ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for July 2020

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1. Executive Notes for July

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 OLIS and the ConnectingOntario ClinicalViewer that specifically assist clinicians in supporting their patients with COVID-19 assessment results. OntarioMD is hosting a series of webinars for OHT contacts and physicians joining OHTs. This first webinar on July 14 focused on the Insights4Care Dashboard and Advisory Service, identified as an enabling tool in the *Digital Health Playbook*. The second webinar on August 19 was on virtual care tools that physicians in OHTs may consider for their practices on an ongoing basis when appropriate.

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. OntarioMD regularly sends multi-channel communications directly to physicians across the province about virtual care developments, and new educational resources in collaboration with the OMA.

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.

OntarioMD's virtual care contest for physicians closed at the end of July. The contest encouraged physicians to share their virtual care success stories by video or written submission. The winning entries have been announced and are available to view on OntarioMD.ca. They have been promoted on social media, articles and other communication channels to encourage clinicians to submit additional stories and be recognized for their ability to incorporate virtual care into their practices.

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.

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

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 July 31, primary care providers have received close to 1 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. OntarioMD has been receiving positive feedback on the COVID-19 notifications:

"HRM is useful to my practice because it delivers my patients' reports to my EMR electronically. During the COVID-19 pandemic, HRM has been especially helpful in notifying me when my patients had been tested for COVID-19 and I am prompted to go check their results through my EMR. The delivery of care is very important in these times and the notifications give me assurance that I know what's happening." – Dr. S. Nagaratnam, Family Physician, Ajax, ON

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 July Continued

Other Digital Health Products & Services

OntarioMD EMR Certification Program Update

On July 1, 2020, updates came into effect for the EMR Certification Program. Open EMR Certification is no longer be available for EMR vendors seeking certification of any new locally deployed EMR offerings. In parallel, OntarioMD is undertaking consultations involving EMR vendors, clinicians and other stakeholders on how to support a broader transition of Ontario's EMR sector toward cloud-based solutions. For the time being, locally deployed EMR offerings that are currently OntarioMD-certified will retain their certified status subject to any strategic direction or implementation plans that may emerge from these consultations.

OH-OTN Virtual Visits

OntarioMD has engaged with Ontario Health - OTN (OH-OTN) in planning and development phase of its Virtual Visits Program. Additional engagements related to OTN's program include the development and refinement of OTN's Virtual Visits Solutions Requirements, Verification/Validation processes and approach, and Vendor Management. *ConnectingOntario ClinicalViewer Bundle* – OntarioMD continues to support clinician access to ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer on behalf of Ontario Health.

Insights4Care Program

The adoption activities of i4C Dashboard are progressing, approximately 130+ new clinicians have been onboarded to i4C Dashboard in FY20/21. TELUS Health is the sole vendor offering i4C Dashboard today, but three other EMR vendors (YMS, AwareMD, QHR) are expected to offer their Dashboards within the next few months. The program has recently published new clinician resources on four topics: Diabetes Management, Opioid Prescription Management, Consultation and Referral Management and Test Results Management. The intent is to continue to add this body of knowledge to provide clinicians with practical and concise information on practice improvement and population health management as a complement to our i4C Advisory Service. The Help Resources are available on OntarioMD.ca.

The Women's College Hospital Institute for Health System Solutions and Virtual Care (WIHV) is conducting a Benefits Evaluation of i4C Dashboard. We anticipate the Benefits Evaluation will be released in the Fall. OntarioMD has played a supporting role to WIHV via promoting clinicians to participate in the benefits evaluation through our social media networks, as well as direct email communications.

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 2,800 clinicians and their practice staff have completed the training, which is available at 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

Our popular EMR: Every Step Conference is adapting to the current limitation on in-person gatherings and the growth in digital health and virtual care use by clinicians to become the OntarioMD Digital Health and Virtual Care Day. The event will offer 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. Registration is FREE and is now open!

1. Executive Notes for July Continued

Recent Collaborations

University Health Network (UHN) Connected Care
OntarioMD is collaborating 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.

UHN Digital
OntarioMD worked with a research team from the Department of Computer Science at the University of Toronto and UHN to investigate the use of technologies for medical care. The team was looking for input from physicians via a survey to understand their current practices for clinical note-taking during patient visits and their views on new notetaking technologies.

Note:
In this month's Microsoft Power BI interactive version of this report, users will notice a change in the colour palette used to present data. OntarioMD has updated the report's 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 (June 30, 2020)
- Total Physicians (July 31, 2020)
- Quarterly growth

| Product/Service	Total Physicians (June 30, 2020)	Total Physicians (July 31, 2020)	Quarterly growth
OLIS	14,227	14,770	3.8%
Connecting Ontario Clinical Viewer	1,890	1,950	3.2%
eNotifications	10,609	10,871	2.5%
eConsult Specialists Registered	1,791	1,828	2.1%
eConsult Requesting Providers	17,567	17,781	1.2%
Privacy & Security Training	929	940	1.2%
Certified EMR	16,842	16,882	0.2%
HRM	10,320	10,343	0.2%
i4C Dashboard	938	938	0.0%
ONE ID*	28,484	28,484	0.0%

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

EMR Adoption by Physician Type and Certified EMR Vendor

Physician type ● General Practitioner ● Specialist ● Not Specified

Vendor	General Practitioner	Specialist	Not Specified
Telus Health Solutions	6,273	1,494	18
QHR Technologies Inc.	2,312	2,306	4
WELL EMR Group Inc.	1,334	631	2
Indivica Inc.	641	144	
ABELMED	195	256	1
P & P Data Systems Inc.	380	72	
Canada Health Systems Inc.	311	134	
AwareMD	1	112	
YMS	27	77	
Alpha Global iT Inc.	48	22	
YES Medical System	20	45	
Avaros	18	4	

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

Figure 2: EMR Adoption by Physician Type and LHIN

EMR Adoption by Physician Type and LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified
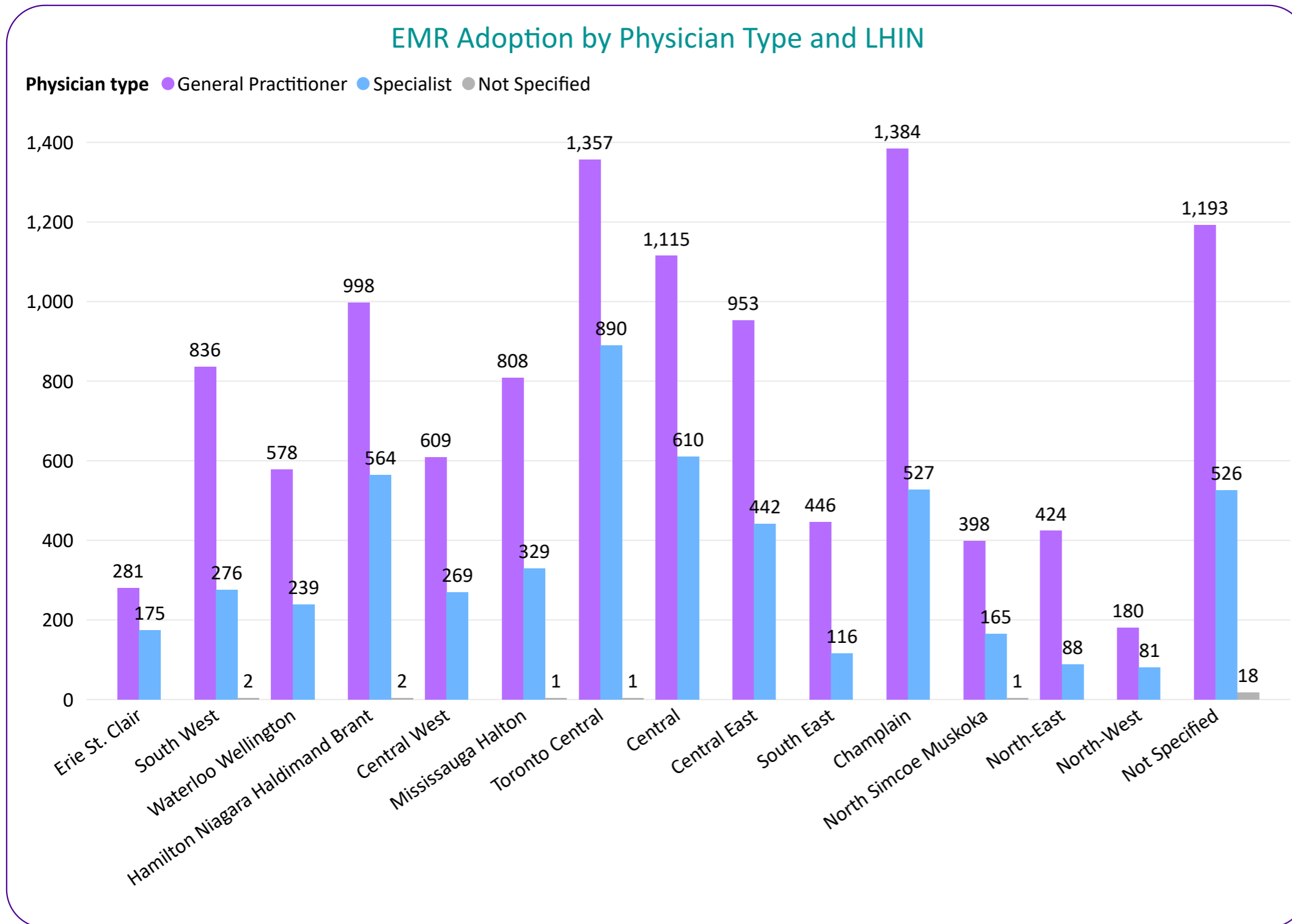
| LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	281	175	
South West	836	276	2
Waterloo Wellington	578	239	
Hamilton Niagara Haldimand Brant	998	564	2
Central West	609	269	
Mississauga Halton	808	329	1
Toronto Central	1,357	890	1
Central	1,115	610	
Central East	953	442	
South East	446	116	
Champlain	1,384	527	
North Simcoe Muskoka	398	165	1
North-East	424	88	
North-West	180	81	
Not Specified	1,193	526	18

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

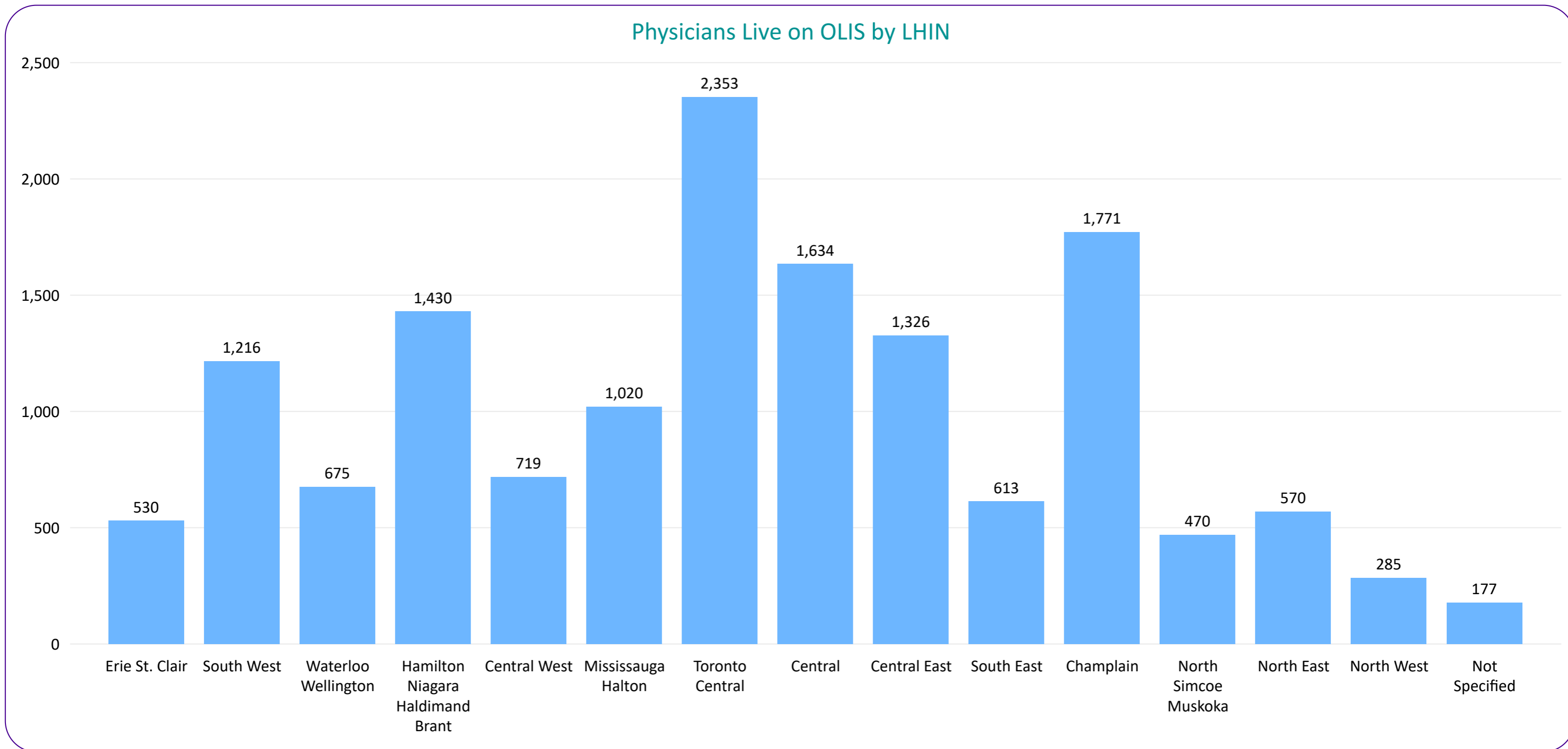Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN
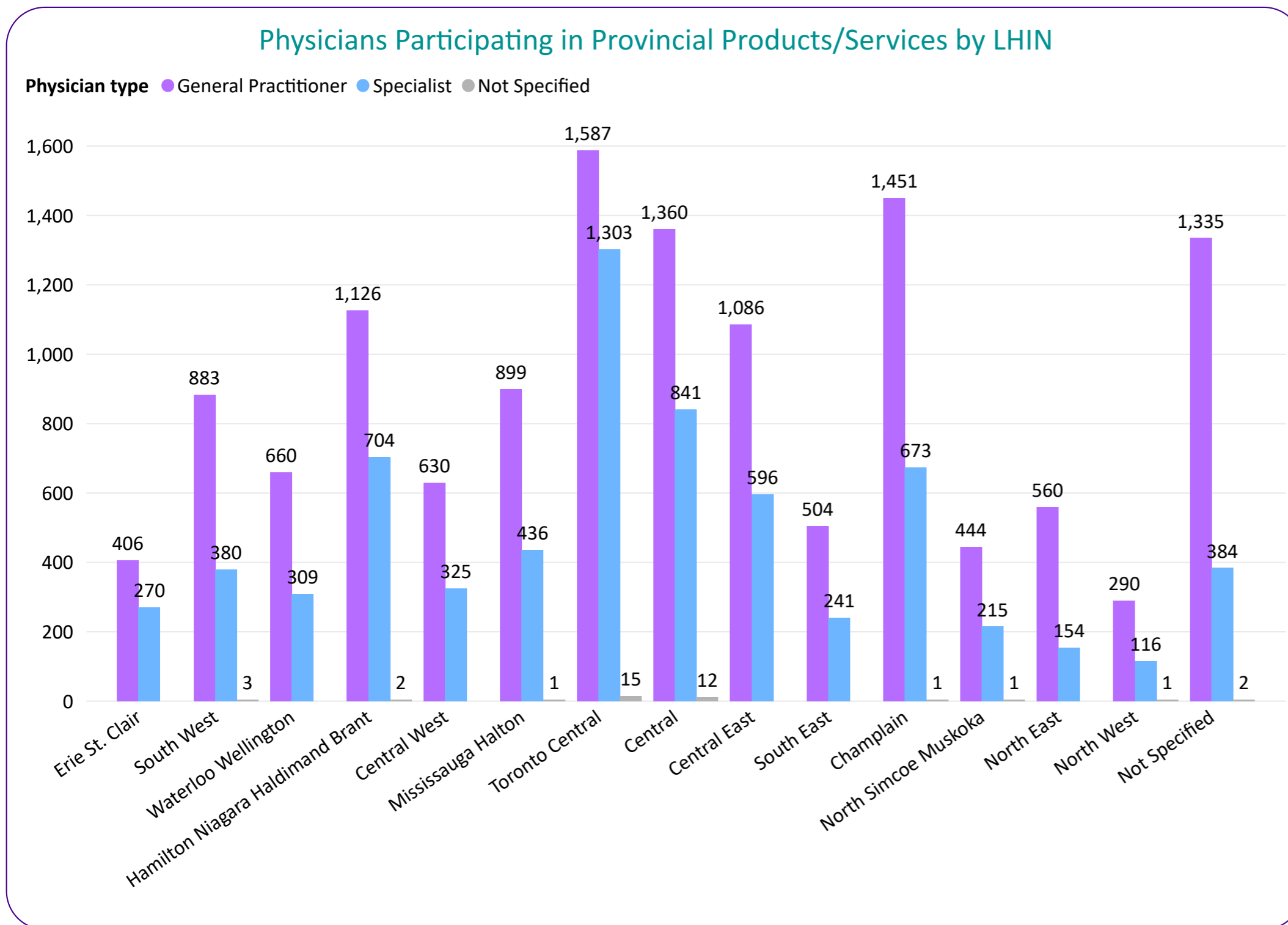
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	406	270	
South West	883	380	3
Waterloo Wellington	660	309	
Hamilton Niagara Haldimand Brant	1,126	704	2
Central West	630	325	
Mississauga Halton	899	436	1
Toronto Central	1,587	1,303	15
Central	1,360	841	12
Central East	1,086	596	
South East	504	241	
Champlain	1,451	673	1
North Simcoe Muskoka	444	215	1
North East	560	154	
North West	290	116	1
Not Specified	1,335	384	2

Figure 4: Physicians Live on HRM by LHIN

Physicians Live on HRM by LHIN
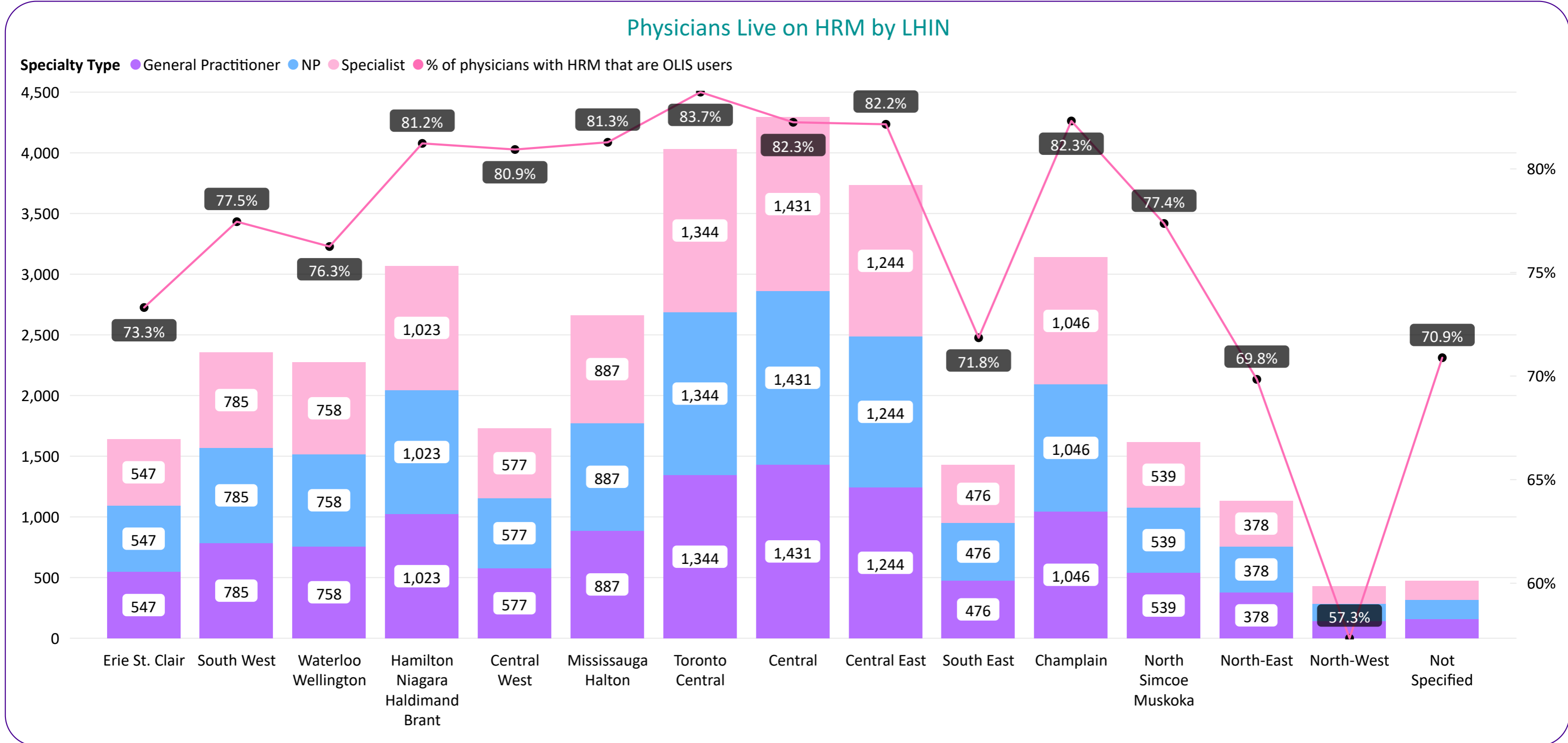
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN

Physicians Live on OLIS by LHIN

LHIN	Physicians
Erie St. Clair	530
South West	1,216
Waterloo Wellington	675
Hamilton Niagara Haldimand Brant	1,430
Central West	719
Mississauga Halton	1,020
Toronto Central	2,353
Central	1,634
Central East	1,326
South East	613
Champlain	1,771
North Simcoe Muskoka	470
North East	570
North West	285
Not Specified	177

*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®

Clinicians With ONE ID
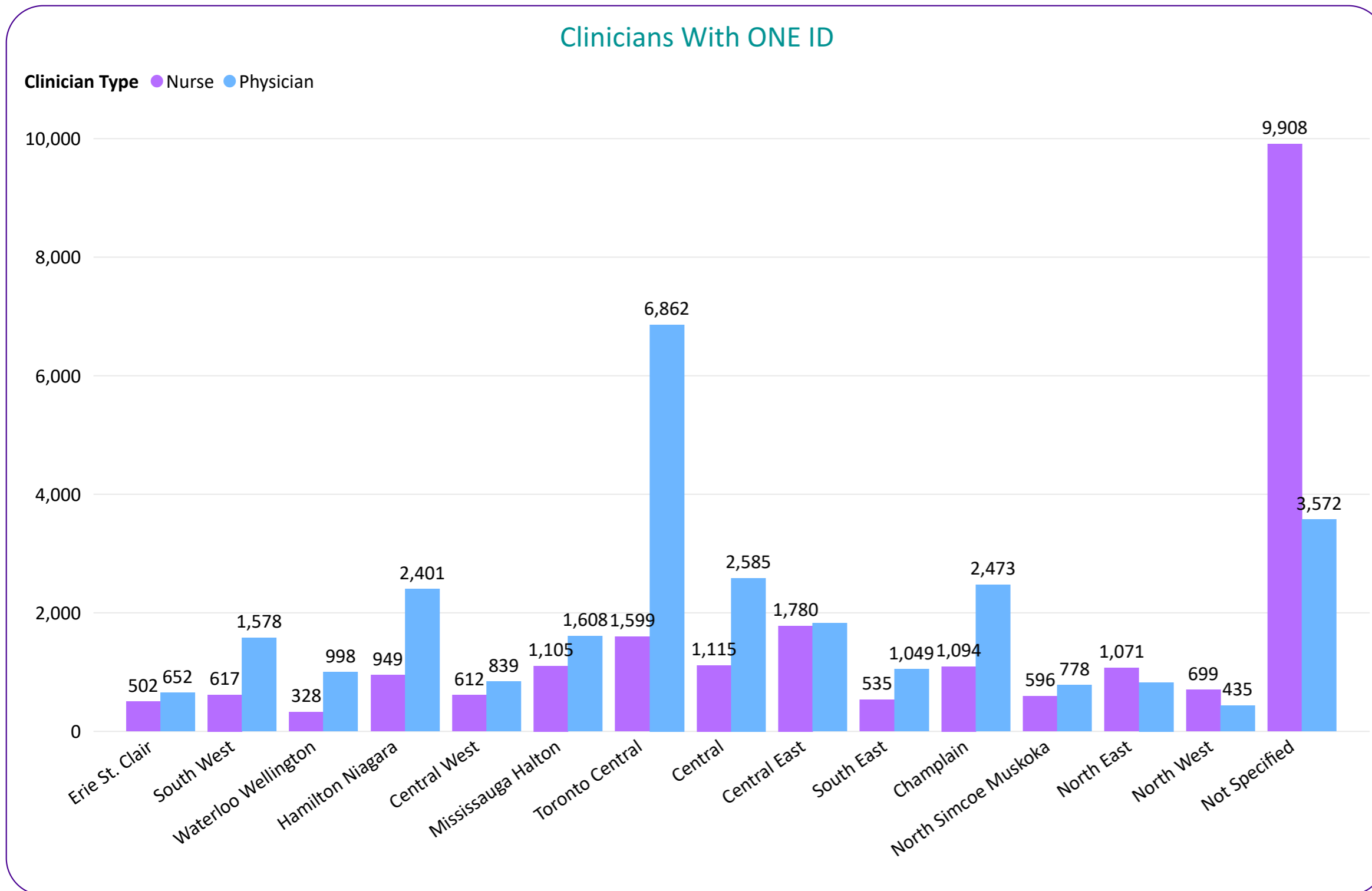
LHIN Name	Nurse	Physician
Erie St. Clair	502	652
South West	617	1,578
Waterloo Wellington	328	998
Hamilton Niagara	949	2,401
Central West	612	839
Mississauga Halton	1,105	1,608
Toronto Central	1,599	6,862
Central	1,115	2,585
Central East	1,780	1,827
South East	535	1,049
Champlain	1,094	2,473
North Simcoe 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.

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Figure 7: Physicians Using eNotifications by Vendor
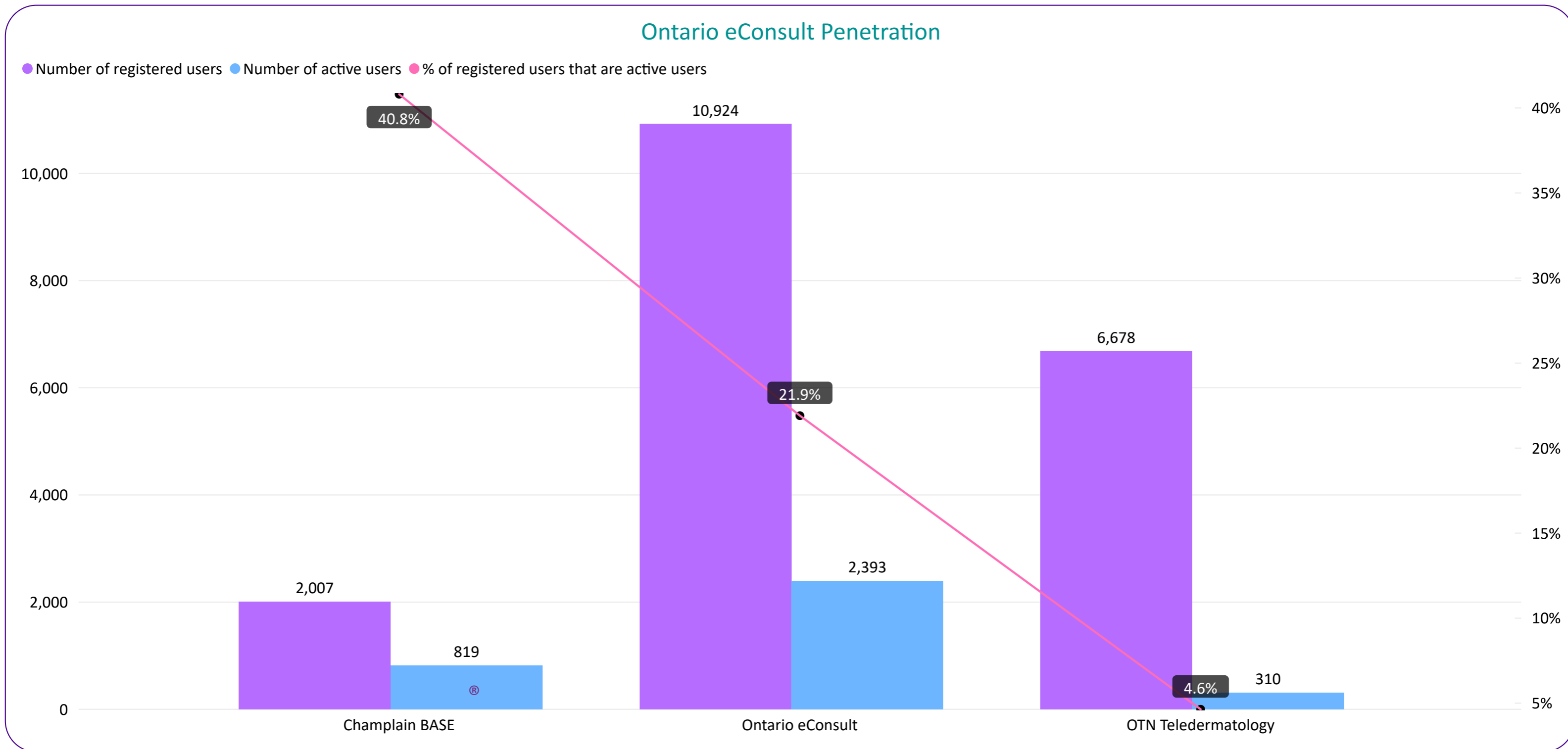

Physicians Using eNotifications by Vendor
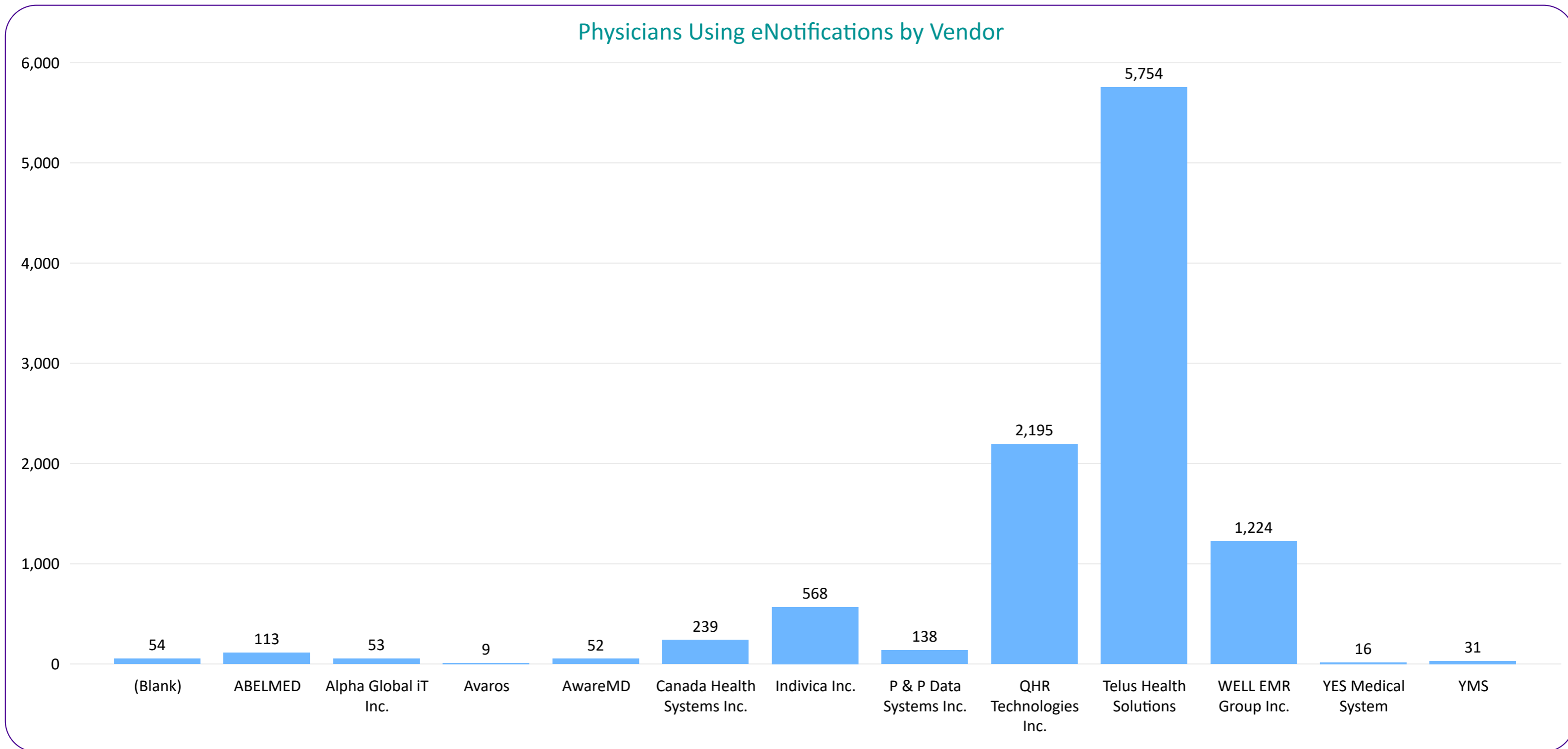
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN

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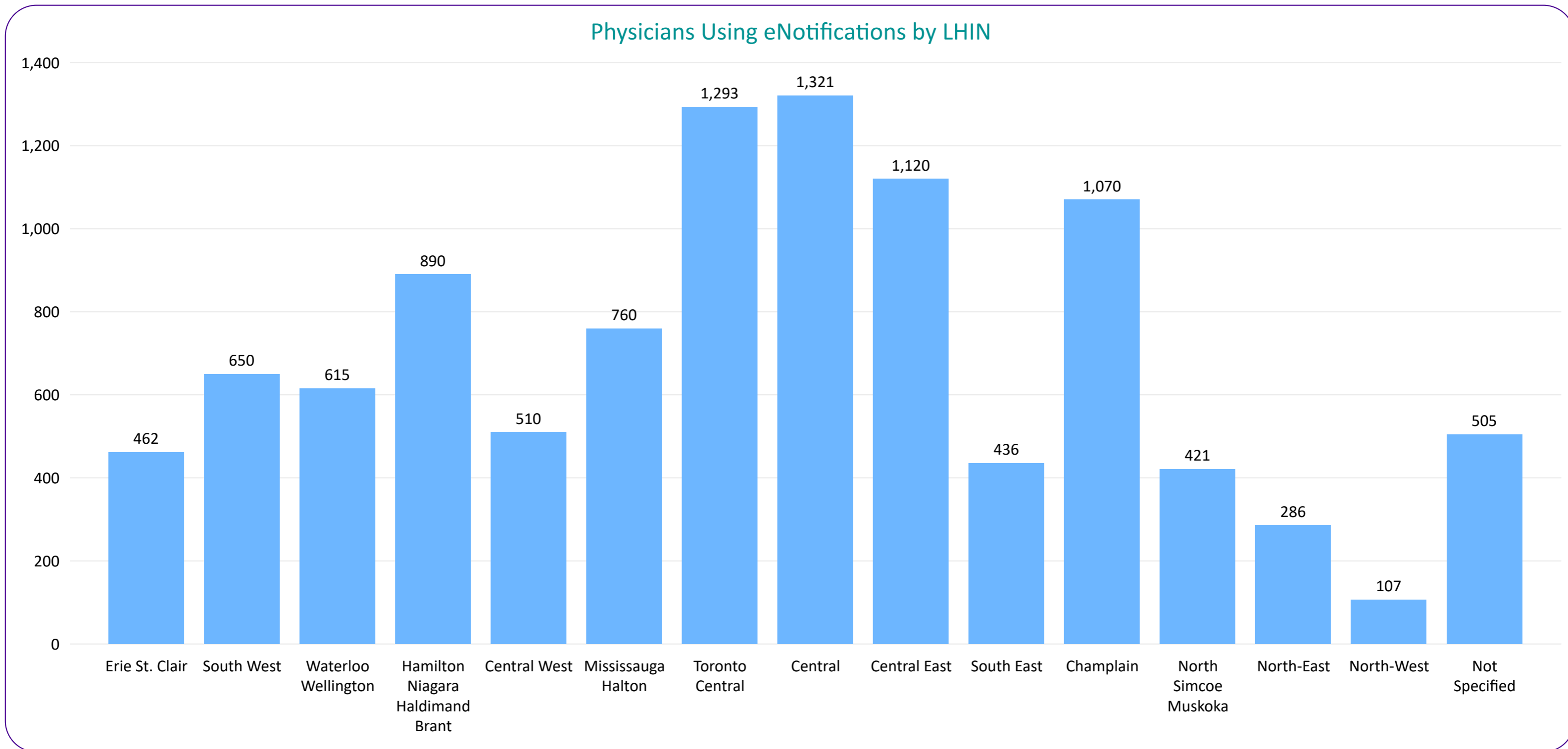
*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator

Ontario eConsult Penetration

- 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.

Figure 10: Ontario eConsult Penetration by LHIN

Ontario eConsult Penetration by LHIN

*Source of the data is the Ontario eConsult Centre of Excellence.
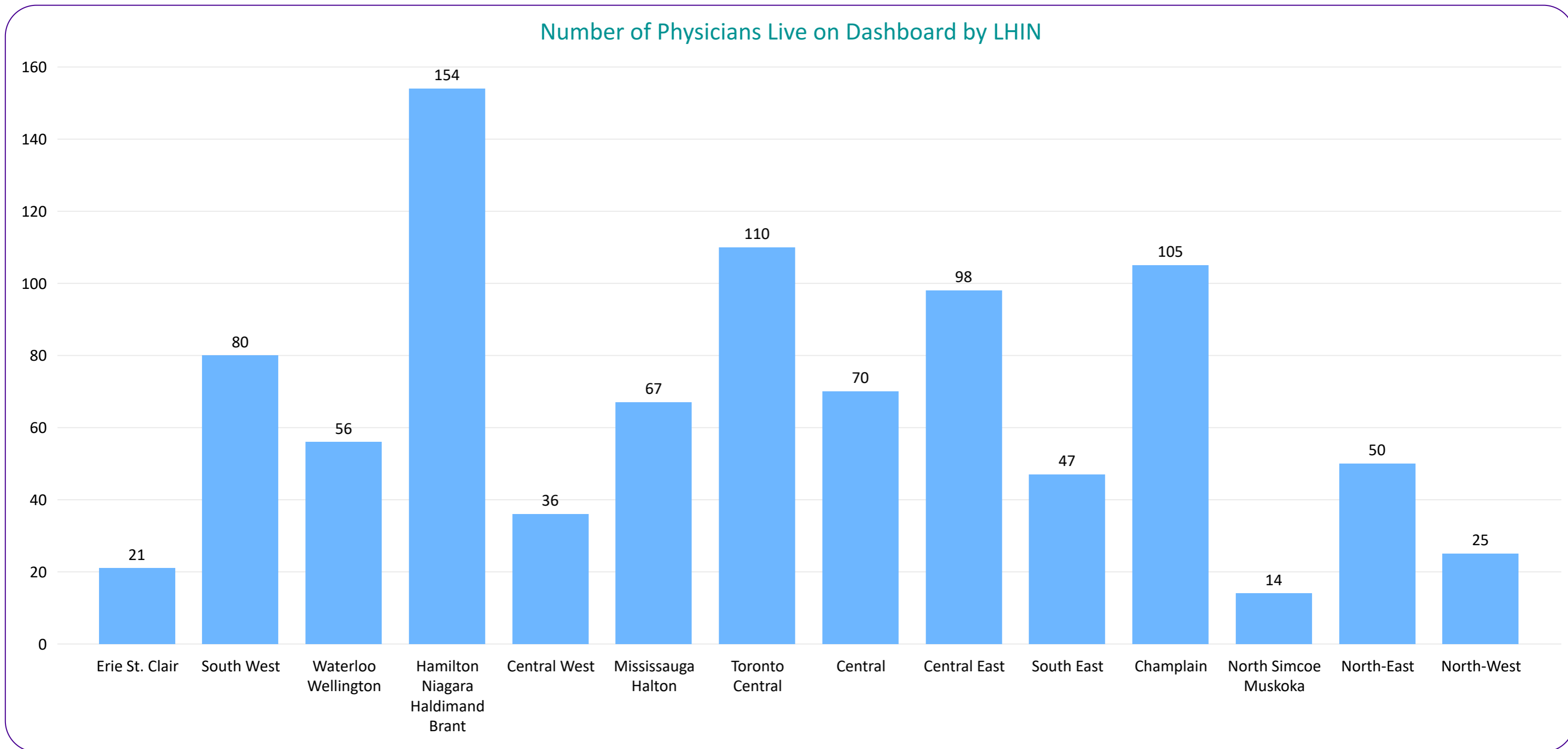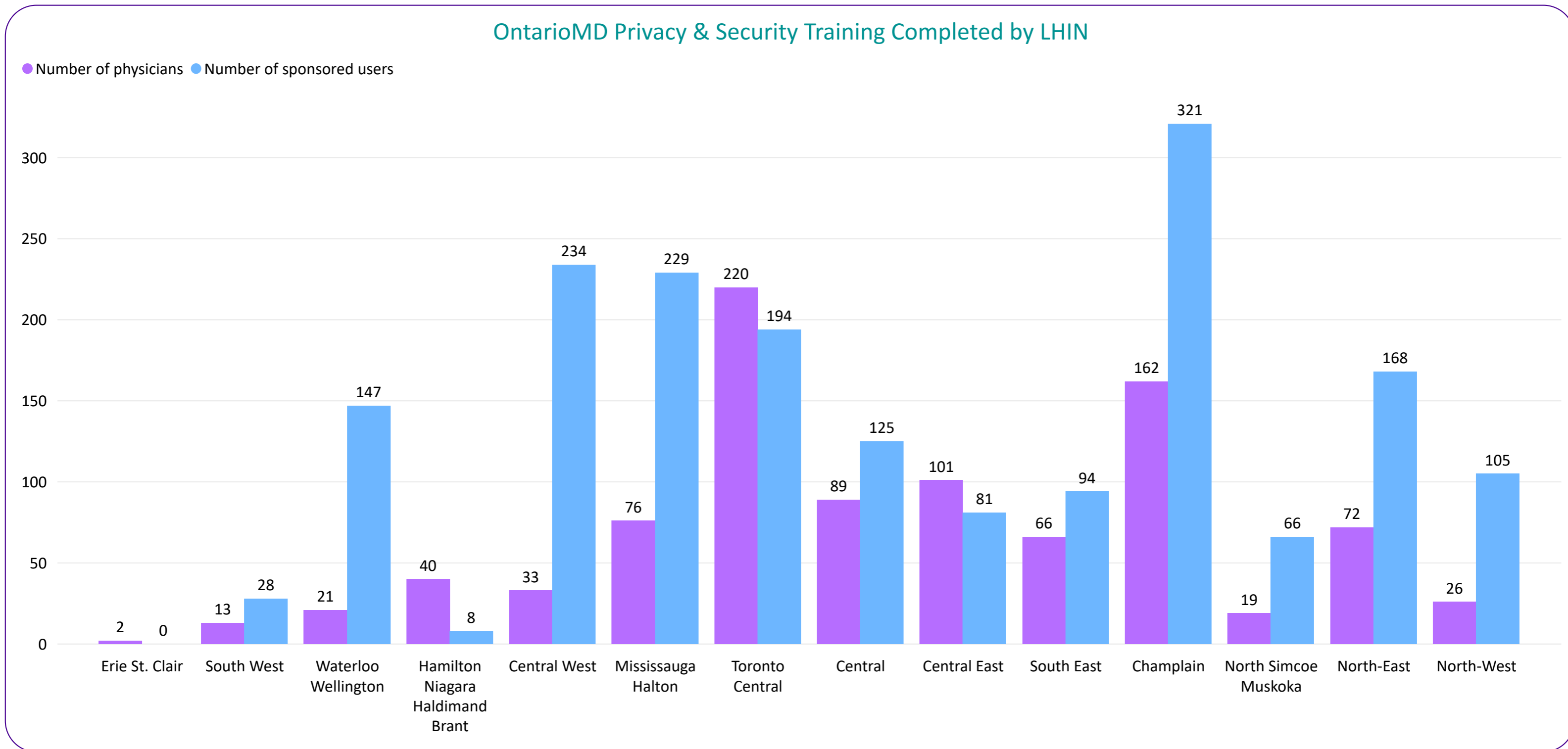
15
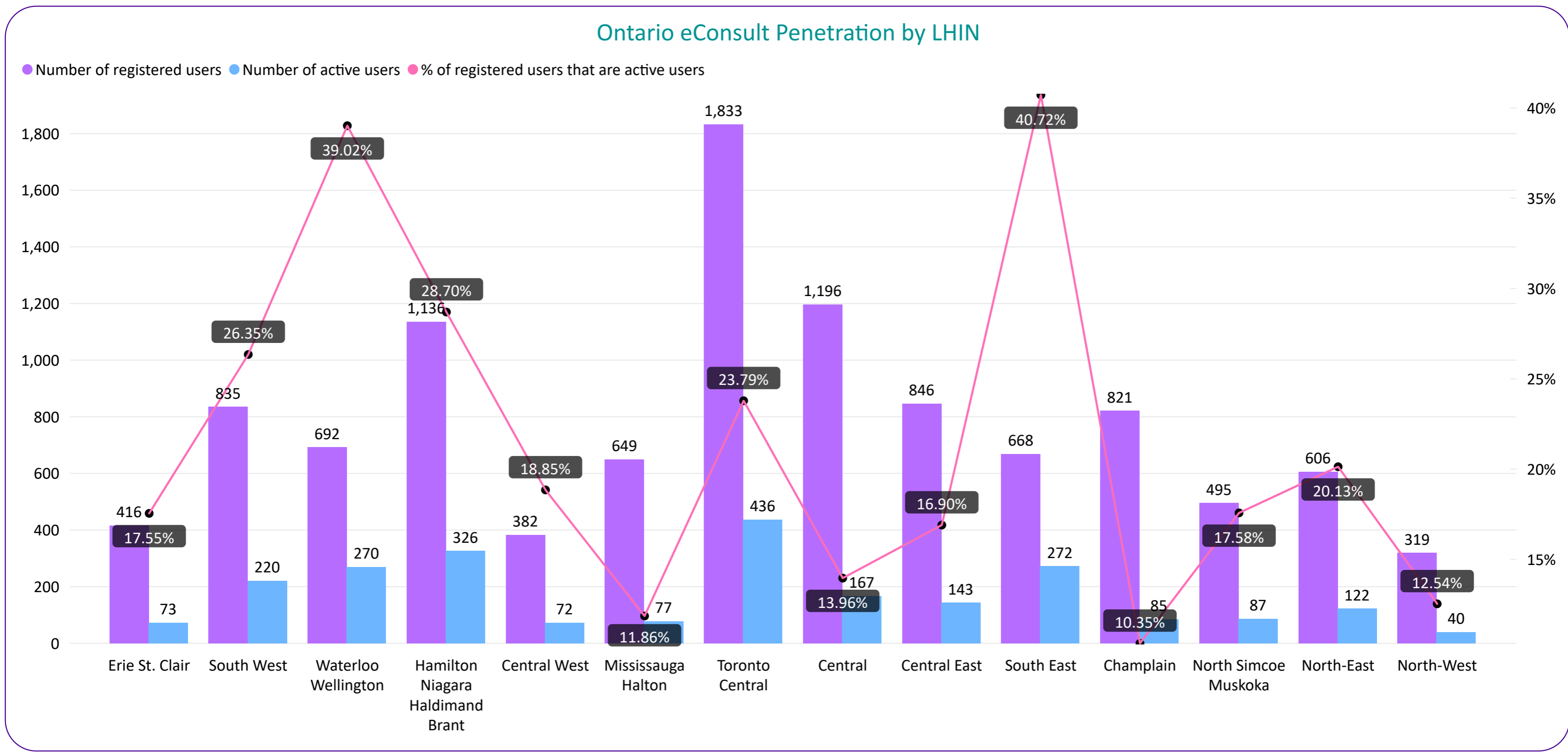
Figure 11: Ontario eConsults Sent

Ontario eConsults Sent

● May 2020 ● June 2019 to May 2020 ● Rate per 1000
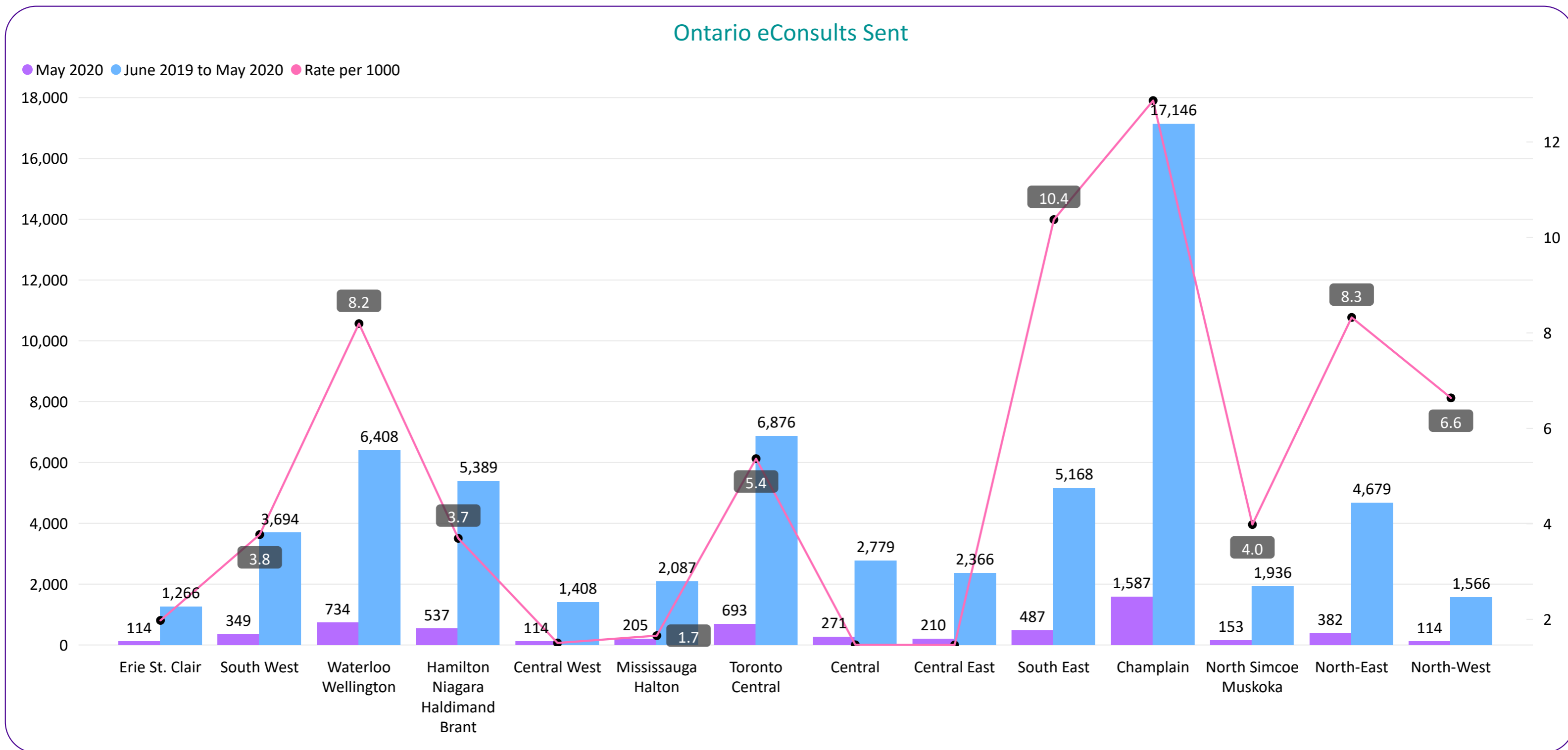
*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 12: Physicians Live on Dashboard by LHIN

Number of 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

OntarioMD Privacy & Security Training Completed by LHIN

● Number of physicians   ● Number of sponsored users

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

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