



# **CLOSING THE GAPS** **IN CARE**

**HOW IM/IT IS SHAPING THE  
EMERGING PATIENT EXPERIENCE**

# OBJECTIVES OF THIS SESSION

- ❖ Find out what **innovative work** is underway at UHN and how **technology** is playing a role in **shaping the future of care**
- ❖ Hear from panelists representing a **variety of regional initiatives** and how they've identified **opportunities to support the patient's journey** through the healthcare system

MODERATOR: LYDIA LEE

CIO & SVP, UNIVERSITY HEALTH NETWORK  
INTEGRATED CIO, THE SIMS PARTNERSHIP



- ❖ **Shared Information Management Services (SIMS) is one of the largest public sector health IT service delivery organizations in Canada**
- ❖ **Provide operational and project management support to UHN and SIMS Partners organizations**
- ❖ **Lead development of system-wide IT solutions across continuum of care**



*One of three regional integration hubs in Ontario*



~ 2.4M

patients captured



~ 40

organizations



~ 110M

messages captured



1.2K

clinicians enrolled to date

PANELIST: WING-SI LUK

PROGRAM DIRECTOR,  
CONNECTINGGTA IMPLEMENTATION AND ADOPTION

**Diagnostic Imaging Repository**  
GTA West

*The largest of four DI repositories in Ontario*



~ 3M

diagnostic images stored



19

organizations



~ 10K

users



5

Local Health Integration Networks

PANELIST: SONALI KOHLI

PROGRAM DIRECTOR,  
GTA WEST DI-R & CONNECTINGGTA



## Resource Matching & Referral

*Regional eReferral  
system*



500K

referrals since  
2009



80

organizations



~27K

registered users



2

Local Health  
Integration Networks

PANELIST: STEPHANIE SAULL-MCCAIG  
DIRECTOR, INFORMATION MANAGEMENT,  
RESOURCE MATCHING & REFERRAL




## Home and community health care

 **75K**  
clients annually

 **575K**  
home nursing visits annually

 **68K**  
patients transitioned home from hospital

 **57K**  
electronic assessments completed

 **24**  
hospital sites & 7 Emergency Depts

 **5K**  
patients placed in Long-Term Care

PANELIST: KAMINI MILNES

DIRECTOR, INFORMATION MANAGEMENT / INFORMATION TECHNOLOGY, TORONTO CENTRAL CCAC

HOW IS YOUR PROGRAM  
CURRENTLY BENEFITING  
PATIENTS AND IMPROVING  
THE CLINICAL EXPERIENCE?

QUESTION 1



WERE THERE ANY  
UNEXPECTED BENEFITS FOR  
PATIENTS OR CLINICIANS  
...OR EXPECTED BENEFITS  
THAT HAVEN'T BEEN  
DEMONSTRATED YET?

QUESTION 2

WHAT IS THE  
BIGGEST POTENTIAL  
FOR IMPROVING PATIENT  
CARE IN THE FUTURE?

QUESTION 3

# AUDIENCE Q&A

THANK YOU