

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

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Table of Contents

1. EXECUTIVE NOTES FOR NOVEMBER	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 January

Interactive Report

Welcome to our first interactive OntarioMD Stakeholder Report. We're excited to be launching this format on OntarioMD.ca, as it will enable users to analyze and present the data in different ways that best suit their unique needs, such as:

- analyze usage by region and sub-region;
- select specific areas of interest and apply their own filters;
- navigate to data of interest and engage with it in a meaningful way (through the use of dynamic bar charts, for example); and
- identify trends visually.

New Insights4Care Dashboard Draft Indicator Definitions Released

OntarioMD has released 34 new draft indicator definitions for the Insights4Care (i4C) Dashboard. New indicator definitions have been introduced for chronic disease management (COPD, depression, diabetes, hypertension), preventive care (allergies recorded, BP measured, immunizations, baby/child well-being), medication management, and seven-day follow-up after hospital discharge.

The draft definitions (identified as "DFC" under the Status column in the list of indicators) are available for review and comment in the [i4C Dashboard Indicator Library](#). The i4C program team is seeking comments on these draft definitions from clinicians, vendors and other interested stakeholders. Comments can be submitted to emr@ontariomd.com until **March 13, 2020**. All comments will then be reviewed and considered before final indicator definitions are published in Spring 2020.

OntarioMD's EMR-integrated i4C Dashboard supports quality improvement by enabling clinicians to easily view and interpret data in real time for better population health management, and to act on it at the point of care.

Events

[Registration is now open](#) for OntarioMD's EMR: Every Step Conference in London on June 4, 2020. The program is in development and will be submitted for continuing medical education accreditation. OntarioMD will share the conference agenda as soon as it is finalized.

OntarioMD will participate in several regional events across Ontario over the next three months and the Digital Health Canada's national e-Health Conference in Vancouver in late May. OntarioMD will be presenting at the conference on the Insights4Care Dashboard, the modernized EMR Progress Assessment tool and the integration of the Digital Health Drug Repository and the Digital Health Immunization Repository with certified EMRs.

Supporting Our Partners

OntarioMD supports clinicians with innovative digital health and quality improvement tools and approaches required to address their practice needs and to enhance the provision of integrated care in Ontario Health Teams as they take shape across the province. OntarioMD supports system partners such as the Ministry of Health (MOH), the organizations that comprise Ontario Health, and the Ontario Telemedicine Network (OTN), using a streamlined onboarding approach that bundles multiple digital health offerings in Ontario's digital health asset inventory into a single visit. This bundled approach is appreciated by clinicians for being more efficient and convenient.

ConnectingOntario ClinicalViewer Bundle – OntarioMD has now connected over 1,300 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.

Nearly 900 HICs have completed the training, which is [available at OntarioMD.ca](#). The module is frequently updated with the latest information and can be accessed from any internet-connected device.

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

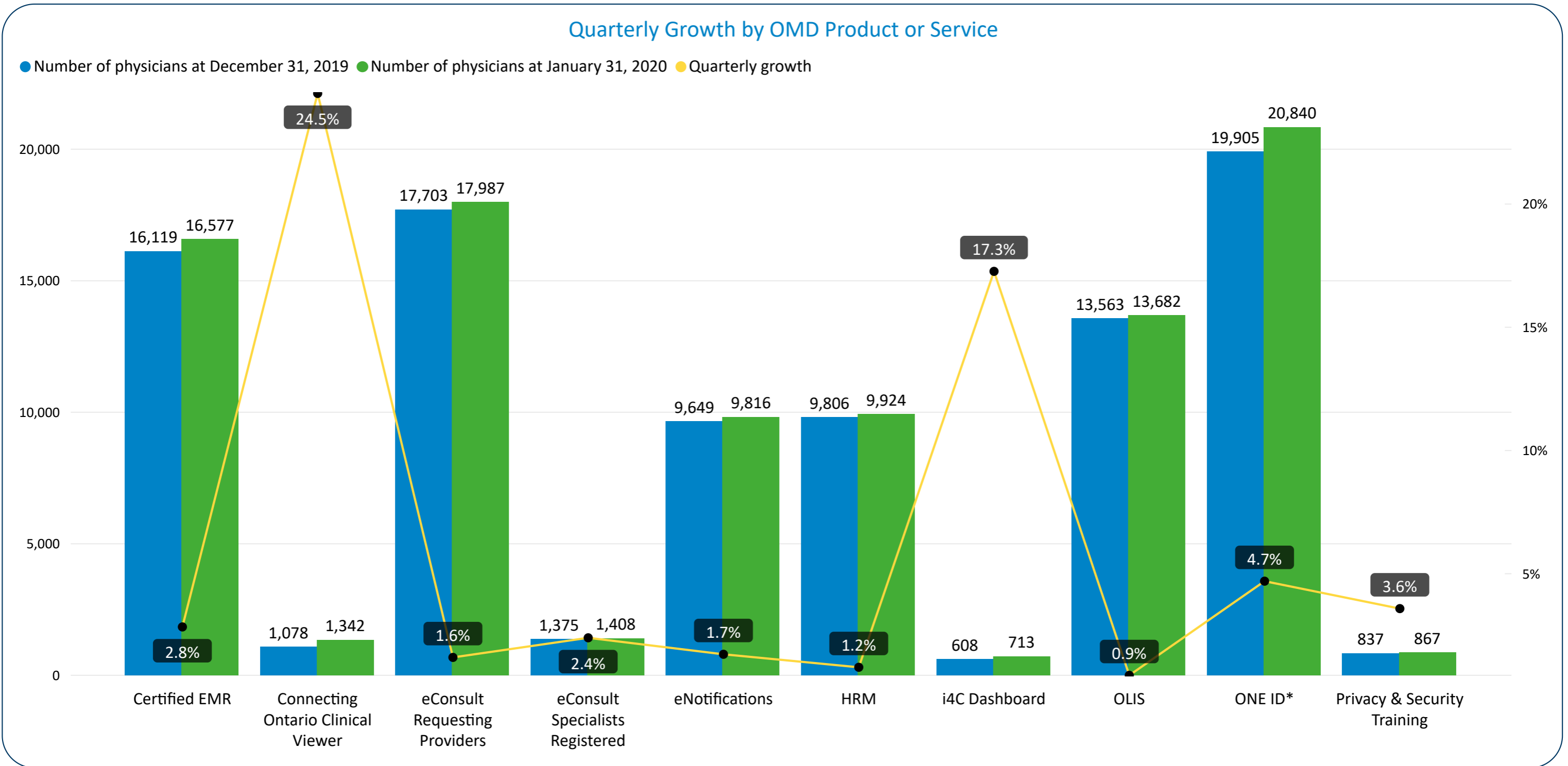
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

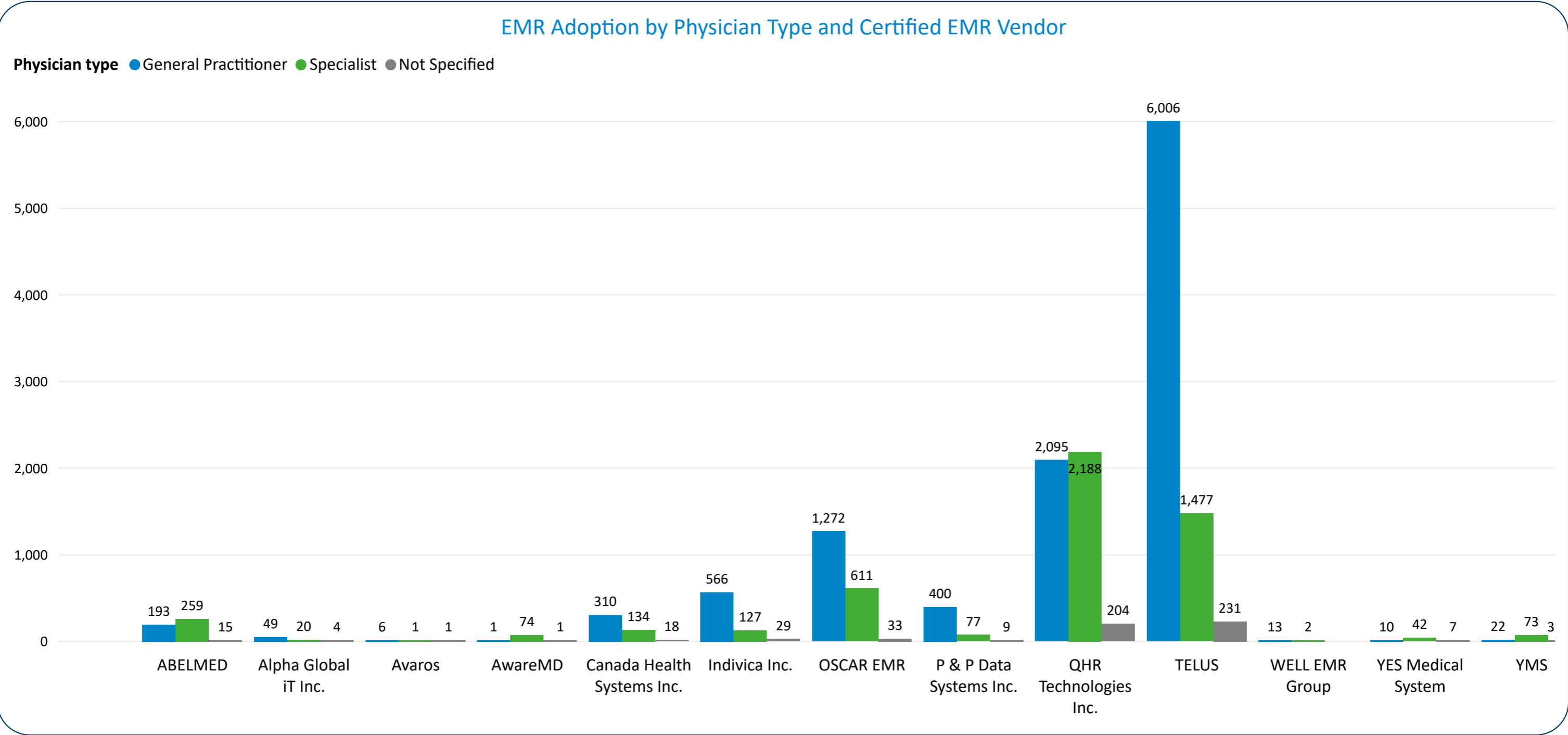
5. Quarterly Growth by Product/Service



Note. Source of the data is eHealth Ontario.

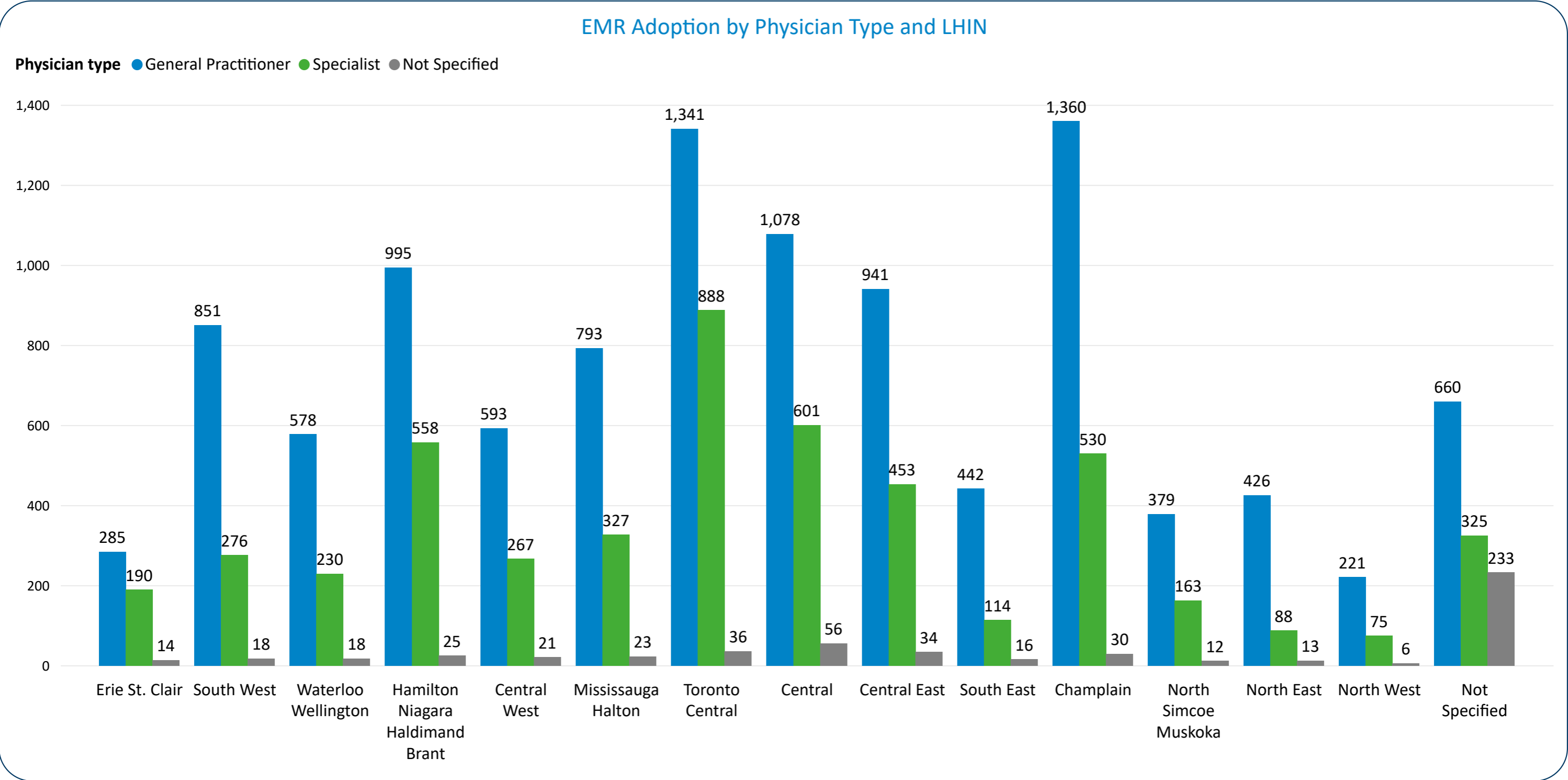
6. Products and Services by Vendor and LHIN View

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

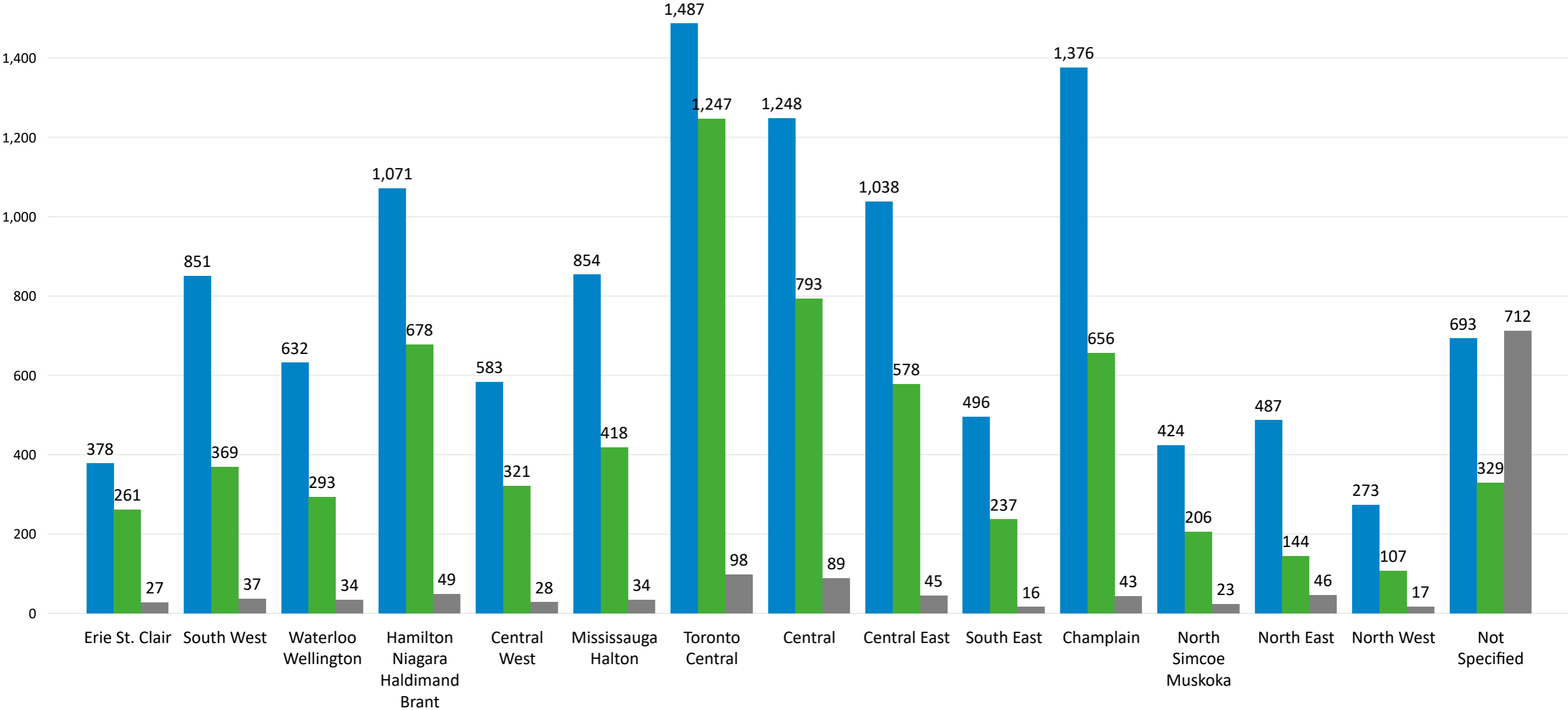
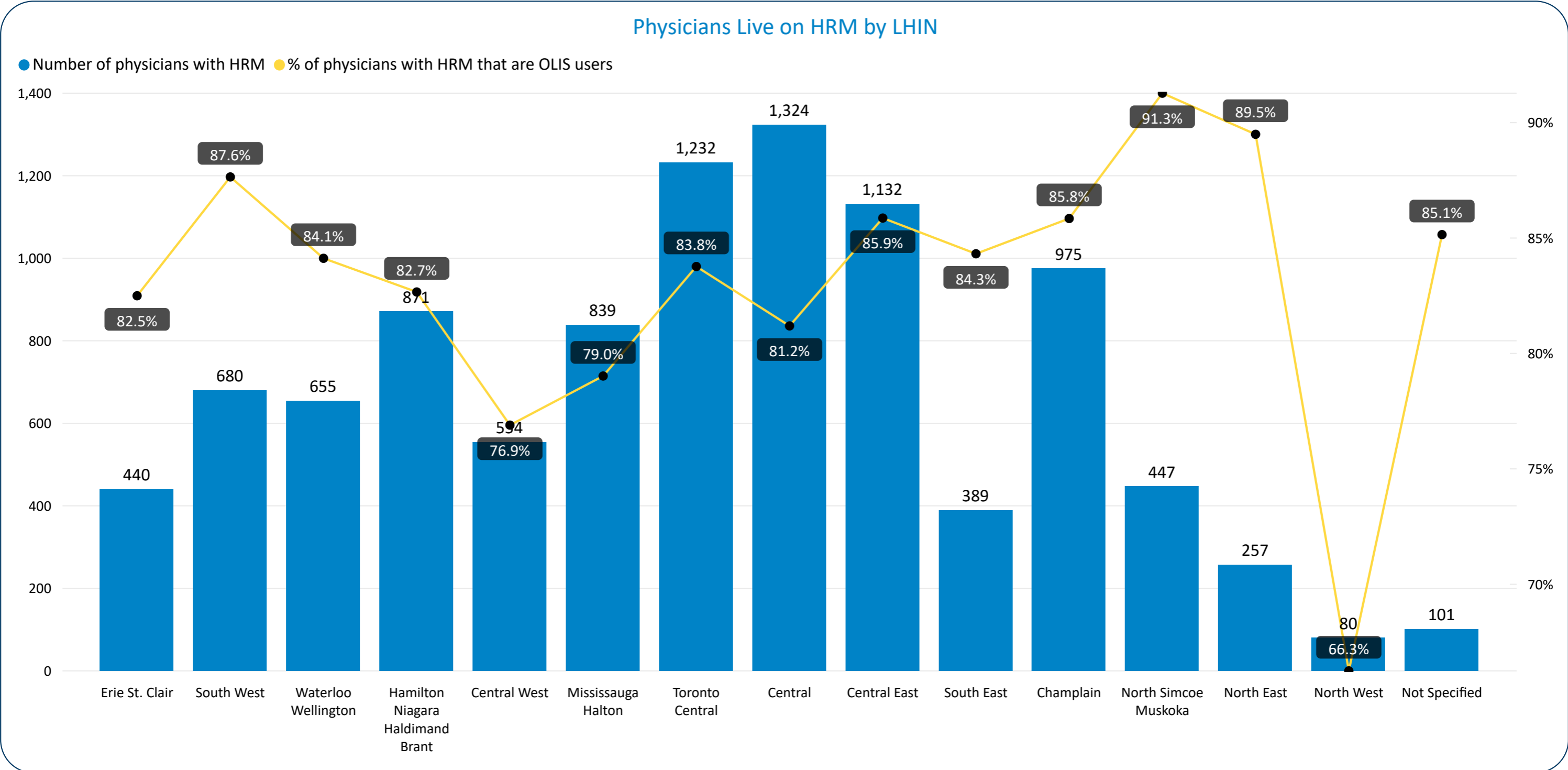
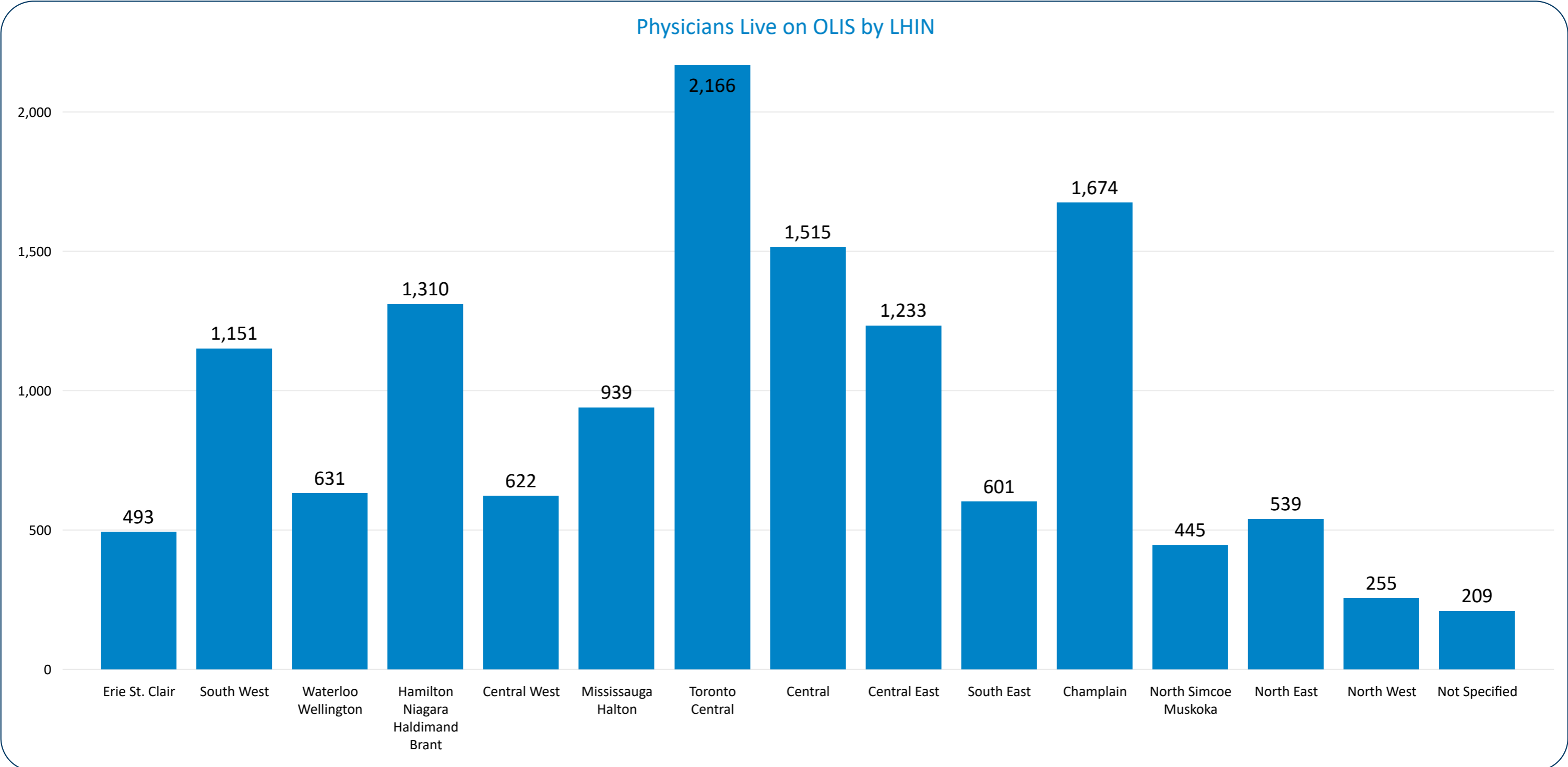


Figure 4: Physicians Live on HRM by LHIN



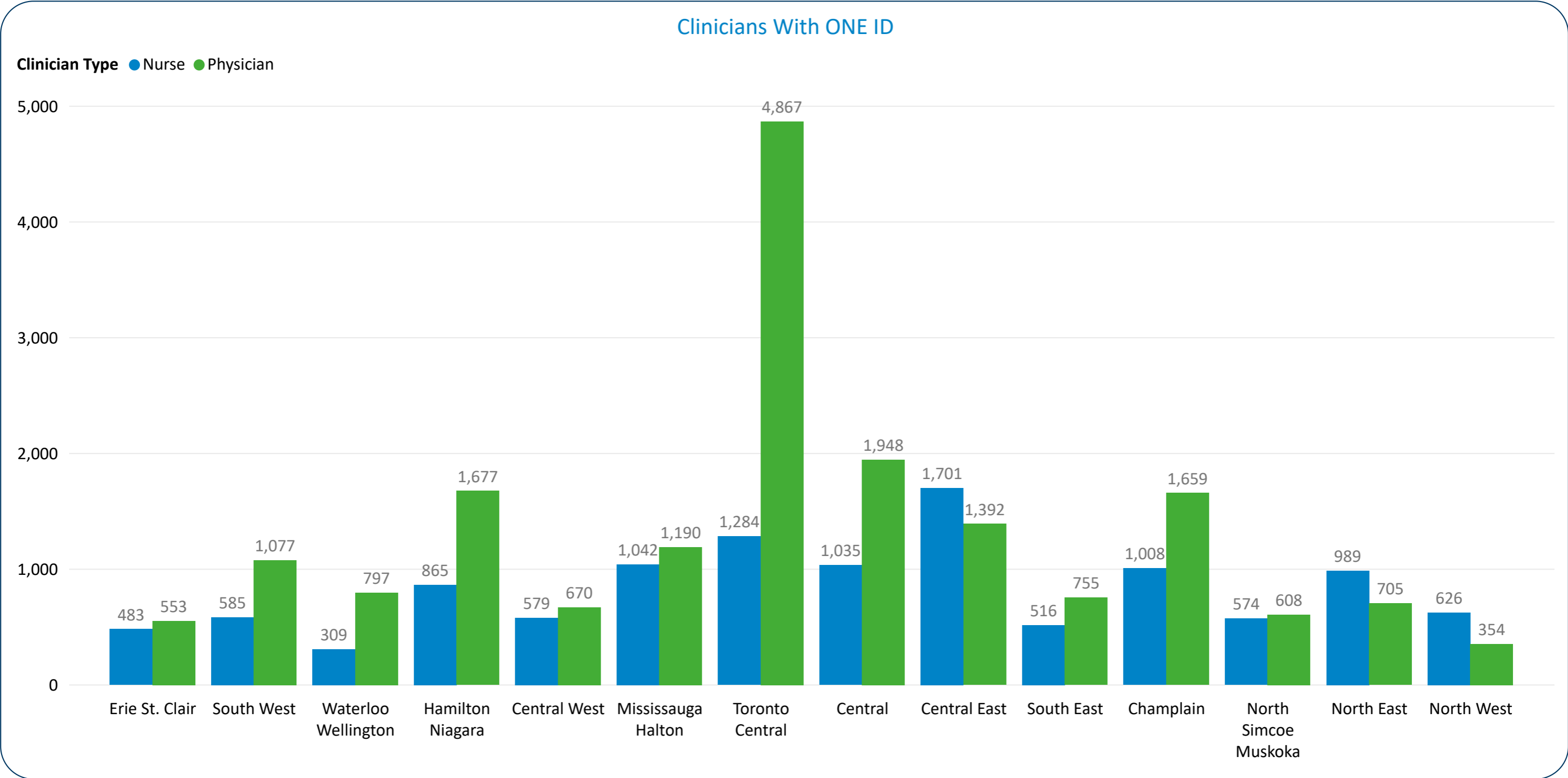
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



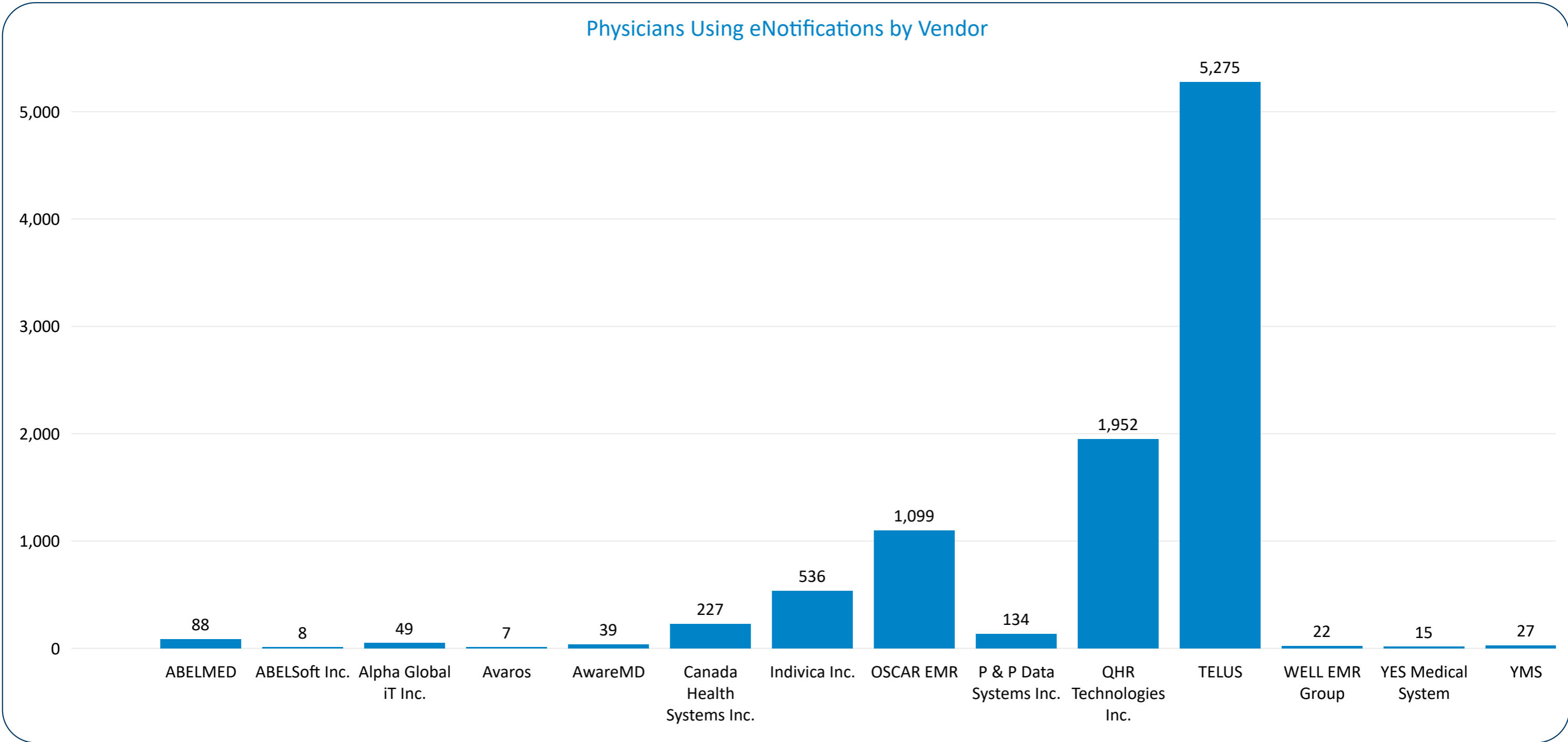
*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®



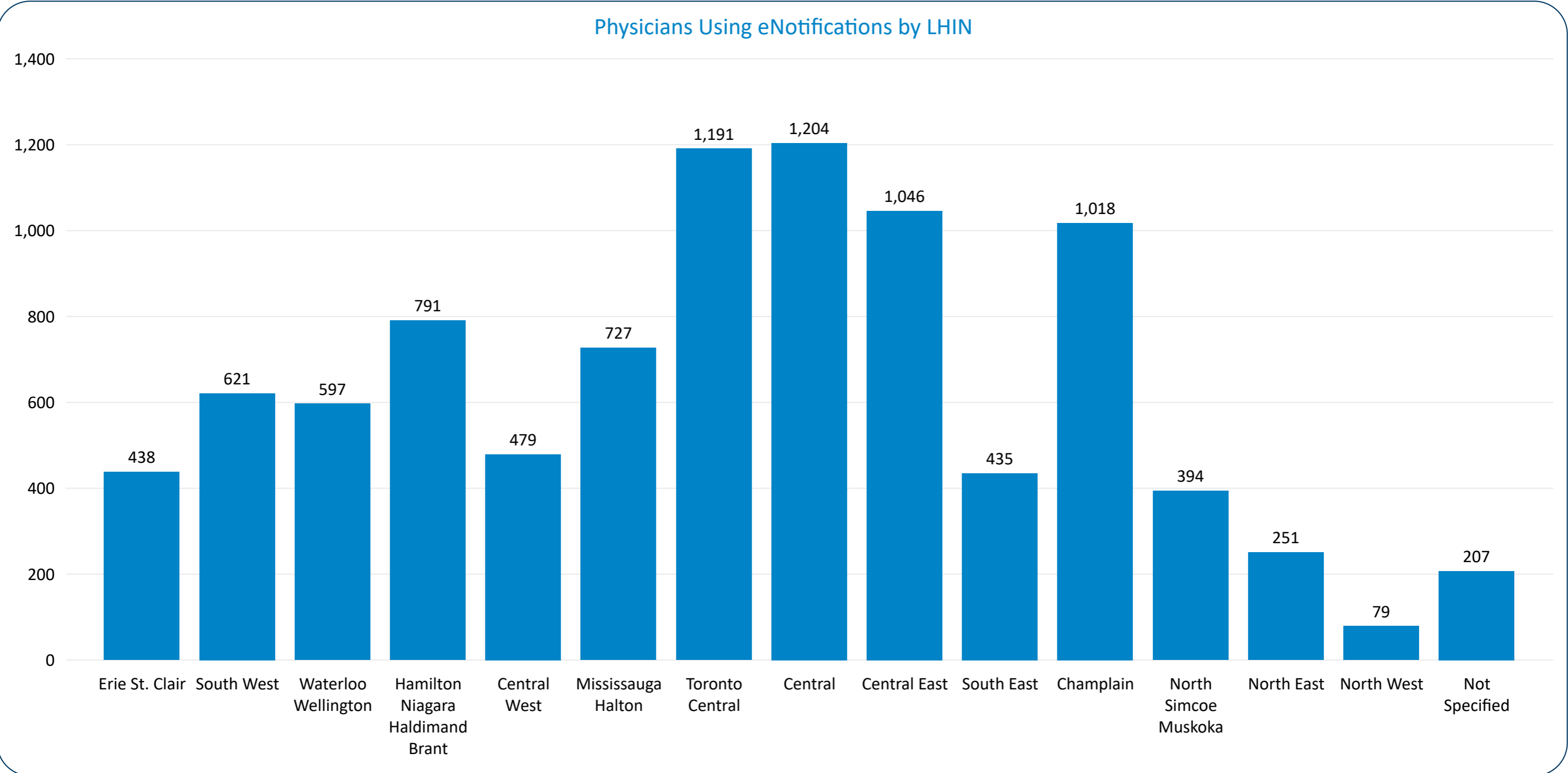
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



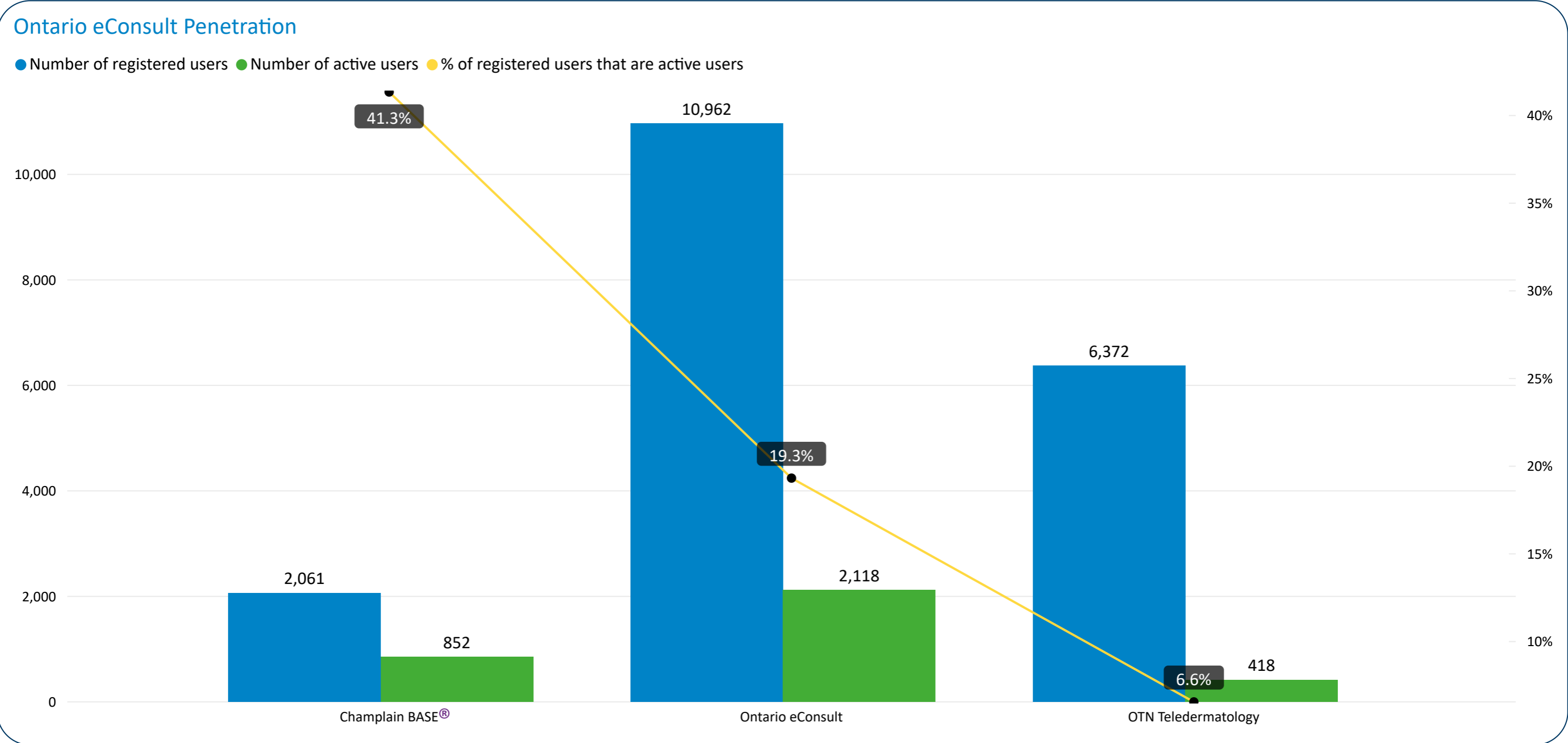
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



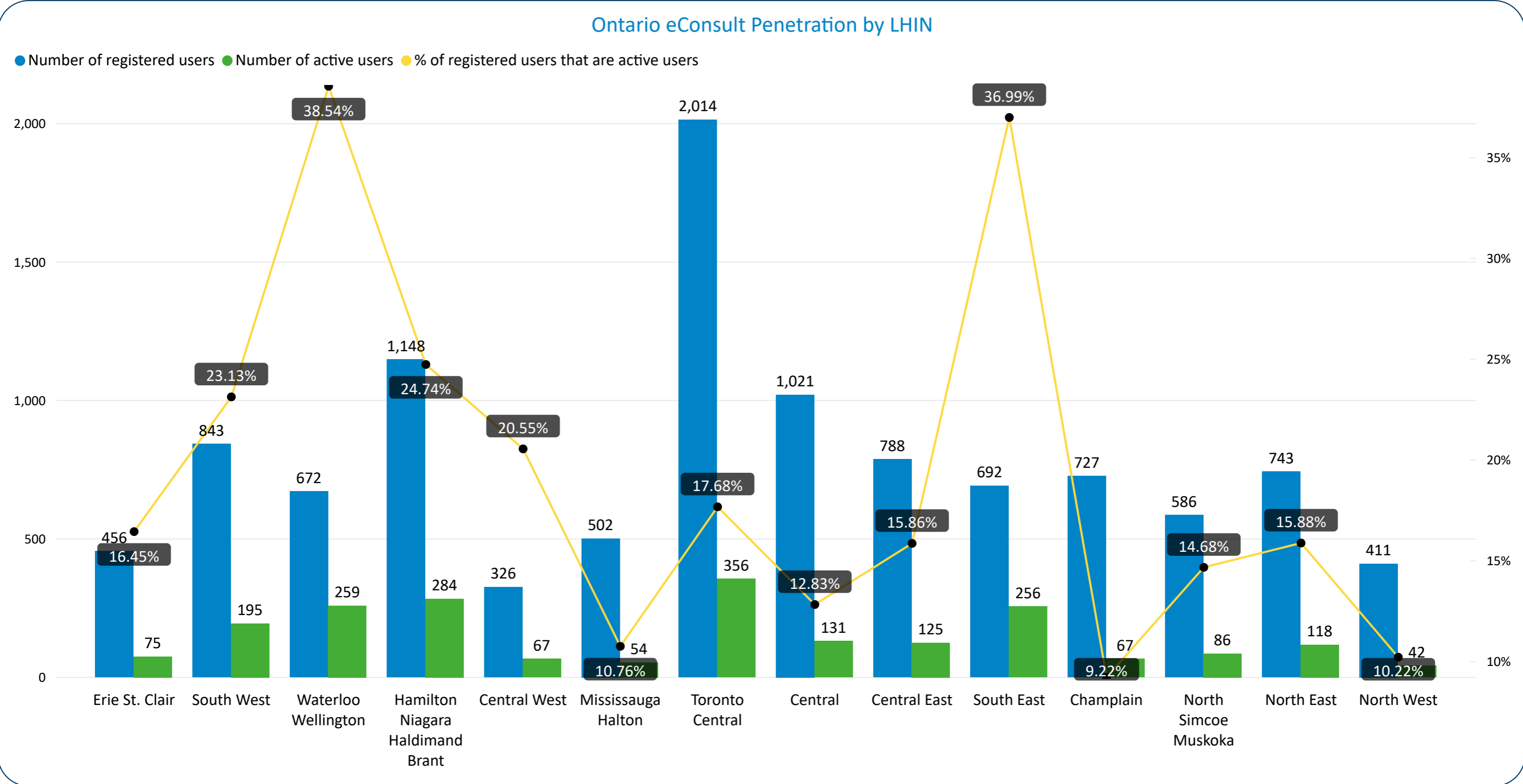
*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator



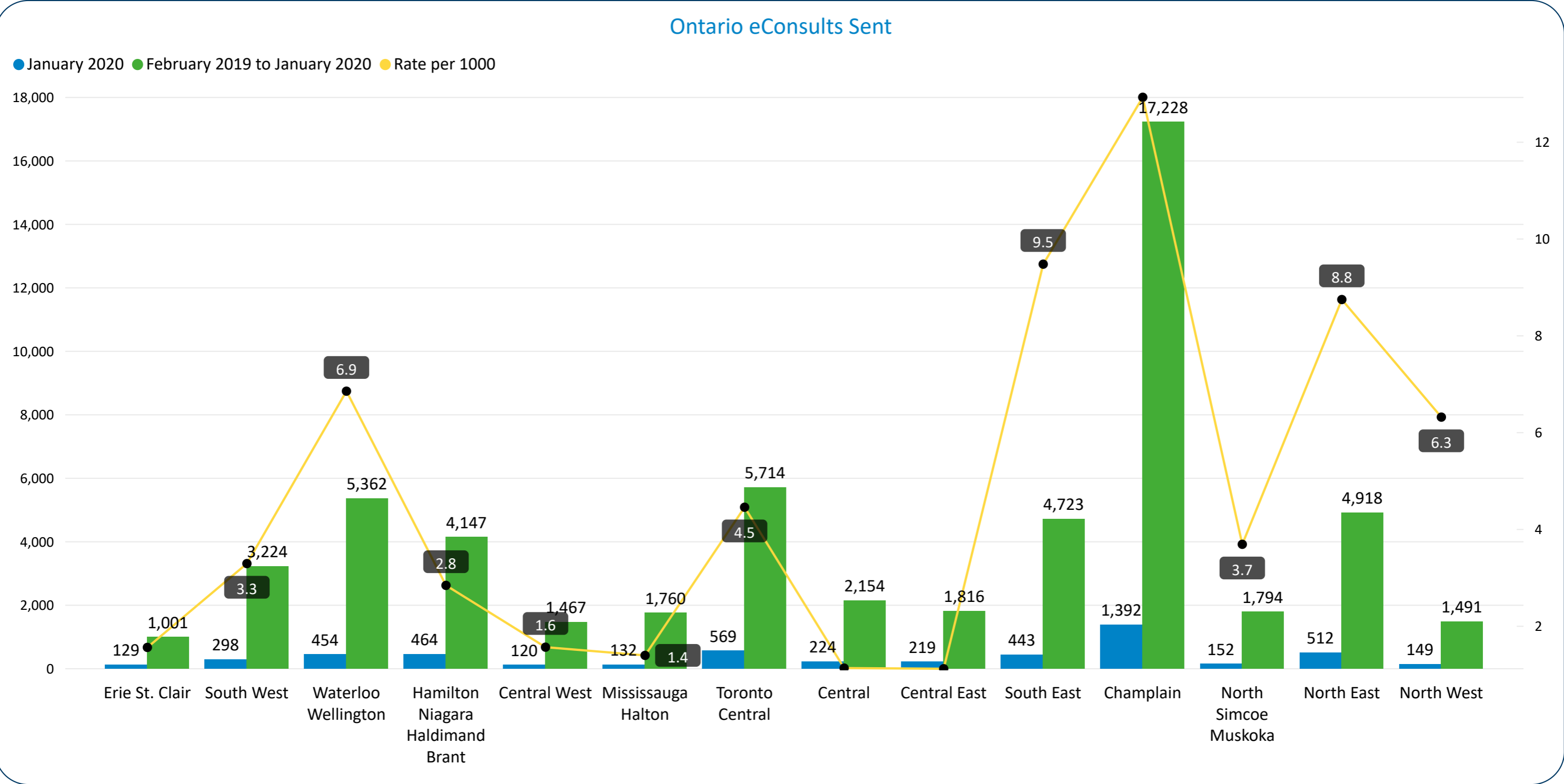
*Source of the data is the Centre of Excellence.

Figure 10: Ontario eConsult Penetration by LHIN



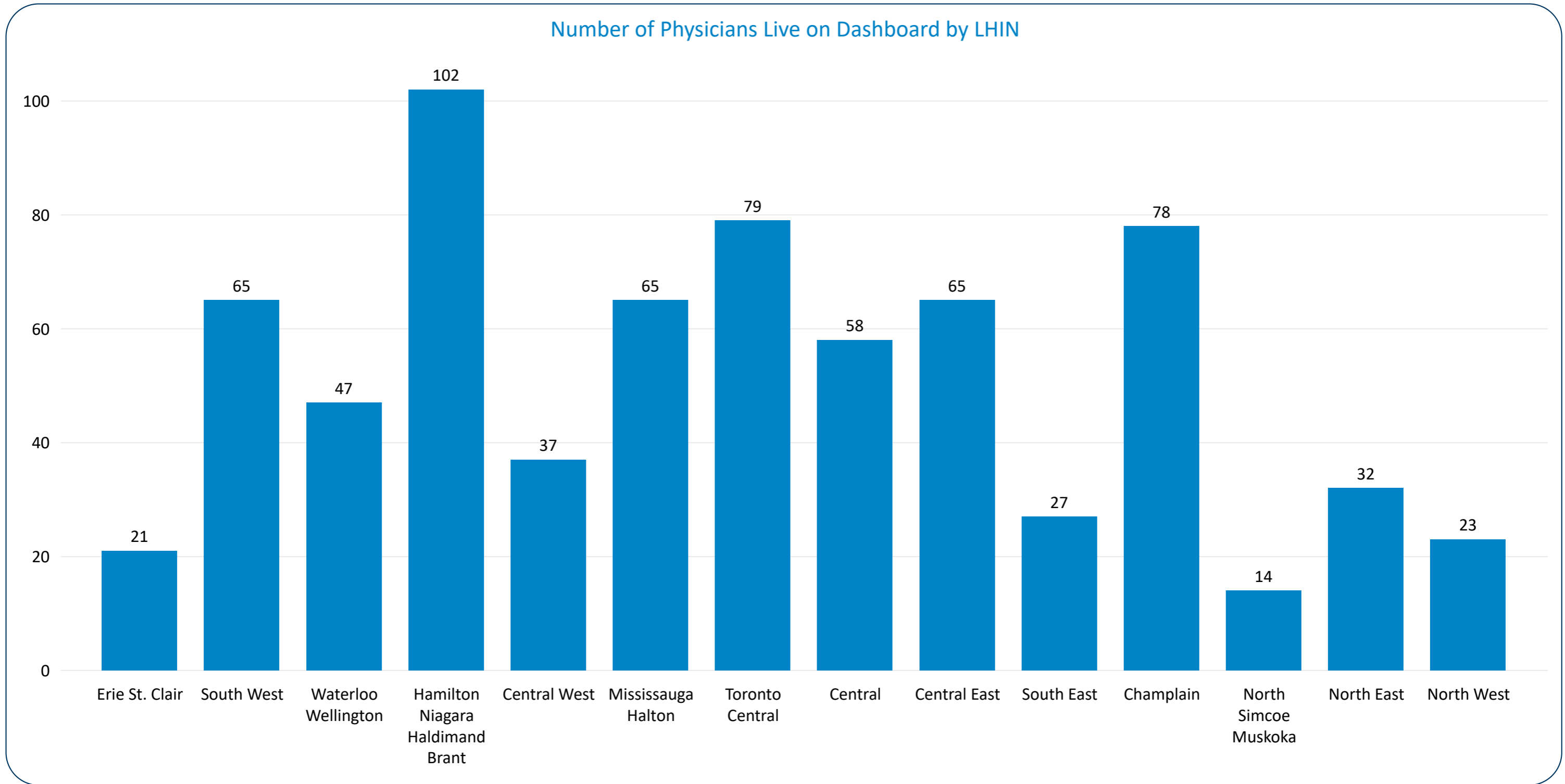
*Source of the data is the Centre of Excellence.

Figure 11: Ontario eConsults Sent



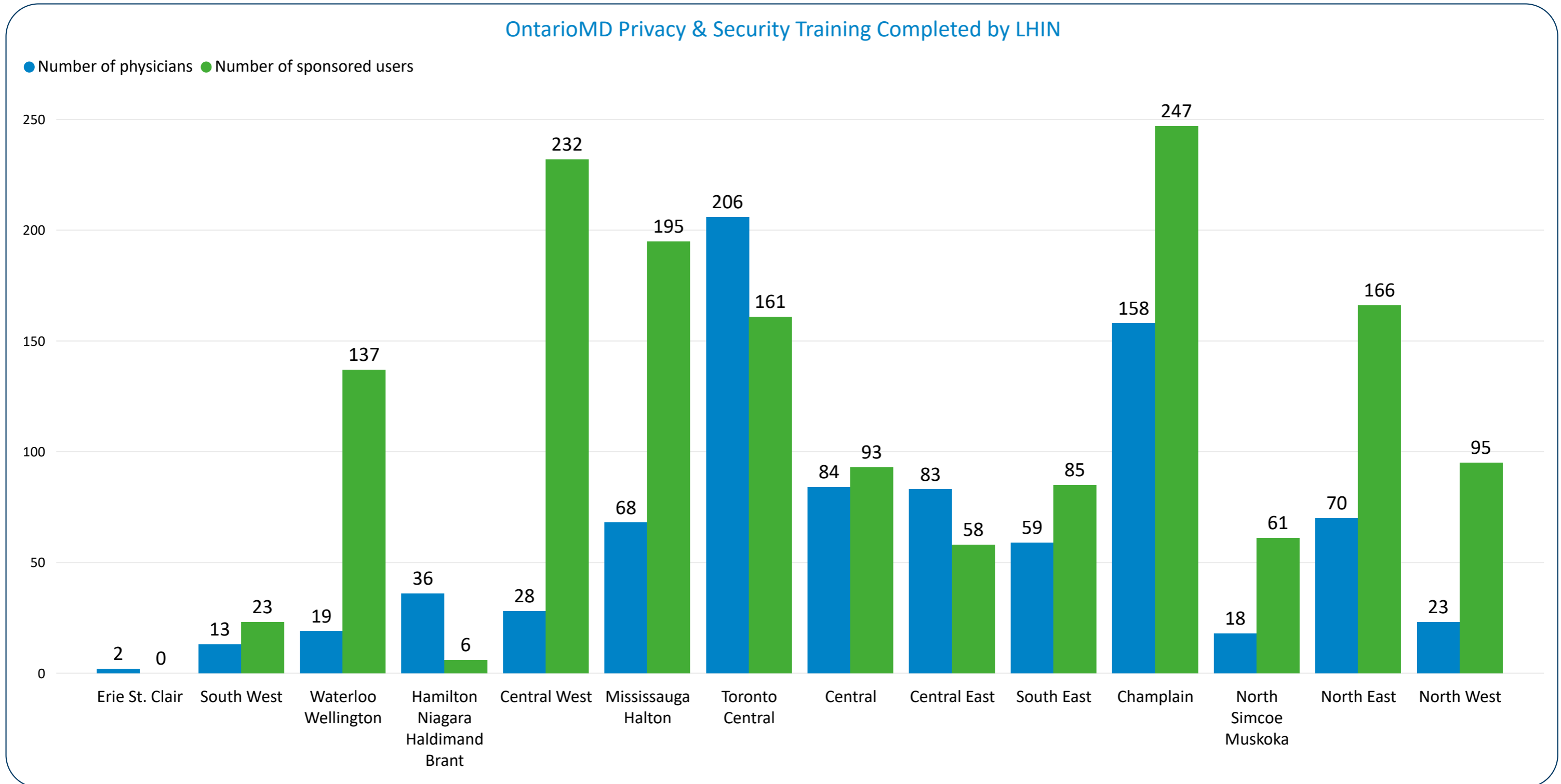
*Source of the data is the Centre of Excellence.

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.