

OntarioMD



Sarah Hutchison, CEO



Outline

- My journey to Leadership
- Work of OntarioMD
- Your work
- Our discussion

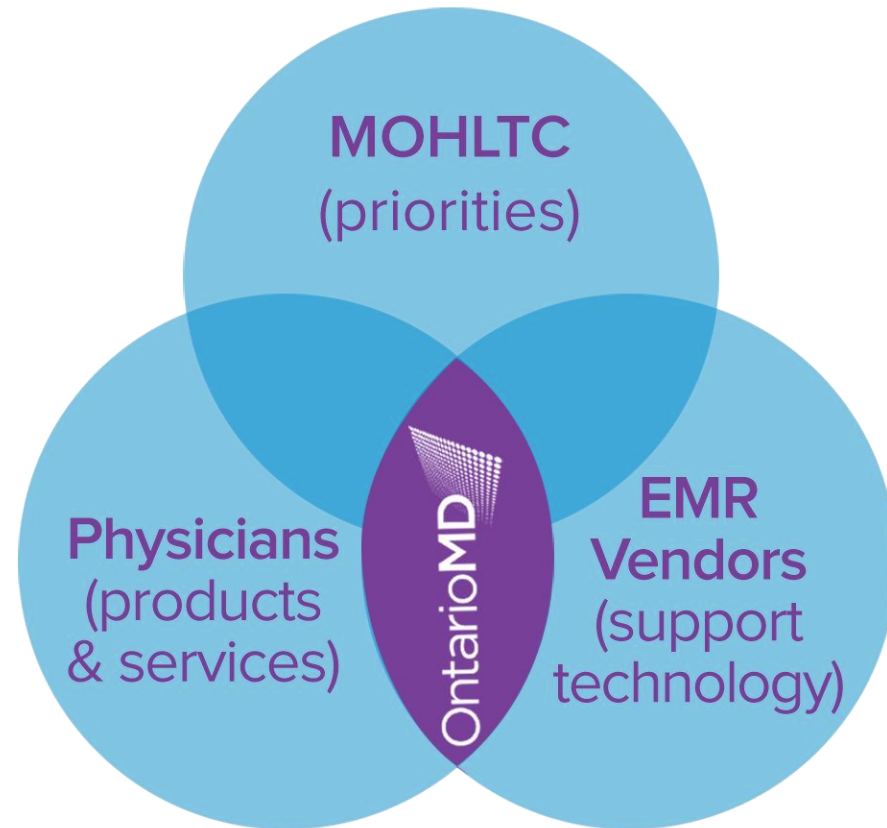
Who is OntarioMD?

- Established in **2004** to support and deliver funding and support for access and use of digital health tools to physician practices on behalf of the Ministry of Health and Long-Term Care (MOHLTC)
- **Delivery Partner** for LHINs and other health care organizations who want to engage and support physicians to use digital health tools and services for better practice and better outcomes
- An **innovator and change agent** who has developed digital health products and services that contribute to making the health system more efficient



What does OntarioMD do?

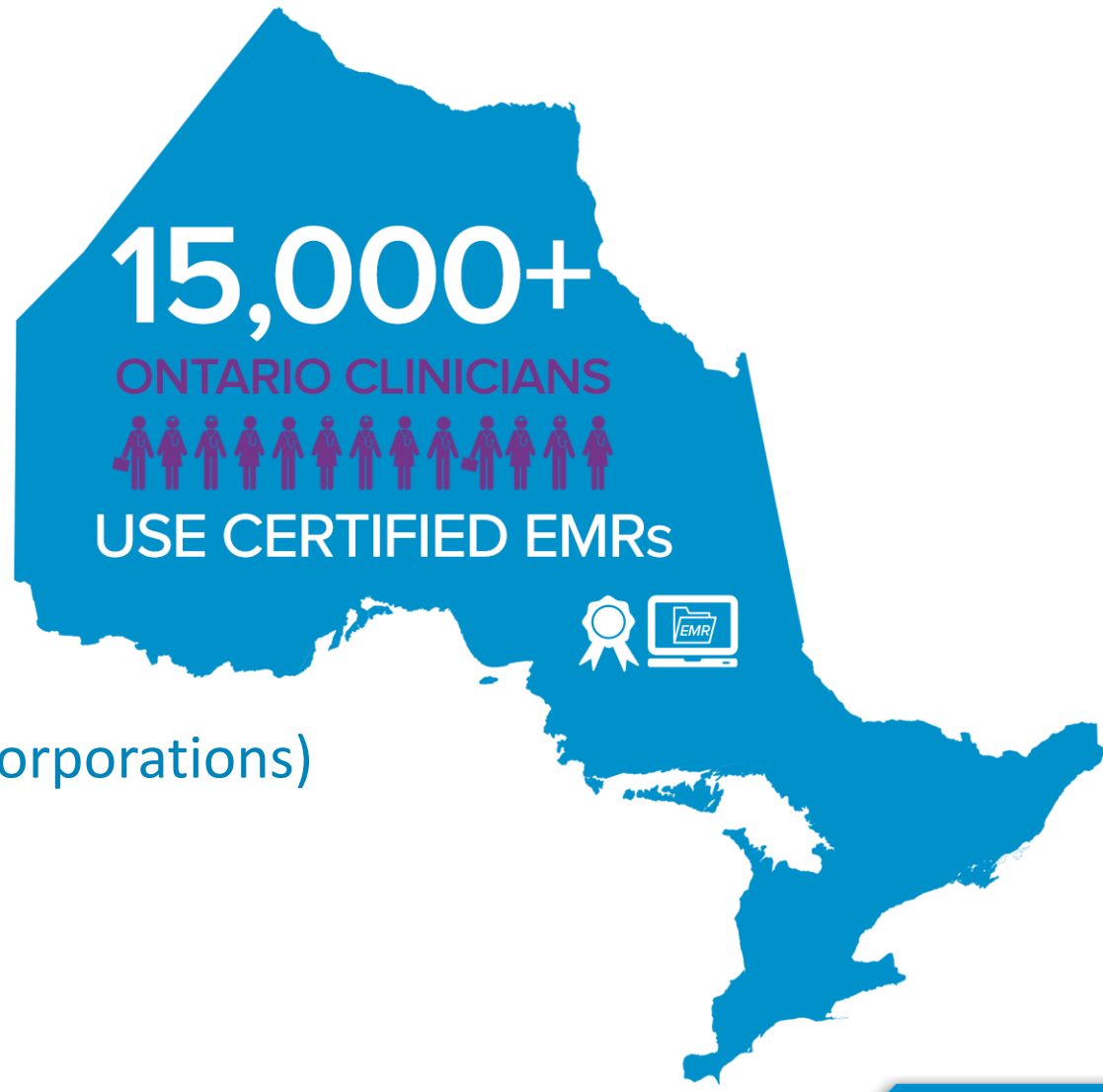
- We work with community clinician practices, the MOHLTC and vendors.
- We are experienced in **translating** digital health priorities into valuable digital health tools **used to provide better patient care.**



Ontario's Digital Health Demographics

Population 14.1 Million

- 12,227 General Practitioners
- 14,053 Specialists
- 211 Hospital Sites (155 Hospital Corporations)
- 630 Long-Term Care Facilities



Delivering Innovative Solutions

Our Partners:



Partnered Initiatives:



OntarioMD Initiatives:



EMR Vendor Management & Certification Program

Why Vendors love it:

10 Vendors; 16 Certified EMR Offerings reflects a robust diverse community

- Means to understand priorities and participate in new opportunities
- Important mechanism for the vendors to participate in shared community of interest.

Why Stakeholders love it:

OntarioMD EMR Certification Program has been an enabler of EMR adoption and system integration since 2001

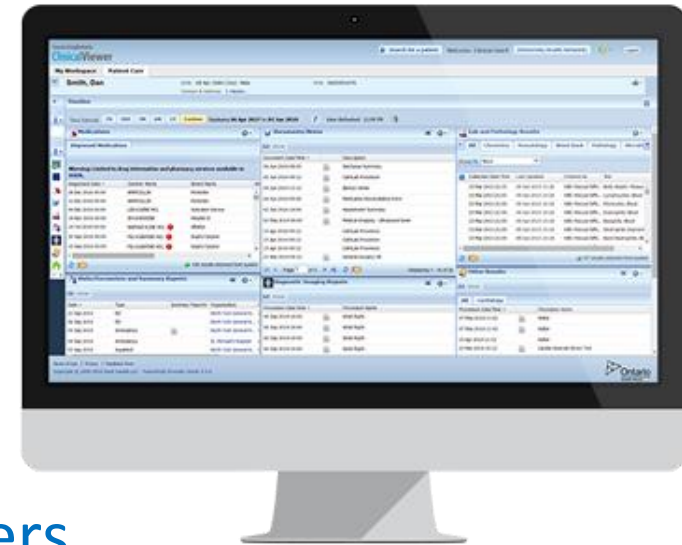
- Ability to work with vendors across the province to align, communicate and deliver Ministry priorities
- Link between vendors, physicians and priorities provides mechanism to advance system interests

Value for Money

- Consistent means to prioritize, manage and fund and leverage new initiatives across many domains of health

Digital Health Services Deployment

- OntarioMD is deploying the **ConnectingOntario Viewer, ONE[®] ID** and **ONE Mail** to community-based clinicians in partnership with eHealth Ontario and the LHINs:
 - Practice engagement and physician readiness
 - Registration and ONE[®] ID authentication
 - Change management and training
 - Self-serve, online privacy training
- Currently targeting 675 physicians and nurse practitioners among the GTA and NER regions (LHINs 5-14)
- On behalf of OTN, it is also deploying **OTN's eConsult service**

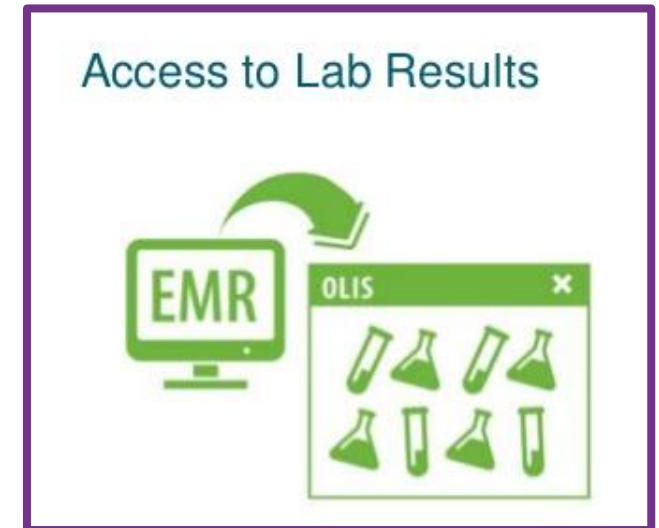


Integrating Digital Health: Ontario Laboratories Information System (OLIS) Deployment

- OLIS facilitates the secure electronic exchange of laboratory test orders and results
- Access the latest lab results or perform patient queries
- **11,000+ physicians** are connected to OLIS

Clinical Value

- Access to lab results via EMRs allows clinicians to identify trends and be proactive with chronic disease management
- Fewer visits to the lab for unnecessary or duplicate laboratory tests (cost savings for the system and time savings for patients)



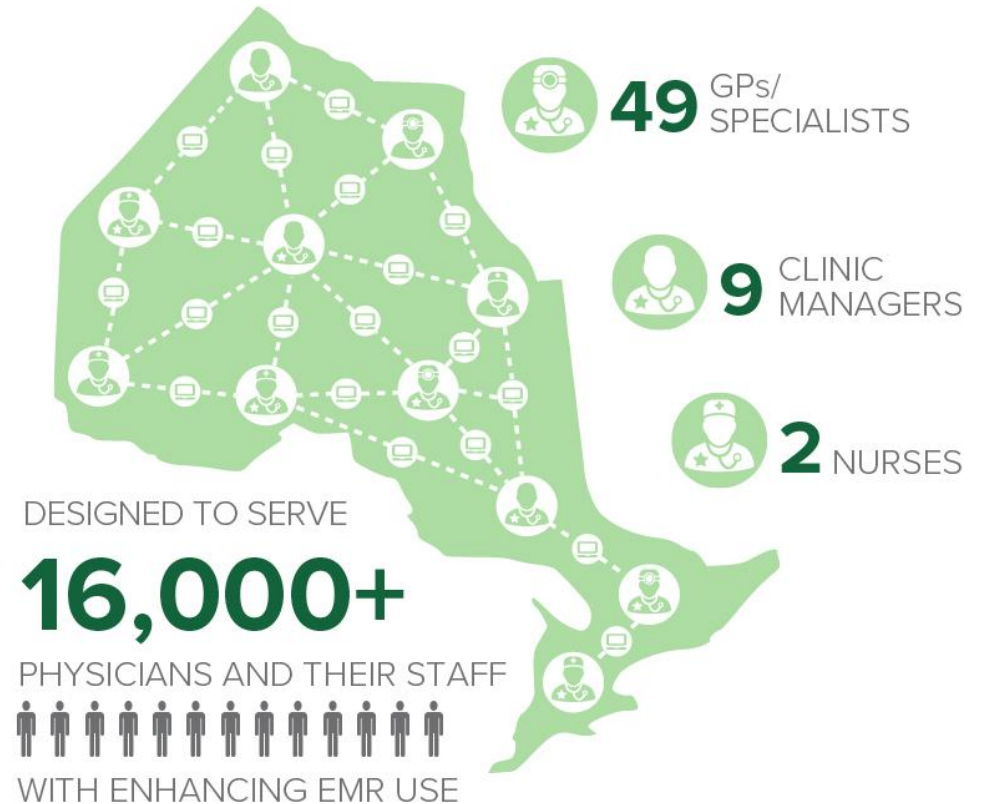
Peer Leaders: Practice Efficiency Advice

Peer Leader Program

A network of physicians, nurses and clinic managers across Ontario who are proficient EMR users and understand the diversity of needs and challenges faced by busy community practices and mentor them

Benefits

- More efficient EMR use and workflow
- Optimize existing EMR functions and access additional functionality
- Improved clinical decision support
- Support to practices anywhere in Ontario



Integrating Digital Health: Health Report Manager (HRM)

Why 9000 physicians love it:

Better Patient Outcomes

- Improved coordination of care
- Faster follow-up care after hospitalizations to reduce the likelihood of complications or readmissions
- Enhanced patient safety

Why stakeholders love it:

Value for Money

- Potential for fewer hospital readmissions
- Administrative and operational savings for clinicians and hospitals mean savings / cost avoidance for the entire health care system with an average savings of over **\$15M** this past year.

What it is: Patient reports sent securely from the HIS to the community-based physician's EMR

HRM saves an average of
33 minutes 

Per clinician per day
on the processing of paper reports



(Individual experiences may vary.)

Integrating Digital Health: eNotifications to Primary Care

- **Family physicians know** in near real time that their patient was in the ED or in-patient unit and can **follow up sooner** – Discharge summary to follow by HRM
- Faster follow-up aligns to HQO targets, supporting care in the community and can result in **fewer hospital readmissions**
- **Supports Health Links** – over 50% are for complex care patients



Integrating Digital Health: eConsult

Why 13,000+ family physicians and their patients love it:

Better Patient Outcomes

- Faster response times from 900+ specialists means less anxiety for patients (and less need to travel and take time away from work and family)
- Improved care coordination and better collaboration between clinicians

Why stakeholders love it:

- Patients have faster access to specialist advice
- Avoidance of unnecessary referrals
- More flexible and auditable than phone calls, pages or hallway conversations

What it is: gives physicians or nurse practitioners timely access to specialist advice for all patients and often eliminates the need for an in-person specialist visit

EMR access (currently available through QHR Accuro and OSCAR EMR)



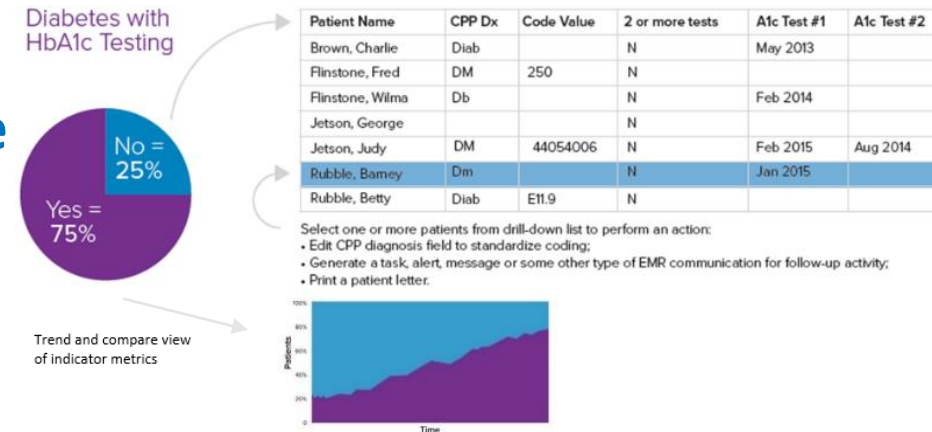
Digital Health Immunization Registry (DHIR) and Digital Health Drug Registry (DHDR)

- Planning underway between OntarioMD and the MOHLTC to drive EMR integration with:
 - **Digital Health Immunizations Registry**
 - To establish streamlined and integrated submission of immunizations by primary care providers
 - To enable view of provincially aggregated immunization data
 - **Digital Health Drug Registry**
 - Will provide a view of medications residing within:
 - Ontario Drug Benefits Repository (ODB)
 - Narcotics Management Service (NMS)
- Anticipated Timeframe: late 2018



Integrating Digital Health: EMR Physician Dashboard

- Easy-to-interpret **visual displays** of patients' health status using widely-recognized primary care indicators (e.g.: **HQO, AFHTO, CIHI**) with the most up-to-date EMR data
- Helps physicians standardize data entry to **improve the quality of patient data** in the EMR
- Provides immediate **clinical value** by offering access to patient lists associated with each indicator, enabling physicians to provide proactive care
- Ability for physicians to **trend and compare** indicator metrics with other physicians



The value of a single window into the practice

- **Efficiency** – Touch the practice once - bundle multiple digital health services in one visit
- **Convenience** – Physician doesn't have to sort through how to enroll in multiple digital health services
- **Clarity** – OntarioMD staff are well-known to physician practices; many reps from health care organizations cause role confusion (Who are you? What do you want from me?)
- **Eliminates duplication of effort** – Multiple organizations trying to increase adoption of their digital health solutions, but don't have the breadth across the province or the knowledge of the practice and physician workflows



Your work

ANALYSIS: If data is the new oil, who owns the well? Canadians' expectations in the age of open data

By Jennifer Birch Special to Global News

Majorities agree that the following is likely to happen in the next 10 years:

- Over 50 per cent of Internet traffic will be from household appliances (63 per cent)
- Half of Canadians will be wearing connected clothes and watches (62 per cent)
- Over 90 per cent of purchases of \$30 or less will not involve cash (80 per cent)
- Over 75 per cent of all purchases and financial transactions will be through a smartphone (64 per cent)
- All government services not related to health will be delivered online (77 per cent)

So who do Canadians think should own this data, and who should benefit? Overwhelmingly, the answer is the citizens who generate it. Three-quarters of Canadians (75 per cent) say that data collected by governments should be owned by the citizens they collect it from, and 74 per cent say the same for data collected by private companies.

Does that hold up in a publicly funded Health Care system?

Let's talk about Design, Delivery, Expectations and Governance

- If you consider the expectations of Canadians - Is health care data different vis-à-vis citizen ownership of data?
 - Consider impact for design
 - Consider impact for health care delivery
 - Principles of data governance
 - Who should monetize? – individuals, health care providers, institutions delivering care, government?
 - Federal or provincial jurisdiction to determine?



Let's talk



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