ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for January 2021

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Table of Contents

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1. Executive Notes for January

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, your satisfaction and how effectively we are meeting your needs. We welcome your recommendations on future areas of focus for us.

In November 2020, we sent over 500 individual stakeholders a survey (and garnered a 14% response rate) to gauge their satisfaction with our services and overall relationship with them so we could better understand how we could strengthen the relationships. Highlights from the survey findings include:

- **86%** said that OntarioMD delivered on agreed-upon objectives
- **81%** said our work was mutually valuable
- **79%** said would work with us again, if given the opportunity
- **78%** said we helped them advance their strategic priorities
- **75%** said we were efficient in managing our joint project

We asked respondents why they would work with us again and gave them several attributes from which to select. The top themes were <u>trust, expertise & knowledge and our leadership</u>.

While we are extremely pleased with the results of this first stakeholder engagement survey, there are areas of improvement that we will address. We have some work to do with EMR vendors and we will send them a separate survey to drill down to their specific concerns.

We also asked stakeholders where they thought OntarioMD should focus in the future. The top three areas of future focus stakeholders identified as the most important were:

1. Data sharing
2. Improved integration of digital health innovations
3. Partnering on digital health innovations

OntarioMD will be driving increased awareness of our new corporate strategy and informing stakeholders that we are ready to partner with them for business development opportunities.

2020 Clinician Survey – Summary of Results

We also sent over 19,000 clinicians who use our products and services our annual Clinician Survey. We asked them about their familiarity and satisfaction with OntarioMD. We received 1,009 responses for a 5.26% response rate. There was a sizeable cohort of clinicians who were repeat respondents from previous surveys.

While the overall sample showed that satisfaction decreased by 1.1% over the previous year, those who were familiar with OntarioMD and have used OntarioMD services before (repeat users) - <u>we saw a 4.6% increase in satisfaction</u>, and increased approval in specific areas, such as products and services – a finding that aligns with the theme from previous years' surveys: "to know us is to love us".

This group showed clinicians associated satisfaction more with their experience with OntarioMD staff than with OntarioMD products and services. Being helpful, available, and responsive means more than what any product can do. We will increase our efforts to provide more onsite and virtual practice support to build on this insight.

1. Executive Notes for January Continued

We asked clinicians about which of our roles they considered important. This is what they told us:

- Helping connect you with the patient data you need **(85%)**
- Highlighting new and innovative tools for me to use in my practice **(78%)**
- Working with vendors to ensure their products provide the functionality you need **(78%)**
- Offering you educational and training opportunities that meet your needs **(73%)**
- Helping you resolve issues with EMR vendors **(73%)**
- Providing virtual support for your practice **(70%)**
- Assistance adopting a virtual visit tool **(68%)**
- Providing on-site support for your practice **(66%)**

OntarioMD has work to do to meet the expectations of clinicians and increase their satisfaction with how we are performing some of our roles. One area where clinicians felt we could improve the most based on their comments, was in advocating on their behalf with EMR vendors when they encounter problems. They also indicated that we could improve in of the new roles we offered in 2020 - virtual support and adopting a virtual care tool. These roles will continue to be important for the future.

Thank you for providing valuable feedback to OntarioMD and please reach out to Elizabeth Keller, VP Stakeholder Relations (Elizabeth.Keller@ontariomd.com) to share your thoughts on OMD services, or explore new partnerships at any time.

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. More than 30,000 clinicians, practice staff and diverse stakeholders have used at least one OntarioMD product or service. 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. OntarioMD hosted our first OMD Educates webinar of the year on **The Reimagined Visit: Virtual Care as Core to Practice with COVID and Beyond** presented by CMO Dr. Darren Larsen and Peer Leader Dr. Zainab Abdurrahman. Attendees were surveyed after the event with 94% of respondents indicating that the content was relevant and useful and 93% would recommend the session to a colleague. The next two OMD Educates webinars will be held on **February 24 and March 24 from 12:00 to 1:00 pm**. The February webinar will be on **Privacy and Cybersecurity for Your Practice** and the March webinar will be about **Virtual Care for all the Tasks of an Office**. Clinicians can register for the webinars on OntarioMD.ca. The webinars are accredited for family

The January 2021 Digital Health eTips newsletter was sent to clinicians and included a variety of information to inform clinician practices and promote the use of digital and virtual tools.

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 will soon be updated with new information on this year's OMD Educates: Digital Health and Virtual Care Day on September 30, 2021.

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. 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.

1. Executive Notes for January Continued

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

COVID-19 Vaccine Notifications - HRM® enables hospitals to deliver medical notes related to vaccine distribution to primary care clinicians. Several hospitals have begun sending notes related to vaccines to primary care EMRs with their existing HRM integration. OntarioMD is also working with the Ministry of Health (MOH) to enable integration of the COVAX COVID-19 Vaccine System with HRM for the purpose of enabling vaccine notifications to be sent to primary care. Once this integration is complete, any point of care utilizing MOH's COVAX system will have the capability to notify the patient's primary care provider of their vaccination.

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. To date, more than 3.7 million COVID-19 test result notifications have been delivered to clinicians. From go live to November 2020, notifications for positive and negative results were being delivered. As of the end of November, only notifications for positive results are being delivered.

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 12,000 clinicians.

Recent HRM Go Lives - UHN, Mount Sinai Hospital, and Women's College Hospital went live on diagnostic imaging reports on January 29. HRM also added many specialty clinics as new sending facilities in January. Some sending facilities have also updated the report types they send through HRM. For the latest versions of the Report Type lists (indicated in red), please visit the HRM Sending Facilities page.

Physician Office Integration (POI) Transition to HRM – Clinicians in the North East LHIN were notified that they will begin receiving diagnostic imaging and medical record reports in their EMRs from HRM as of April 5, 2021. North Bay Regional Health Centre, Sault Area Hospital, and West Parry Sound Health Centre will be going live on HRM in 2021 to send their reports as well.

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.

Other Digital Health Products & Services

Insights4Care Program
The i4CProgram continues with recruiting more clinicians to add to the current total of 1,300 clinician i4C Dashboard users. Dashboard offerings have been introduced at the end of Q3 by YMS and QHR. The i4C Advisory Service continues to support the Remote Patient Monitoring (RPM) Pilot project with Ontario Health – North (OHN) that commenced in November 2020. Leveraging EMR-based tools, OntarioMD staff are helping primary care practitioners to identify and refer patients with chronic diseases (COPD, CHR, Diabetes) into the provincial Telehomecare program for remote care and monitoring. The i4C team is progressing well towards the pilot target and the Telehomecare program is reporting increased referrals since the pilot began.

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. Specialists can claim 2 credits/hour under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project.

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.

1. Executive Notes for January Continued

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 set of mandatory EMR Specifications (Certification Release) for New Brunswick Certification was published on OntarioMD website at the end of January 2021. The set of EMR Specifications leverages the same 5 foundational and functional EMR Specifications used for EMR Certification in Ontario. The Government of New Brunswick supported by OntarioMD, will be holding an information session for any EMR vendors interested in becoming certified in February 2021.

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

Quarterly Growth by OMD Product or Service

Legend:
- ● Total Physicians (December 31, 2020)
- ● Total Physicians (January 31, 2021)
- ● Quarterly growth

Product/Service	Total Physicians (December 31, 2020)	Total Physicians (January 31, 2021)	Quarterly growth
Certified EMR	17,072	17,241	1.0%
Connecting Ontario Clinical Viewer	2,308	2,367	2.6%
eConsult Requesting Providers	18,316	18,405	0.5%
eConsult Specialists Registered	1,885	1,913	1.5%
eNotifications	11,815	12,042	1.9%
HRM	10,983	11,085	0.9%
i4C Dashboard	1,150	1,197	4.1%
OLIS	15,613	15,731	0.8%
ONE ID*	27,013	27,013	0.0%
Privacy & Security Training	975	982	0.7%

*Source of the data is eHealth Ontario.

OntarioMD
Empowered Practices. Enhanced Care.

6. Products and Services by Vendor and LHIN View

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

EMR Adoption by Physician Type and Certified EMR Vendor

Physician type ● General Practitioner ● Specialist ● Not Specified

Vendor	General Practitioner	Specialist	Not Specified
ABELMED	193	235	
Alpha Global iT Inc.	36	15	
Avaros	41	11	
AwareMD		122	
Canada Health Systems Inc.	305	130	
InputHealth Systems Inc	29	41	2
P & P Data Systems Inc.	365	67	
QHR Technologies Inc.	2,329	2,439	2
Telus Health Solutions	6,344	1,498	11
WELL EMR Group Inc.	2,062	789	9
YES Medical System	20	44	
YMS	23	78	1

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

9

Figure 2: EMR Adoption by Physician Type and LHIN

EMR Adoption by Physician Type and LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified
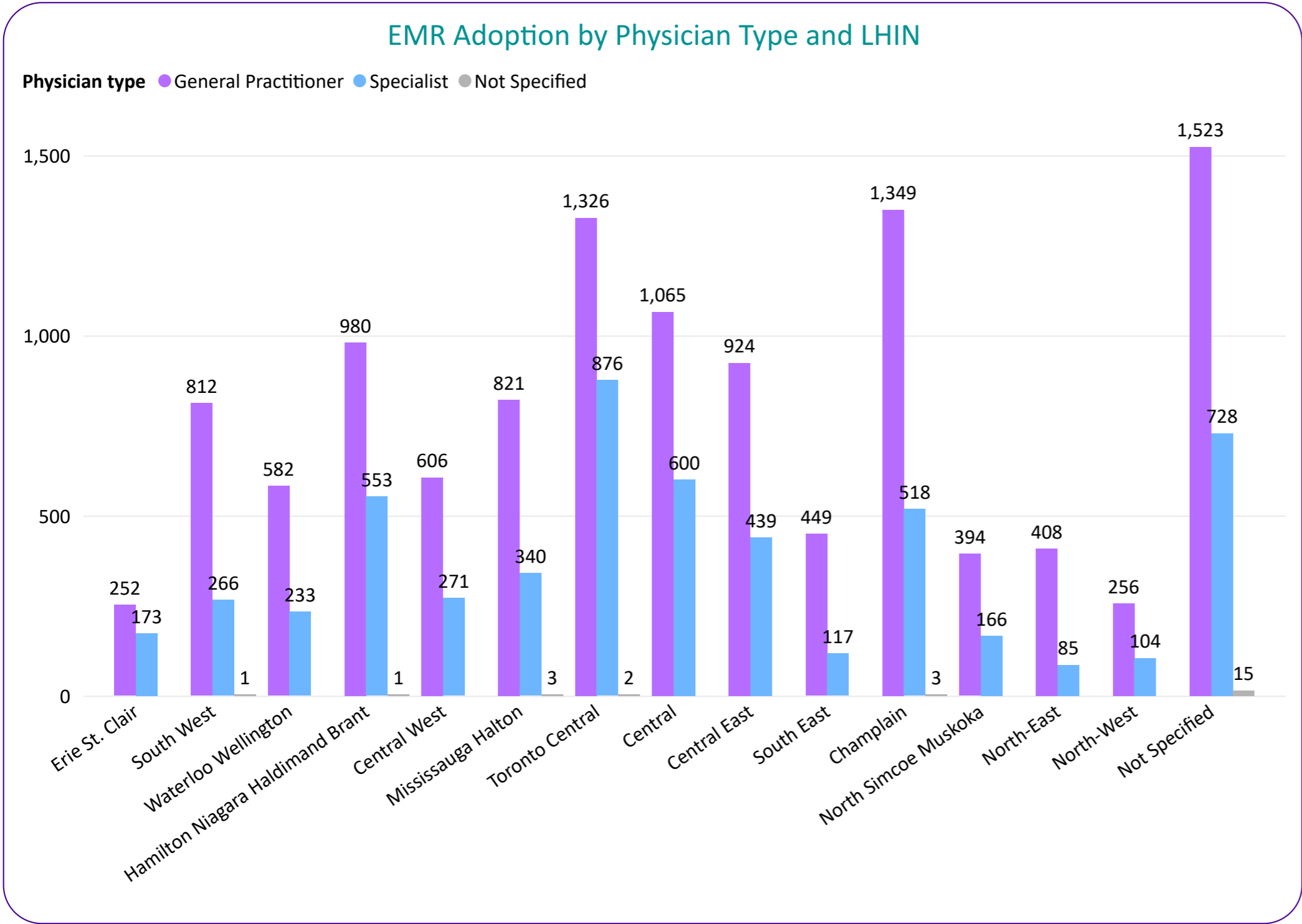
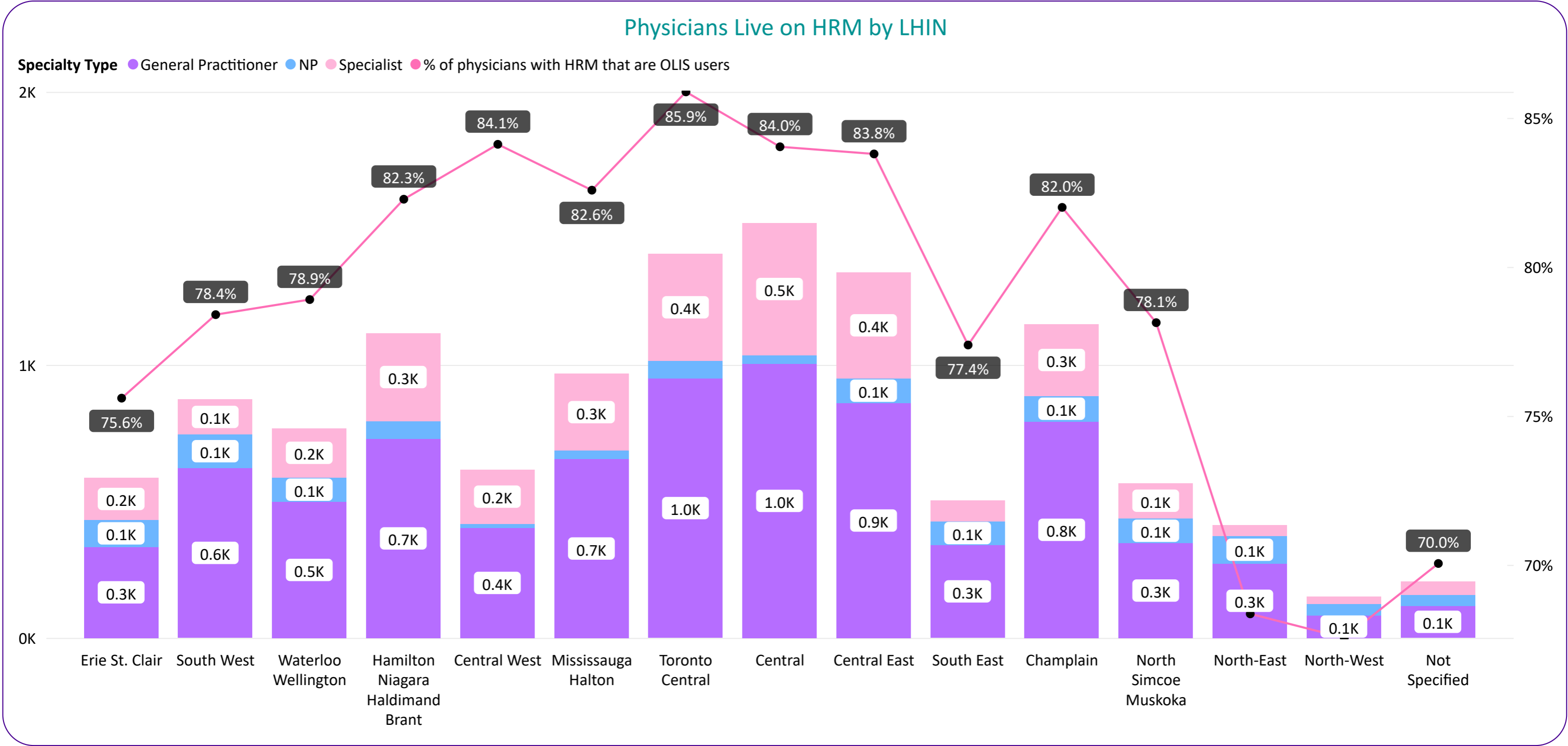| LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	252	173	
South West	812	266	1
Waterloo Wellington	582	233	
Hamilton Niagara Haldimand Brant	980	553	1
Central West	606	271	
Mississauga Halton	821	340	3
Toronto Central	1,326	876	2
Central	1,065	600	
Central East	924	439	
South East	449	117	
Champlain	1,349	518	3
North Simcoe Muskoka	394	166	
North-East	408	85	
North-West	256	104	
Not Specified	1,523	728	15

*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
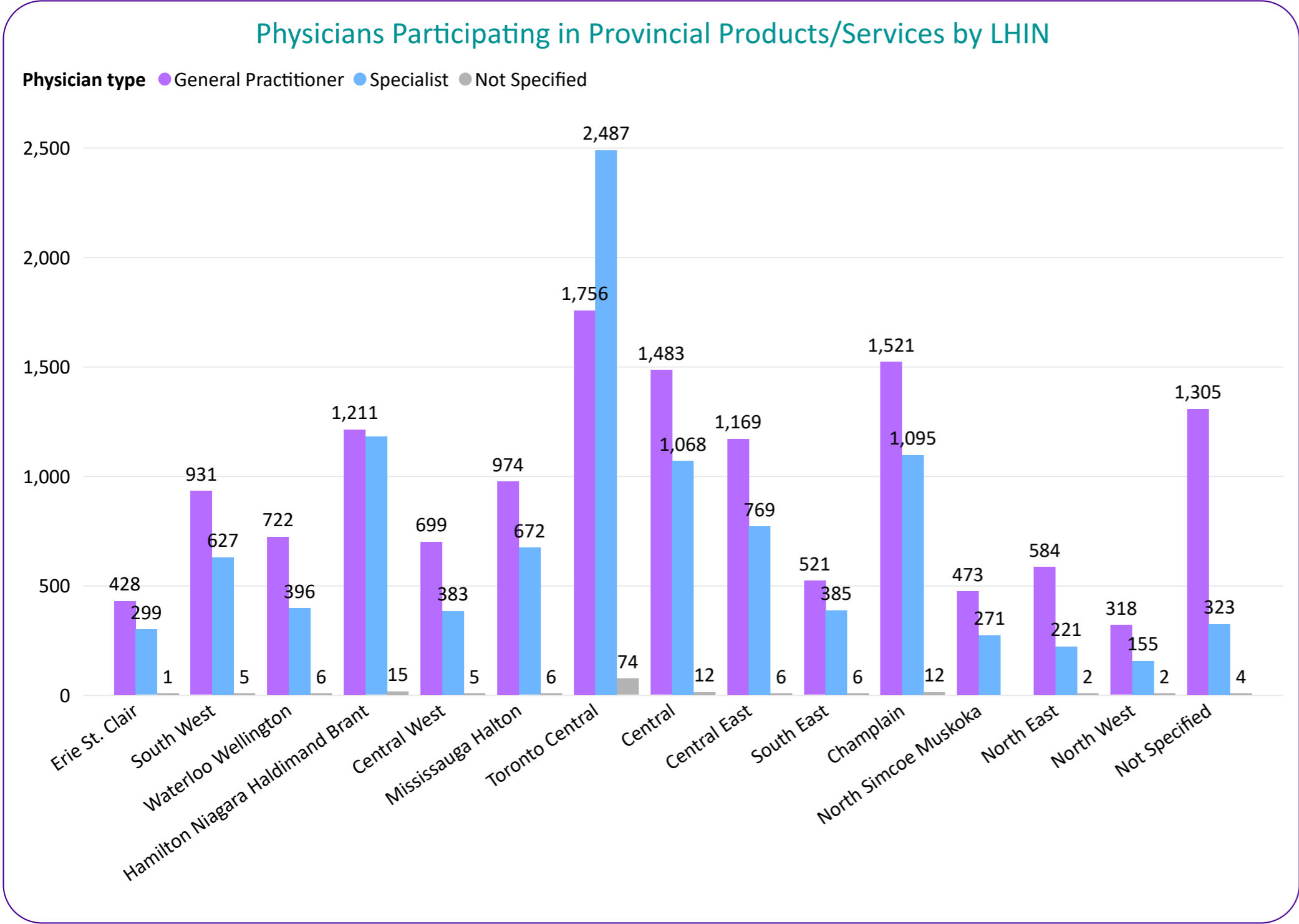
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	428	299	1
South West	931	627	5
Waterloo Wellington	722	396	6
Hamilton Niagara Haldimand Brant	1,211	1,178	15
Central West	699	383	5
Mississauga Halton	974	672	6
Toronto Central	1,756	2,487	74
Central	1,483	1,068	12
Central East	1,169	769	6
South East	521	385	6
Champlain	1,521	1,095	12
North Simcoe Muskoka	473	271	
North East	584	221	2
North West	318	155	2
Not Specified	1,305	323	4

Figure 4: Physicians Live on HRM by LHIN

Physicians Live on HRM by LHIN

Specialty Type ● General Practitioner ● NP ● Specialist ● % of physicians with HRM that are OLIS users

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

Figure 5: Physicians Live on OLIS by LHIN

Physicians Live on OLIS by LHIN
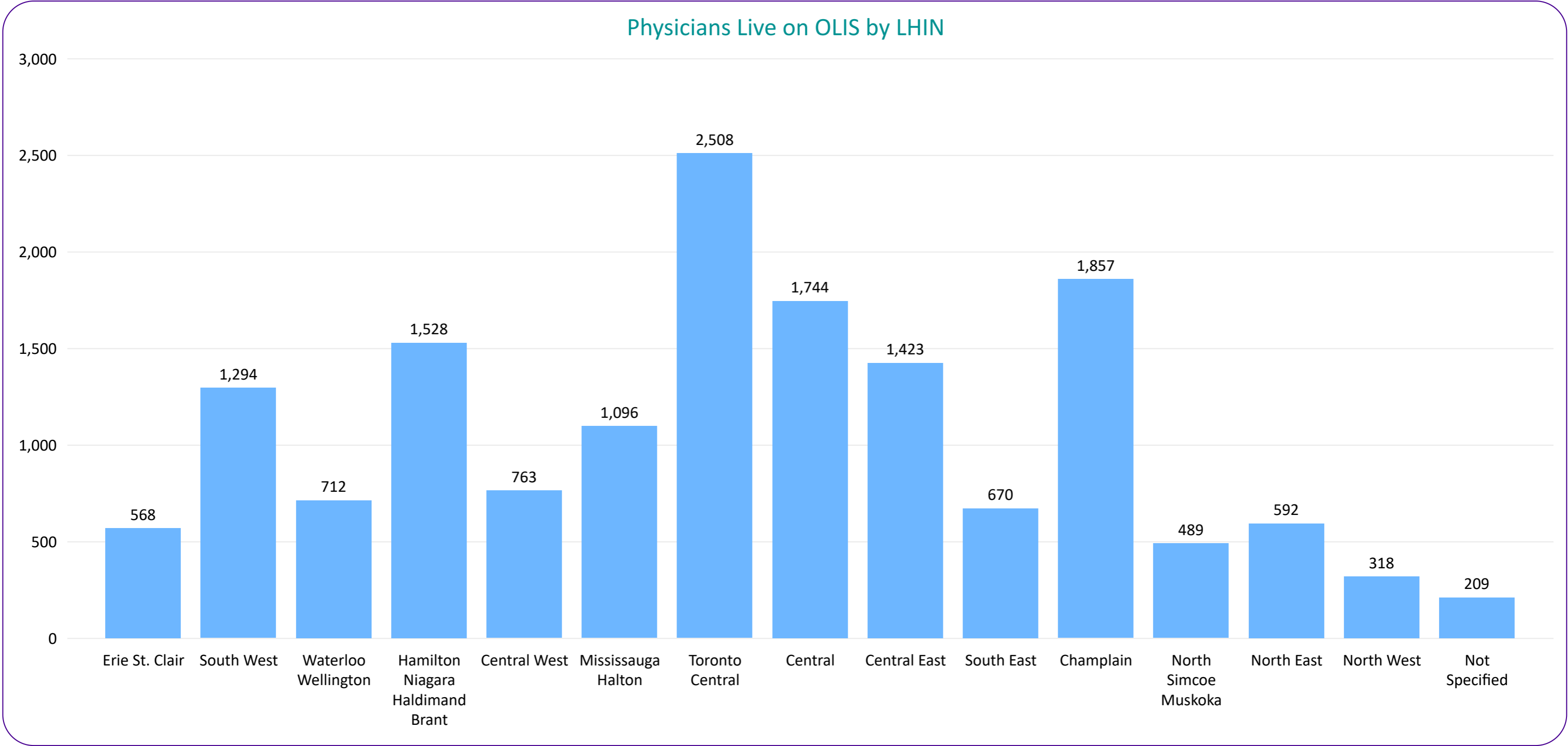
*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®

Clinicians With ONE ID
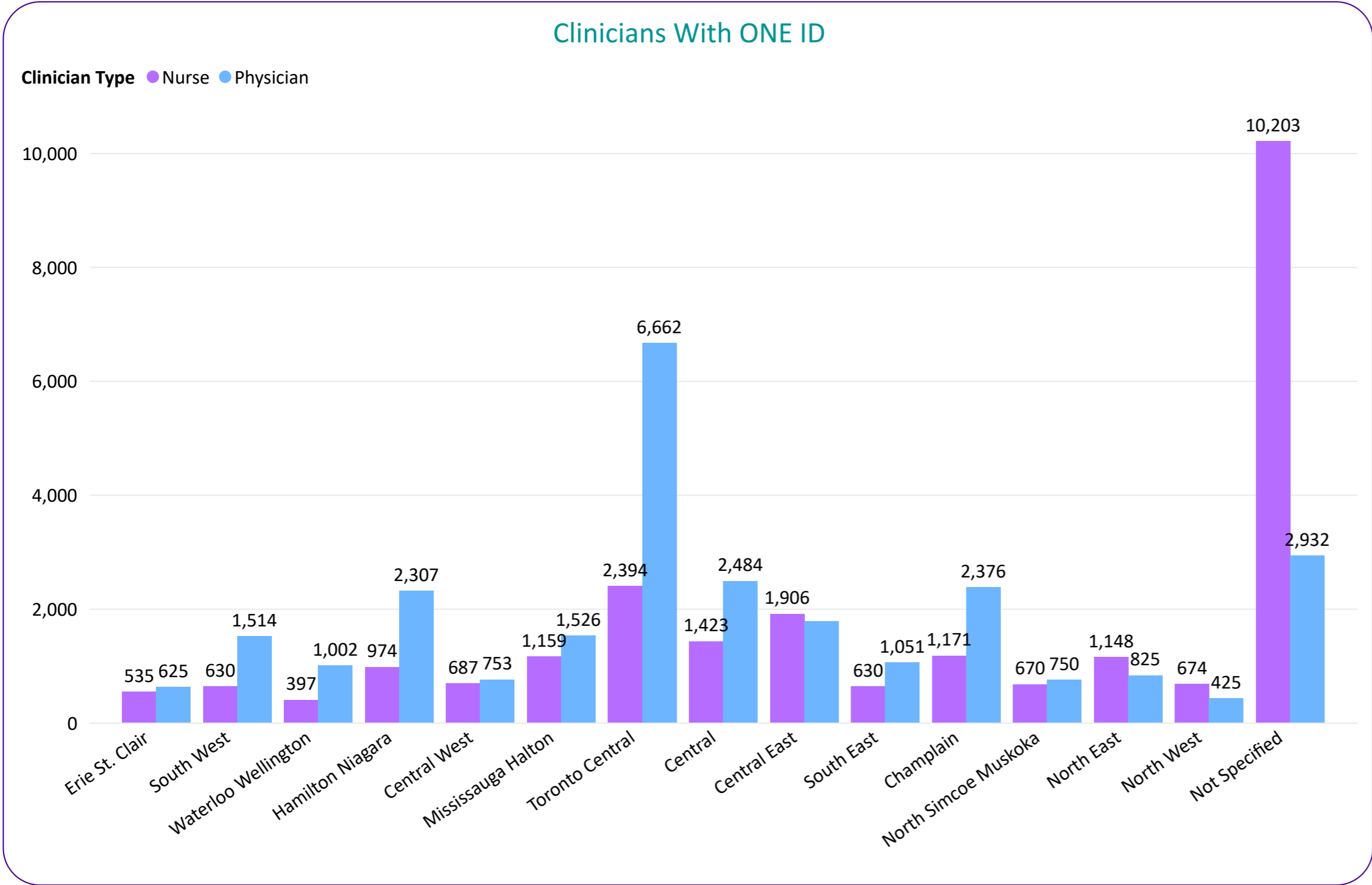
LHIN Name	Nurse	Physician
Erie St. Clair	535	625
South West	630	1,514
Waterloo Wellington	397	1,002
Hamilton Niagara	974	2,307
Central West	687	753
Mississauga Halton	1,159	1,526
Toronto Central	2,394	6,662
Central	1,423	2,484
Central East	1,906	1,781
South East	630	1,051
Champlain	1,171	2,376
North 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

Physicians Using eNotifications by Vendor

Vendor	Value
ABELMED	133
Alpha Global iT Inc.	56
Avaros	37
AwareMD	74
Canada Health Systems Inc.	241
InputHealth Systems Inc	11
P & P Data Systems Inc.	149
QHR Technologies Inc.	2,533
Telus Health Solutions	6,337
WELL EMR Group Inc.	1,975
YES Medical System	19
YMS	41
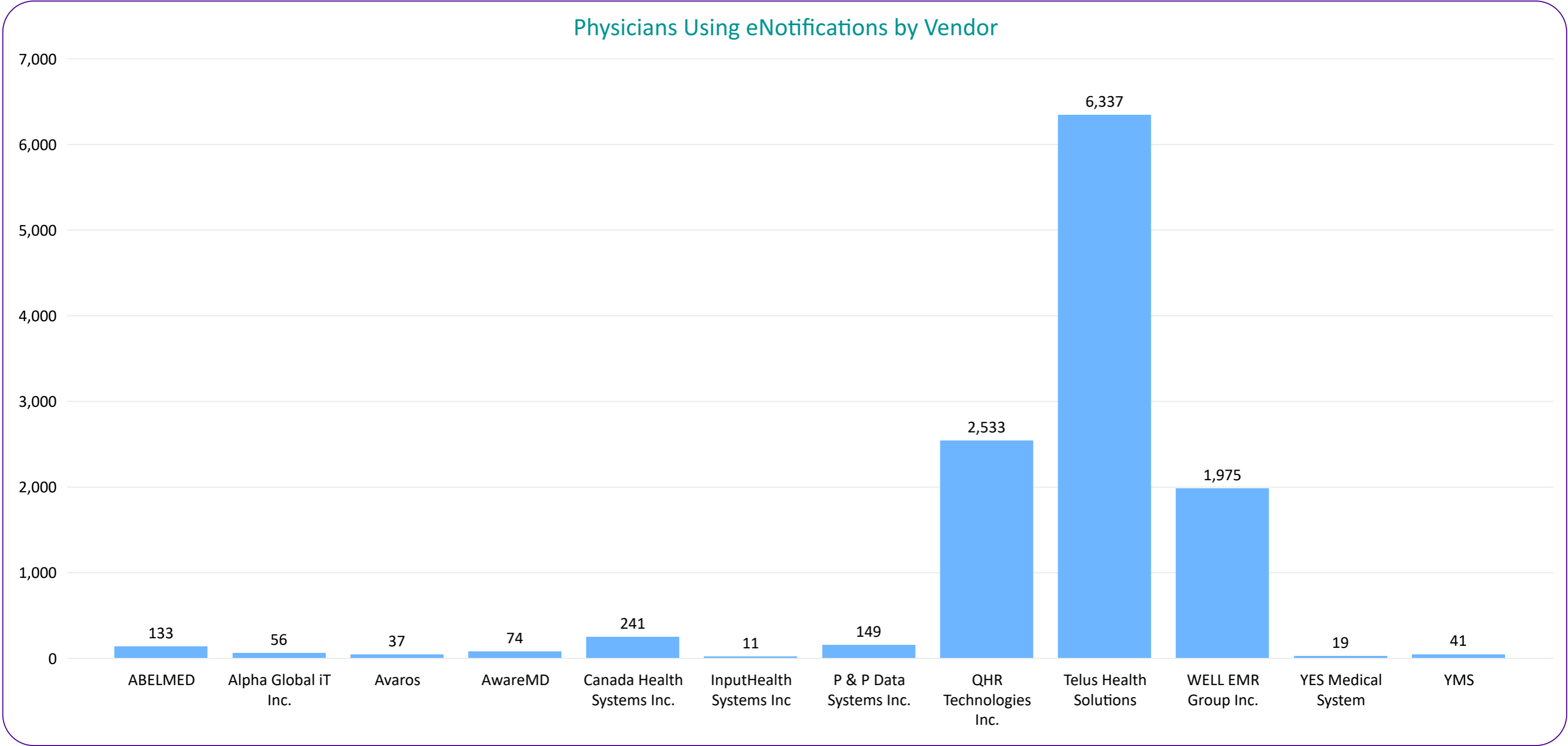
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN
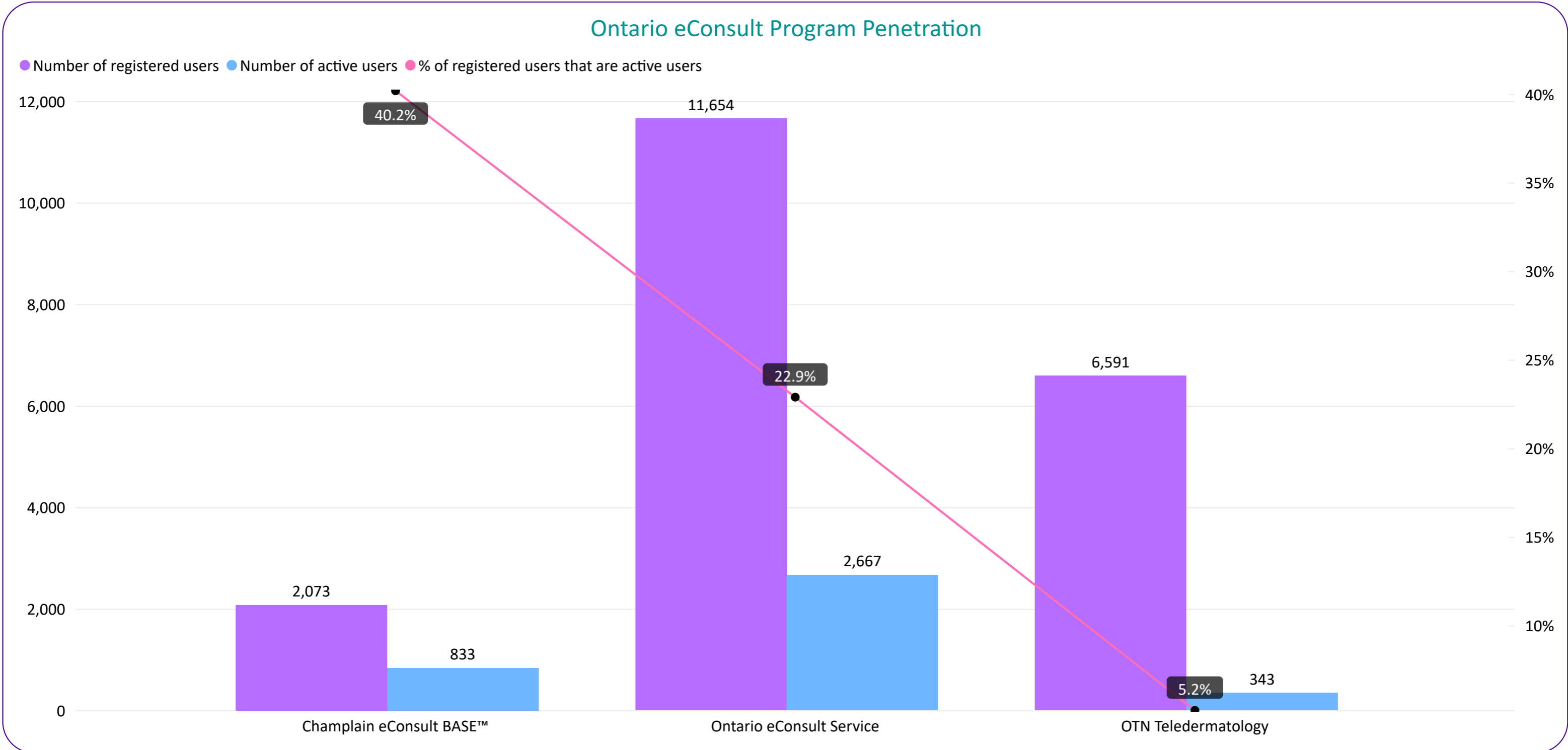

Physicians Using eNotifications by LHIN
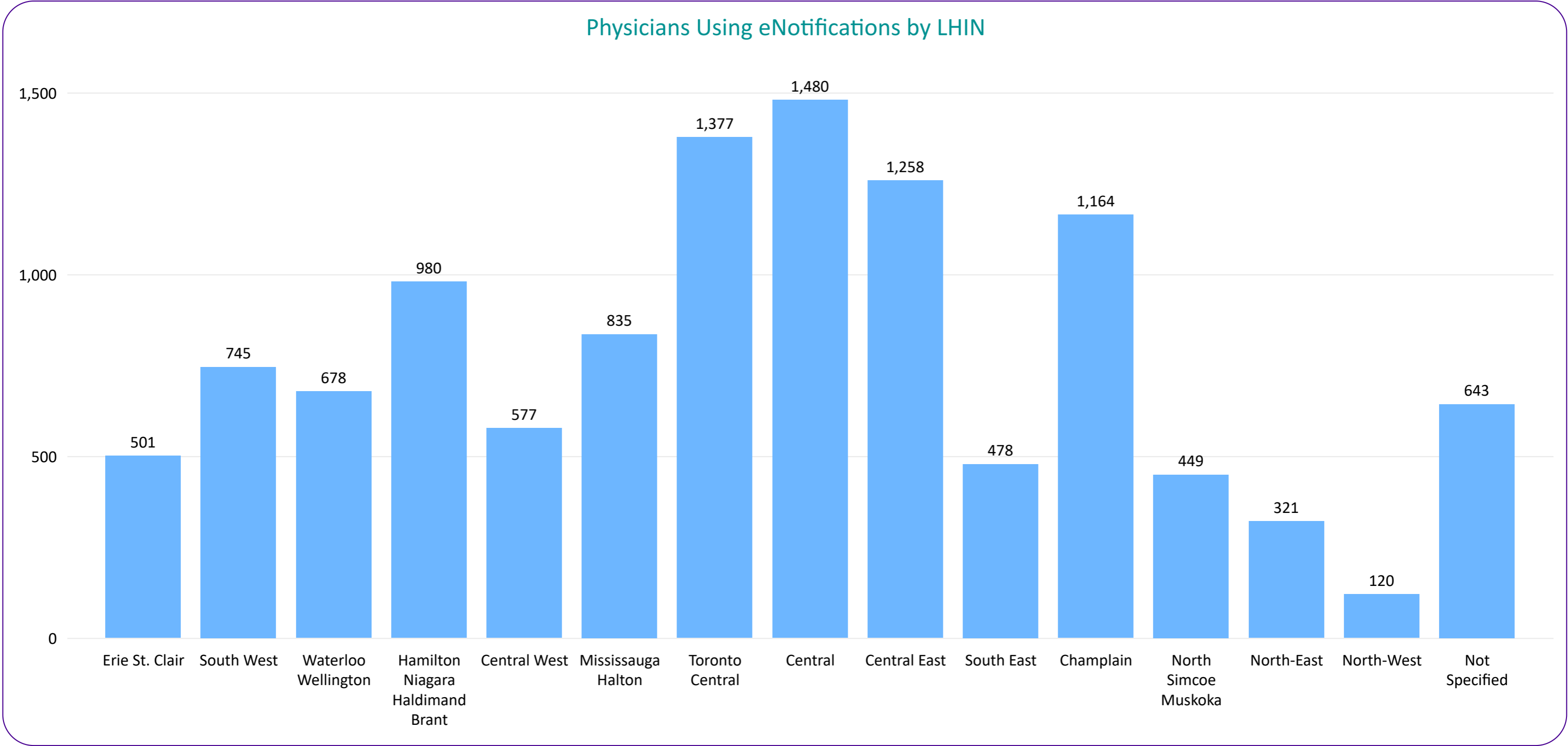
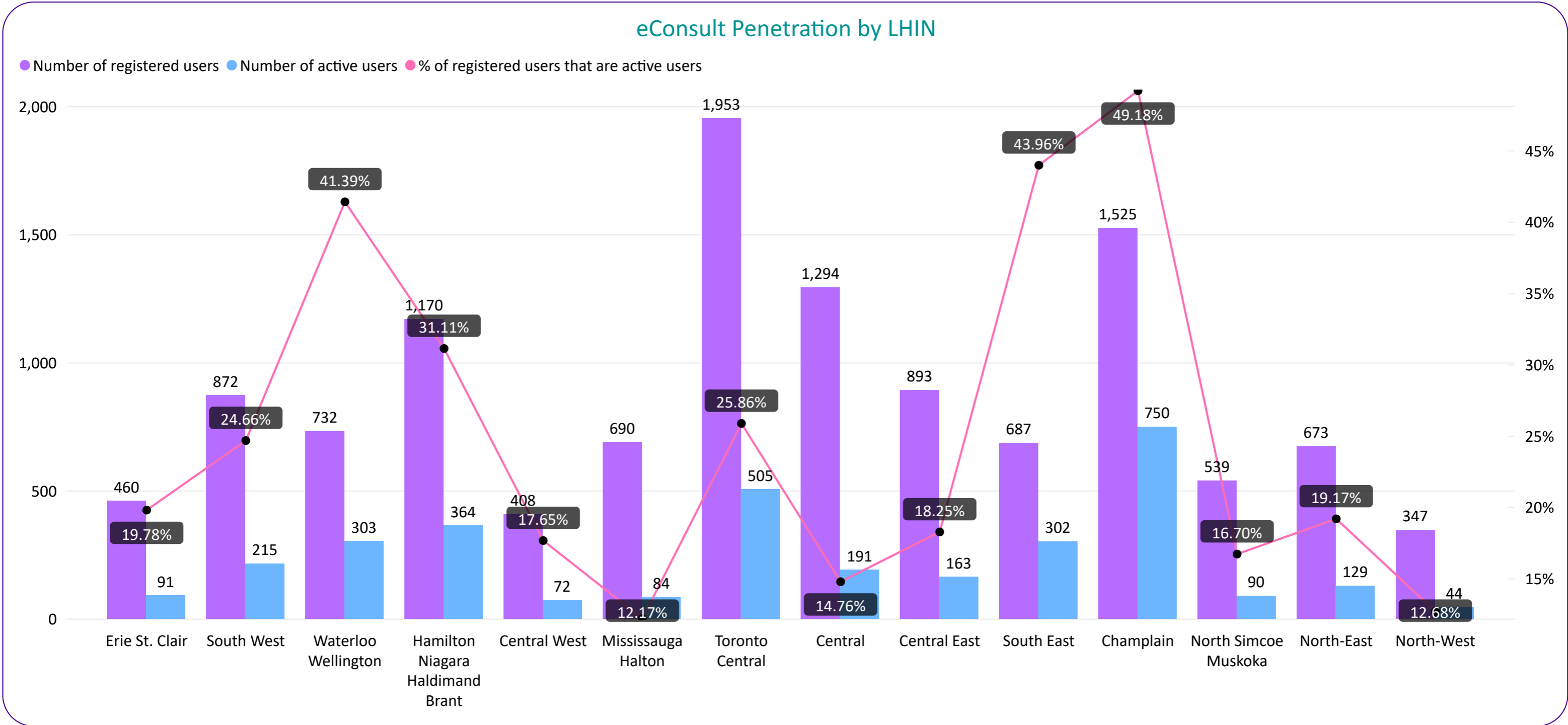*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Program Penetration

Ontario eConsult Program Penetration

Legend:
- Number of registered users
- Number of active users
- % of registered users that are active users

Champlain eConsult BASE™: 2,073 registered; 833 active; 40.2%
Ontario eConsult Service: 11,654 registered; 2,667 active; 22.9%
OTN Teledermatology: 6,591 registered; 343 active; 5.2%

*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

eConsult Penetration by LHIN

● Number of registered users   ● Number of active users   ● % of registered users that are active users
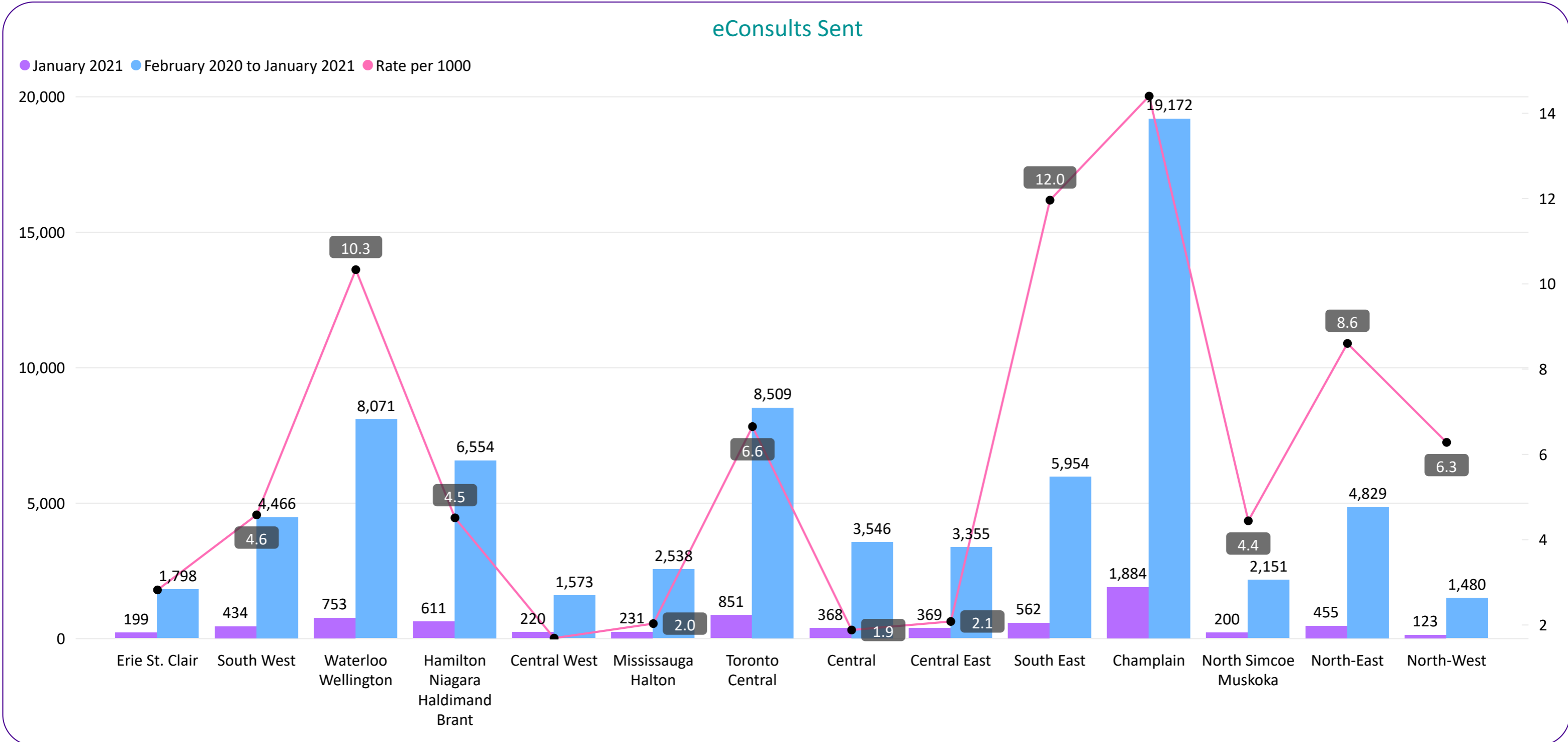
*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Champlain LHIN numbers represent Champlain eConsult BASE™ Service users. All other numbers represent Ontario eConsult Service users.
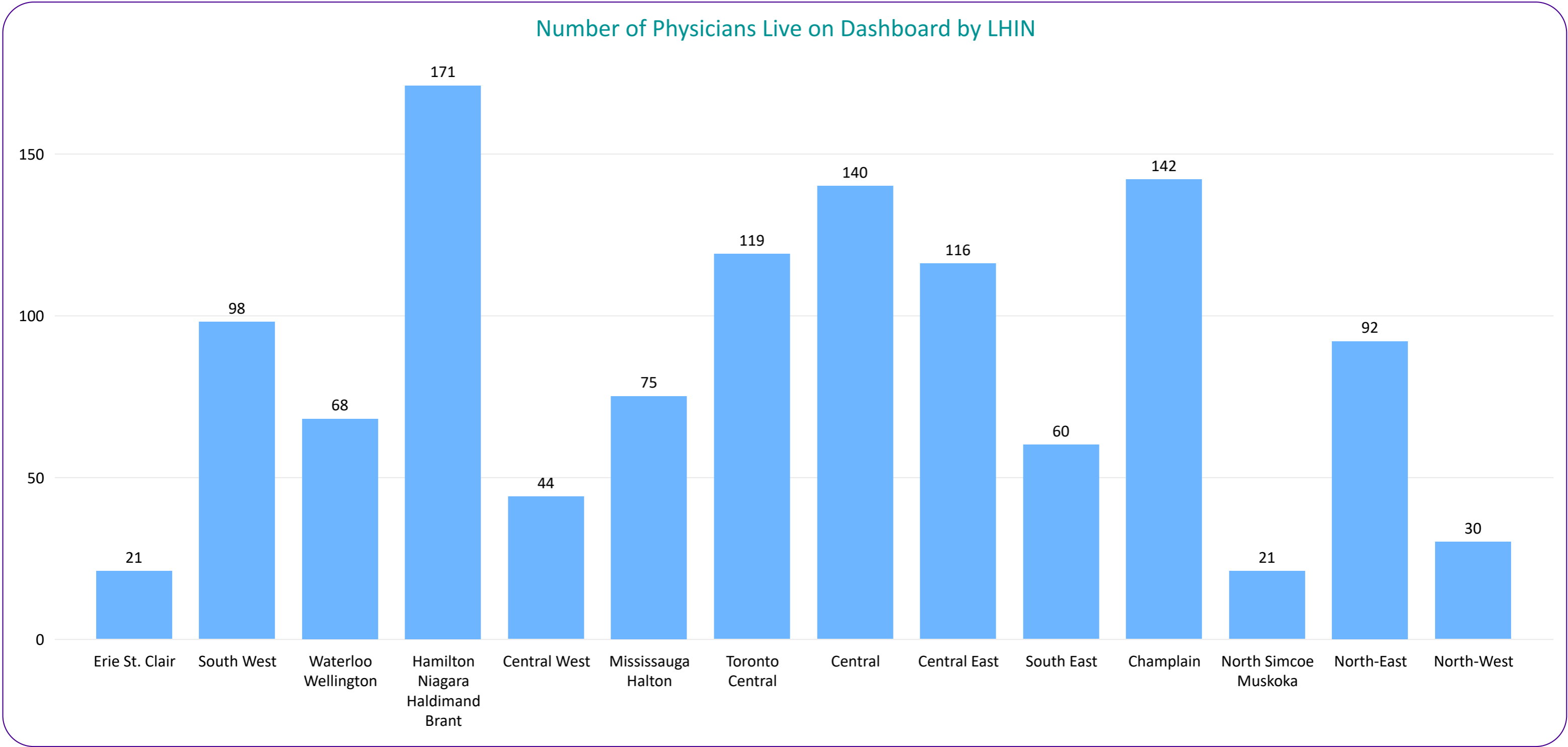
***Includes PCPs and Specialists.

Figure 11: eConsults Sent

eConsults Sent

● January 2021　● February 2020 to January 2021　● Rate per 1000

*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

Number of Physicians Live on Dashboard by LHIN

LHIN	Number
Erie St. Clair	21
South West	98
Waterloo Wellington	68
Hamilton Niagara Haldimand Brant	171
Central West	44
Mississauga Halton	75
Toronto Central	119
Central	140
Central East	116
South East	60
Champlain	142
North Simcoe Muskoka	21
North-East	92
North-West	30

*Source of the data is OntarioMD's CRM system

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN

OntarioMD Privacy & Security Training Completed by LHIN
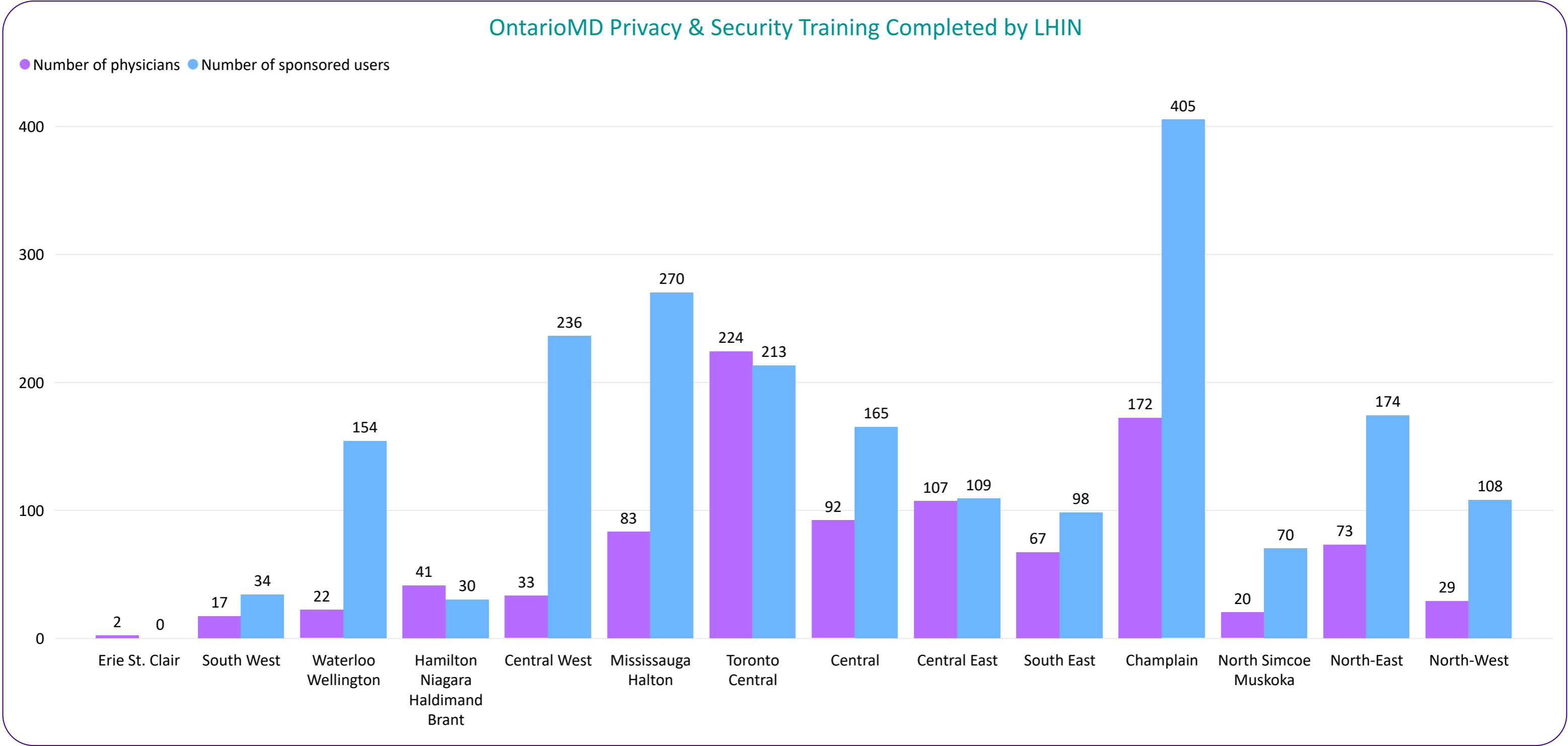
*Source of the data is OntarioMD's CRM system.

Figure 14: Active Clinical Viewer Users by LHIN

Active Clinical Viewer Users by LHIN
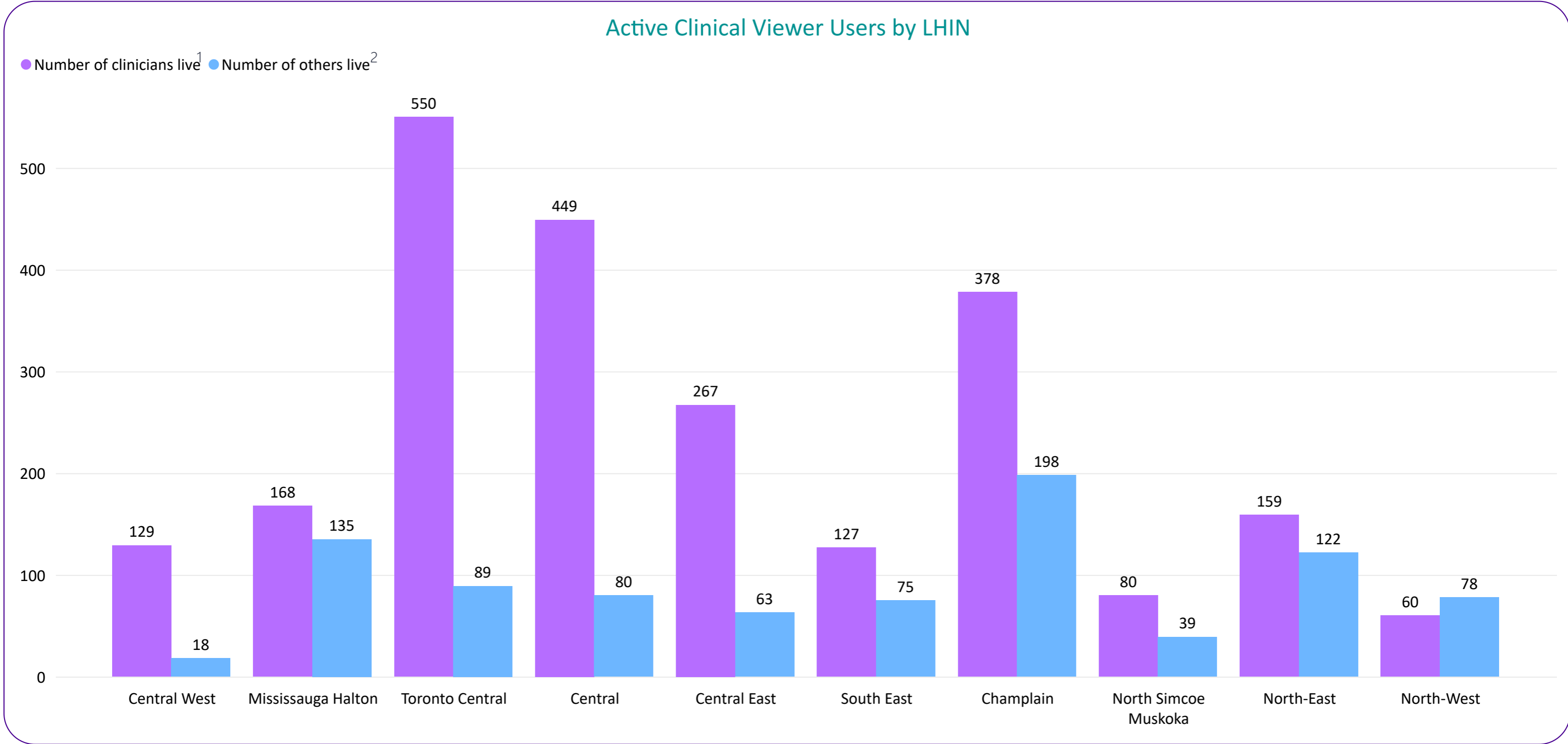
1. Clinicians include physicians and nurse practitioners
2. Others include staff and allied health professionals