Implementation and Adoption
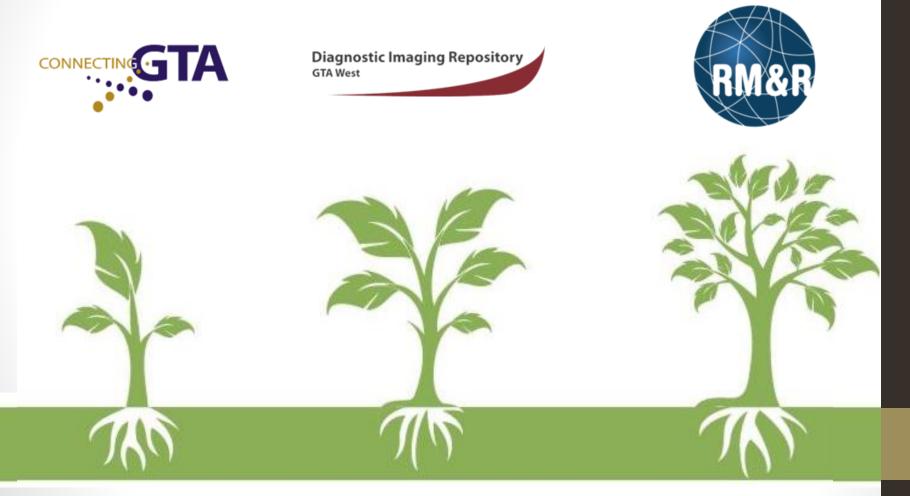
How to ensure sustained adoption of regional eHealth initiatives?

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Objectives of This Session

1. Provide a range of perspectives on what works and what does not in delivering **large regional/provincial IM/IT initiatives**

2. Compare and contrast different approaches to implementation and adoption depending on a program's **maturity and level of complexity**

3. Learn from **real-life examples** about how challenges can be turned into positive implementation experiences

Introducing the Regional Programs

Regional electronic health record

- **~40 organizations** across multiple Local Health Integration Networks

- **~2.4 million patients** captured (36% of the region's population)

- **~1,200 clinicians enrolled** to date

- **~20, 000 clinicians** by end of 2015

Key Strengths

- **Program driven and solution designed by clinicians**

- **175+ clinicians are directly engaged through Clinical Working Group, Clinician Champions, Clinical Solution Team**

- **Clinicians prioritized most valuable functionality, identified barriers to adoption early, and captured clinical stories**

Engage	Engage & Enlist	Educate & Exchange	Embed & Execute
2 Clinical Leads **1** Clinical Advisor **14** Clinical Working Group members	**~20** Clinician Champions **~20** Clinical Solution Team Members **~40** Usability Testers	**Up to 75** Clinicians representing Early Adopter sites	**~20,000** Clinical End Users **~4,000** Active Users

Key Learnings

- **Balancing significant clinical input and direction with other program considerations:**

  - **Program delivery timeline**
  - **Solution design, product roadmap and enhancement timing**
  - **Site ability to deliver data**
  - **Operational processes**
  - **Privacy and security policies**
  - **Full go live approach**

Regional DI repository

- **Facilitates the sharing of diagnostic images between health service providers**

- **19 health service providers, across 5 Local Health Integration Networks, are part of the GTA West DI-r consortium**

- **The DI-r houses 3 million MRI & CT scans, Ultrasound and X-Rays**

Key Strengths

- **Through Foreign Exam Management (FEM) functionality, GTA West DI-r users have access to diagnostic images and reports from other health service providers**

- **GTA West DI-r facilitates greater collaboration between clinicians**

- **GTA West DI-r reduces patient exposure to radiation and patient travel times**

Key Learnings

- **The application was rolled out by organization's PACS, who identified radiologists as the primary audience.**

- **Participating organizations have identified a need to expand the DI-r's usage to other clinicians**

- **The key challenge is to customize the tool to meet new clinical requirements but remain true to existing user base**

eReferral Application

- **Facilitates the sending, managing and receiving of Alternate Level of Care referrals in Toronto Central LHIN**

- **80 health service providers use the RM&R application as their ALC referral management tool**

- **27,587 registered users, ranging from physicians to nurses to social workers, use RM&R**

- **Clinicians can send CCAC In-Home, Rehab/CCC, Long-Term Care, Community Support Services and Palliative Care referrals**

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Key Strengths

- **The RM&R application provides real-time referral status updates facilitating greater collaboration between clinicians**

- **The RM&R application also matches patients to the most appropriate ALC program, facilitating more equitable access to care**

- **The RM&R program captures a wide variety of referral data that can be used for health system planning or organizational business improvement initiatives**

Key Learnings

- **Clinician diversity, organizational diversity and variety of functionalities contribute to the complexity of the application's usage**

- **The key challenge is developing and implementing customized solutions that allow RM&R to be an adaptable tool**

Themes to sustain adoption

- **Extensive clinical engagement** and clinical governance
- Program objectives guided by **clinical guidelines**
- **Transparency** about unknowns and limitations
- Adoption efforts led at the **local level** and supported centrally

CONNECTING GTA

Diagnostic Imaging Repository
GTA West

RM&R

Questions?