

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

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## 1. Executive Notes for September

### 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 is hosting its next OHT webinar on October 28 which will focus on privacy and security supports and considerations within the OHT context. OntarioMD's General Counsel and Chief Privacy Officer will present.

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.

#### *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.

#### *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. Over 13,200 eVisits have now been provided through the OVCC.

#### *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 September 30, primary care providers have received more than 2.2 million notifications for COVID-19 results. At the end of September, HRM also began delivering notifications for COVID-19 test results in OLIS for test ordered by select Ontario pharmacies.

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 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.

## 1. Executive Notes for September Continued

### Other Digital Health Products & Services

**ConnectingOntario ClinicalViewer Bundle**—OntarioMD continues to support clinician access to ONE® ID, and the ConnectingOntario ClinicalViewer on behalf of Ontario Health. As noted above, demand for access to the Viewer continues to be high.

### *Insights4Care Program*

The i4C Program continues with both clinician and EMR vendor adoptions. 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. The program is developing additional clinician resources to add to the available content of Diabetes Management, Opioid Prescription Management, Consultation and Referral Management and Test Results Management. The Help Resources provide clinicians with practical and concise information on practice improvement and population health management and are available at [OntarioMD.ca](https://OntarioMD.ca). At the OntarioMD Digital Health and Virtual Care Day, [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.

More than 2,900 clinicians and their practice staff have completed the training, which is available in both French and English at [OntarioMD.ca](https://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**

OntarioMD's Digital Health and Virtual Care Day took place on October 1 with more than 3,000 attendees from 22 countries accessing the live stream sessions. The event featured 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 also offered relevant virtual care content in concurrent sessions, and the high demand Peer Leader-led EMR training workshops. Physicians received continuing medical education credits for attending. The Digital Health and Virtual Care Day was a huge success breaking all previous attendance records for our in-person conferences. The event provided an excellent learning and networking experience for all practice staff to match the award-winning EMR: Every Step Conference. The conference was open to clinicians and stakeholders in Ontario and other jurisdictions. Recordings of the live stream sessions are now available at [OntarioMD.Live](https://OntarioMD.Live).

## 1. Executive Notes for September 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 and OntarioMD is exploring partners beyond MTO to leverage this functionality.

### OntarioMD Certification Program

InputHealth successfully completed its OMD EMR Certification demonstrating its Collaborative Health Record (CHR) EMR alignment to the set of EMR Specifications, recognizing it as both a hosted and locally deployable product. InputHealth's EMR is one of two certified EMRs that can receive and send HRM reports, the other being Aware MD's Cerebrum.

### Note:

The Microsoft Power BI interactive version of this report features a colour palette for improved visual accessibility for users.

### Physician Data Update

Ontario Physician Human Resources Data Centre (OPHRDC) published new data on practicing physicians in Ontario. OntarioMD has updated our tables with this new data. There are just over 350 new physicians (family physicians and specialists). As a result, penetration numbers have decreased in some LHINs due to the larger physician denominator.

## 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:

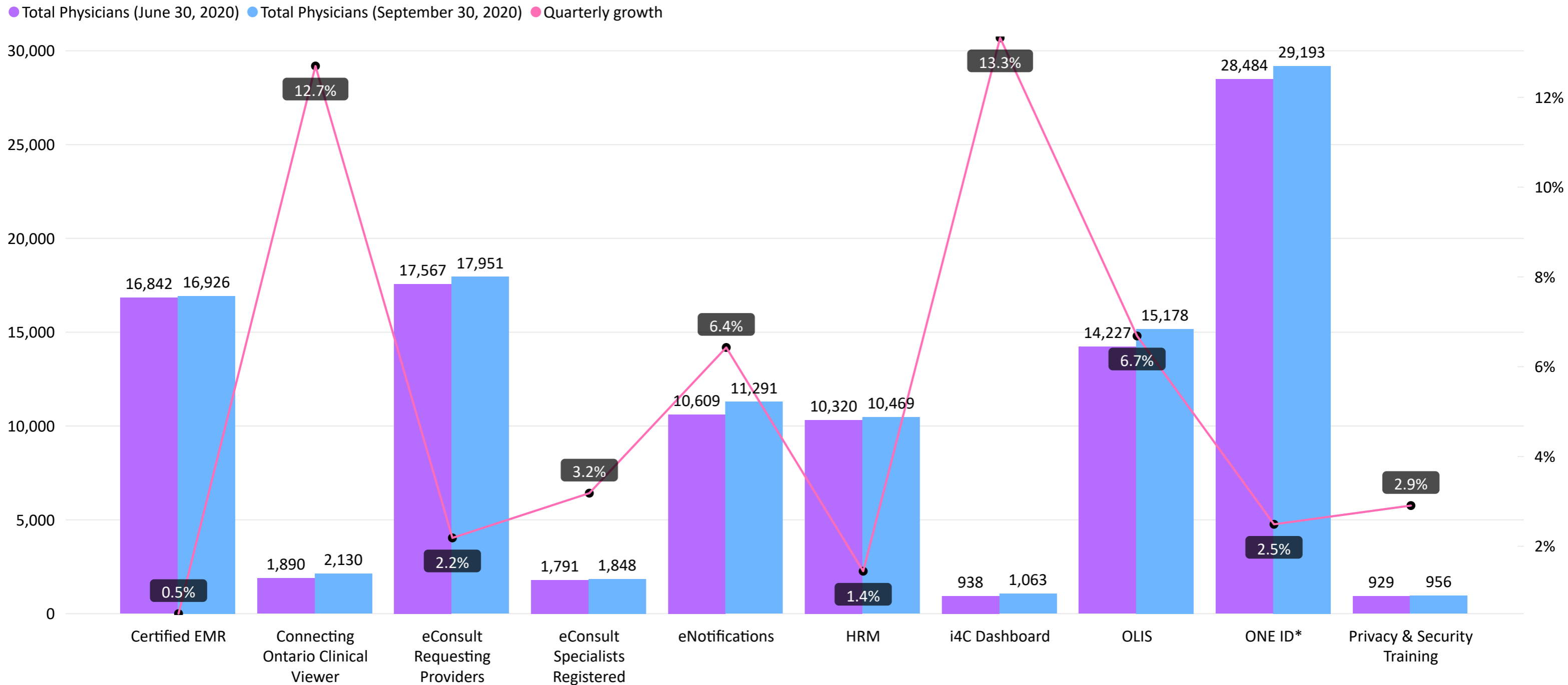
- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

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

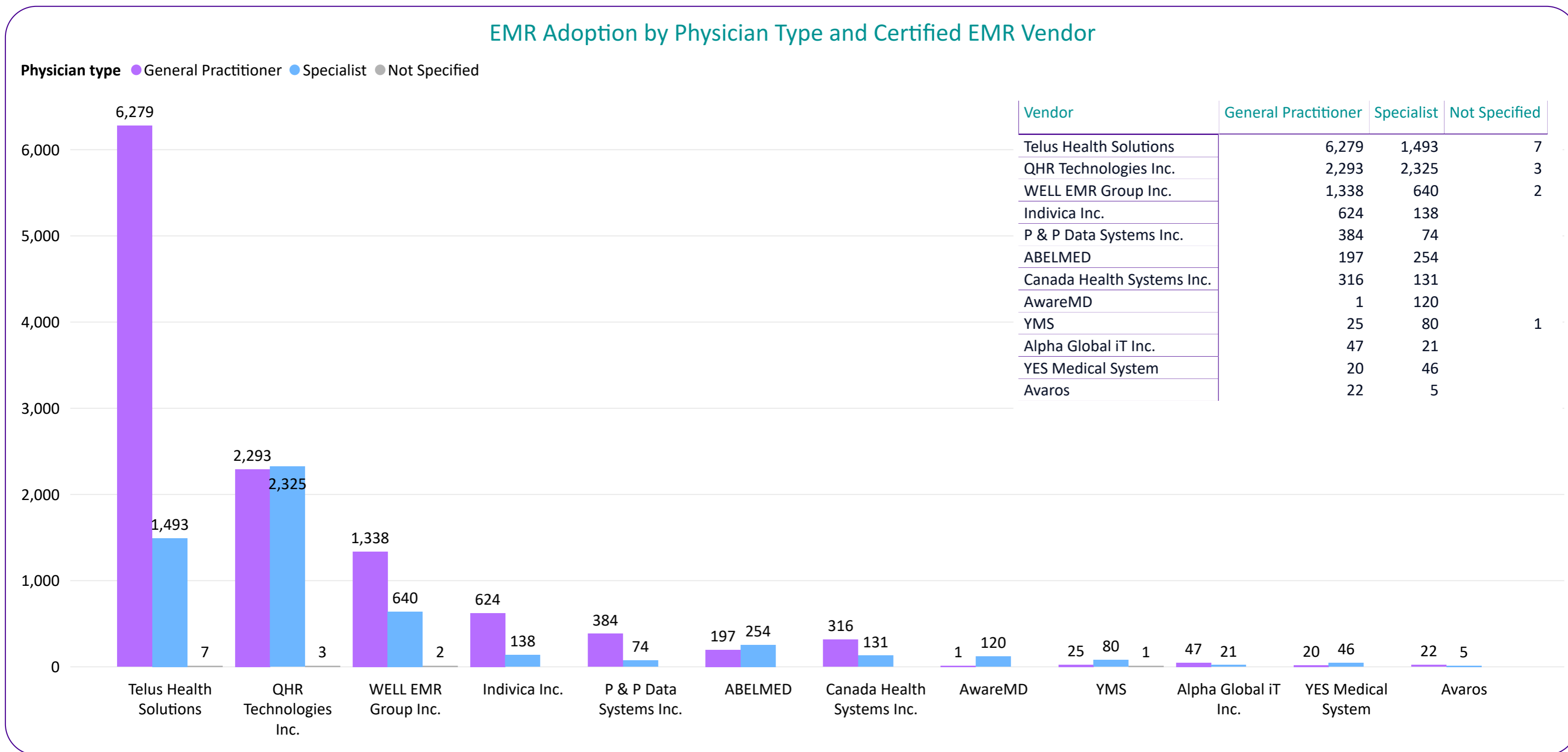
### Quarterly Growth by OMD Product or Service



\*Source of the data is eHealth Ontario.

## 6. Products and Services by Vendor and LHIN View

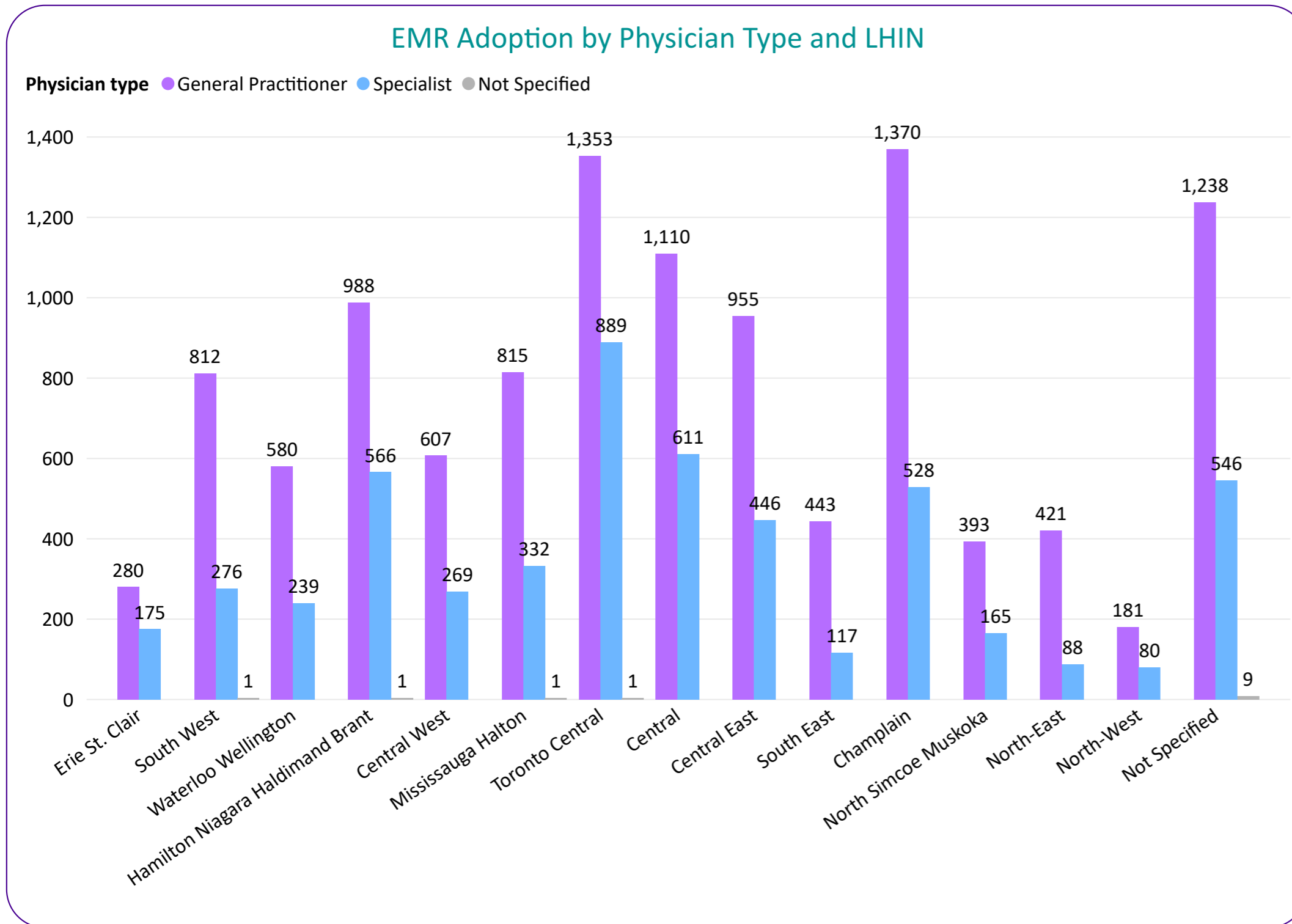
Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



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



Figure 2: EMR Adoption by Physician Type and LHIN



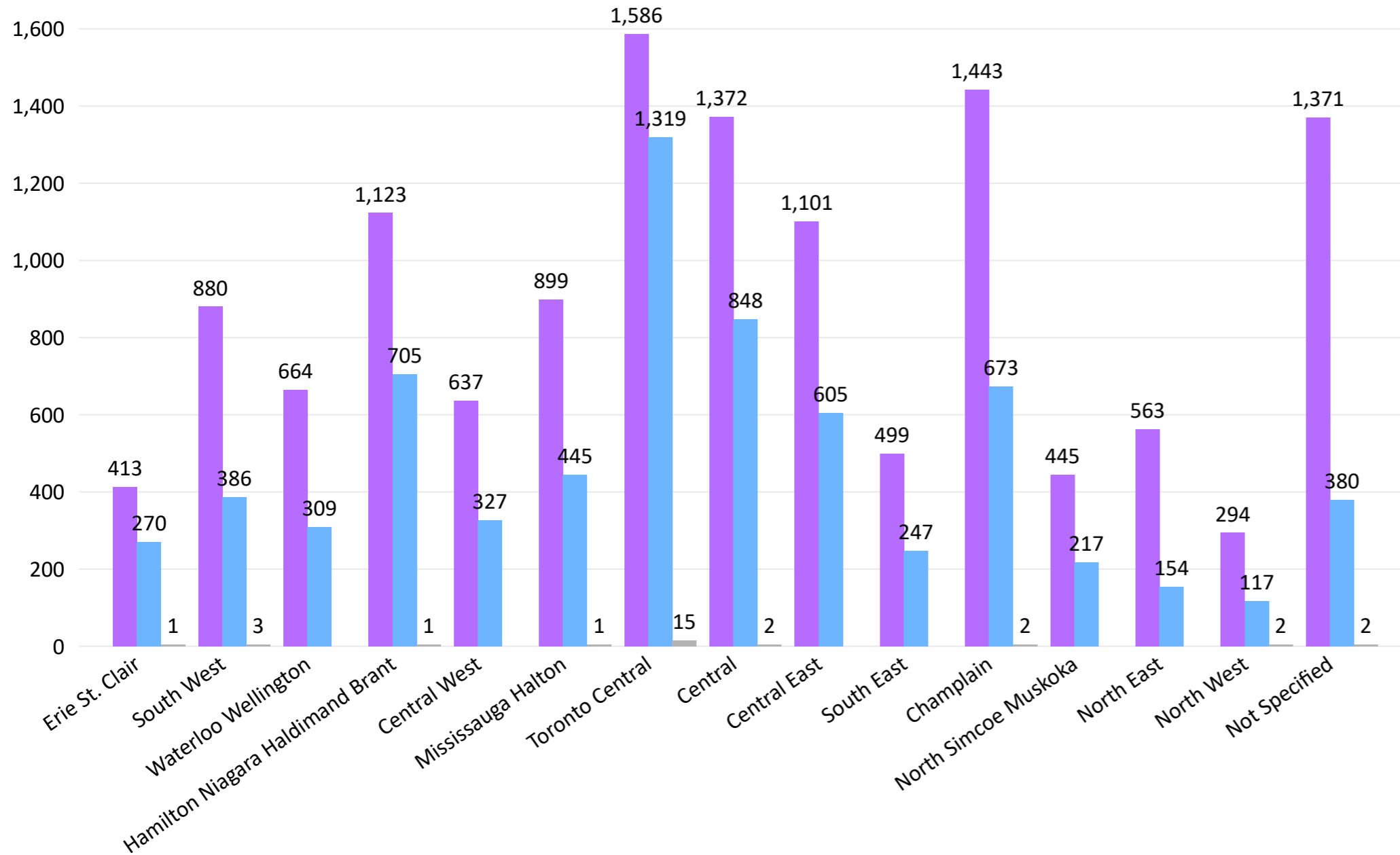
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	280	175	1
South West	812	276	1
Waterloo Wellington	580	239	1
Hamilton Niagara Haldimand Brant	988	566	1
Central West	607	269	1
Mississauga Halton	815	332	1
Toronto Central	1,353	889	1
Central	1,110	611	1
Central East	955	446	1
South East	443	117	1
Champlain	1,370	528	1
North Simcoe Muskoka	393	165	1
North-East	421	88	1
North-West	181	80	1
Not Specified	1,238	546	9

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

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

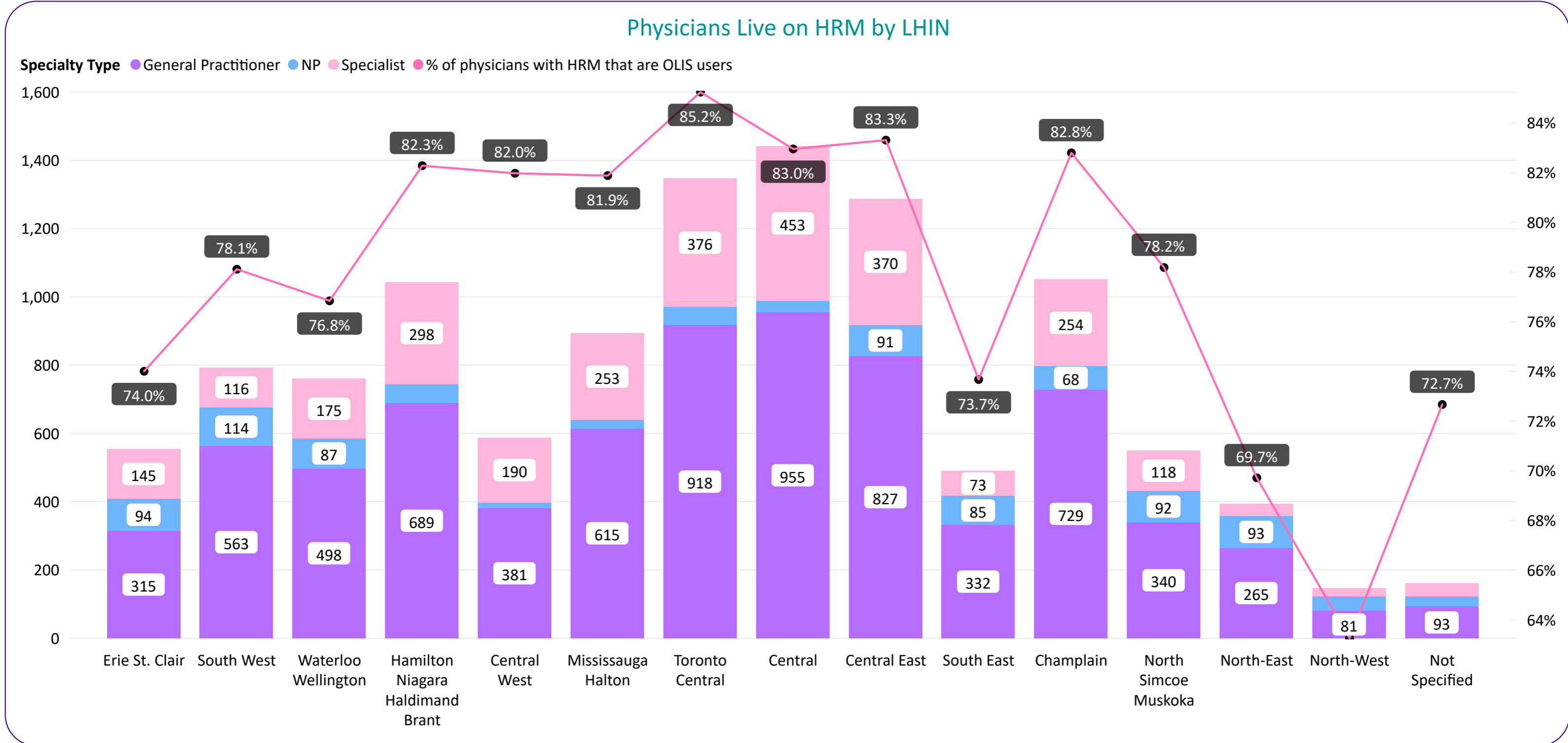
## Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified



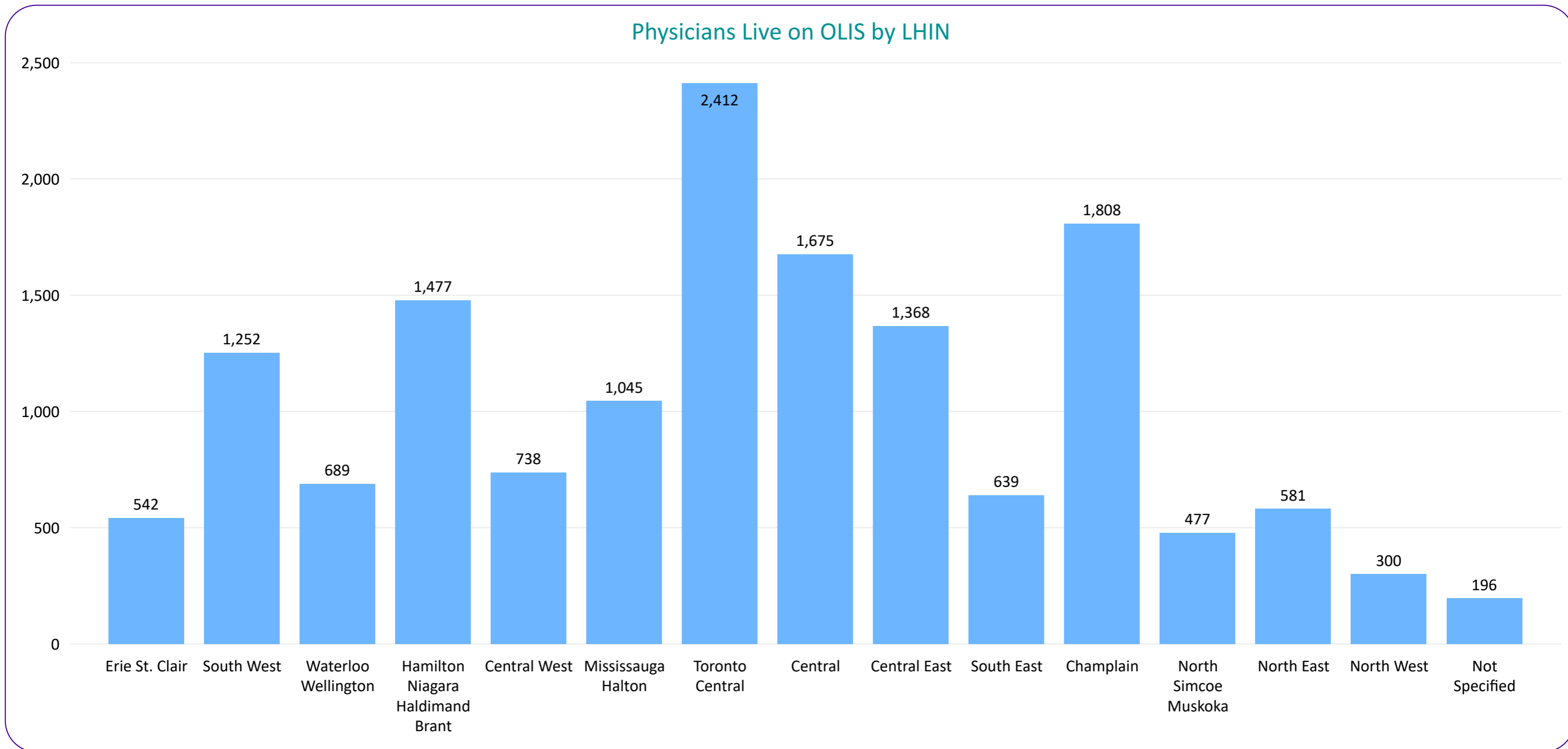
LHIN	General Practitioner	Specialist	Not Specified
Erie St. Clair	413	270	1
South West	880	386	3
Waterloo Wellington	664	309	1
Hamilton Niagara Haldimand Brant	1,123	705	1
Central West	637	327	1
Mississauga Halton	899	445	1
Toronto Central	1,586	1,319	15
Central	1,372	848	2
Central East	1,101	605	2
South East	499	247	2
Champlain	1,443	673	2
North Simcoe Muskoka	445	217	2
North East	563	154	2
North West	294	117	2
Not Specified	1,371	380	2

Figure 4: Physicians Live on HRM by LHIN



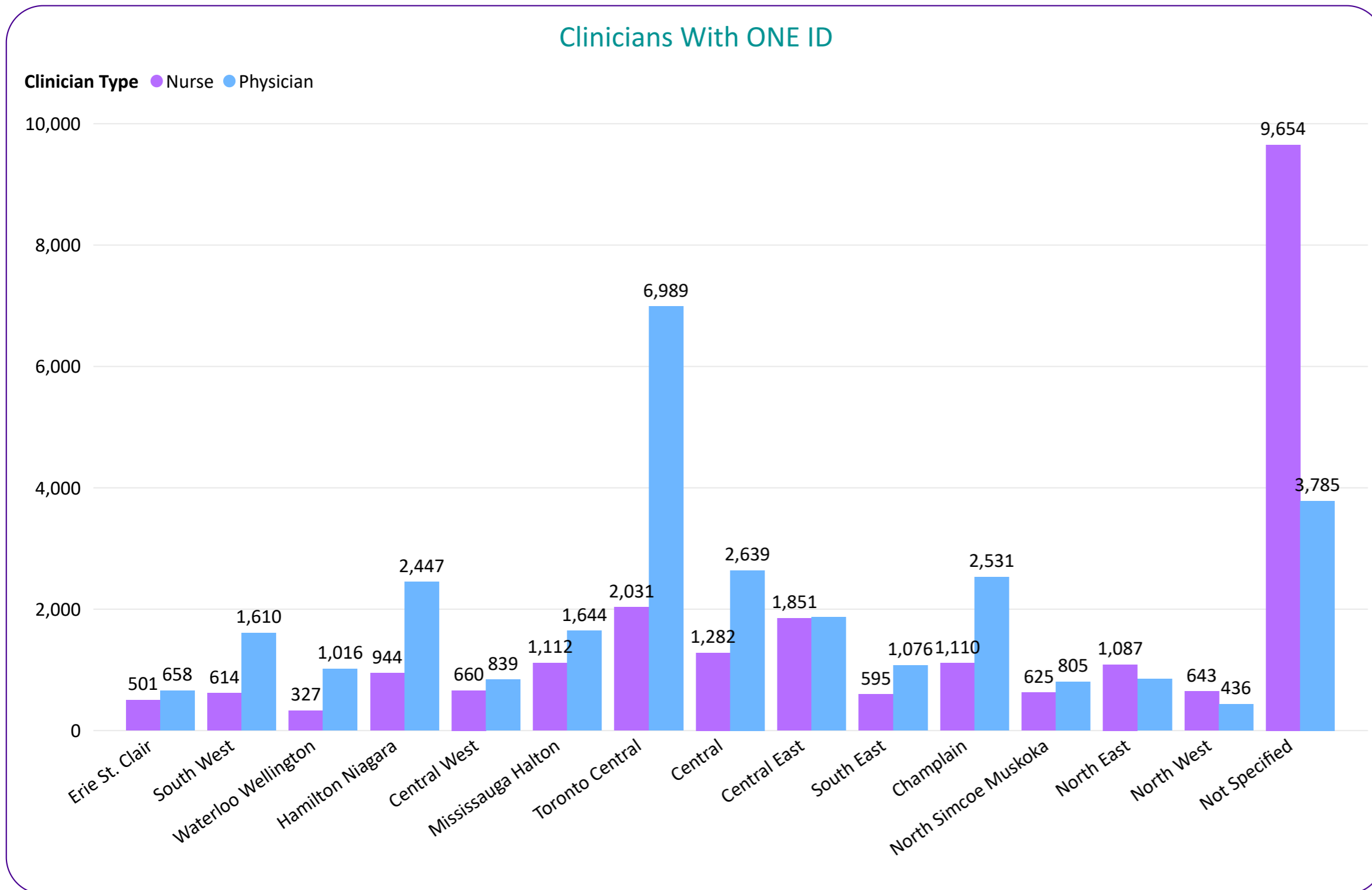
\*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



\*Source of the data is eHealth Ontario.

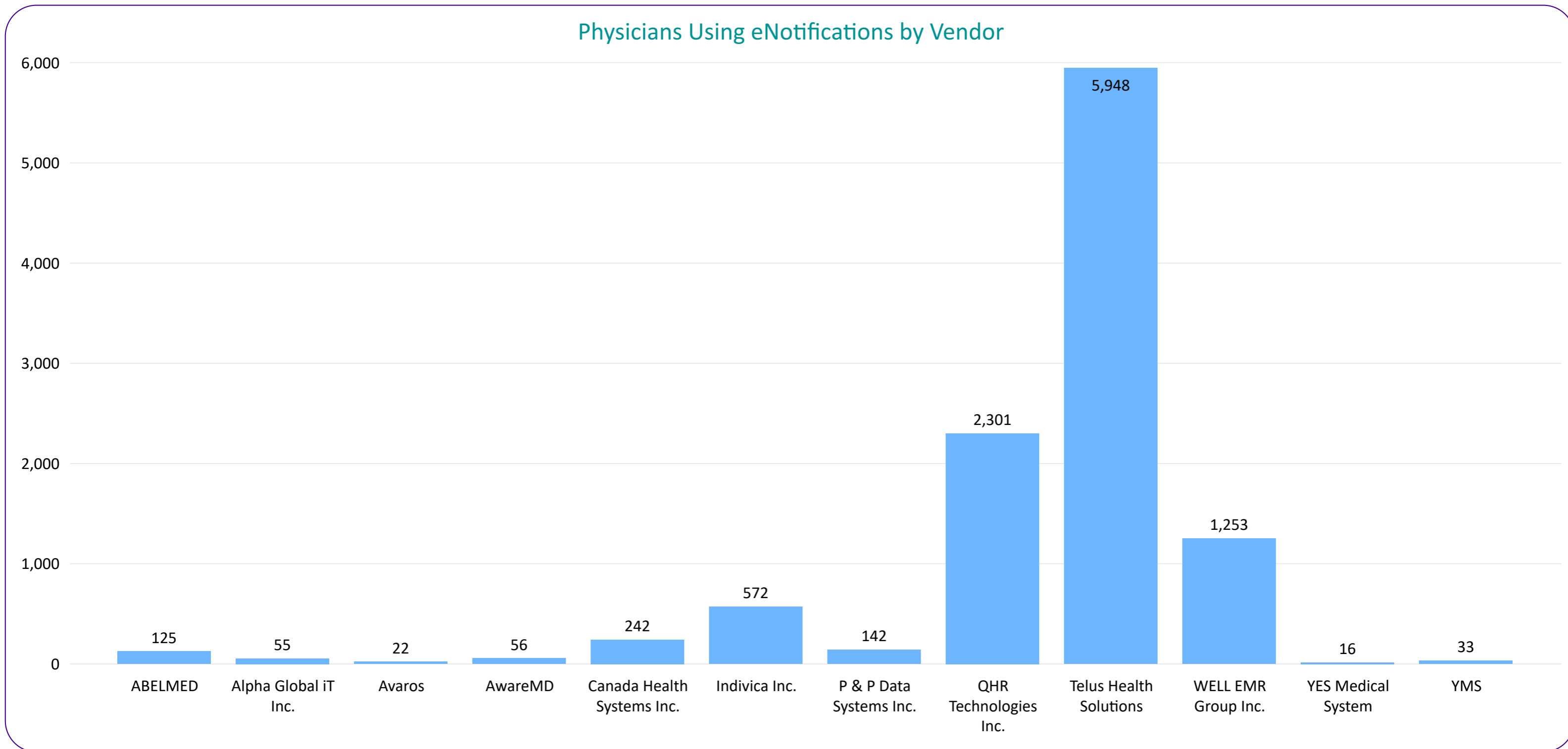
Figure 6: Clinicians with ONE ID®



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

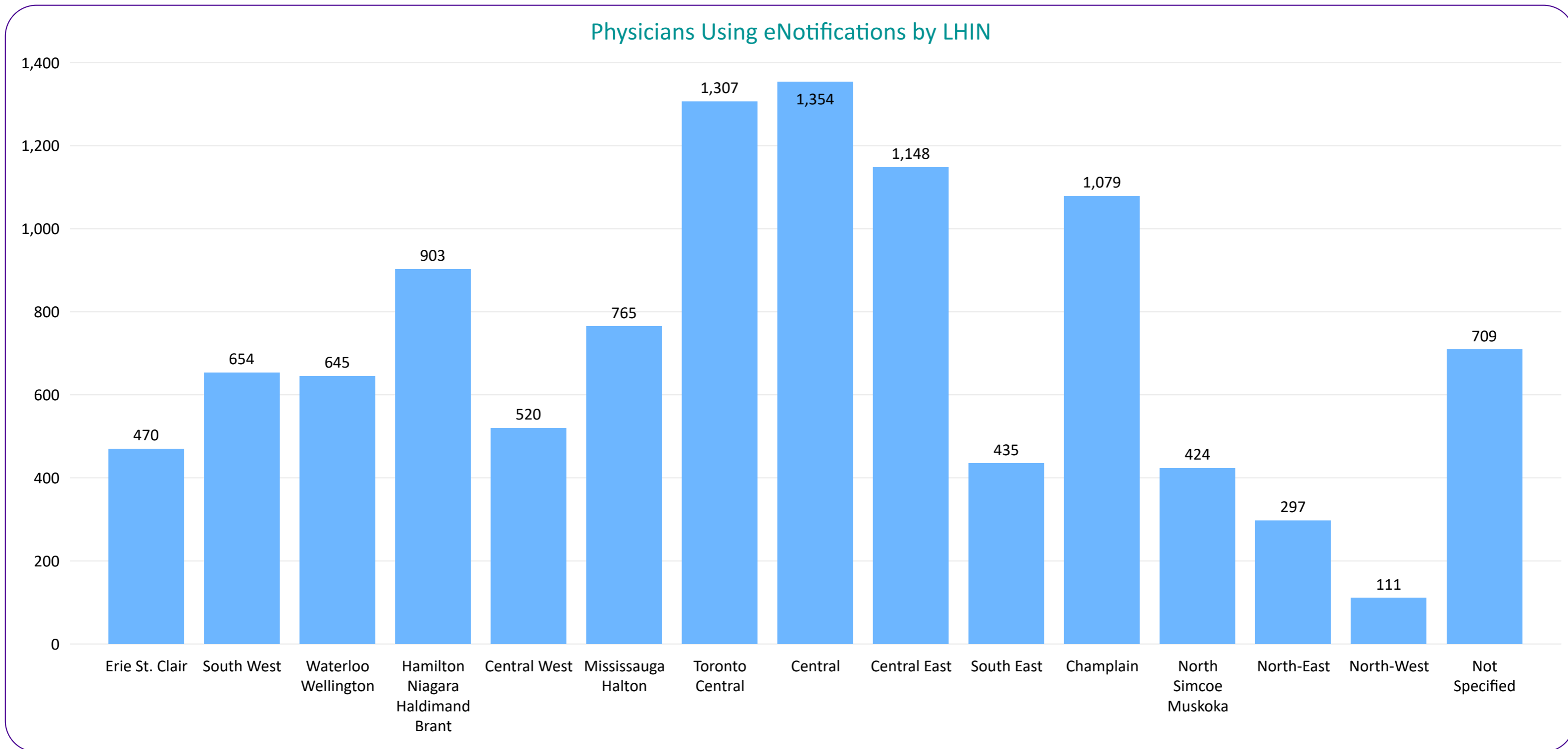
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



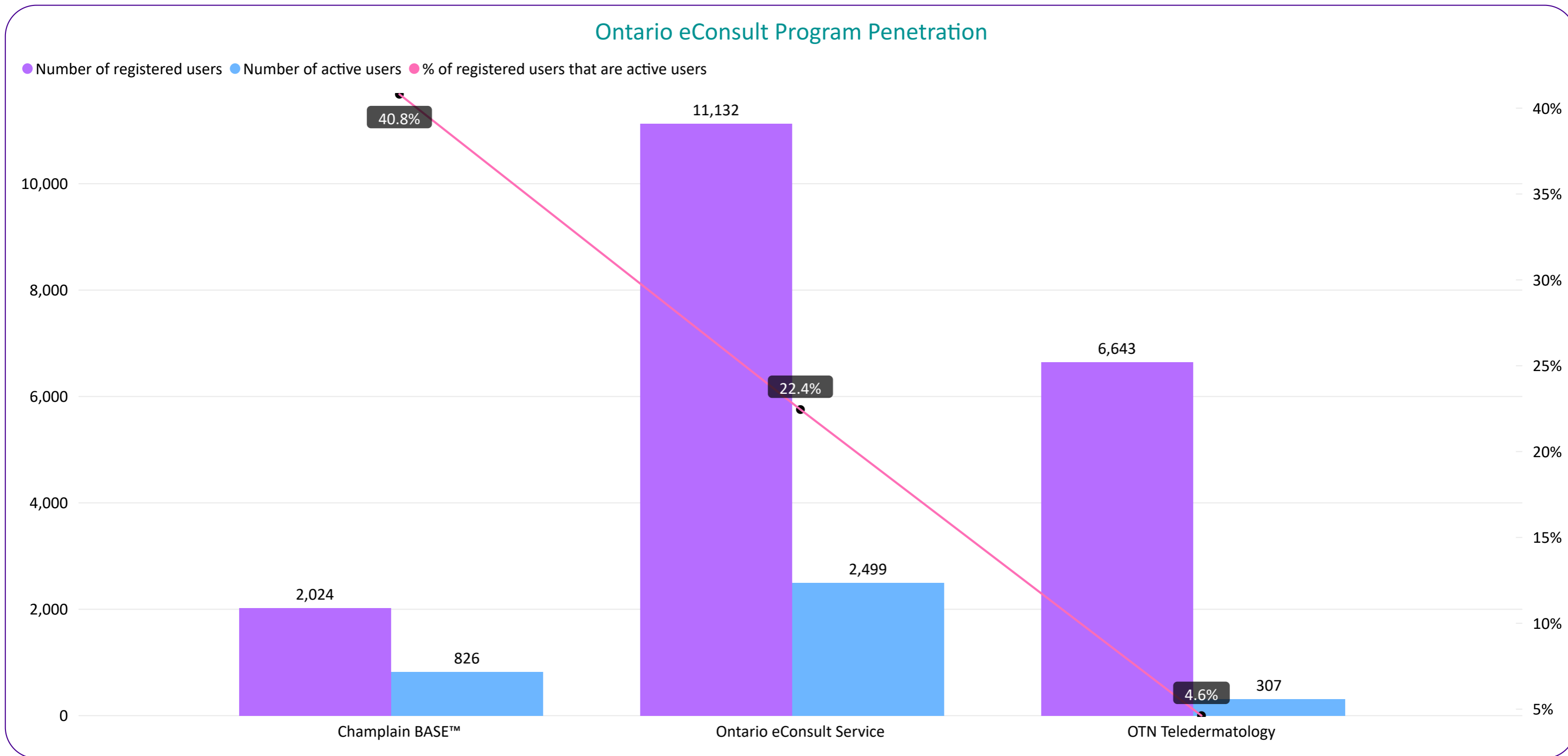
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



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

Figure 9: Ontario eConsult Program Penetration

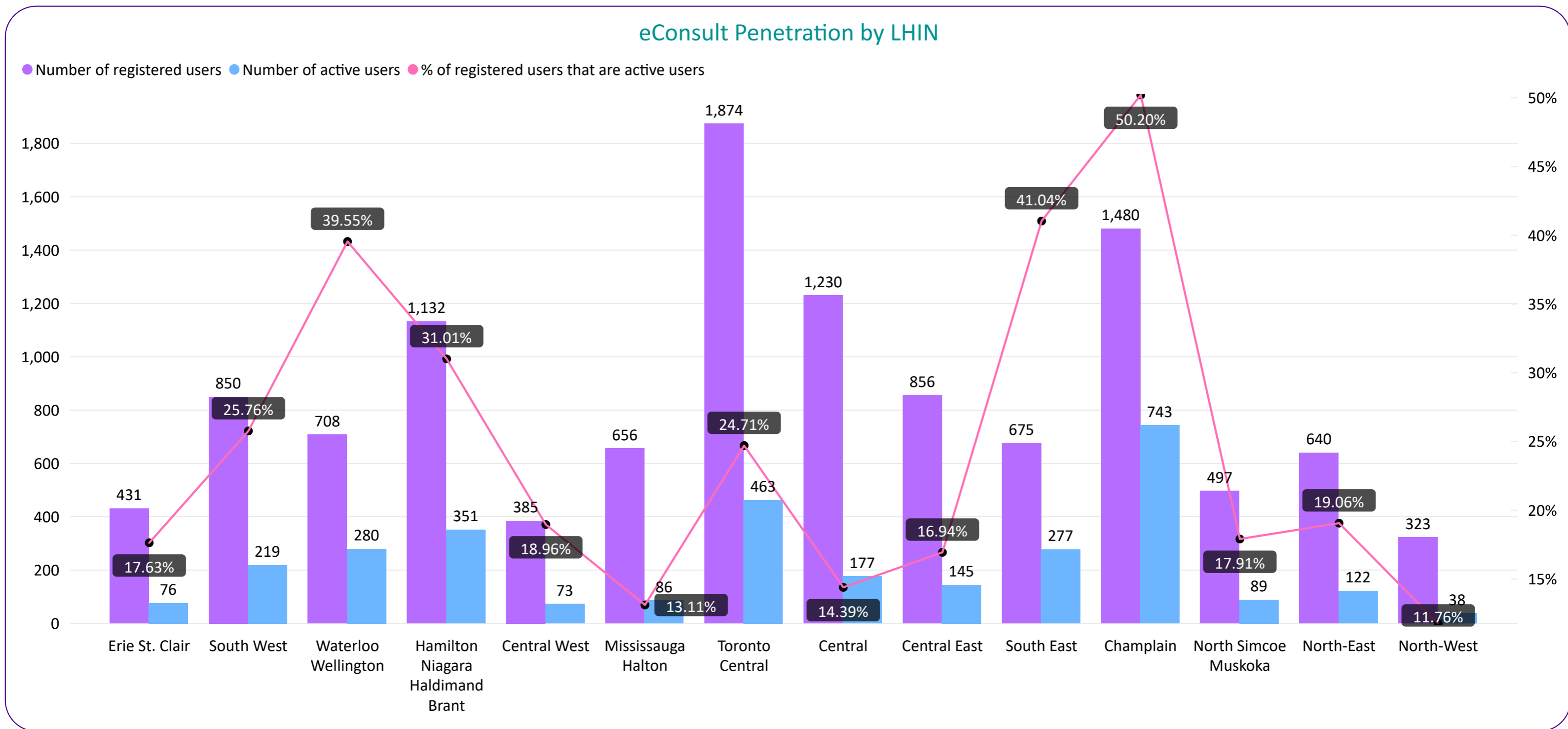


\*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

\*\*Includes PCPs & Specialists.



Figure 10: eConsult Penetration by LHIN

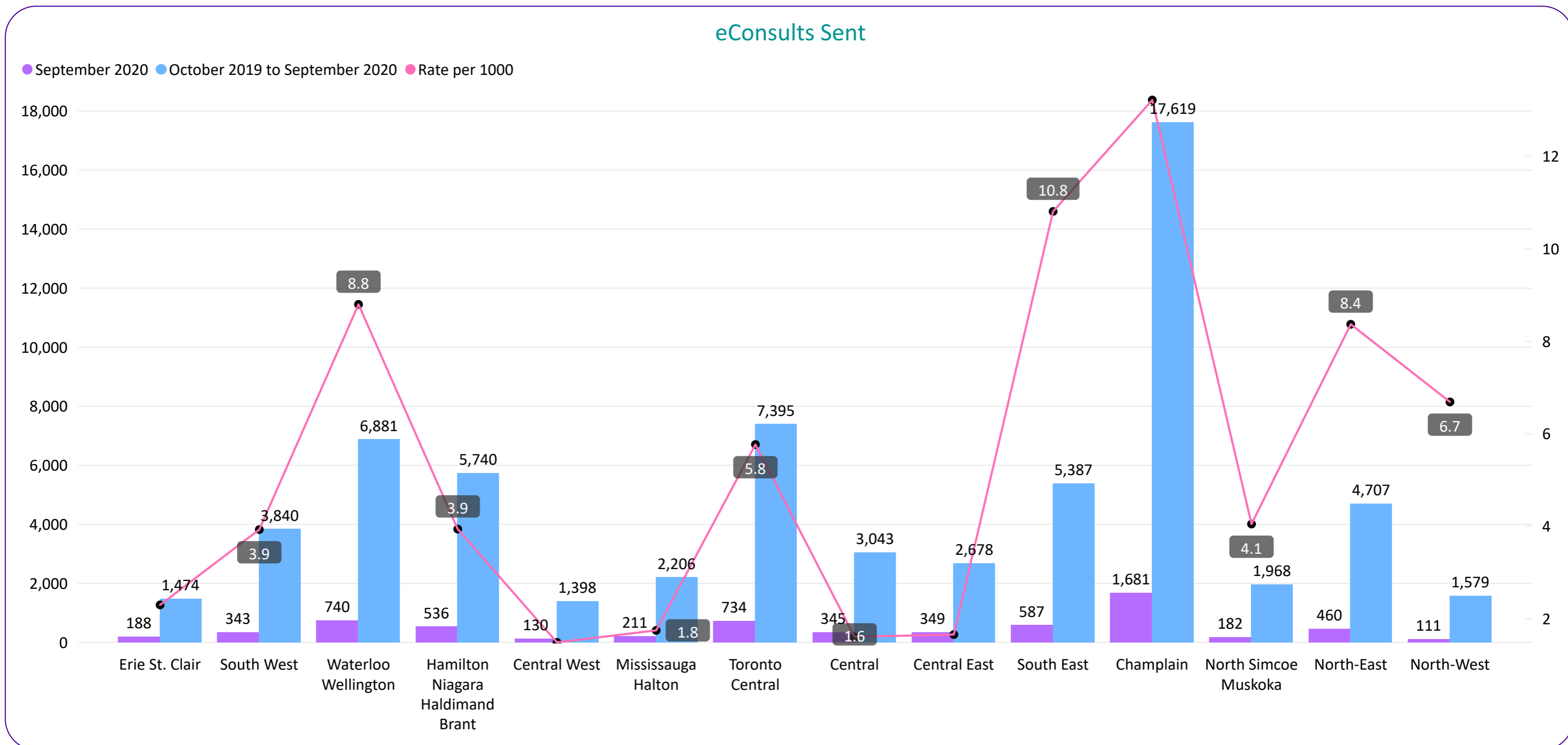


\*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

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

\*\*\*Includes PCPs and Specialists.

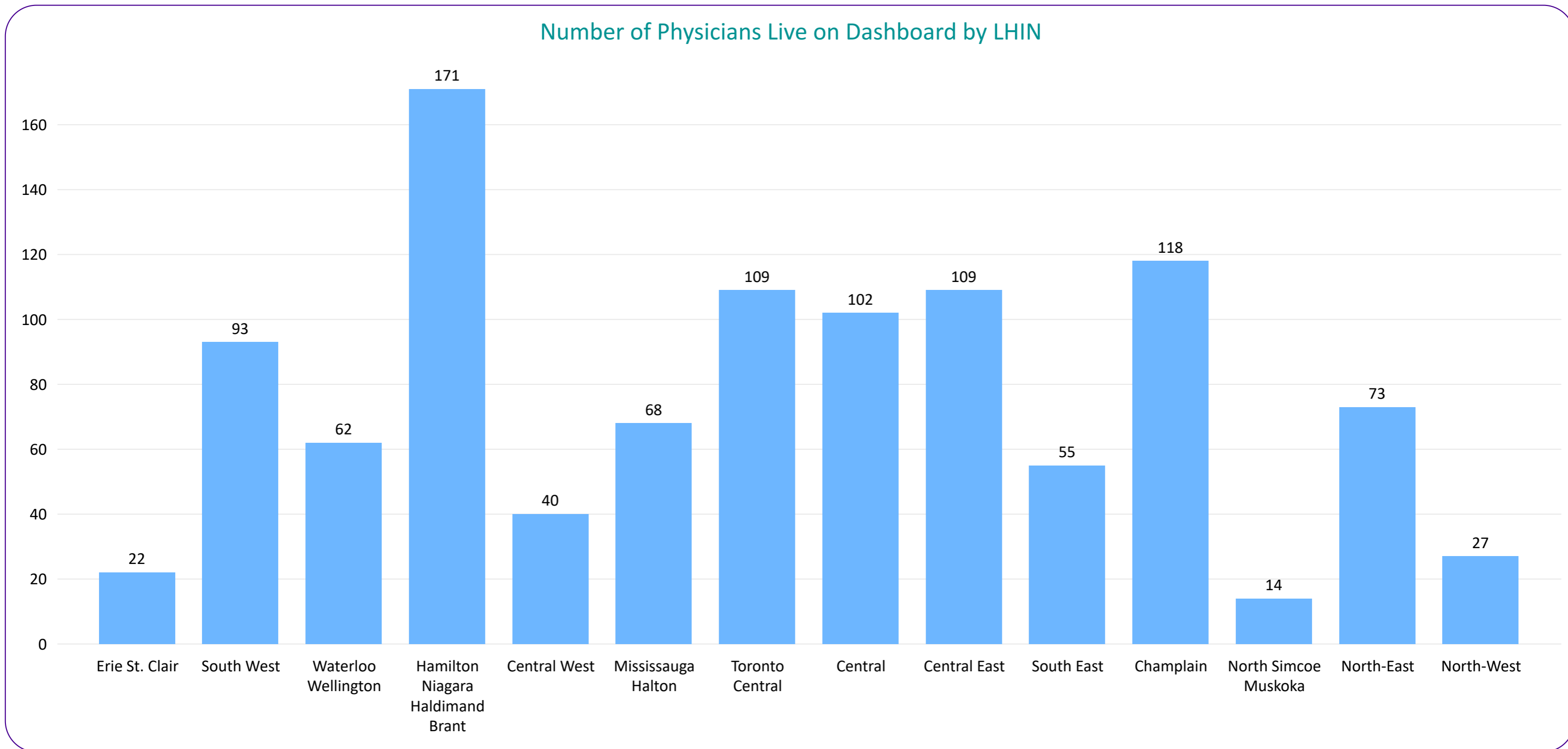
Figure 11: eConsults Sent



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

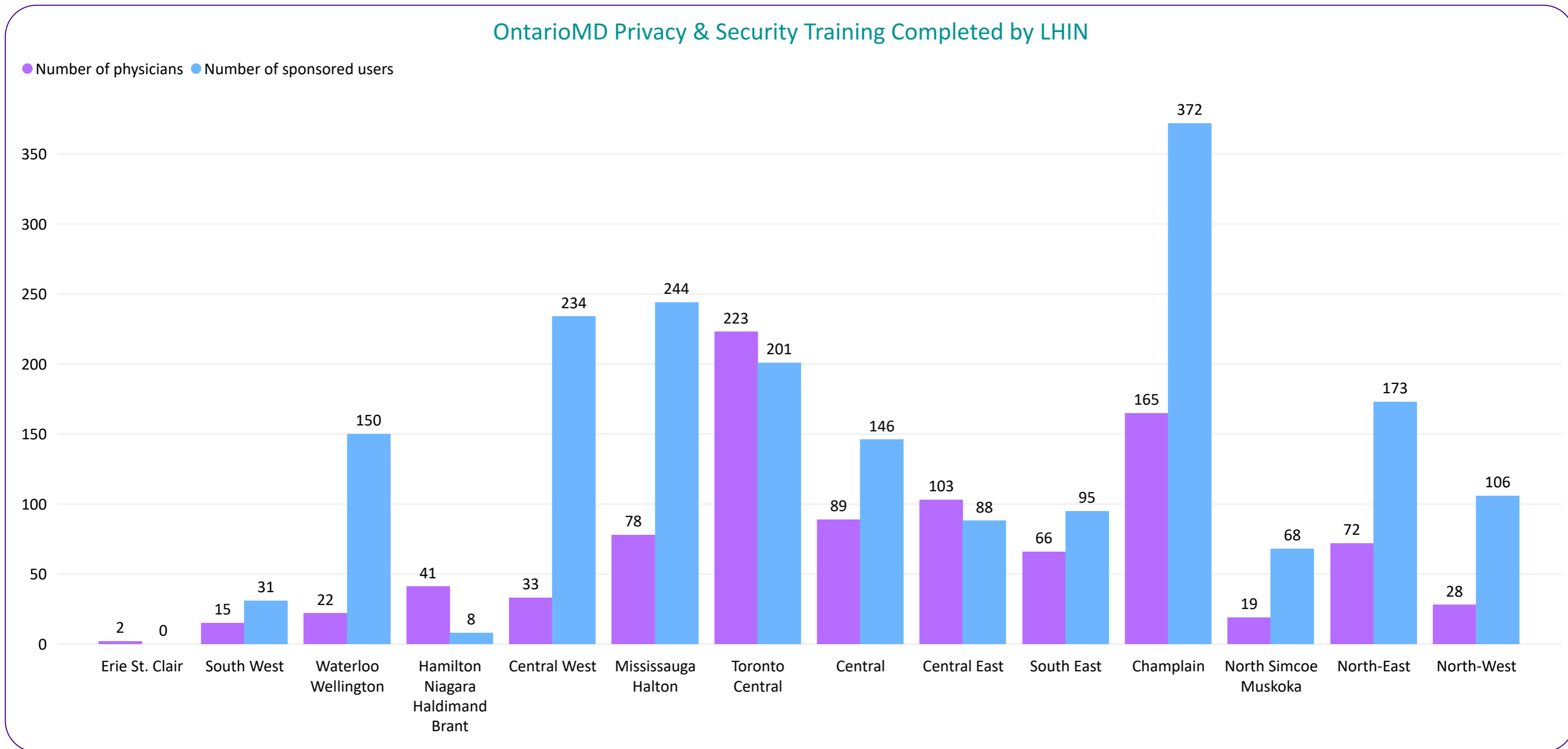
\*\*Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

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.