

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

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1. Executive Notes for November

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 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 participated in two virtual events to educate physicians on digital health and virtual care tools for their practices: Family Medicine Weekend in Kitchener on November 7 and the OMA Council on November 28. OntarioMD participated in Digital Health Week from November 16-20 with a social media campaign that included videos, a blog post and daily facts to promote its products and services for physician practices. The centrepiece of the campaign was the Virtual Open House on Teams for physicians and their staff on November 19. OntarioMD provided an overview of our products and services and the audience of 145 attendees was invited to ask questions about anything related to digital health or virtual care. During Digital Health Week, OntarioMD also distributed the [November issue](#) of *Digital Health eTips*, which featured guidance summarized by Dr. Aisha Lofters, Family Physician, Women's College Hospital Family Practice Health Centre to help clinicians make decisions about when to screen patients for cancer in the coming months.

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.

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 almost 17,000 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 November Continued

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 notify them that COVID-19 test results are available for their patients in the Ontario Laboratories Information System (OLIS). As of November 30, primary care providers have received more than 3.6 million notifications for COVID-19 test results from labs and select Ontario pharmacies. However, OntarioMD began receiving a steady stream of feedback from physicians on the high volume of notifications they were receiving in their EMRs. In response to this feedback, OntarioMD convened the HRM User Group to discuss the physicians' preferences and it was agreed that clinicians would receive notifications of **positive** results only. OntarioMD worked with Ontario Health to implement the change which went into effect on November 19 and all clinicians have been informed.

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.

In November, 27 hospital sites in southwest and northeast Ontario went live with eNotifications. View the list of these and all [HRM sending facilities](#).

OntarioMD has been engaging with virtual care providers to ensure primary care physicians are notified electronically through HRM when their patients receive care from these virtual software solutions. On November 26, Akira by TELUS Health went live on HRM. Akira is a national on-demand virtual care solution. It gives Canadians direct access to secure medical consults with knowledgeable clinicians (about 130 in Ontario) 24/7. Akira is available in French and English, via smartphone or computer. It is sending Telehealth Consult Notes in plain text to physicians through HRM to keep them informed of COVID-19 related virtual visits.

Other Digital Health Products & Services

Insights4Care Program

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 participated in the 2020 Virtual CADTH (Canadian Agency for Drugs and Technologies in Health) Symposium on November 9-10 and presented on the i4C Program.

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.

1. Executive Notes for November Continued

Digital Forms Management

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 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

Stakeholder Engagement Survey

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. We will be sending a short survey to key stakeholders to ask for feedback and we hope you will take the time to complete the survey. If you did not receive a survey and would like to provide us with your comments, please reach out to Elizabeth.Keller@ontariomd.com.

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

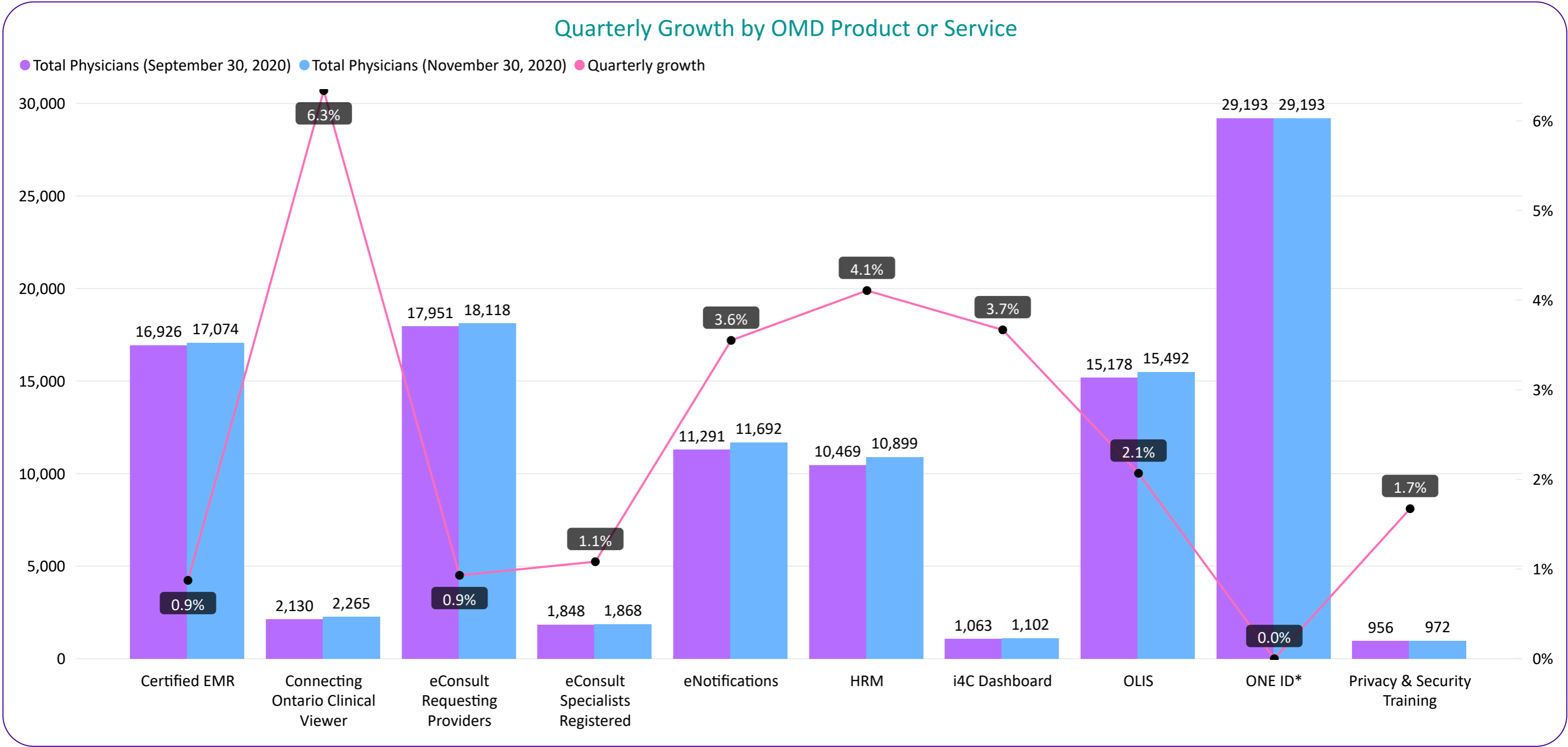
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

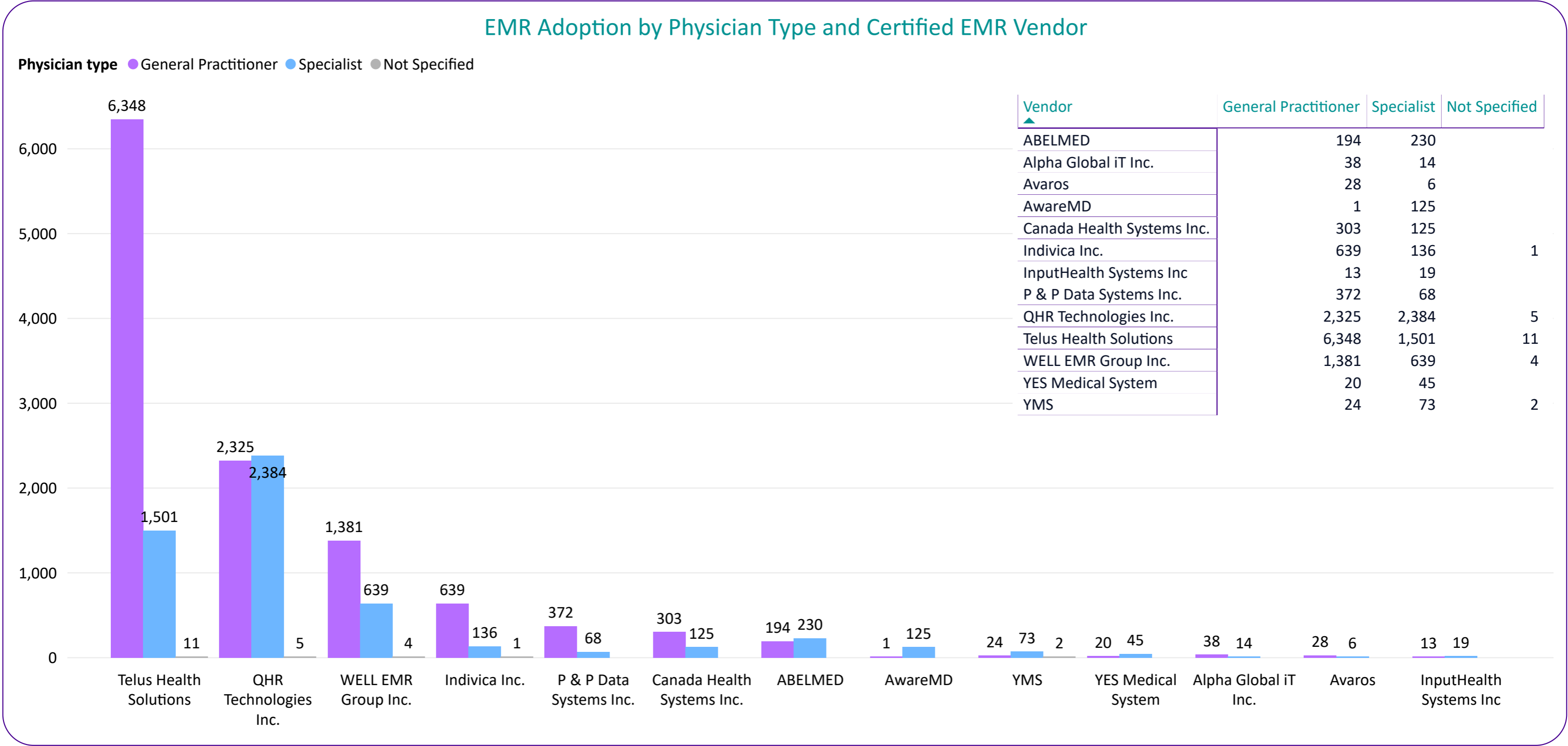
5. Quarterly Growth by Product/Service



*Source of the data is eHealth Ontario.

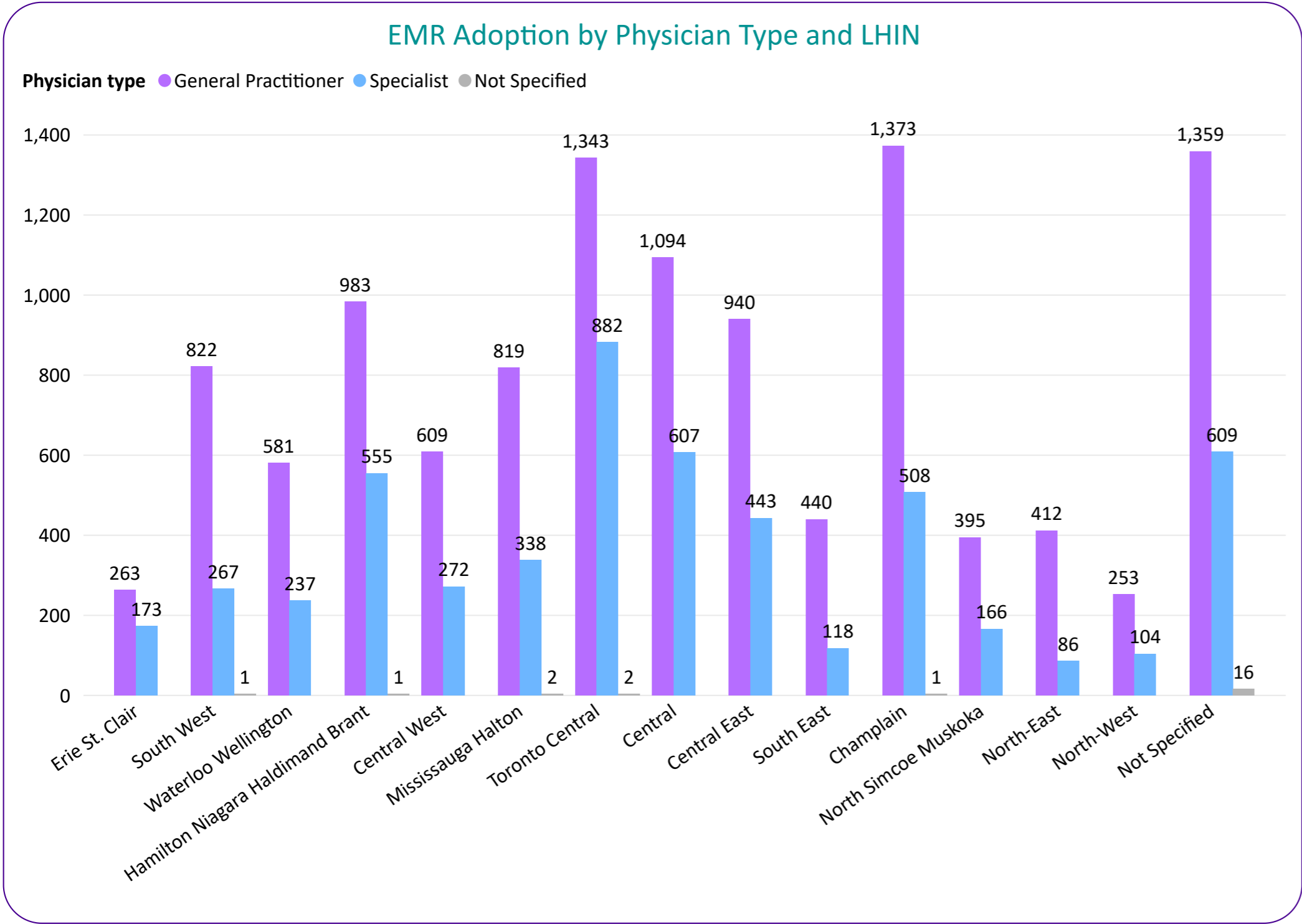
6. Products and Services by Vendor and LHIN View

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



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

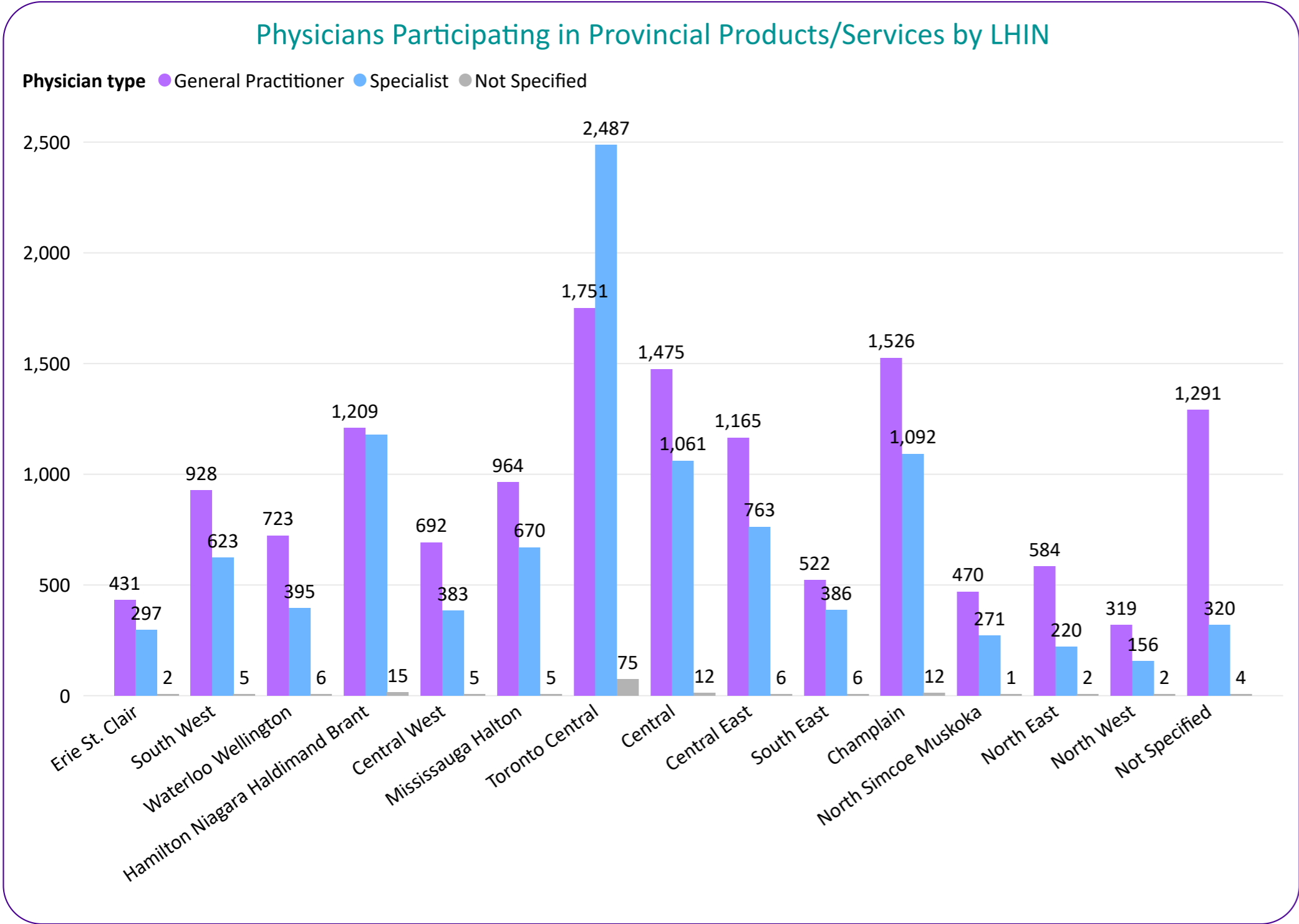
Figure 2: EMR Adoption by Physician Type and LHIN



LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	263	173	0
South West	822	267	1
Waterloo Wellington	581	237	0
Hamilton Niagara Haldimand Brant	983	555	1
Central West	609	272	0
Mississauga Halton	819	338	2
Toronto Central	1,343	882	2
Central	1,094	607	0
Central East	940	443	0
South East	440	118	0
Champlain	1,373	508	1
North Simcoe Muskoka	395	166	0
North-East	412	86	0
North-West	253	104	0
Not Specified	1,359	609	16

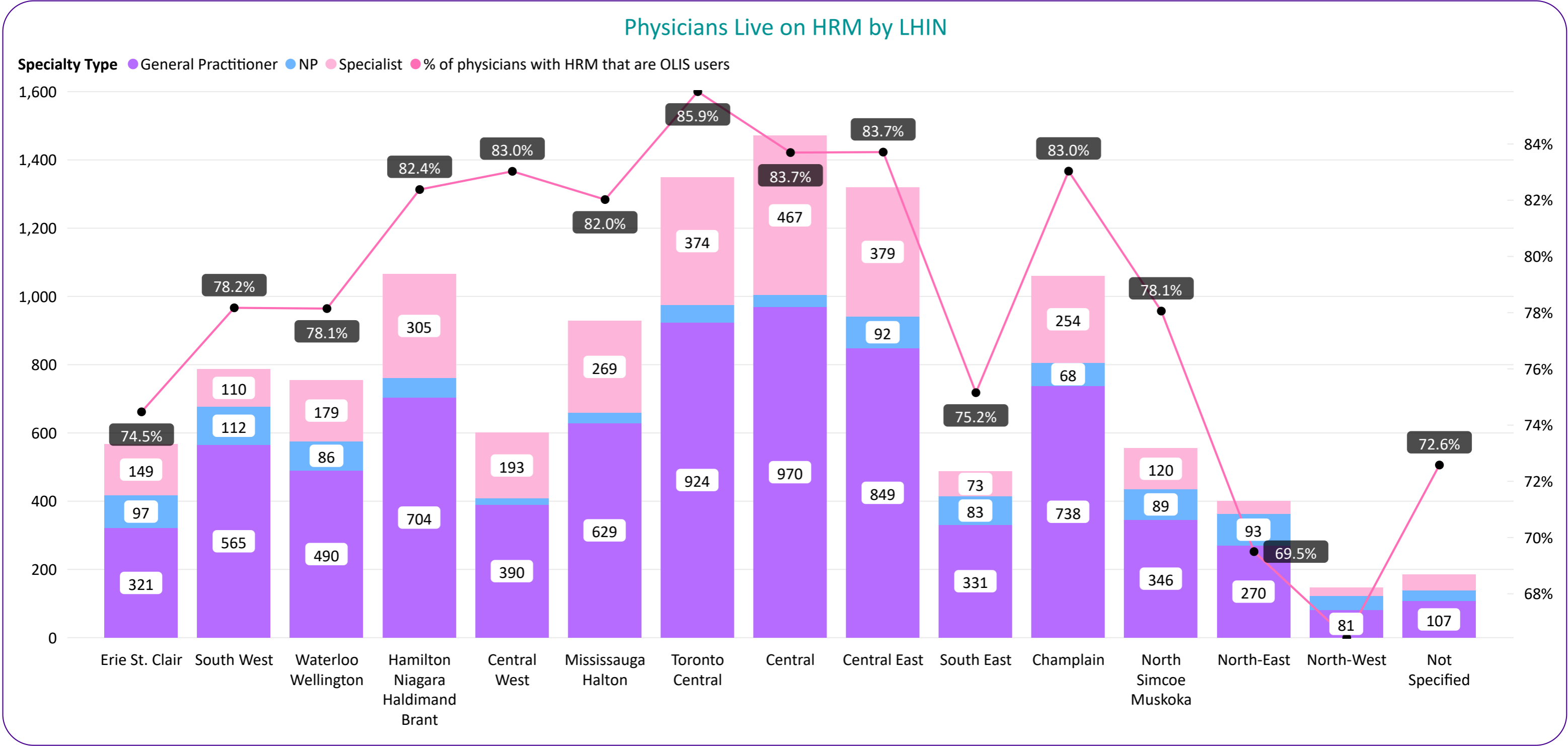
*Source of the data is OntarioMD’s CRM system.

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



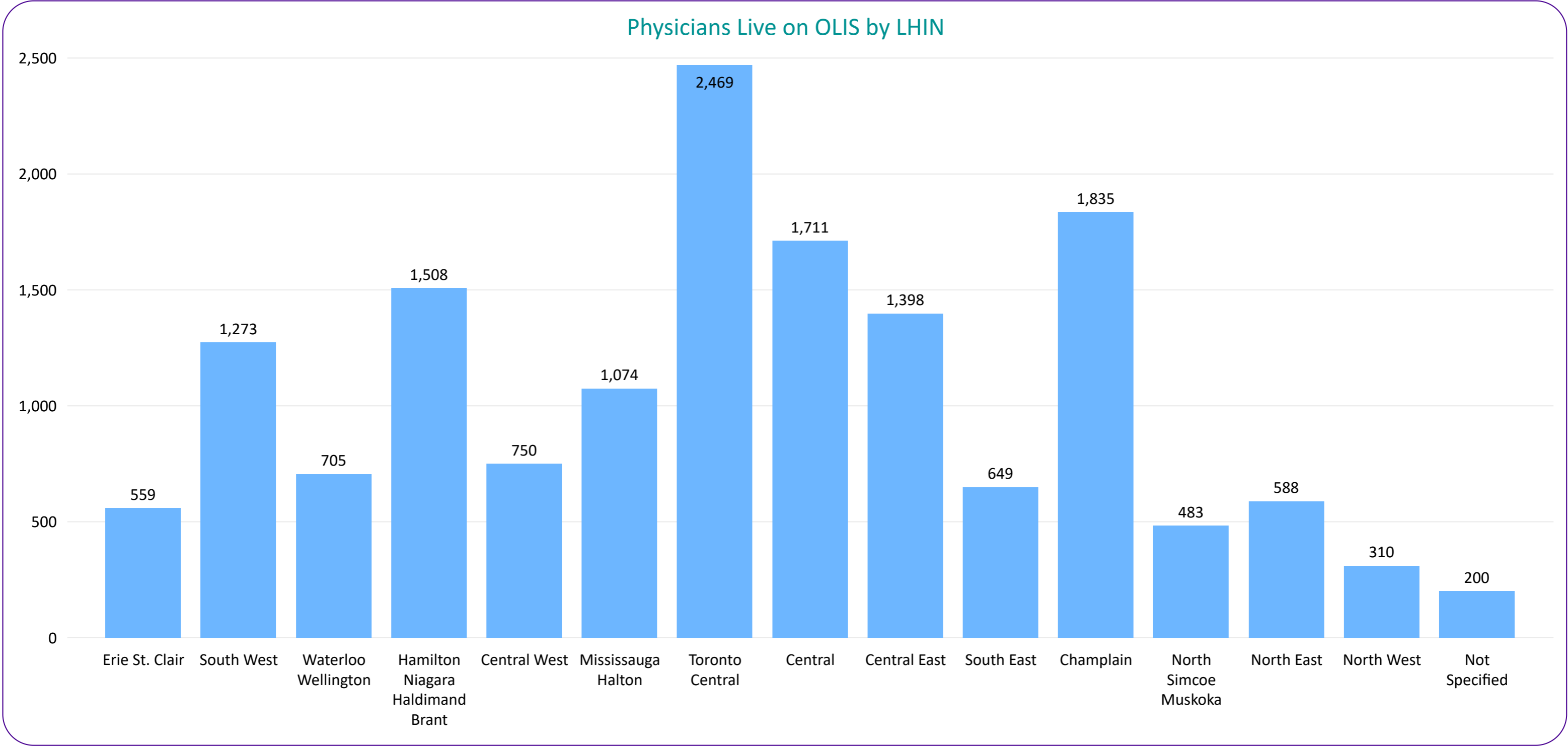
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	431	297	2
South West	928	623	5
Waterloo Wellington	723	395	6
Hamilton Niagara Haldimand Brant	1,209	1,179	15
Central West	692	383	5
Mississauga Halton	964	670	5
Toronto Central	1,751	2,487	75
Central	1,475	1,061	12
Central East	1,165	763	6
South East	522	386	6
Champlain	1,526	1,092	12
North Simcoe Muskoka	470	271	1
North East	584	220	2
North West	319	156	2
Not Specified	1,291	320	4

Figure 4: Physicians Live on HRM by LHIN



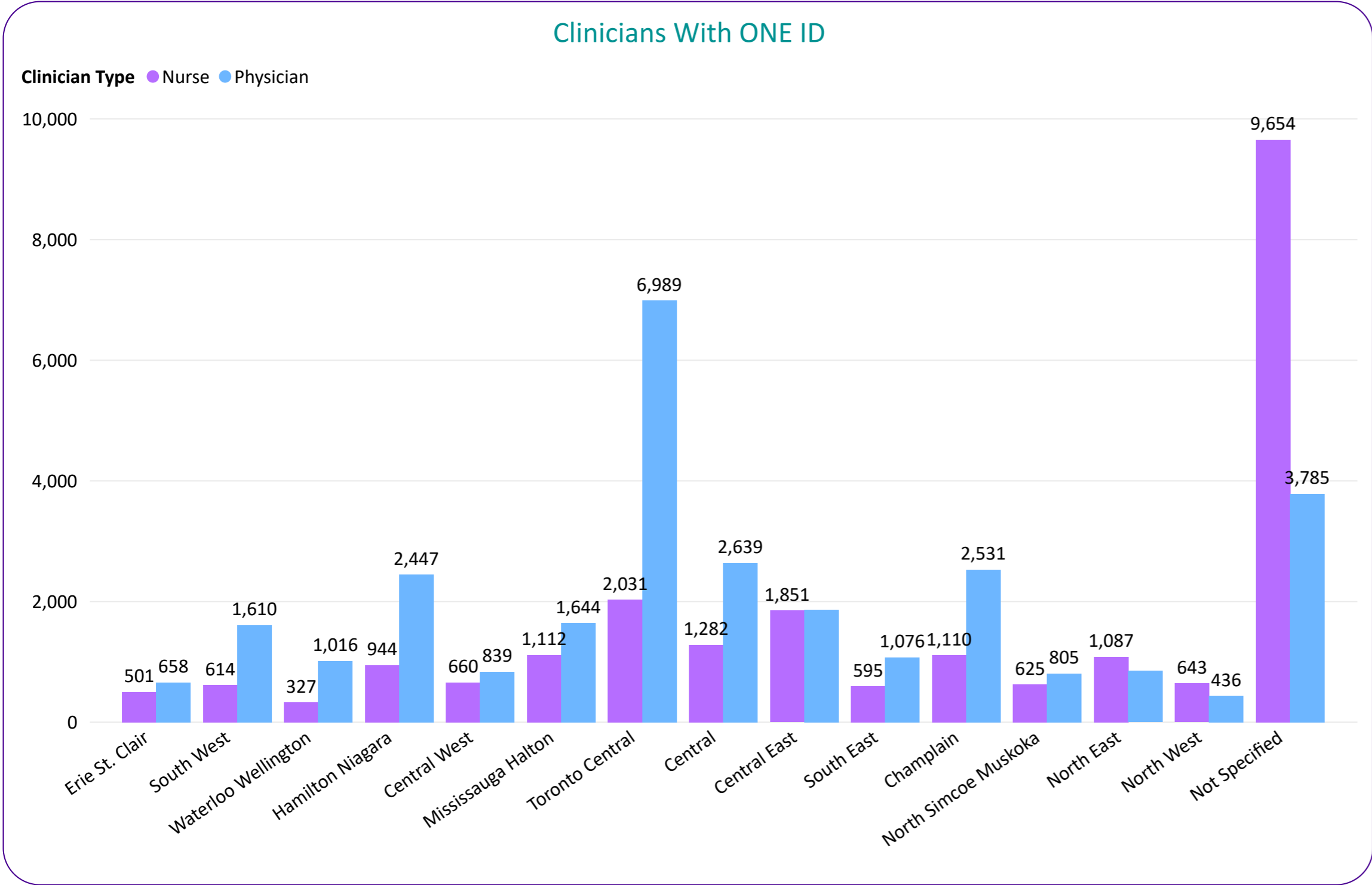
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



*Source of the data is eHealth Ontario.

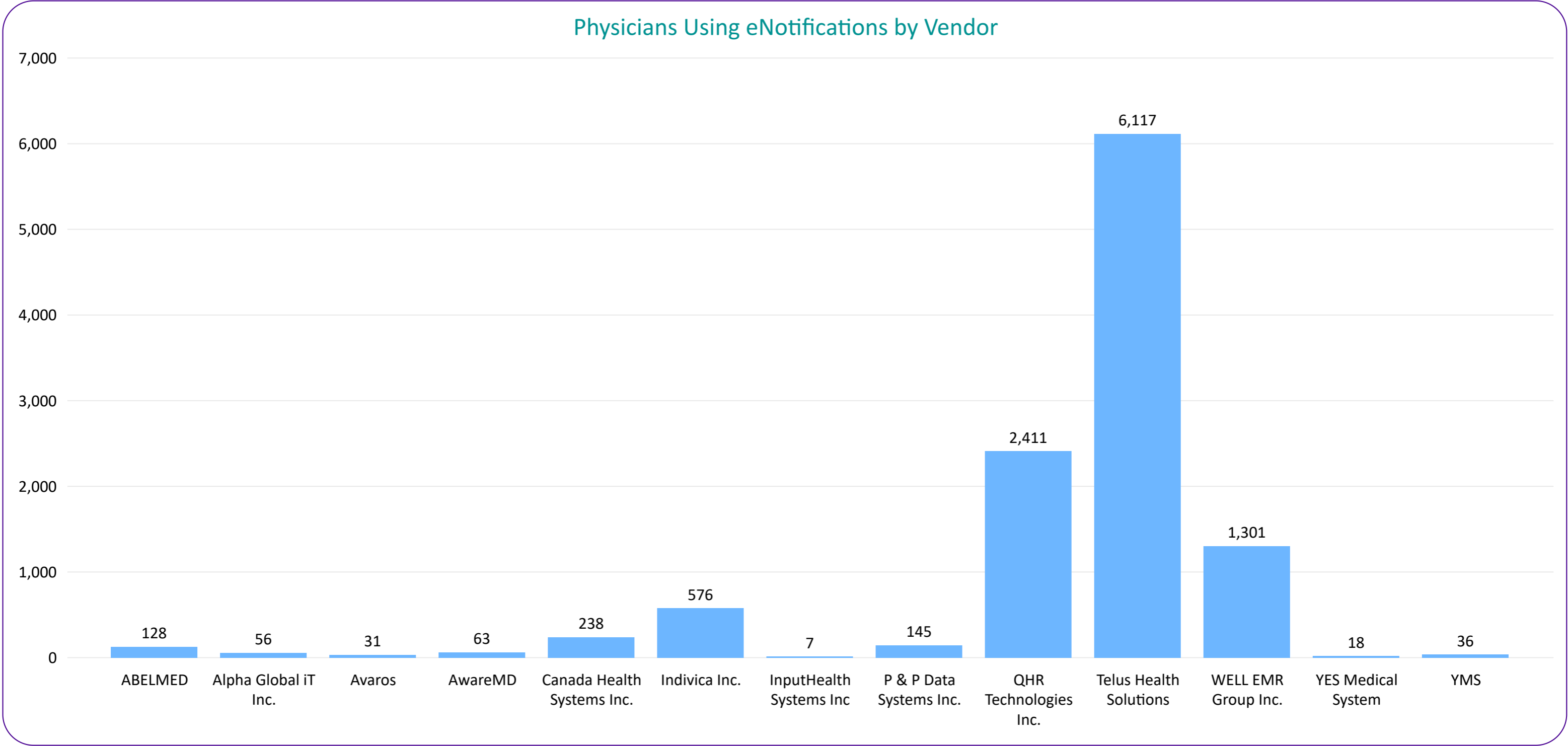
Figure 6: Clinicians with ONE ID®



LHIN Name	Nurse	Physician
Erie St. Clair	501	658
South West	614	1,610
Waterloo Wellington	327	1,016
Hamilton Niagara	944	2,447
Central West	660	839
Mississauga Halton	1,112	1,644
Toronto Central	2,031	6,989
Central	1,282	2,639
Central East	1,851	1,867
South East	595	1,076
Champlain	1,110	2,531
North Simcoe Muskoka	625	805
North East	1,087	851
North West	643	436
Not Specified	9,654	3,785

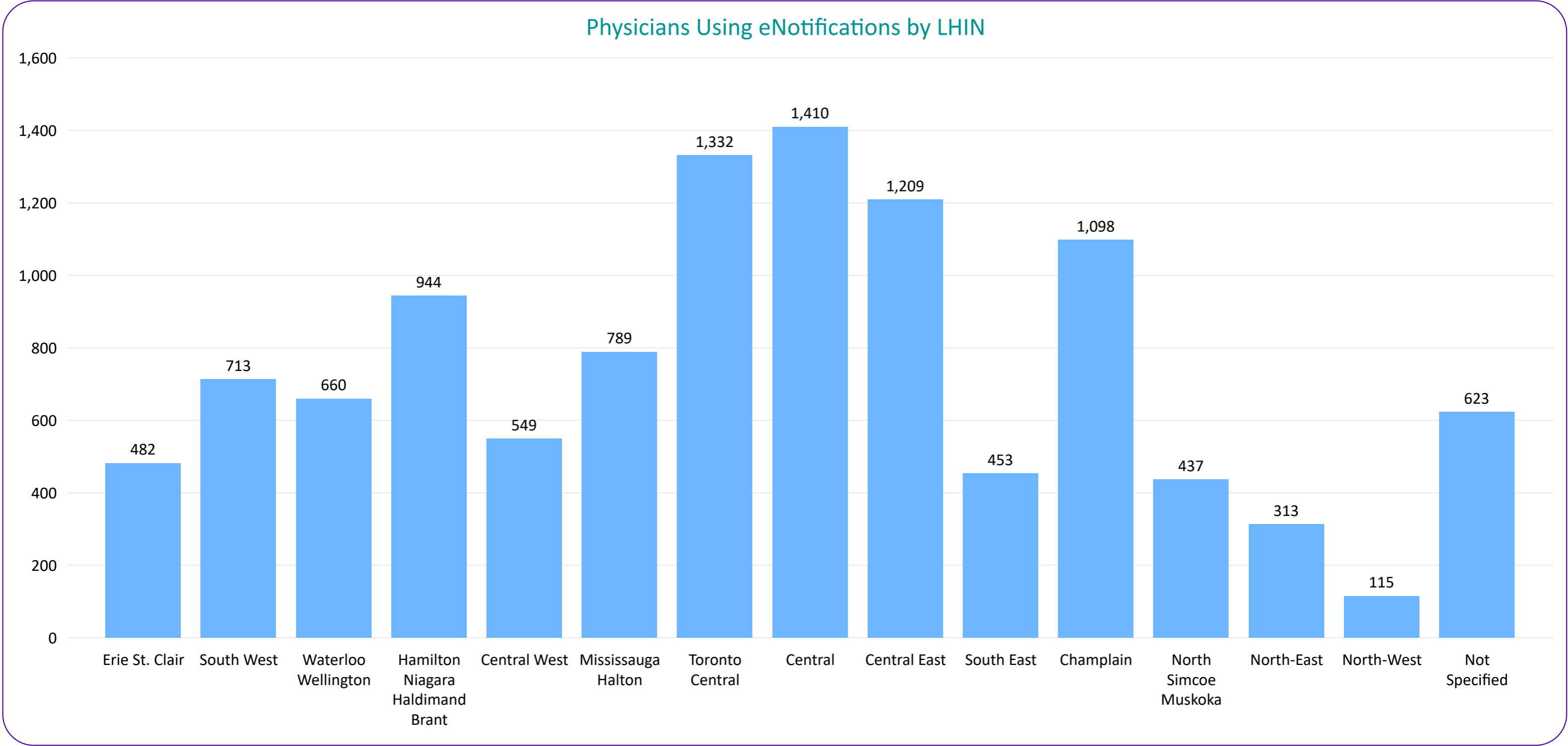
*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



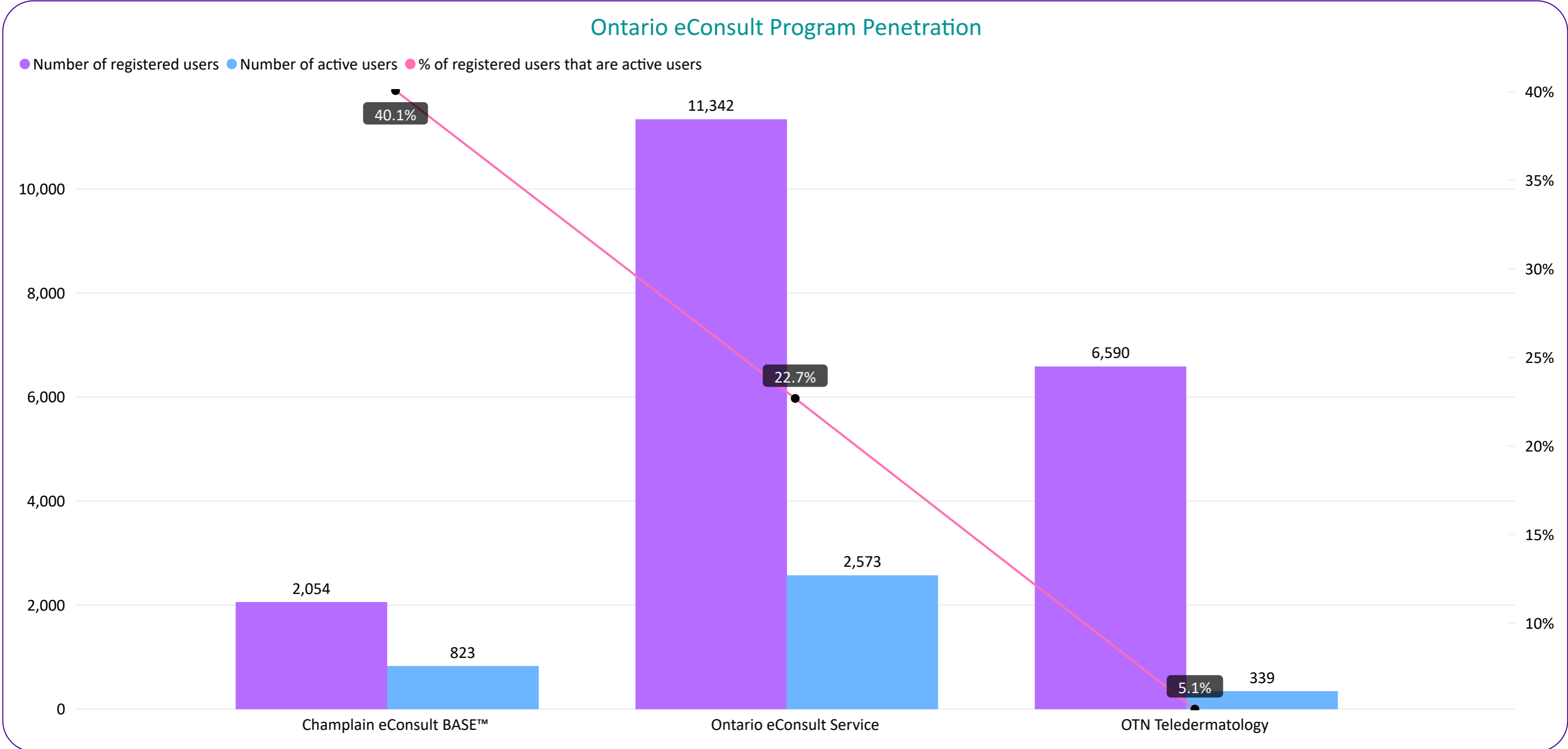
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

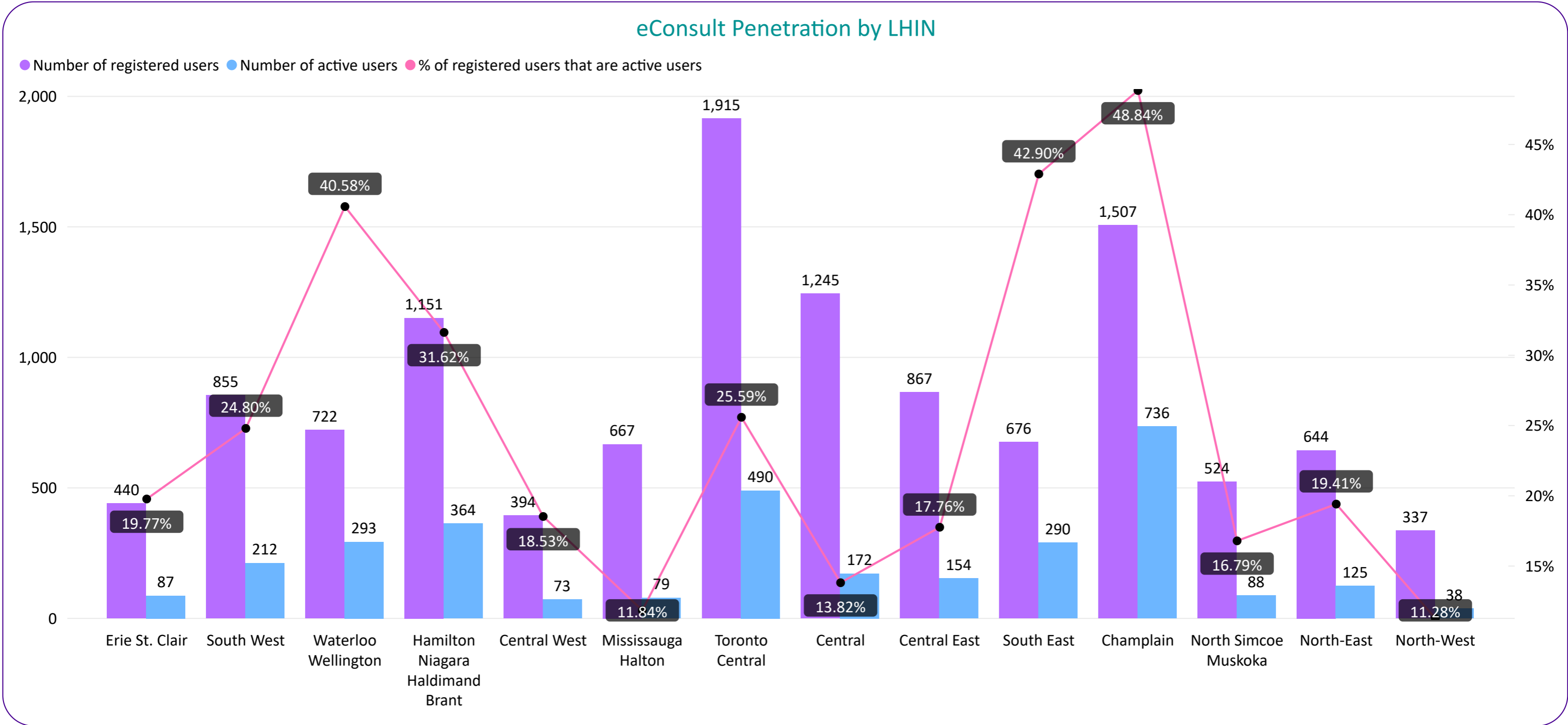
Figure 9: Ontario eConsult Program Penetration



*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

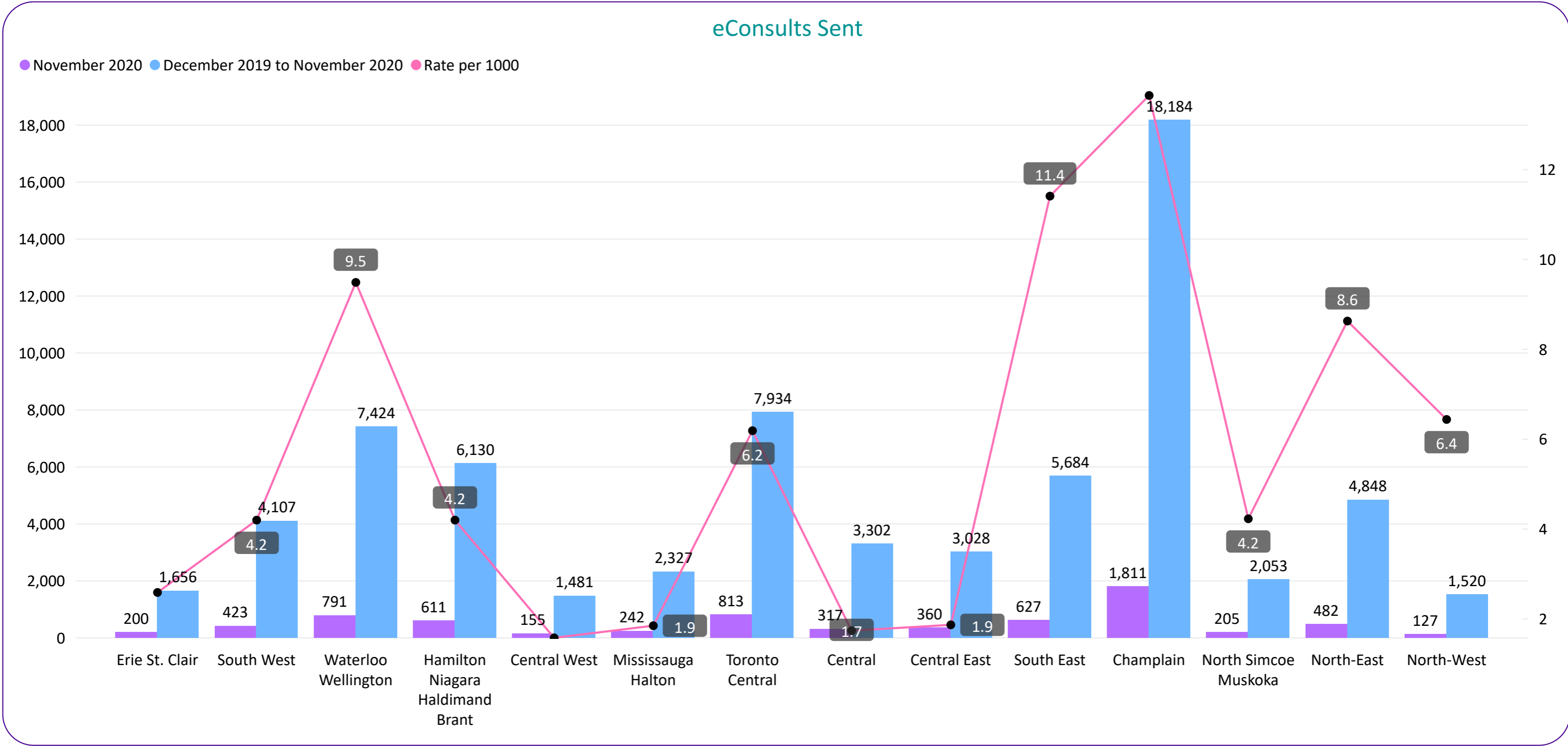


*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

***Includes PCPs and Specialists.

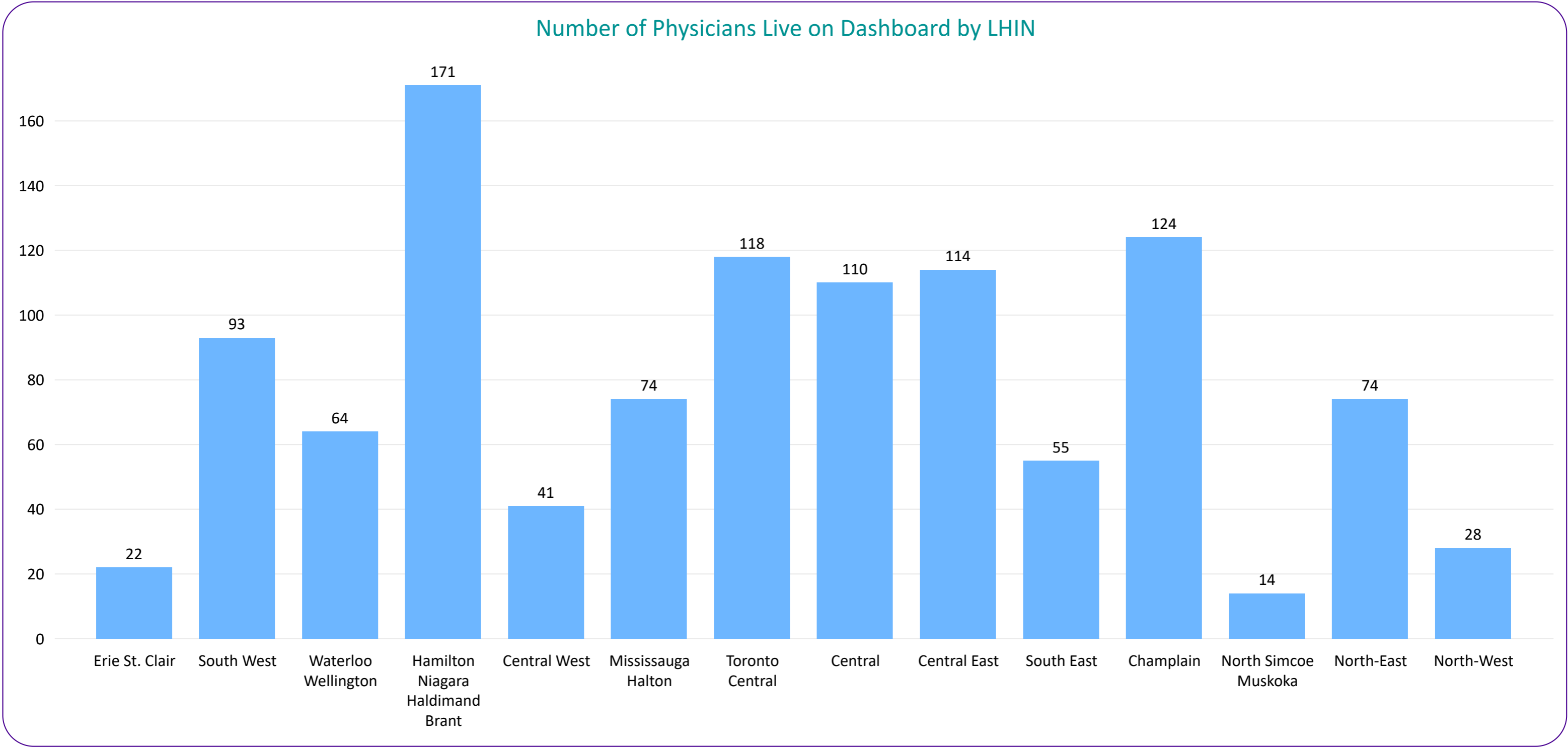
Figure 11: eConsults Sent



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

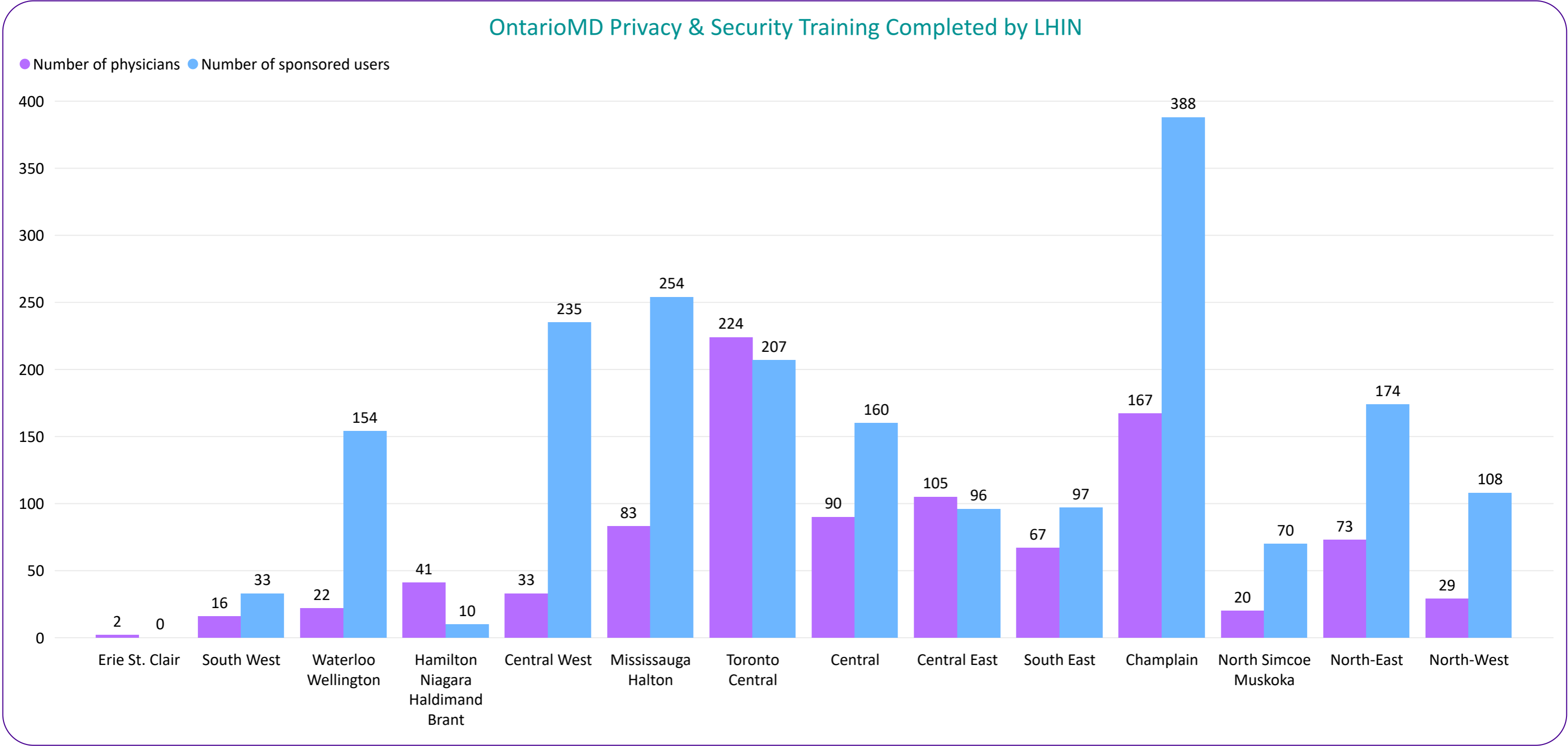
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

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.