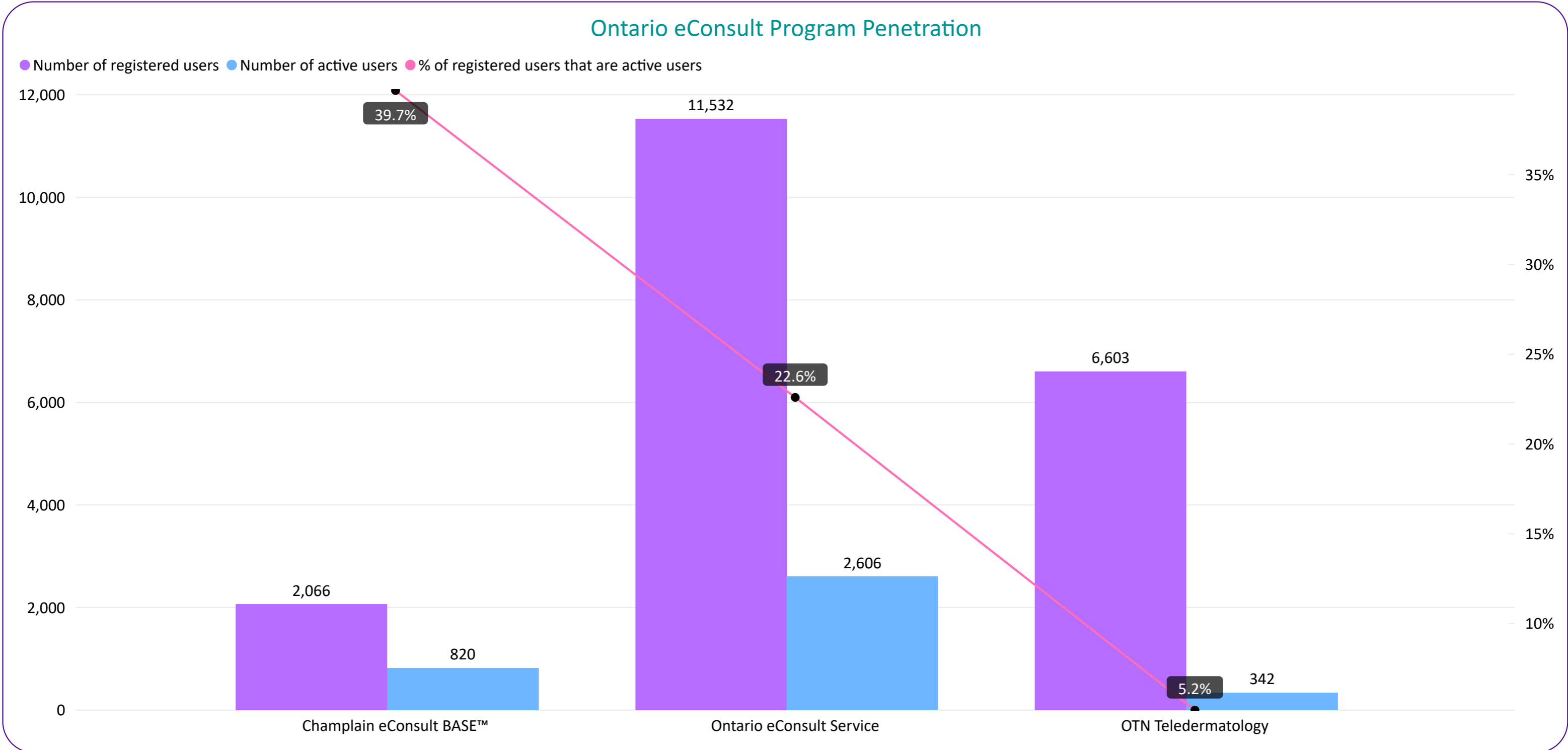
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

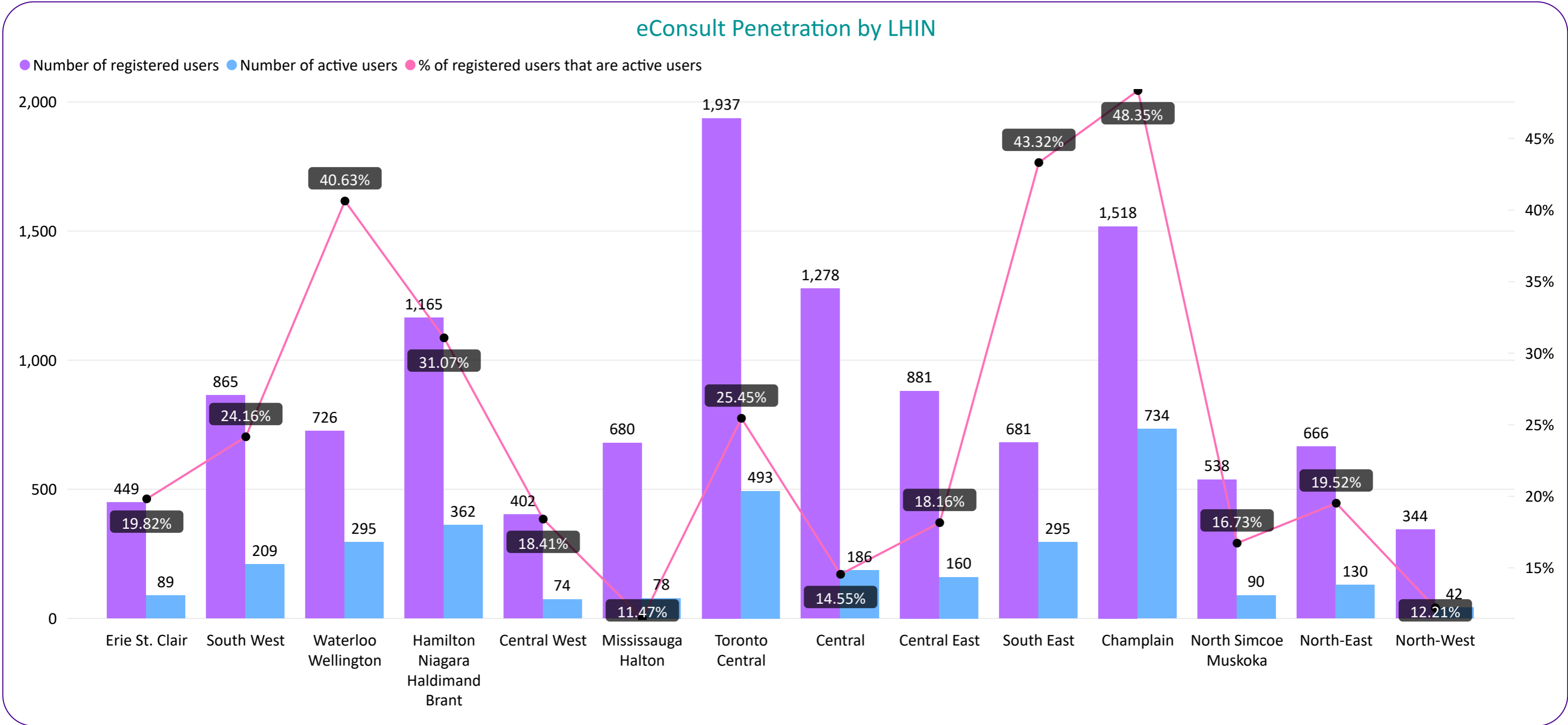
Figure 9: Ontario eConsult Program Penetration



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Includes PCPs & Specialists.

Figure 10: eConsult Penetration by LHIN

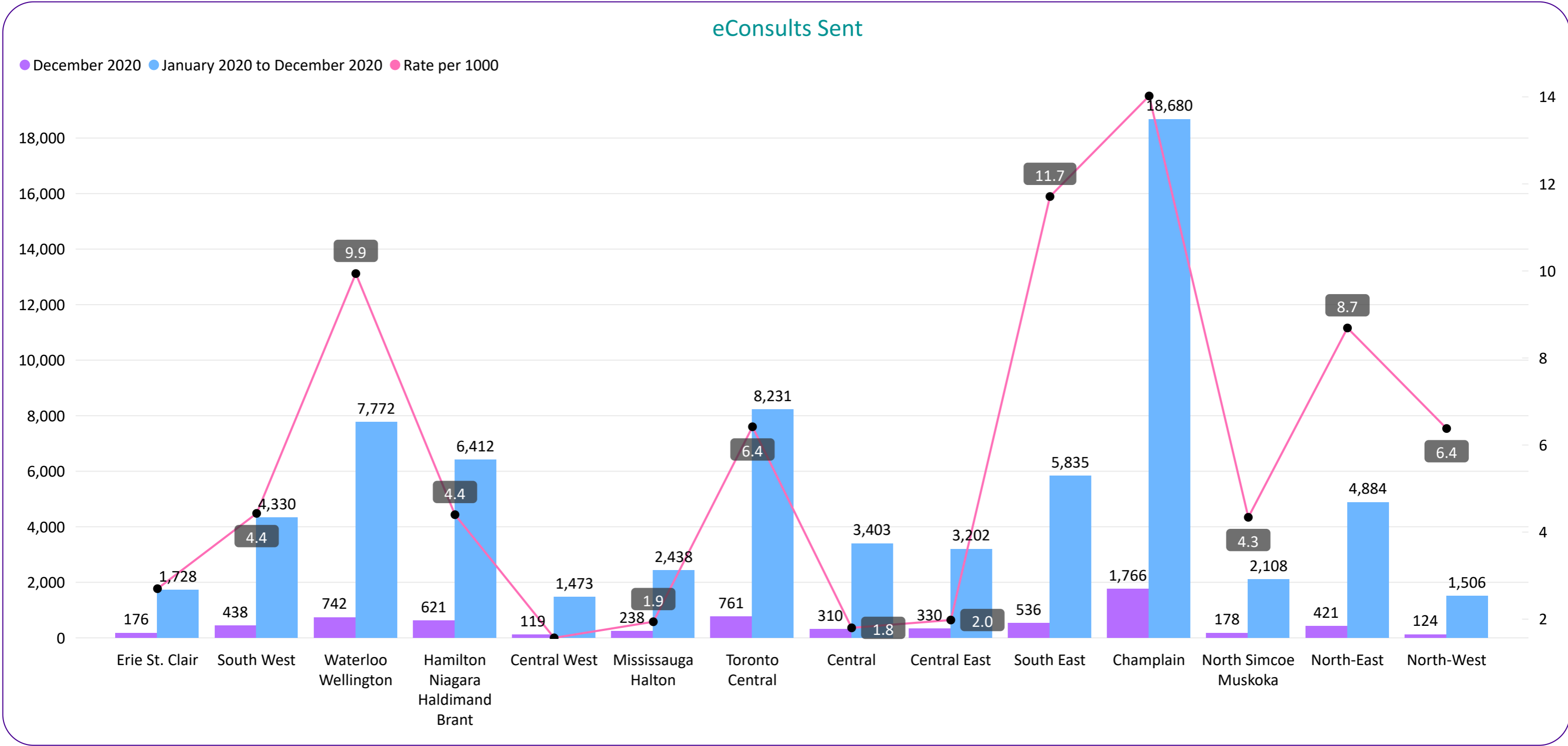


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Champlain LHIN numbers represent Champlain eConsult BASE™ Service users. All other numbers represent Ontario eConsult Service users.

***Includes PCPs and Specialists.

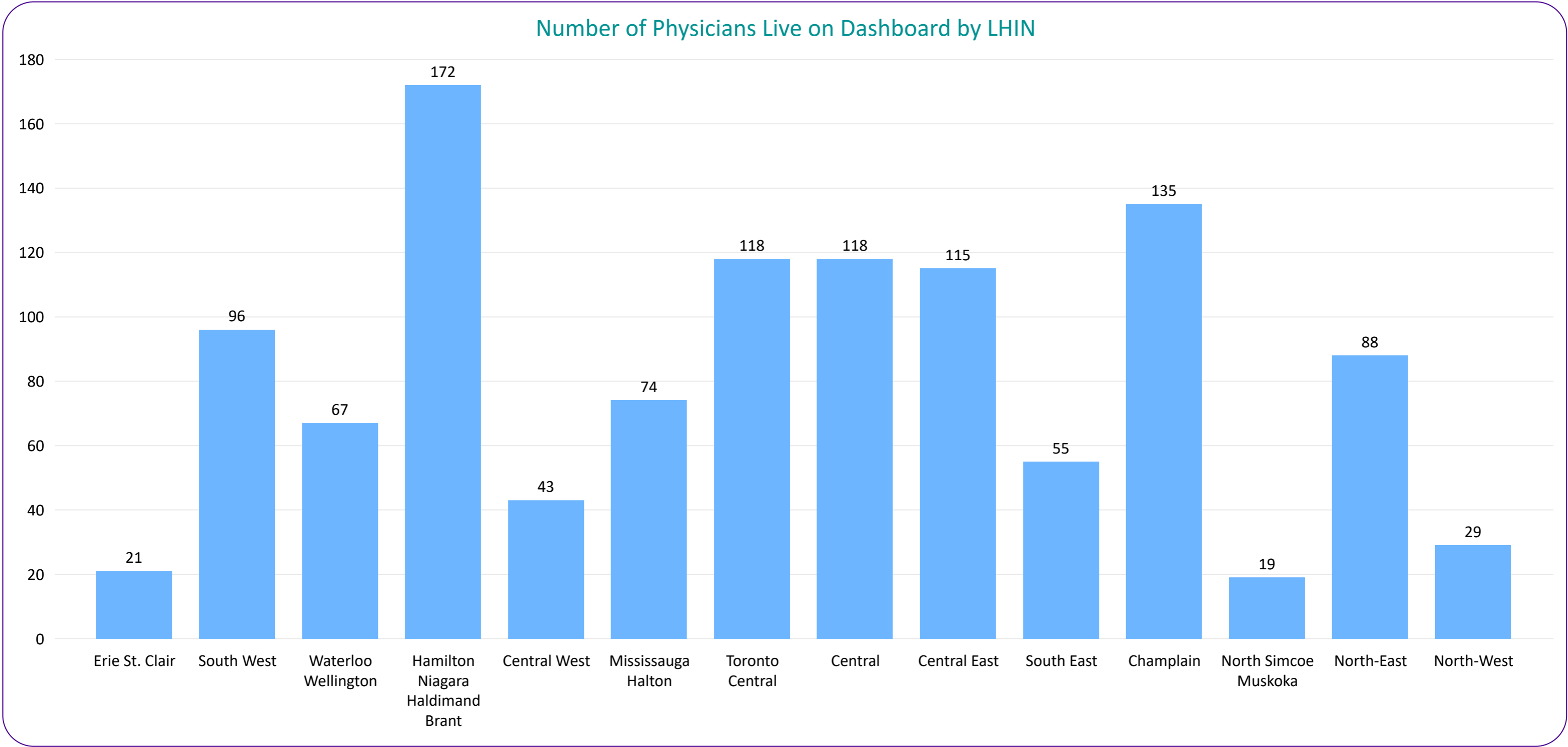
Figure 11: eConsults Sent



*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

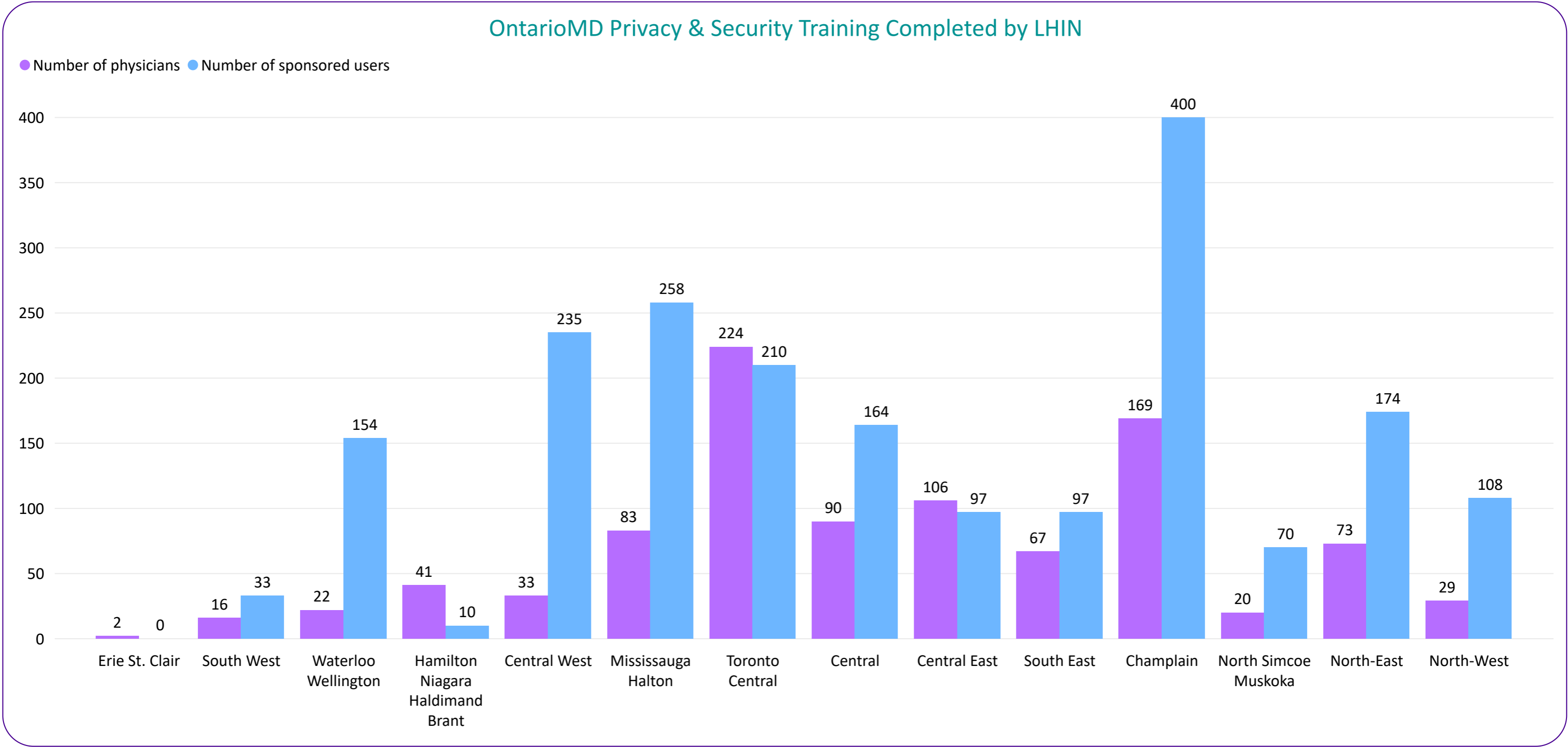
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN



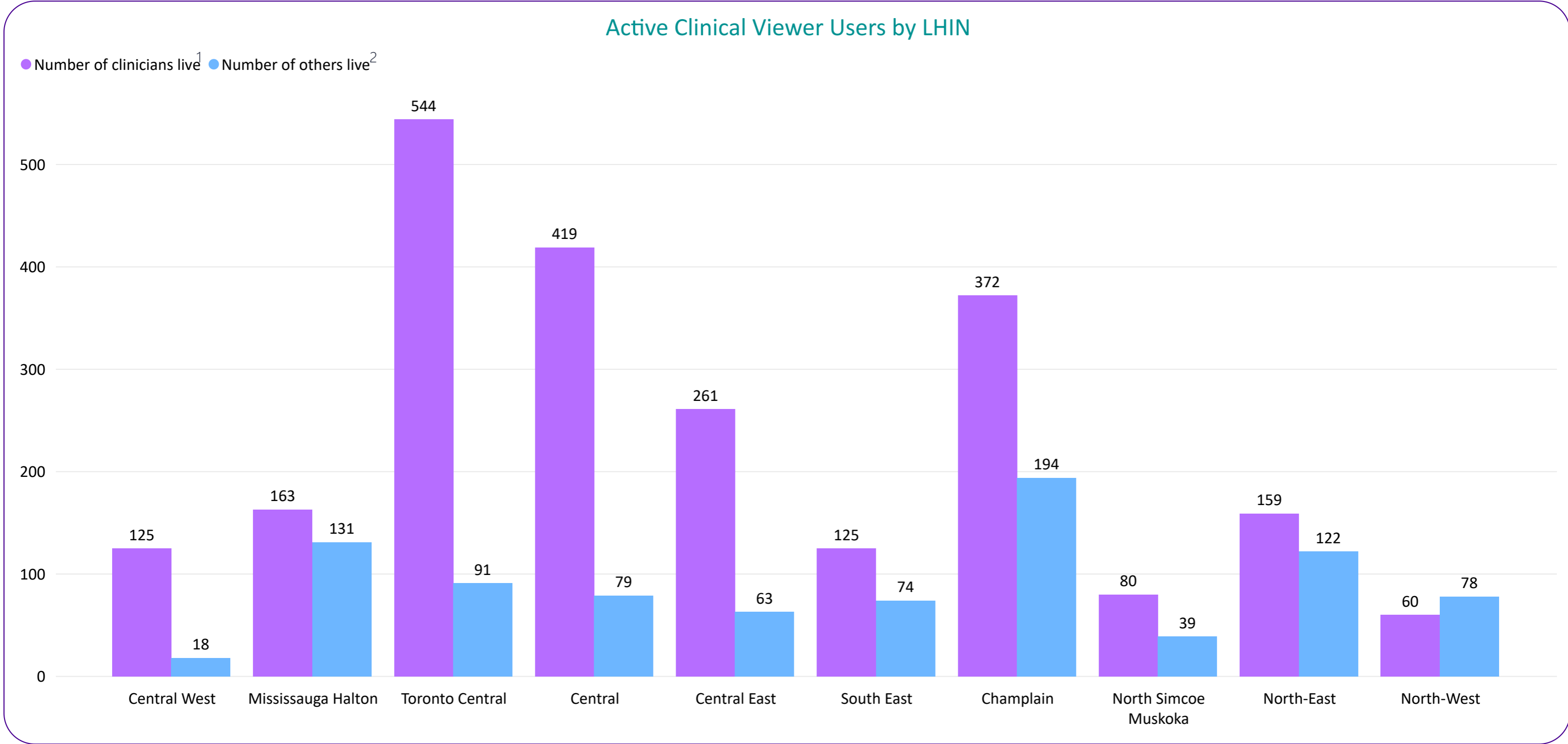
*Source of the data is OntarioMD's CRM system

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



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

Figure 14: Active Clinical Viewer Users by LHIN



1. Clinicians include physicians and nurse practitioners
 2. Others include staff and allied health professionals