Connecting South West Ontario Program
Connecting Health Service Providers

John Stoneman, Executive Lead
June 3, 2015

cSWO
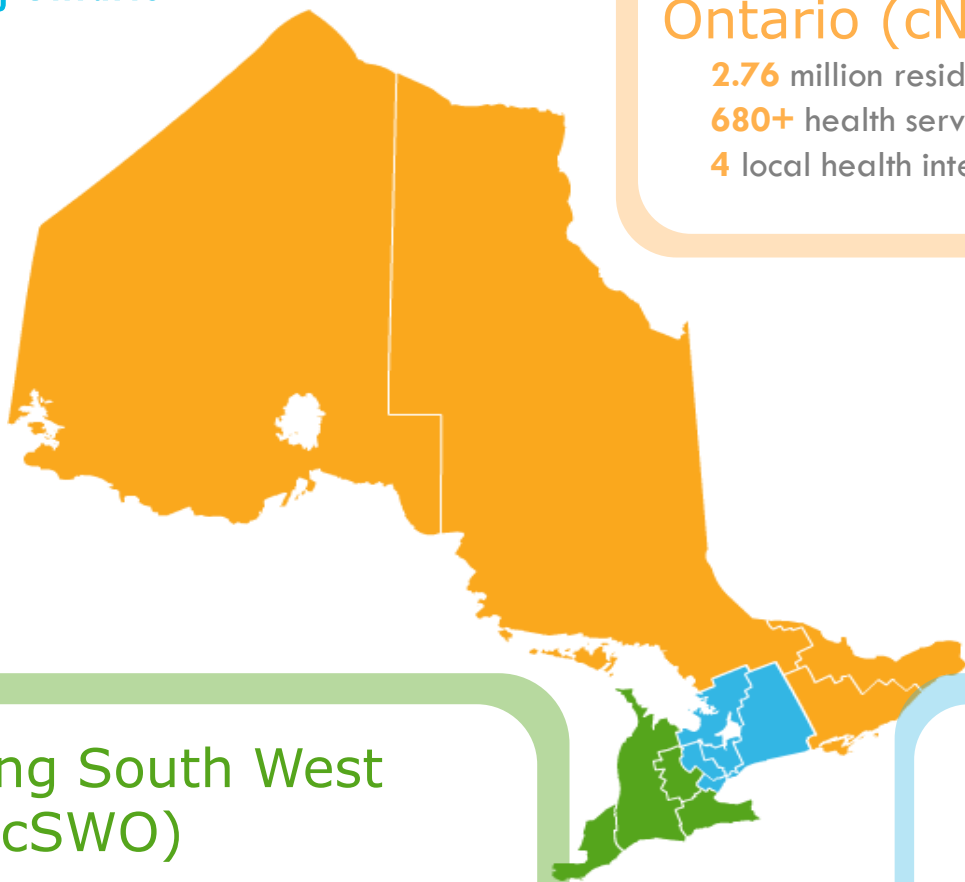CONNECTING SOUTH WEST ONTARIO

Ontario
eHealth Ontario

cSWO Program

- Connecting south west Ontario health care providers across the continuum of care by leveraging existing provincial, regional and local ehealth solutions.

- Integrated electronic health record (EHR) live in south west Ontario today giving physicians and clinicians secure access to 3.6 million residents' medical information.

- Deployment of solutions through best practice change management and adoption strategies.

- Implementation of a Benefits Evaluation Program to distinguish the clinical, organizational, and economic value of the integrated EHR.

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Regional Integration

- eHealth Ontario is leading the integration of electronic health care systems across the province. Together with the local health integration networks (LHINs) and health service providers (HSPs), eHealth Ontario is working to deliver integrated health care for Ontarians.

- Regional integration initiatives are enabling the province to achieve an electronic health record solution for all Ontarians.

- Regional integration involves the development of three health information hubs connecting South West Ontario (cSWO), connectingGTA (cGTA), and connecting Northern and Eastern Ontario (cNEO) to deliver health information across the province.

- Integrating health care data from the three regions and leveraging existing, proven local, regional and provincial assets, will rapidly improve and transform access to the provincial electronic health record (EHR) solution and enhance patient care and clinical efficiencies.

Regional Integration

Connecting Ontario

Connecting Northern and Eastern Ontario (cNEO)

2.76 million residents (20 per cent)

680+ health service providers

4 local health integration networks

Connecting South West Ontario (cSWO)

3.6 million residents (30 per cent)

626+ health service providers

4 local health integration networks

Connecting GTA (cGTA)

6.75 million residents (50 per cent)

750+ health service providers
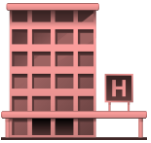
6 local health integration networks

cSWO Program by the numbers

~3.6 million residents in south west Ontario (30 per cent of the provincial population)

~35,000 users, cSWO Regional Clinical Viewer, ClinicalConnect™

100 per cent of acute care hospitals
contributing data by summer 2015

100 per cent of community care access centres
contributing data currently

3,500 participating health service providers

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cSWO Program Achievements

- Phase 3 has already delivered significant integration and adoption of cSWO Regional Clinical Viewer, ClinicalConnect[TM]:
  - 91 per cent (61 of 67) of south west Ontario acute care hospitals integrated:
    - 25 per cent (2) of Erie St. Clair LHIN hospitals
    - 100 per cent (31) of South West LHIN hospitals
    - 100 per cent (8) of Waterloo Wellington LHIN hospitals
    - 100 per cent (20) of Hamilton Niagara Haldimand Brant LHIN hospitals
  - 100 per cent of all south west community care access centres integrated, including an expanded data set
  - Ontario laboratories information system (OLIS) access by 80 HSPs through ClinicalConnect
  - Southwestern Ontario Diagnostic Imaging Network (SWODIN) images available for 41 hospitals, currently
- Over 19.8 million access counts to ClinicalConnect (Oct – Dec 2014) - representing health care professionals securely accessing electronic health information - this is an increase of 1.3 million access counts from the previous quarter (Jul – Sep 2014)

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cSWO Program Achievements

- 22 hospital sites had successful go-lives with Hospital Report Manager (HRM)
    - Grand River Hospital, April 27, 2015
    - St. Mary's General Hospital, April 30, 2015
    - Grey Bruce Health Services, South Bruce Grey Health Centre, and Hanover and District Hospital, May 11, 2015
    - Erie St. Clair hospitals, May 28, 2015

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OntarioMD

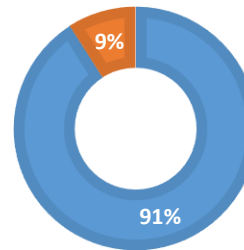Ontario
eHealth Ontario

ClinicalConnect – Availability (April 30, 2015)

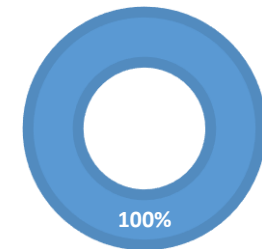- **ClinicalConnect Availability**
  - 63 of 69 hospital sites
  - 4 of 4 CCACs
  - 770 of 1,344 primary care organizations
  - 73 of 265 community support services organizations (123 sites)
  - 2 of 14 public health units

HOSPITAL SITES

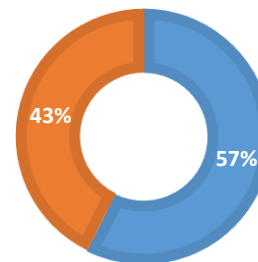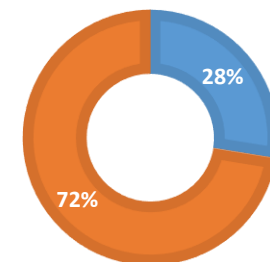Complete ■ Underway ■

9%
91%

COMMUNITY CARE ACCESS CENTRES

100%

PRIMARY CARE ORGANIZATIONS

Complete ■ Underway ■

43%
57%

COMMUNITY SUPPORT SERVICE ORGANIZATIONS

Complete ■ Underway ■

28%
72%

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User Target Progress

cSWO ClinicalConnect User Progress

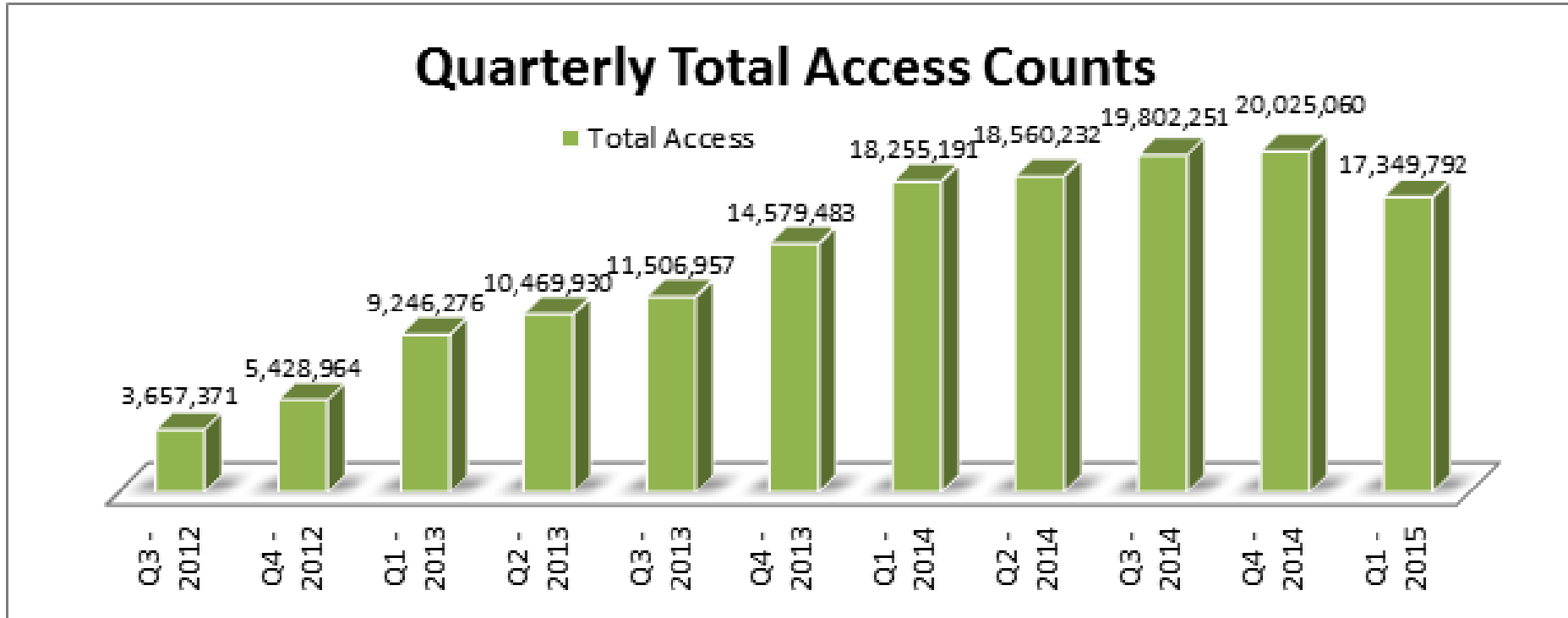|	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Target Users	16,225	16,806	17,388	17,698	18,008	18,318	19,091	19,864	20,638	22,924	25,211	27,498	29,795	32,092	34,390	35,007
Total Users	19,314	20,356	20,940	22,024	23,424	23,778										
Actual Authorized	16,121	16,255	16,997	16,932	17,253	17,629										
Actual Activated	11,121	11,515	11,904	11,996	12,490	12,833										

The targets are aligned with the latest version of the in progress transfer payment agreement (TPA) amendment, and are subject to adjustment and final approval by eHealth Ontario.
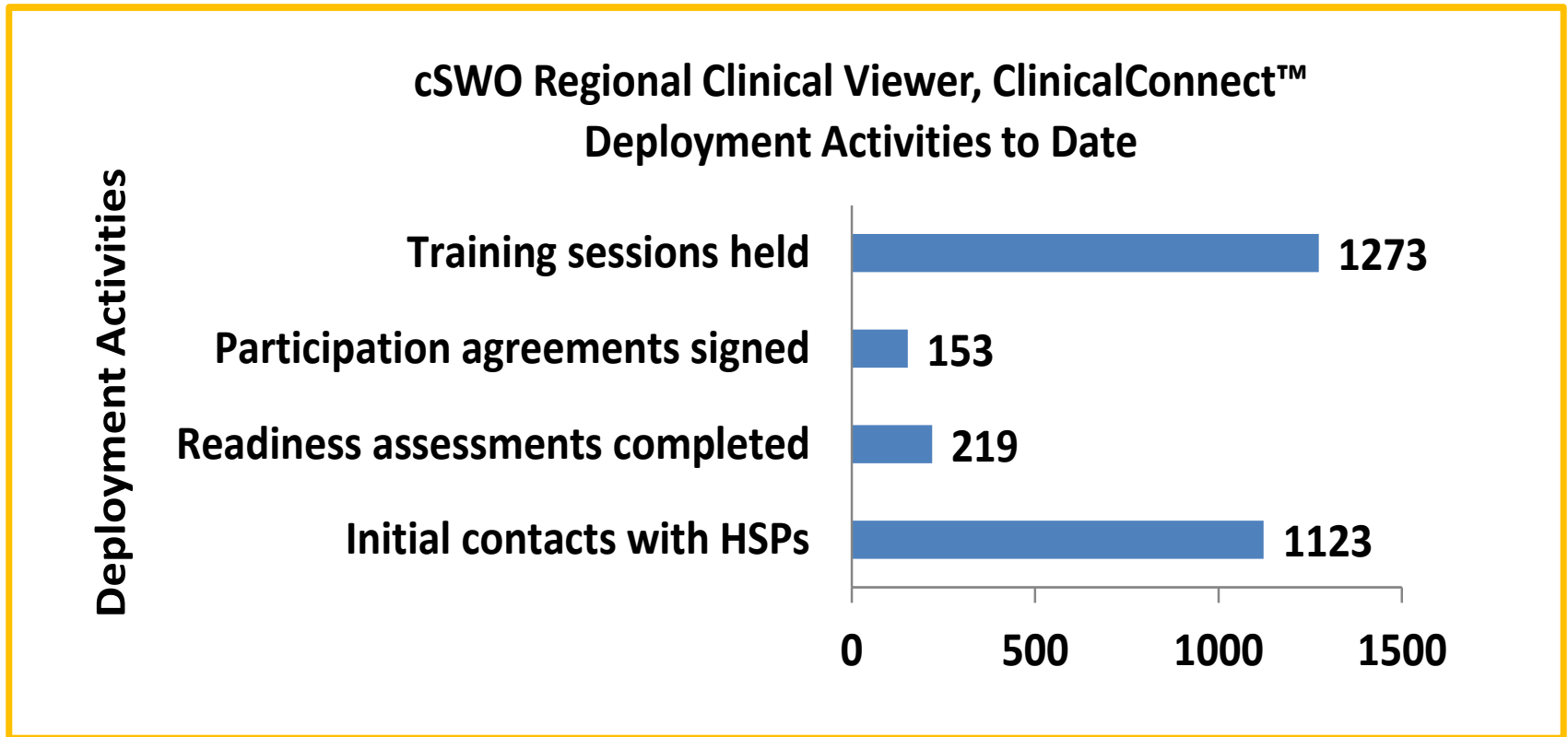
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Where we are today - ClinicalConnect

Quarterly Total Access Counts

■ Total Access

Quarter	Total Access
Q3 - 2012	3,657,371
Q4 - 2012	5,428,964
Q1 - 2013	9,246,276
Q2 - 2013	10,469,930
Q3 - 2013	11,506,957
Q4 - 2013	14,579,483
Q1 - 2014	18,255,191
Q2 - 2014	18,560,232
Q3 - 2014	19,802,251
Q4 - 2014	20,025,060
Q1 - 2015	17,349,792

Currently approximately 20,000 users

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Change Management & Adoption Delivery Partners

- There are four cSWO Change Management & Adoption (CM&A) Delivery Partners

- Responsible for deployment of cSWO Program services

- Work with participating health service providers to facilitate the business and technical adoption of cSWO EHR Program solutions and standards into the regular delivery of care

- **Erie St. Clair**: TransForm Shared Service Organization

- **South West**: South West Community Care Access Centre

- **Waterloo Wellington**: The Centre for Family Medicine Family Health Team

- **Hamilton Niagara Haldimand Brant**: Hamilton Health Sciences

11

ClinicalConnect Deployment Activities (April 30, 2015)

cSWO Regional Clinical Viewer, ClinicalConnect™
Deployment Activities to Date

Deployment Activities

- Training sessions held — 1273
- Participation agreements signed — 153
- Readiness assessments completed — 219
- Initial contacts with HSPs — 1123

Addressing critical success factors

cSWO rapidly and aggressively advances four "critical mass" areas
1)   an EHR which is clinically relevant and readily accessible
2)   critical mass of EHR program participants
3)   sustainable health service provider adoption and change manage capability
4)   sustainable EHR program
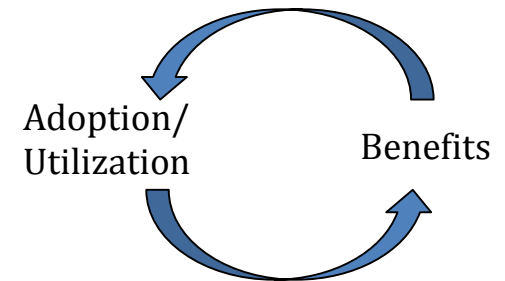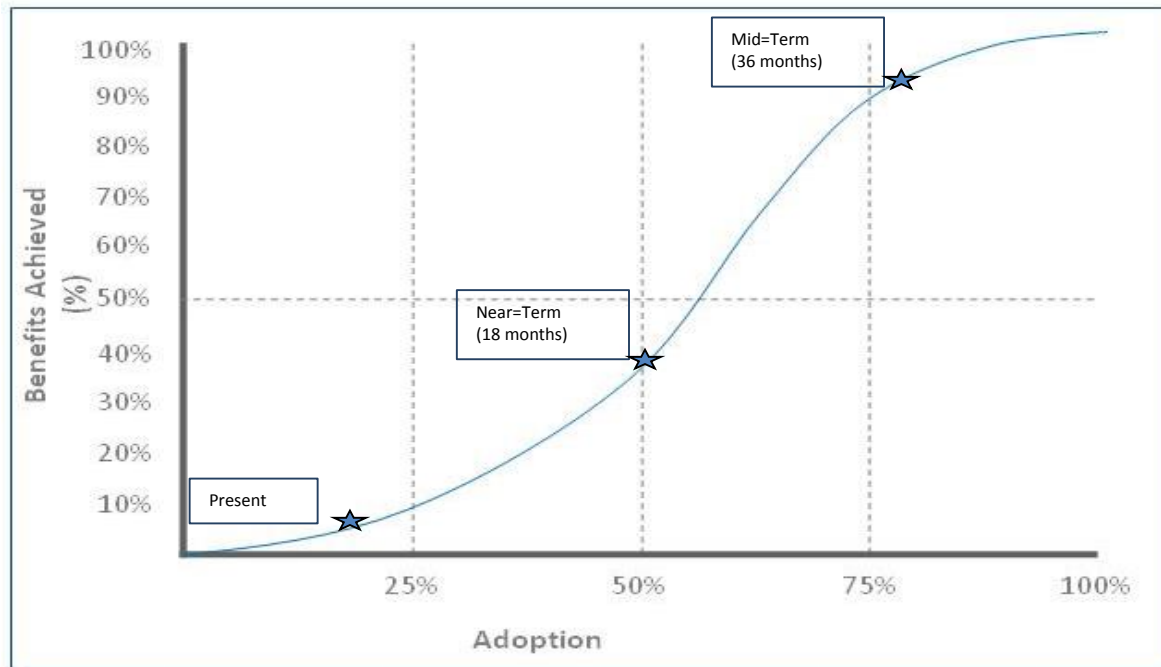
What are the benefits of what cSWO is doing?

- Enhanced collaboration within and between sectors.

- Practice improvements resulting in improved access, quality and efficiency.
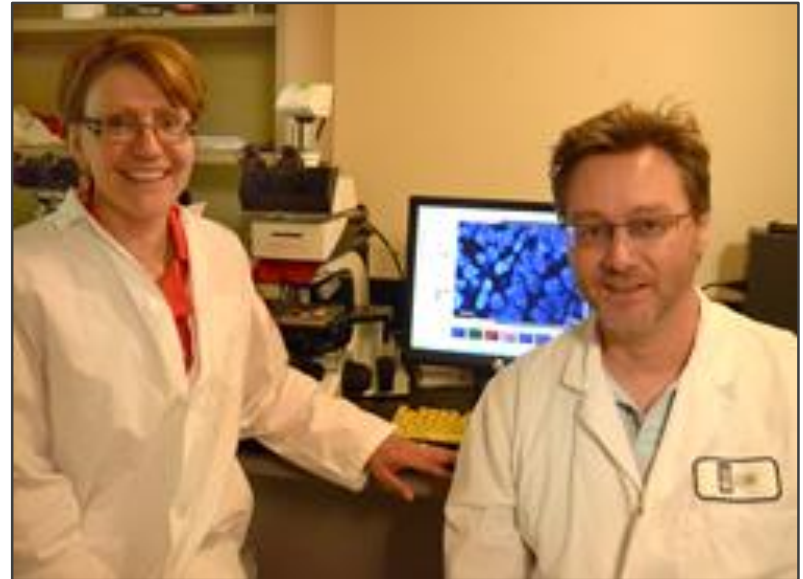
- How do we measure the benefits?

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Regional Clinical Viewer "indispensable"

Dr. Jean-Claude Cutz is a Pathologist in the Anatomical Pathology Department of the Hamilton Regional Laboratory Medicine Program (HRLMP). He uses the Regional Clinical Viewer, ClinicalConnect™ in his every day work.

"ClinicalConnect has become indispensable in getting all relevant information on the many referred-in pathology cases received," he says.
To put it in context, Dr. Cutz received more than 1,200 cases in 2013 alone. He told us

Pictured from left, Diana Munavish Joschko, cytogeneticist and Dr. Jean-Claude Cutz.

he can't imagine the pile of paper faxes that would have been needed, not to mention the hassle and delay in getting them. Dr. Cutz is a supporter of ClinicalConnect and now encourages the providers sending him cases, to use ClinicalConnect to view the reports online and keep information turnaround time to a minimum. Not only is this more efficient for both him and those providers sending cases, but it also significantly reduces the demands on HRLMP's limited number of clerical staff.
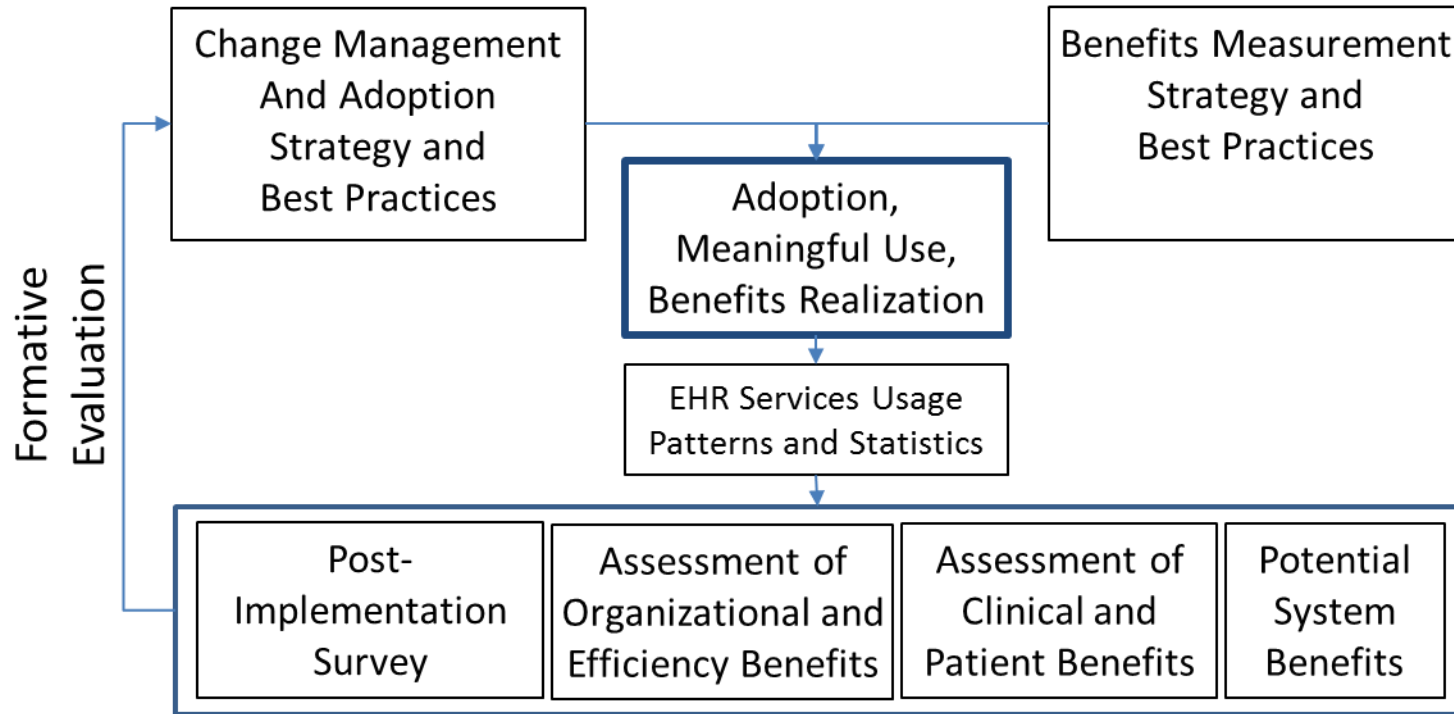
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cSWO Benefits Evaluation

- The cSWO Benefits Evaluation Program comprises three dimensions:
    - deployment,
    - user/usability satisfaction
    - meaningful use.

- Taken together, these elements provide an iterative, comprehensive and scalable evaluation of the cSWO Program – end-to-end – from deployment to meaningful use.

- This information will help to:
    - inform education and training efforts
    - identify gaps and opportunities in the SWO EHR offering
    - support alignment of cSWO planning with Ministry of Health and Long-Term Care and LHIN priorities
    - inform both the cSWO roadmap and the evolution of the provincial EHR.

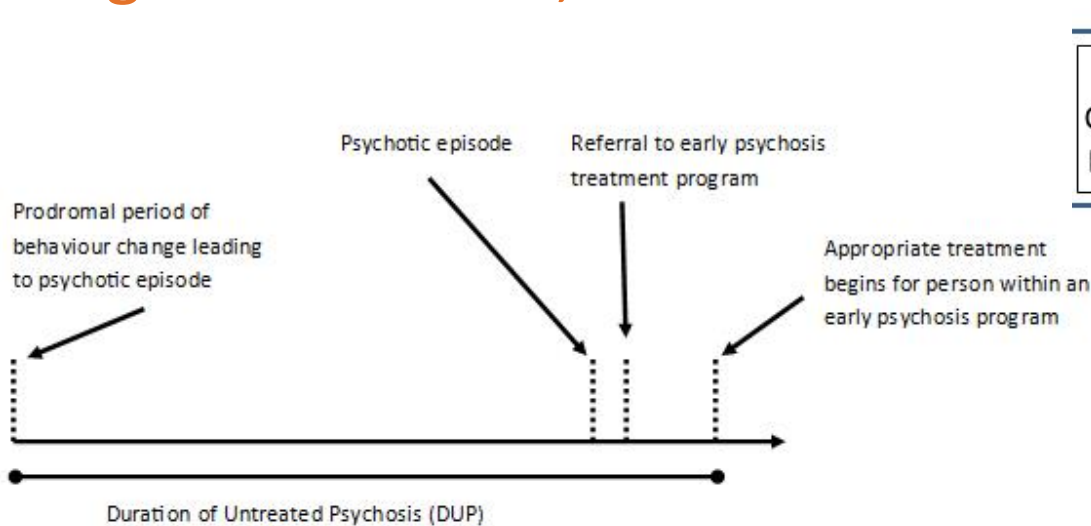16

cSWO Benefits Evaluation Program

cSWO Benefits Evaluation Underway

- Working with eHealth Ontario Benefits Evaluation Forum to leverage opportunities for collaboration and alignment, this includes developing clinical value metrics.

- Ongoing collection and reporting of deployment and user satisfaction metrics.

- Implemented process to capture and identify significant clinical benefits as a result of the adoption of the integrated electronic health record

Over next ten months:

- demonstration of clinical value
- understanding of the transformative potential of the EHR through academic research
- provincial alignment and economic analysis of the EHR
- implementation of a sustainable BE Program within cSWO

18

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Increasing safety, access and value: cSWO Program enabling better access, clinical value

Prodromal period of behaviour change leading to psychotic episode

Psychotic episode

Referral to early psychosis treatment program

Appropriate treatment begins for person within an early psychosis program

Duration of Untreated Psychosis (DUP)

Assessment of Organizational and Efficiency Benefits	Assessment of Clinical and Patient Benefits

Case Study Development: Community Early Psychosis Program

"Long duration of untreated psychosis (DUP) is clearly associated with poor outcome, independent of the confounders so far explored. Early intervention of specialist services in first-episode psychosis does improve outcomes in the short to medium term."
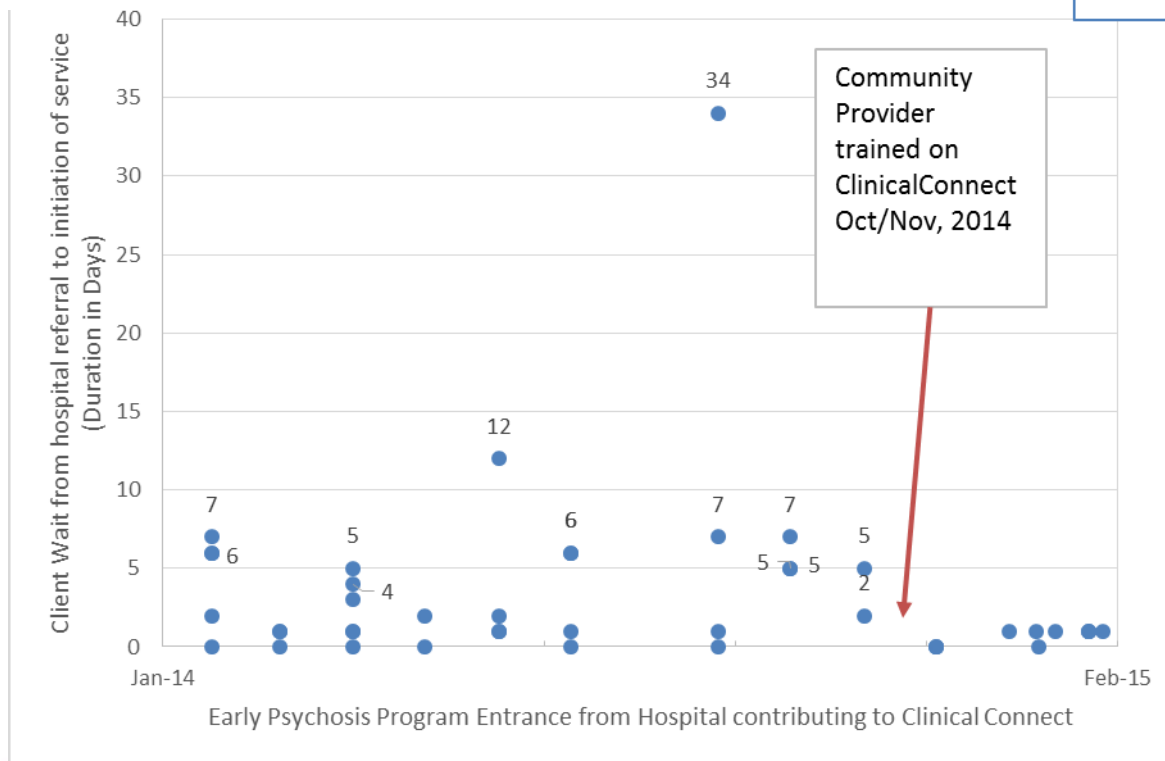
"DUP is a malleable variable which should and perhaps can be reduced." (Singh, 2007, Brit Journal of Psych, 191(50))

19

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Increasing safety, access and value: cSWO Program enabling better access, clinical value

127.5 days of non-treatment avoided for patients living with psychosis
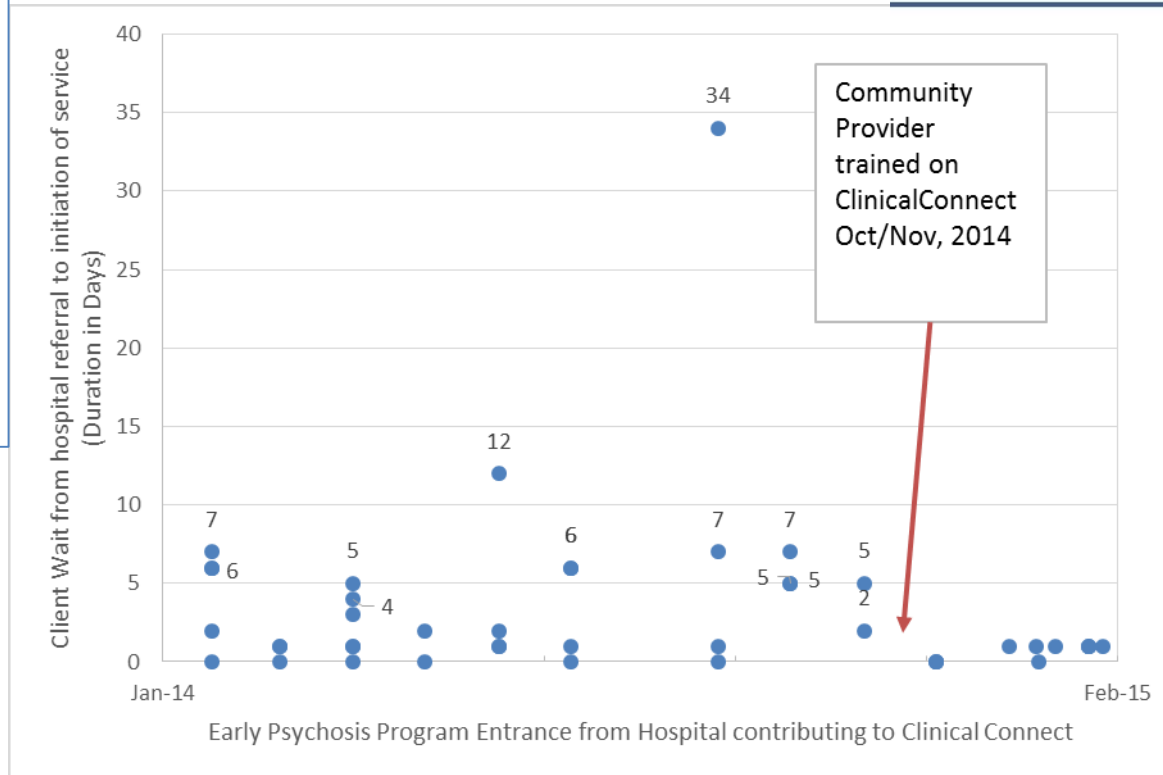
20

Increasing safety, access and value: cSWO Program Producing organizational value

System cost savings from one person's use of ClinicalConnect calculated at one hour per day for two health care workers equivalent to $13,897.50.

Assessment of Organizational and Efficiency Benefits

Assessment of Clinical and Patient Benefits

Community Provider trained on ClinicalConnect Oct/Nov, 2014

Client Wait from hospital referral to initiation of service (Duration in Days)

34

12

7
6

7
5
4

6

7

7
5   5

5
2

Jan-14

Feb-15

Early Psychosis Program Entrance from Hospital contributing to Clinical Connect

21

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Increasing safety, access and value: by addressing the need for timely information

"I work as the Intake Clinician for the Early Psychosis Intervention team at CMHA. We regularly work with hospitals to coordinate care for patients coming from an admission who have experienced a first episode of psychosis...

With ClinicalConnect, I can receive a referral, access all the needed information and potentially have them assigned to a worker on the same day. From my perspective, ClinicalConnect save time and accordingly money and greatly enhances client care."

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Building Cases – Primary Care

Health Links

- Two care coordinators (CCAC) sign into ClinicalConnect each day to track their 180 patients with Coordinated Care Plans. Seven other clinicians act on that information to provide in-home primary care.

- KW Health Link knows their patients access multiple hospitals in Waterloo Region and that ClinicalConnect enables their team to be best informed.

- Enabled by ClinicalConnect, 2015 report by WWCCAC shows improved ED and hospital admissions for patients with in-home care from Health Links.
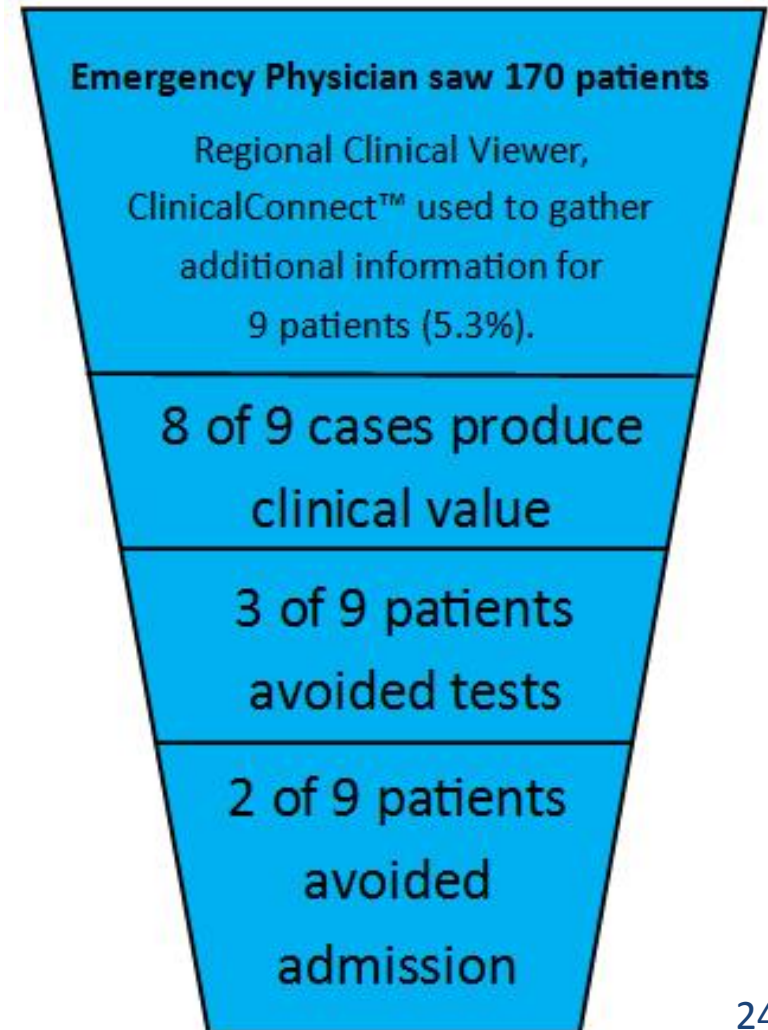
Health Links are a made-in-Ontario innovation that provide coordinated local health care for patients who:

- often see multiple health care providers

- access a range of health care services (e.g. primary care providers, specialists, long-term care, social service, hospitals)

- find it hard to navigate the entire health system

23
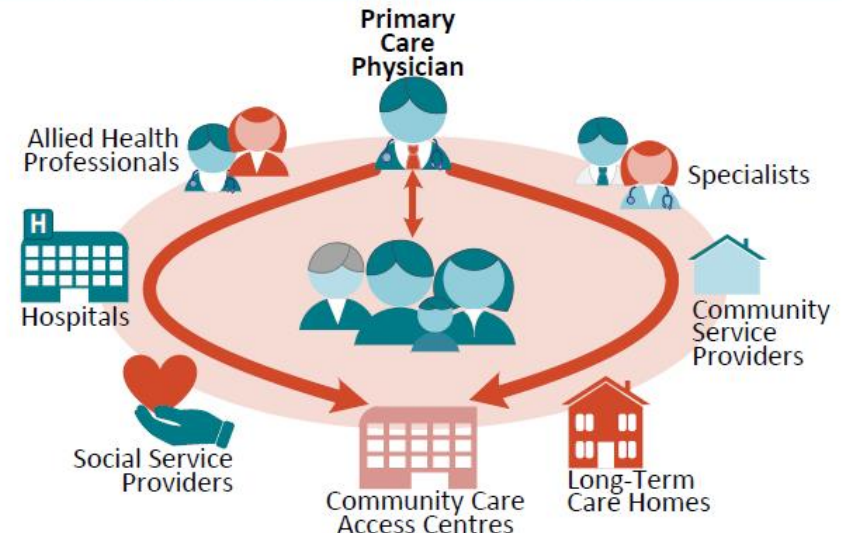
Building Cases – Emergency

- 5-10% of ED cases can benefit.

- ClinicalConnect is useful because these patients have had investigations in other facilities and tend to have multiple complex chronic conditions. Examples include: cancer patients, patients who have seen a consultant in another hospital, trauma patients.

- Three patients being cared for based upon previous lab and diagnostic information (CBC, electrolytes, ultrasound, xrays), avoidance of one blood transfusion (by comparing the patient's current tests to historical trend), and avoidance of 2 admissions based on data from other hospitals (diagnostics, transcription and lab data).

Emergency Physician saw 170 patients

Regional Clinical Viewer, ClinicalConnect™ used to gather additional information for 9 patients (5.3%).

8 of 9 cases produce clinical value

3 of 9 patients avoided tests

2 of 9 patients avoided admission

24

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What they are saying …

"I really believe in ClinicalConnect and would like to see it expand. I've used it a few times as a hospitalist at Guelph General Hospital. We have had numerous neurosurgical patients from Hamilton, and having the details of what was done in Hamilton was helpful. This is especially true on night shift, when you can't just ask the ward clerk to get the report as you work on seeing other patients."

Dr. Dan Finnigan, Family Physician
Guelph Family Health Team

"We are providing our patients with results of tests performed at local hospitals so much faster now that I can access them in real-time. We can more easily follow what's going on with a patient given fewer time lapses and if needed, refer the patient more quickly to an appropriate specialist. Having ClinicalConnect has definitely reduced the time it takes for my staff to get copies of hospital records – not having to wait for faxes or records to be received in the mail."

Dr. Sriranjinee Namburi, Family Physician
Meadowlands Family Health Centre, Ancaster

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Questions

Visit us online: [cSWO Program](cswoprogram)

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