ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for October 2020

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1. Executive Notes for October

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 hosted a webinar aimed at OHT digital leads and clinicians joining OHTs on October 28. Our General Counsel and Chief Privacy Officer presented on privacy and security supports and considerations for the use of digital and virtual care tools. Due to the importance of this topic during the current pandemic, OntarioMD extended the invitation to all physicians.

OntarioMD is hosting its first Virtual Open House on November 19 to provide an overview of its products and services for physicians and their practice staff. The presentation will be followed by a Q&A to address questions about our products and services and to hear their feedback on anything else related to digital and virtual care tools. The event is part of OntarioMD's Digital Health Week campaign during the week of November 16.

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 will be presenting on digital health and virtual care at the OMA's Fall Council meeting on November 28.

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. Referrals to the OVCC are made through Telehealth Ontario or directly through seethedoctor.ca. 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 also offers service in French between 4:00 pm and 8:00 pm daily. To date, the OVCC has provided service to over 15,000 patients.

1. Executive Notes for October 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 October 31, primary care providers have received more than 3.1 million notifications for COVID-19 test results from labs and select Ontario pharmacies.

OntarioMD has received direct feedback from physicians about the high volume of COVID-19 OLIS test result notifications they receive through HRM and that they would prefer to receive notifications of **positive** results only. The HRM User Group supported this request and Ontario Health was engaged and supportive of implementing the change. This update is expected to take effect in mid-November and all clinicians will be informed when it has been completed. It is through direct feedback from HRM users that we are currently enhancing their experience of HRM as well as informing future enhancements.

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 11,700 clinicians.

In addition, 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. Two virtual care vendors (OH-OTN and InputHealth) are already contributing through HRM, and we anticipate another to go live in late November.

Note: OntarioMD officially registered HRM as trademark with Innovation, Science and Economic Development Canada in accordance with the provisions of Canada's *Trademarks Act*. We obtained the certificate of registration for HRM and will henceforth use the registered trademark symbol in all publications referencing HRM.

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 will publish 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 will 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. At the OntarioMD Digital Health and Virtual Care Day on October 1, Dr. Di Santo gave an excellent talk on the i4C Program and how the i4C Dashboard and Advisory Service are helping to reduce her workload and improve patient care.

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.

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.

1. Executive Notes for October Continued

OntarioMD Certification Program

Certification Program continues to advance the development and maintenance of its EMR Specifications Library. The latest updates published includes four Draft for Comment EMR Specifications (DHDR, DHIR, EHR Connectivity, and CDS-S) which includes the ongoing work and learnings from the EMR integration initiative of DHDR/IR. A Draft for Use publication of these specifications is targeted for the end of December 2020. Other updates to the EMR Specification Library include a general maintenance update to the EMR eConsult and Primary Care Baseline Specifications.

OntarioMD Certification Program continues to support Ontario Health (OTN) on its Verification Program of Virtual Visit solutions on both the virtual visit requirements and validation activities development in preparation of the program launch.

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.

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.
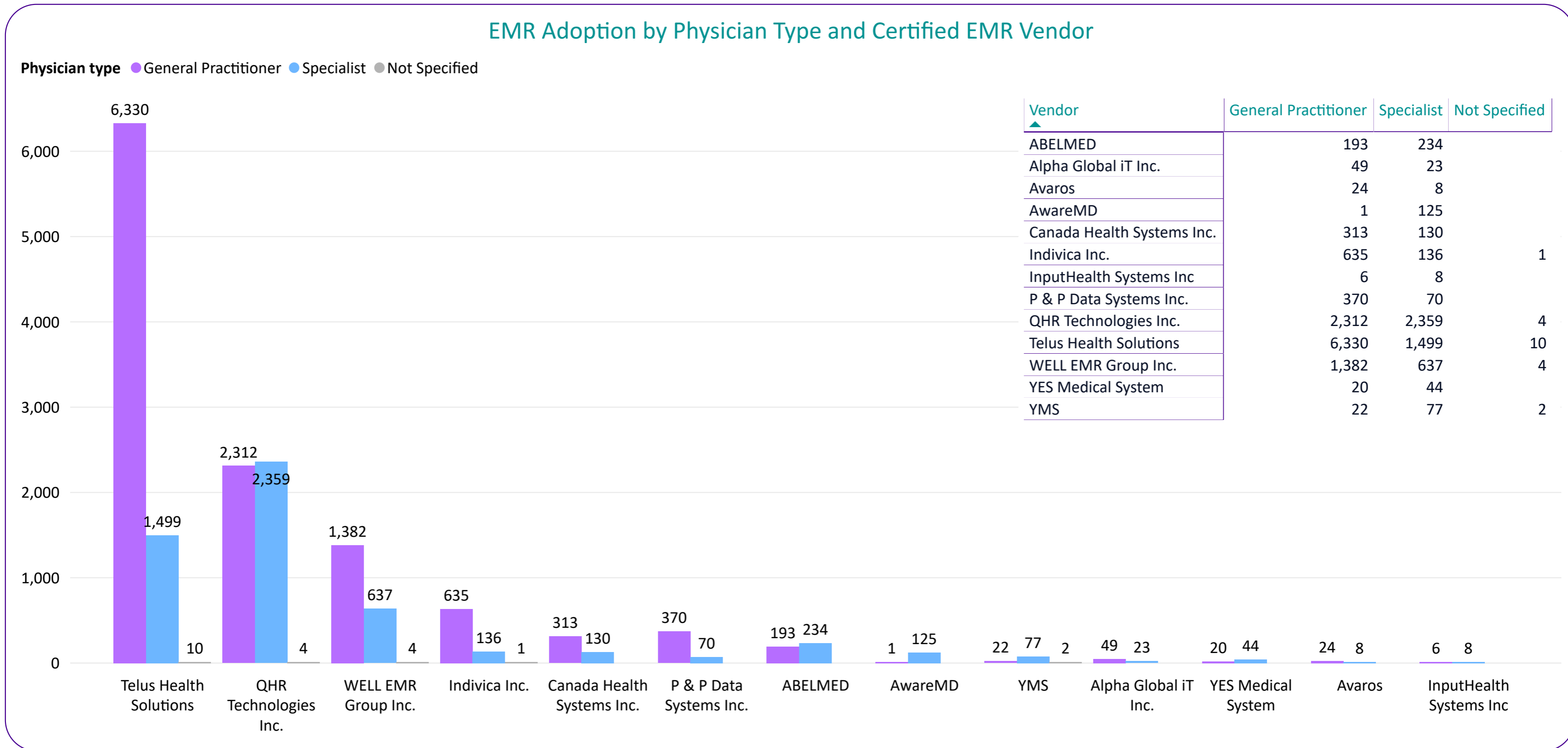
5. Quarterly Growth by Product/Service

Quarterly Growth by OMD Product or Service

● Total Physicians (September 30, 2020) ● Total Physicians (October 31, 2020) ● Quarterly growth
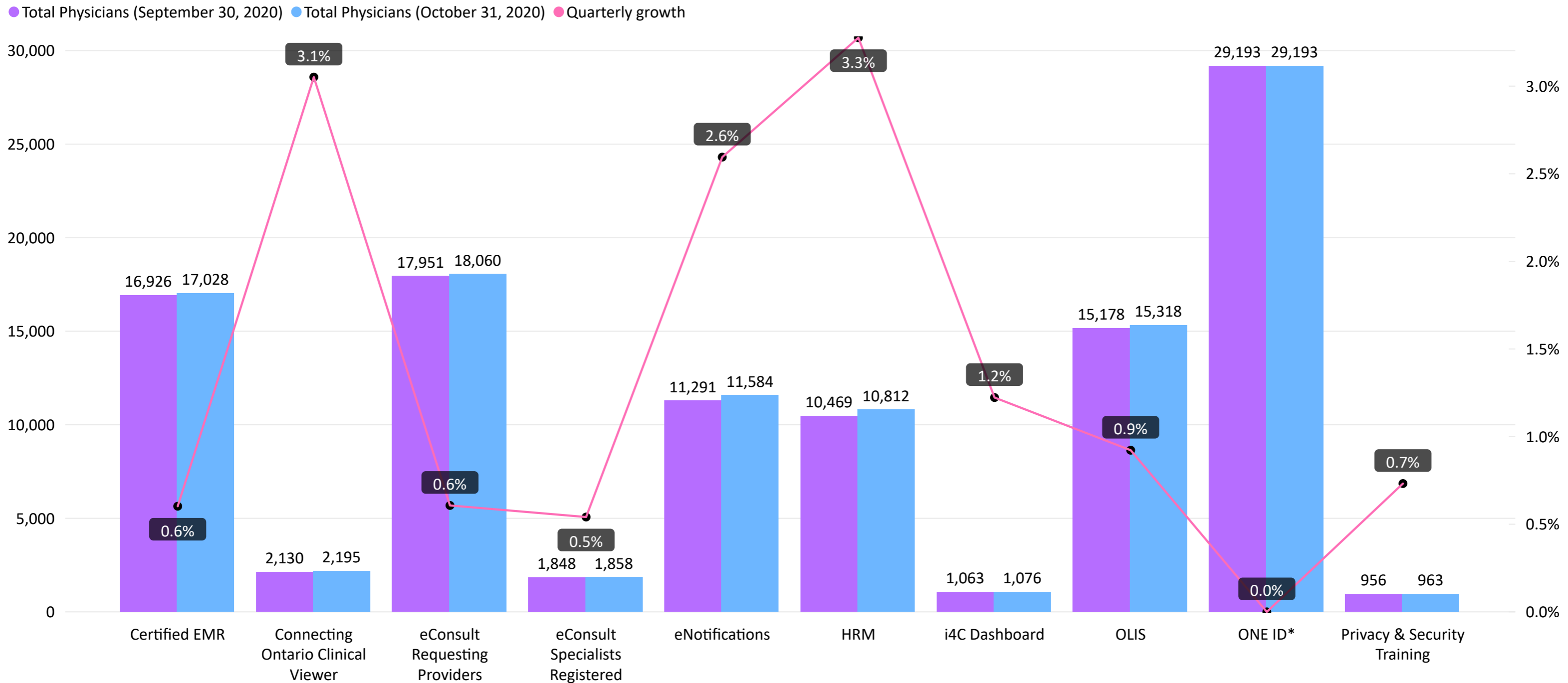
*Source of the data is eHealth Ontario.

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
ABELMED	193	234	
Alpha Global iT Inc.	49	23	
Avaros	24	8	
AwareMD	1	125	
Canada Health Systems Inc.	313	130	
Indivica Inc.	635	136	1
InputHealth Systems Inc	6	8	
P & P Data Systems Inc.	370	70	
QHR Technologies Inc.	2,312	2,359	4
Telus Health Solutions	6,330	1,499	10
WELL EMR Group Inc.	1,382	637	4
YES Medical System	20	44	
YMS	22	77	2

*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
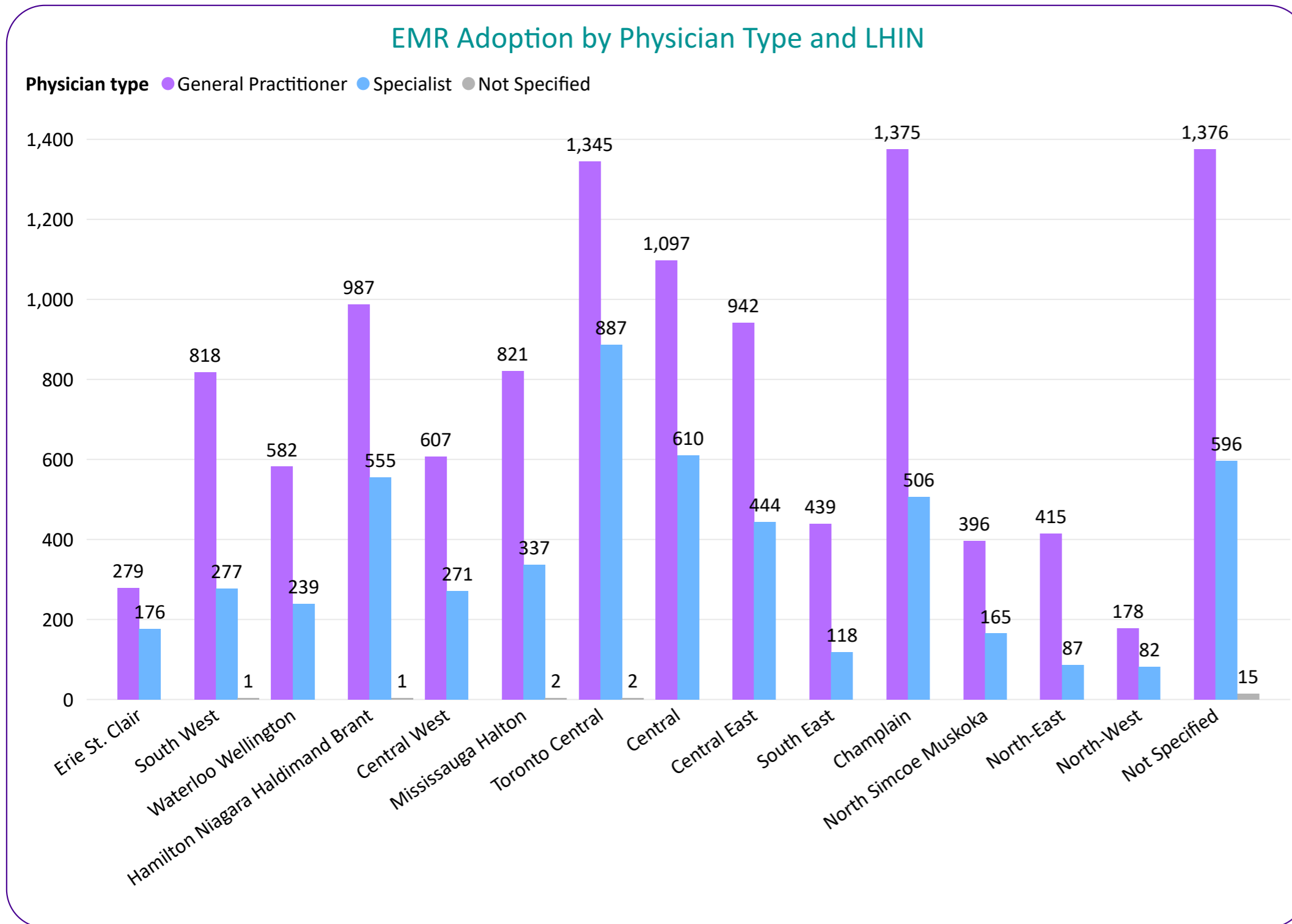
| LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	279	176	
South West	818	277	1
Waterloo Wellington	582	239	
Hamilton Niagara Haldimand Brant	987	555	1
Central West	607	271	
Mississauga Halton	821	337	2
Toronto Central	1,345	887	2
Central	1,097	610	
Central East	942	444	
South East	439	118	
Champlain	1,375	506	
North Simcoe Muskoka	396	165	
North-East	415	87	
North-West	178	82	
Not Specified	1,376	596	15

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

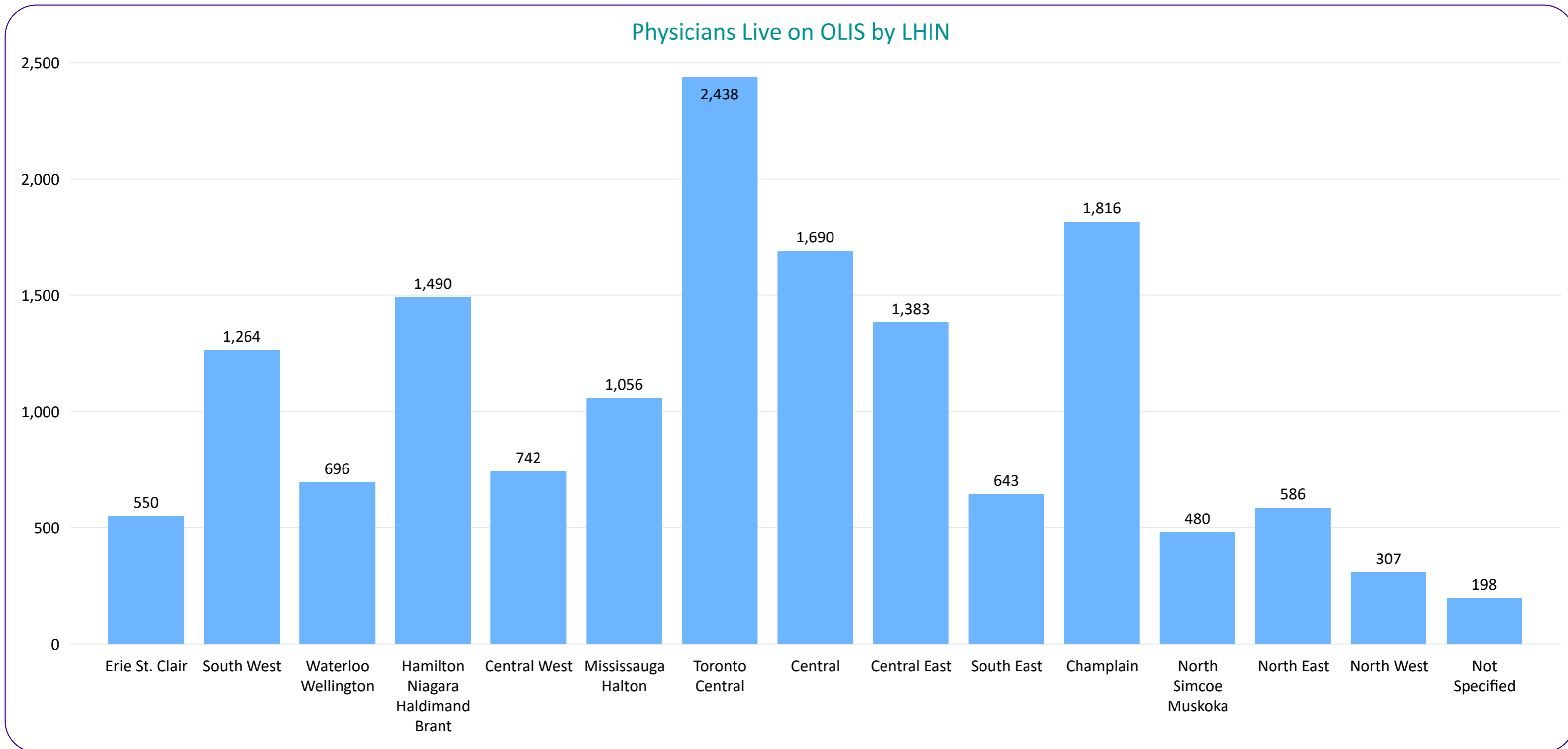Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN
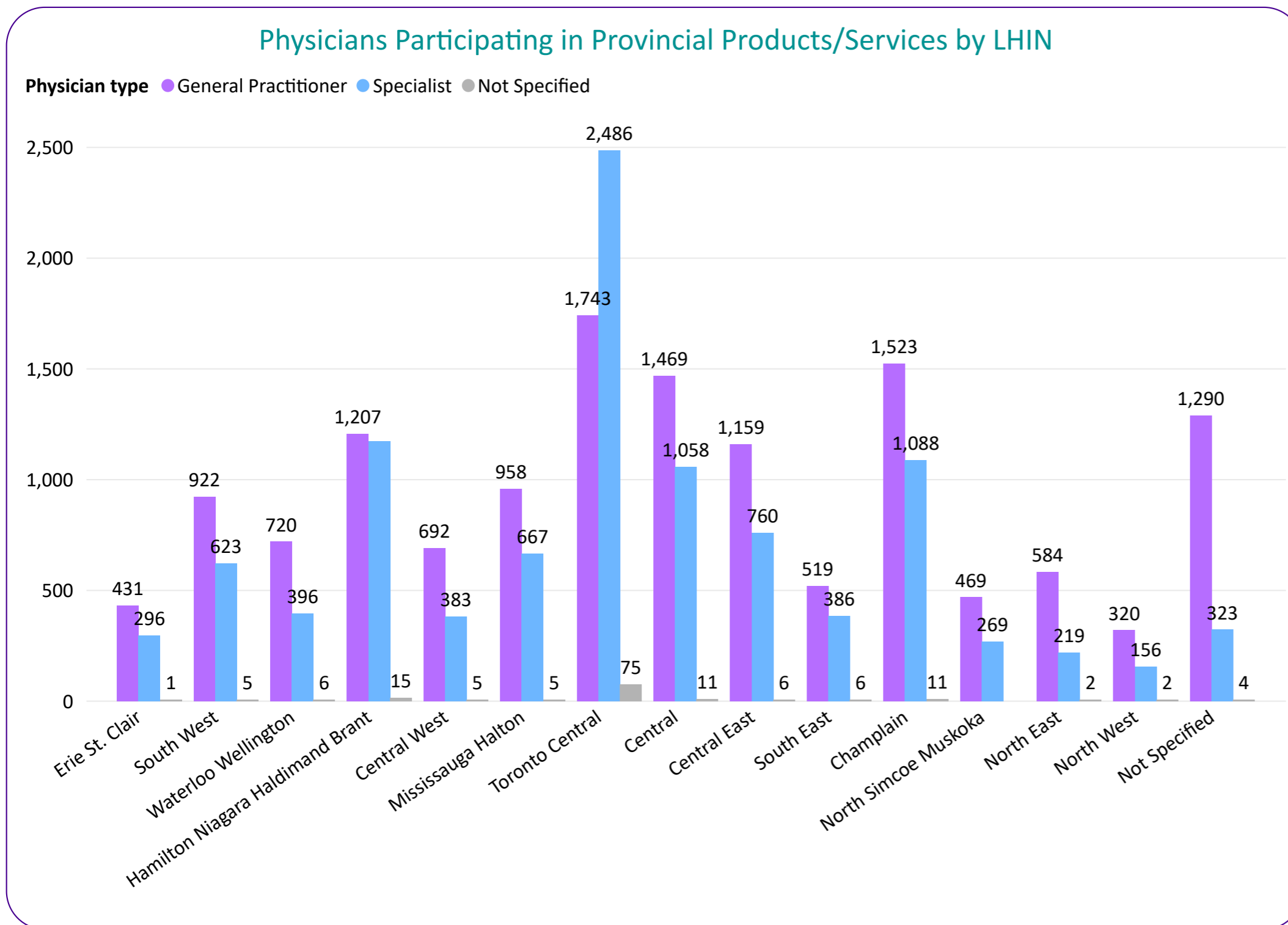
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	431	296	1
South West	922	623	5
Waterloo Wellington	720	396	6
Hamilton Niagara Haldimand Brant	1,207	1,175	15
Central West	692	383	5
Mississauga Halton	958	667	5
Toronto Central	1,743	2,486	75
Central	1,469	1,058	11
Central East	1,159	760	6
South East	519	386	6
Champlain	1,523	1,088	11
North Simcoe Muskoka	469	269	
North East	584	219	2
North West	320	156	2
Not Specified	1,290	323	4

Figure 4: Physicians Live on HRM by LHIN

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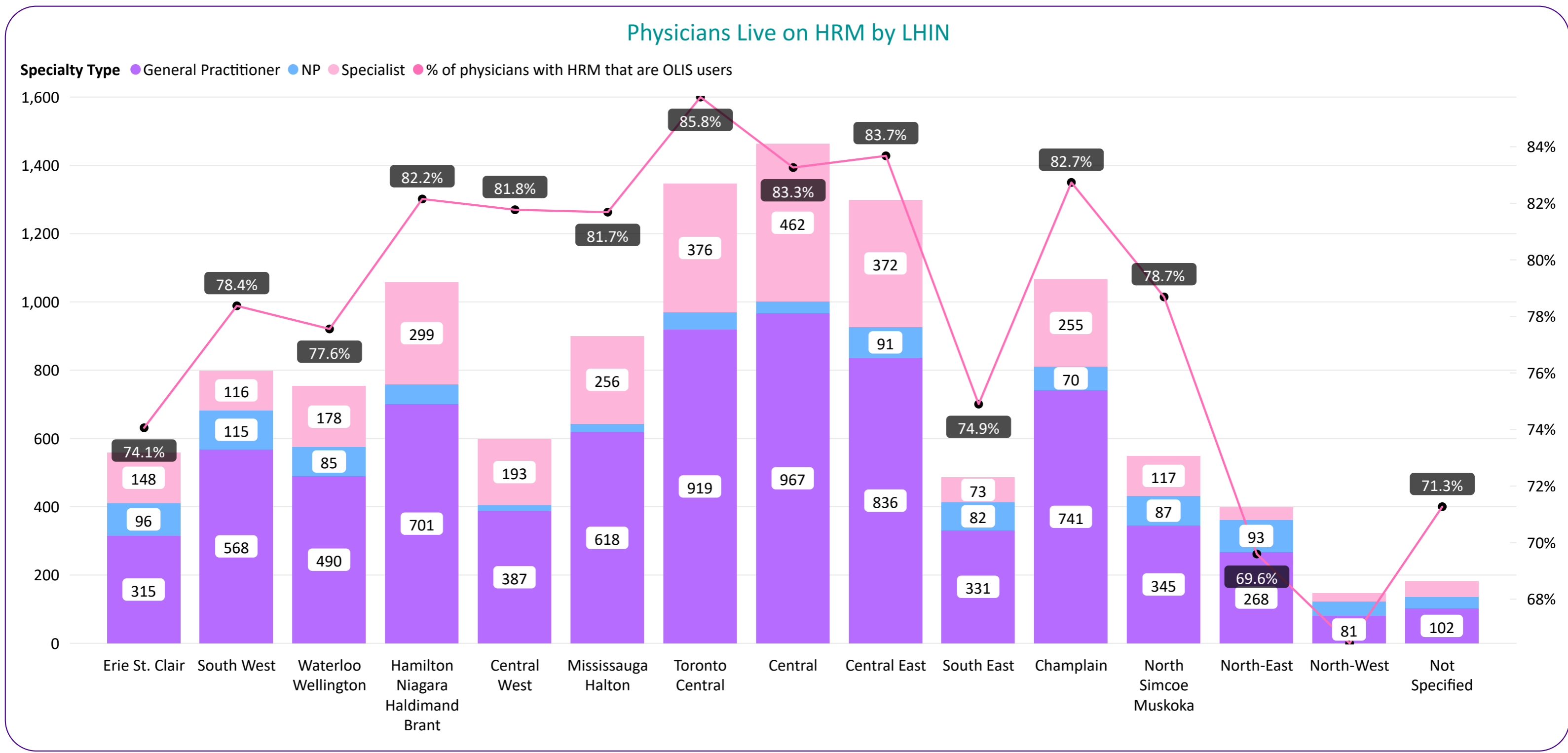
*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN

Physicians Live on OLIS by LHIN

LHIN	Physicians
Erie St. Clair	550
South West	1,264
Waterloo Wellington	696
Hamilton Niagara Haldimand Brant	1,490
Central West	742
Mississauga Halton	1,056
Toronto Central	2,438
Central	1,690
Central East	1,383
South East	643
Champlain	1,816
North Simcoe Muskoka	480
North East	586
North West	307
Not Specified	198

*Source of the data is eHealth Ontario.

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Figure 6: Clinicians with ONE ID®

Clinicians With ONE ID

Clinician Type ● Nurse ● Physician
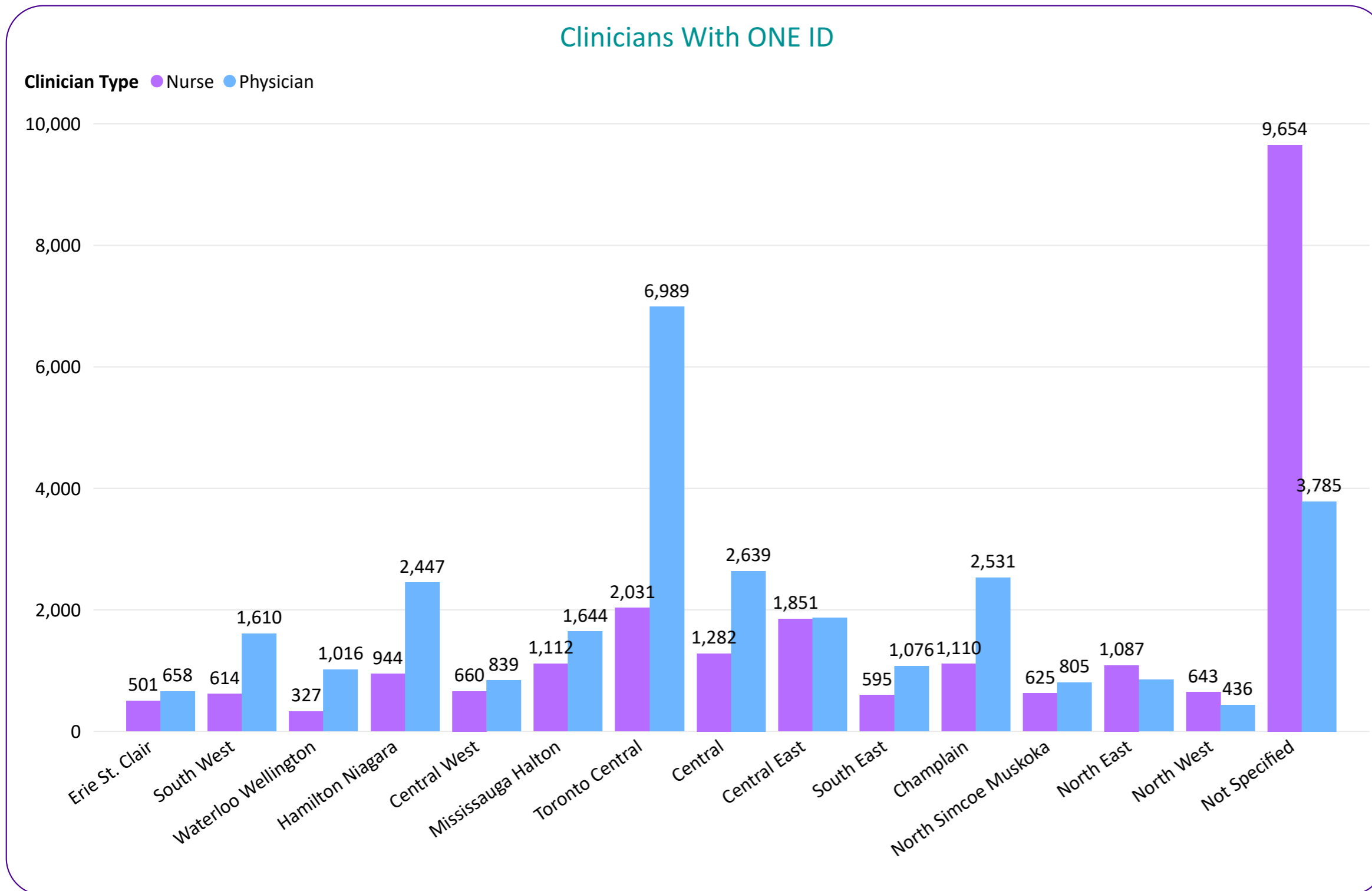
LHIN Name	Nurse	Physician
Erie St. Clair	501	658
South West	614	1,610
Waterloo Wellington	327	1,016
Hamilton Niagara	944	2,447
Central West	660	839
Mississauga Halton	1,112	1,644
Toronto Central	2,031	6,989
Central	1,282	2,639
Central East	1,851	1,867
South East	595	1,076
Champlain	1,110	2,531
North 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.

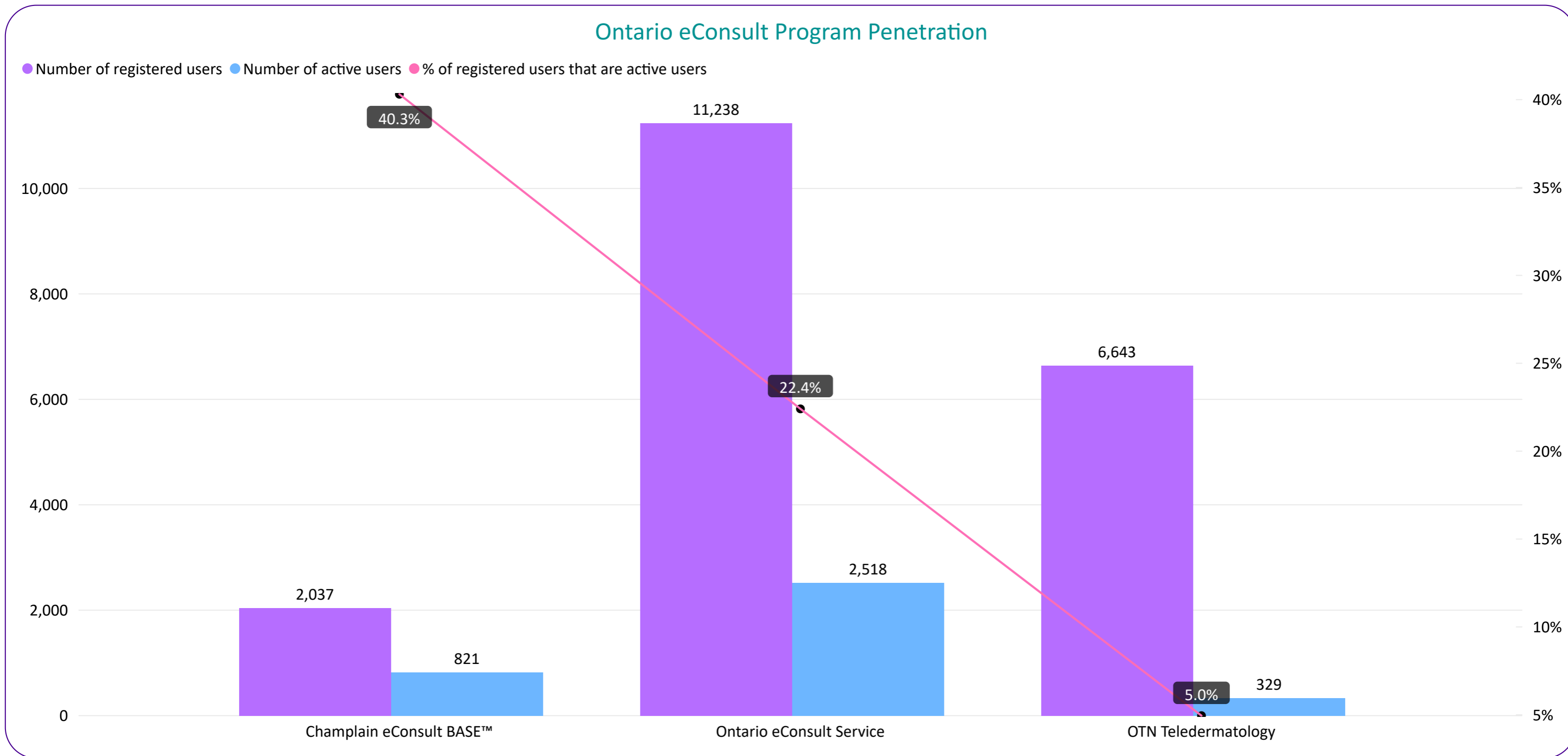Figure 7: Physicians Using eNotifications by Vendor

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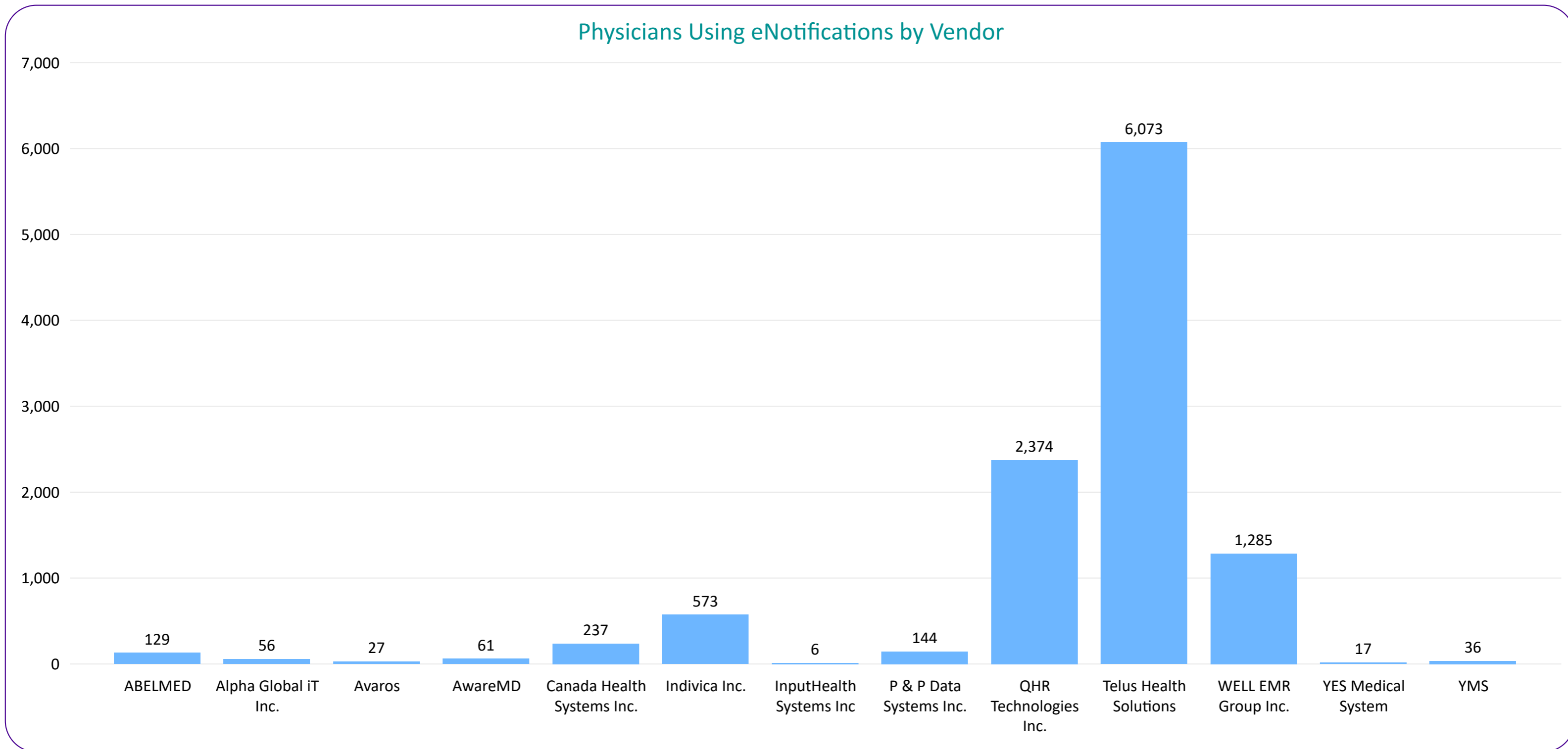
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN

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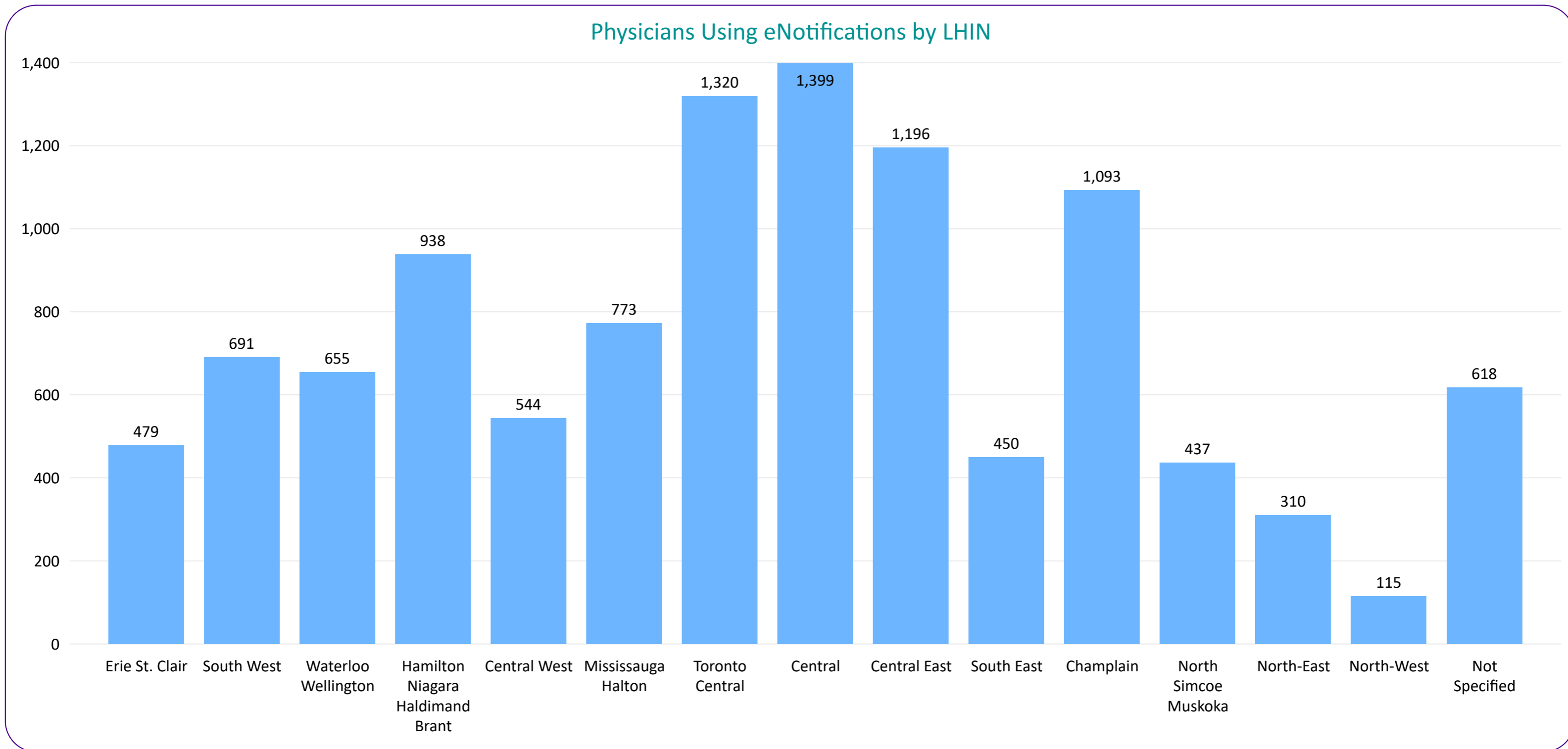
*Source of the data is internal files for tracking eNotifications.

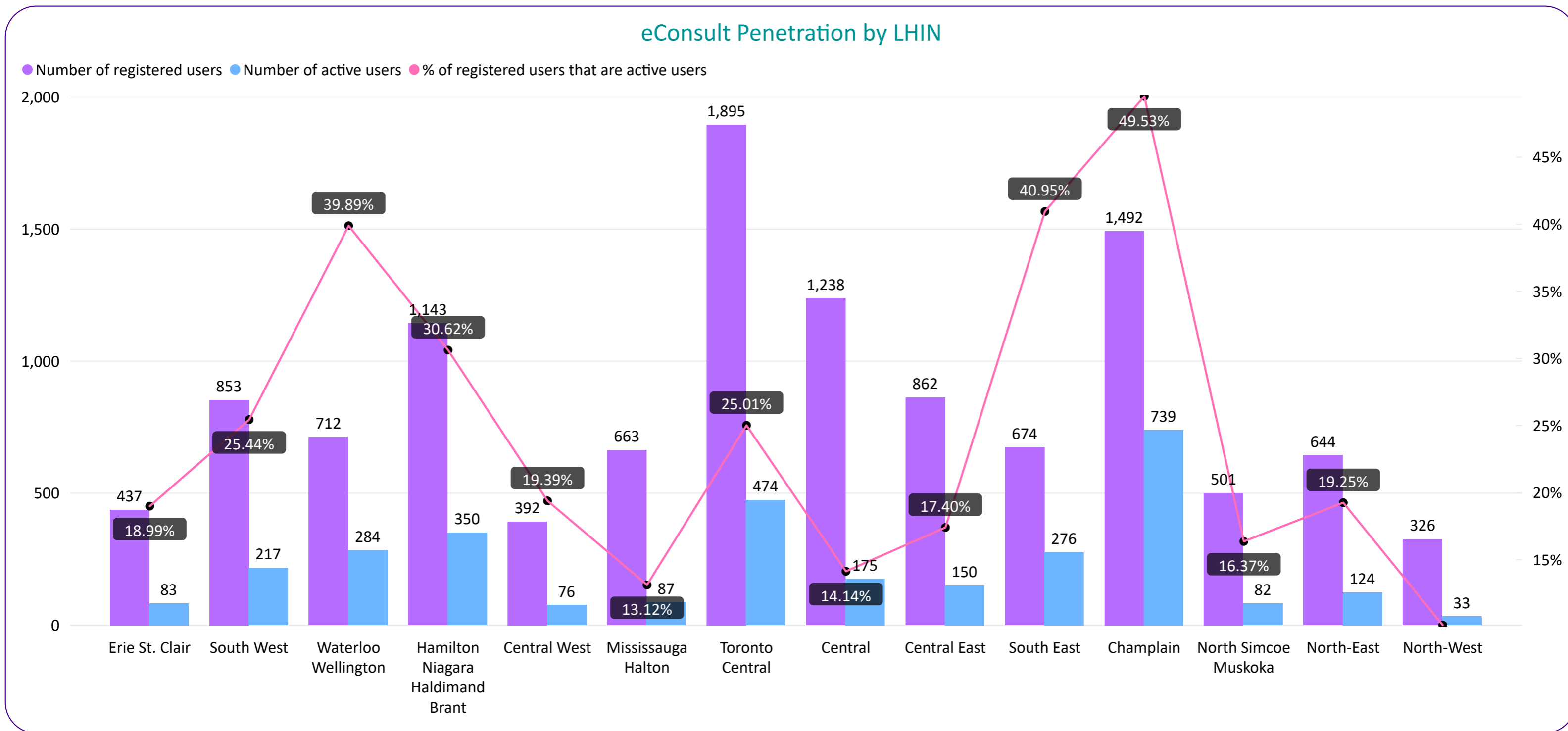Figure 9: Ontario eConsult Program Penetration

Ontario eConsult Program Penetration

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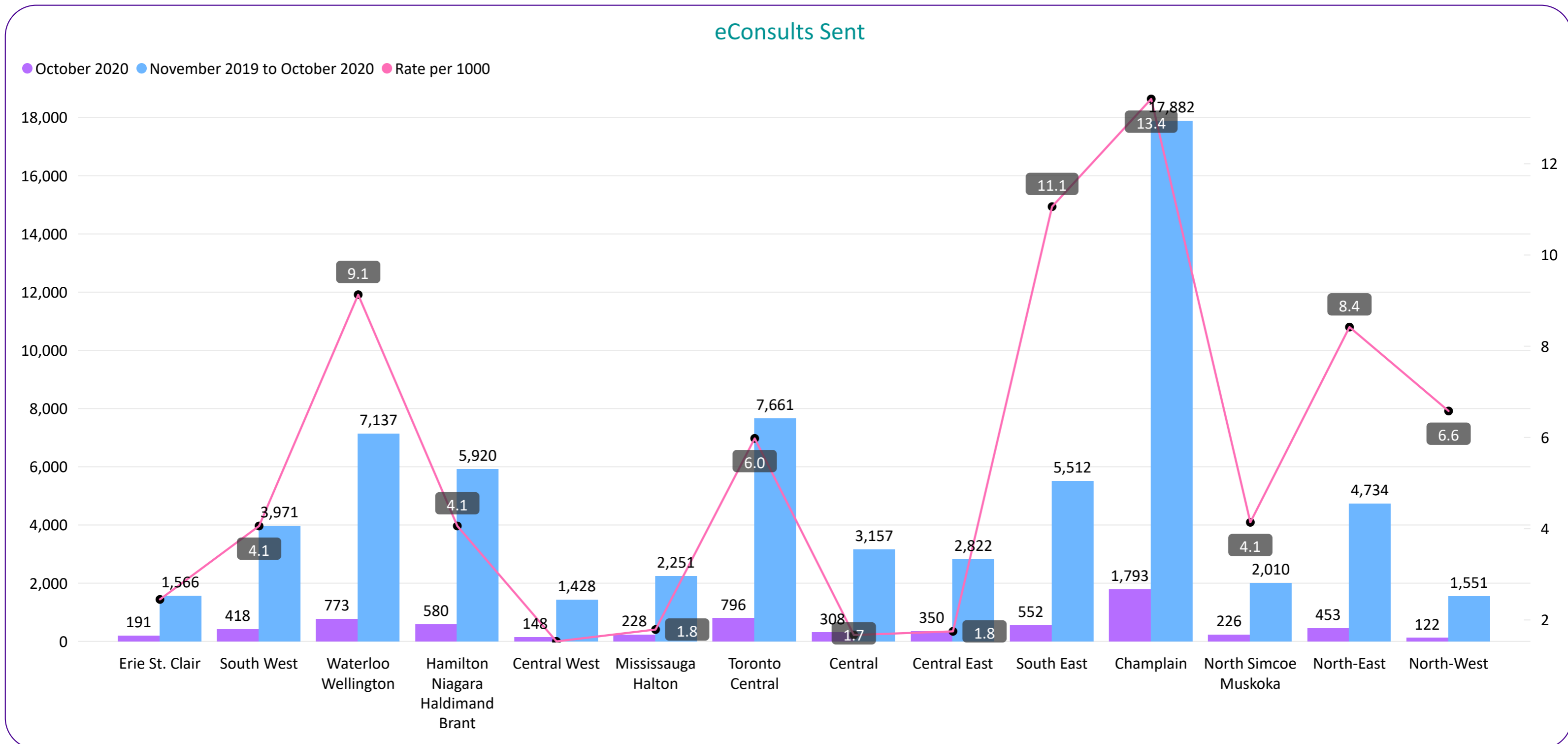
*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.
**Includes PCPs & Specialists.

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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

*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.
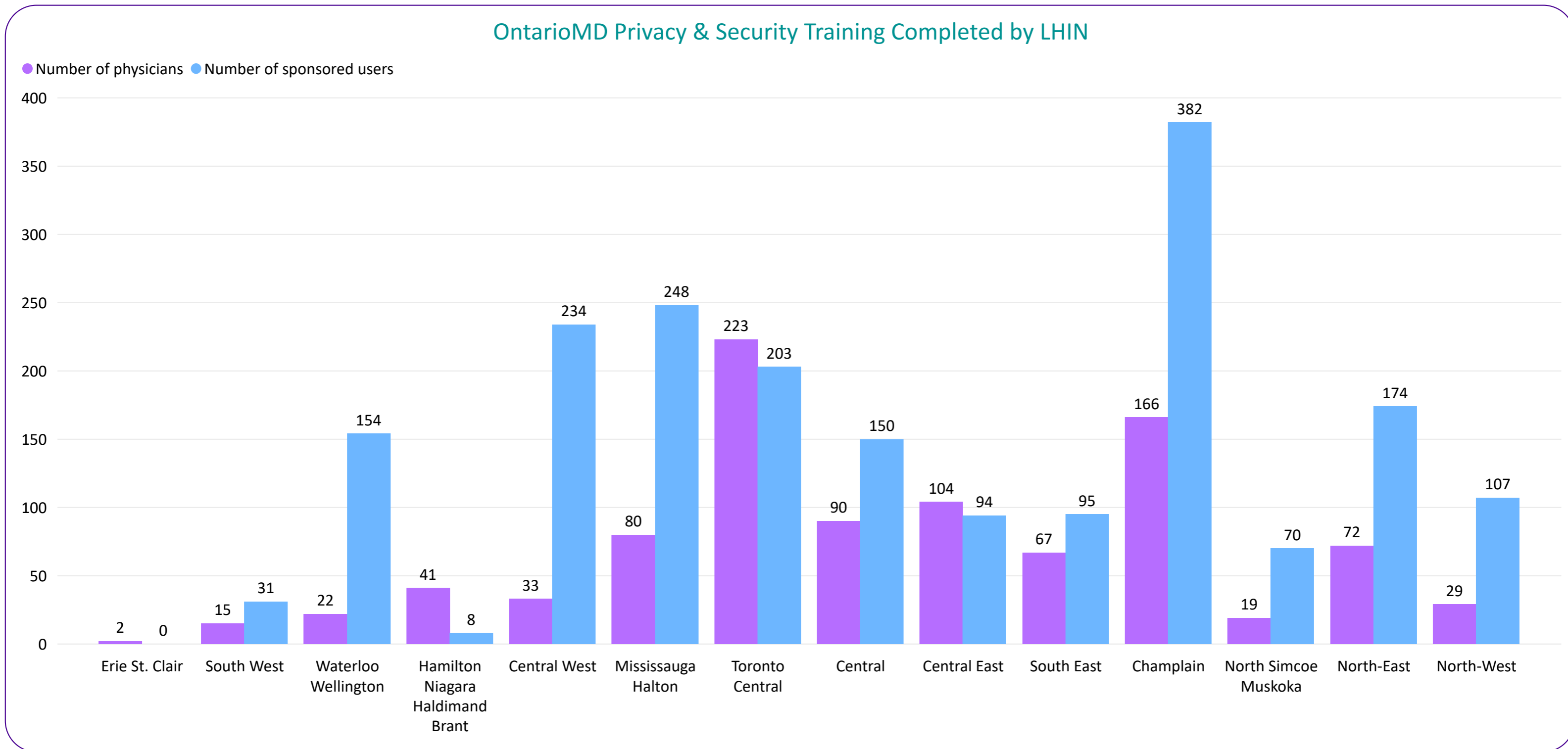
**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

Figure 12: Physicians Live on Dashboard by LHIN

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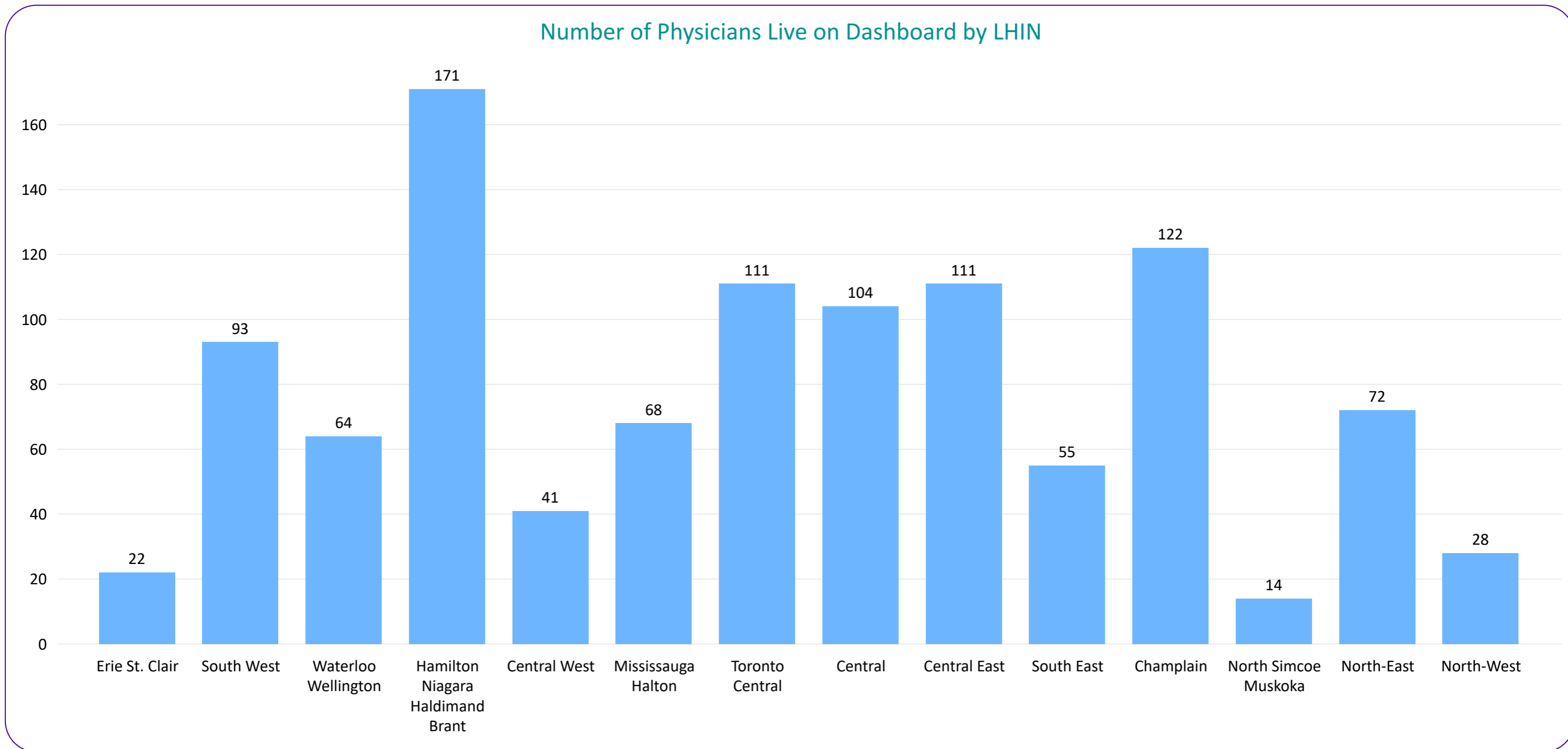
*Source of the data is OntarioMD's CRM system

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.