
 @eHealth_2015
 @ClinicalConnect

ASSOCIATION CANADIENNE
D'INFORMATIQUE DE LA SANTÉ



Advancing Care Across the Continuum

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June 2015



CONNECTING SOUTH WEST ONTARIO



Conflict of Interest Disclosure

Dale Anderson, BComm (Hons)
&

Dr. Barbara Teal, BA,MD,CCFP, FCFP

Family Physician / Medical Director, Community Care
Access Centre

have no real or apparent conflicts of interest to report.

ClinicalConnect™ is a trademark of the public hospital Hamilton Health Sciences.



- A comprehensive, data-rich regional EHR
- Federates data securely, in real-time
- Encompasses continuum of care
- Rigorous Privacy & Auditing
- Portable and mobile
- An eHealth platform / Flexible to adapt to incoming Provincial standards
- Electronic report and result distribution

ClinicalConnect Today

- Integrates data from:
 - 61 hospitals (up from 36 hospitals last year)
 - By mid-summer: 67 acute care hospitals
 - 4 Community Care Access Centres
 - Oncology Centres
 - 2 Provincial Data Repositories (Lab & Imaging)
 - Nursing Assessment Repository
- 17,000+ authorized ClinicalConnect users across SW Ont.
- Leveraging to support Hospital Report Manager (HRM) and to send hospital lab data to OLIS



ClinicalConnect™

CONNECTING SOUTH WEST ONTARIO





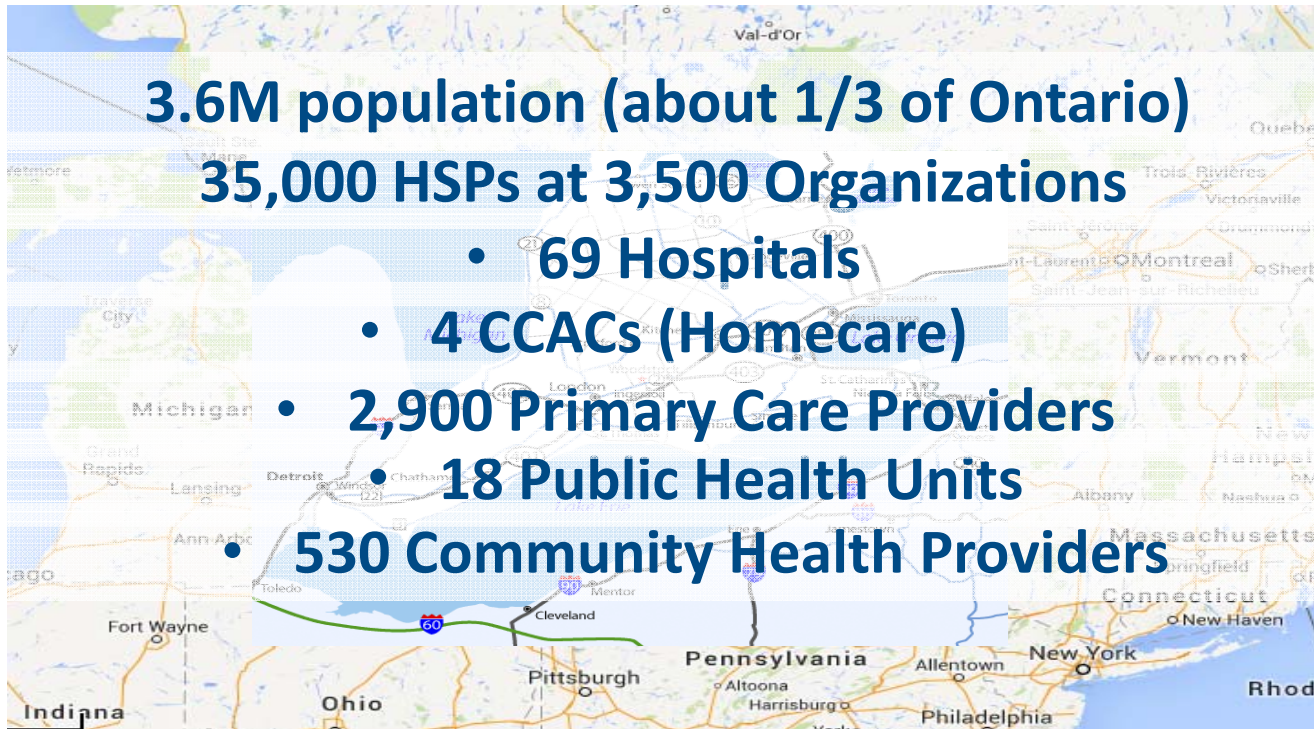
- ClinicalConnect (funded by eHealth Ontario) is the Regional Clinical Viewer for the connecting South West Ontario (cSWO) Program
- Hamilton Health Sciences is the solution provider deploying ClinicalConnect across the four South West Local Health Integration Networks
- The cSWO Program, also funded by eHealth Ontario, is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians
- ClinicalConnect recognized by eHealth Ontario as provincial strategic asset





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Logged in as: Dale Anderson
Sunday, April 6, 2014

Search: [] Advanced Search Links Settings Logout

Dr. [Name] Allergies

Encounter Date: 01/04/1987
 Status: Height (Metric):
 Location: Weight (Metric):
 Room/Bed: BMI:
 BSA:

(Timestamp: Sunday, April 6, 13:37)

Encounter Date	Discharge Date	Type/Status	Reason For Visit
10/02/2010 13:38		ER/REG ER	u TESTING CLINICAL C
11/06/2012 15:13		ER/REG ER	VOMITING
29/10/2013 11:23		ER/REG ER	CONGESTIVE HEART F
18/04/2012 14:15		ER/REG ER	ABD PAIN
01/12/2012 10:00	13/01/2014 11:41	IN/DIS IN	SICK
10/02/2010 11:15	31/12/2010 08:00	IN/DIS IN	TESTING

Facility

- Cambridge Memorial
- Cambridge Memorial
- Brantford General Hospital
- Cambridge Memorial
- Cambridge Memorial
- Cambridge Memorial
- SW-CCAC
- HNHB-CCAC

Patient Journey Consolidated



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ClinicalConnect™ | CONNECTING SOUTH WEST ONTARIO | Logged In as: Dale Anderson
Tuesday, May 27, 2014

Patient List | Search: | Advanced Search | Links | Settings | Logout

Marx, Groucho | Allergies

Attending Physician: | Encounter Date: | Status: | Height (Metric):
MRN: | DOB: 01/04/1987 | Location: | Weight (Metric):
Account Number: | Admit Age/Gender: | Room/Bed: | BMI:
Facility: | HCN: 3986255713 | BSA:
Reason For Visit:

CCAC: Service List (Timestamp: Tuesday, May 27, 14:09)

Preferences | View: Service List | Displaying 1-5 of 5 total

Referral Type	Service Type	Service Delivery Type	Authorization Start Date	Is Waitlisted	Assigned Provider / Provider End Date / Frequency	CCAC
Home Care	Personal Support & Homemaking	Hourly combined	13/01/2014	N	PARAMED HEALTH SERVICES-BURL / 14/02/2014 / 3.00 visit(s) per week, 1.00 hour(s) each visit, every week, starting 13-Jan-2014 and ending 14-Feb-2014	HNHB-CCAC
Home Care	Nursing	Visit home	22/01/2014	N	ACCLAIM I ending 28-F	
Home Care	Occupational Therapy	Visit home	22/01/2014	N	SAINT ELIZ 28-Feb-201	
School	Occupational Therapy	Visit public school	13/01/2014	N	CBI HOME	
School	Physiotherapy	Visit public school	22/01/2014	N	CBI HOME	

[Demographics List](#)
[Characteristics List](#)
[Medical Contacts \(Active\)](#)
[Personal Contacts \(Active\)](#)
[Service List](#)
[LTCH Choices and Bookings](#)
[Community Support and Other Resources \(Active\)](#)
[Diagnosis List \(Active\)](#)
[Note List](#)
[Primary Care Group List \(Active\)](#)
[Risk List \(Active\)](#)
[Safety Issue List \(Active\)](#)
[Referral List](#)
[Equipment and Supplies List](#)

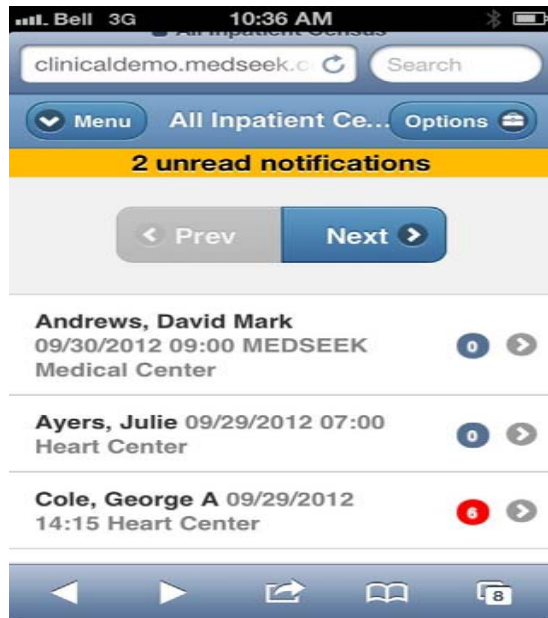
CCAC Connected

Standardized Nursing Assessments

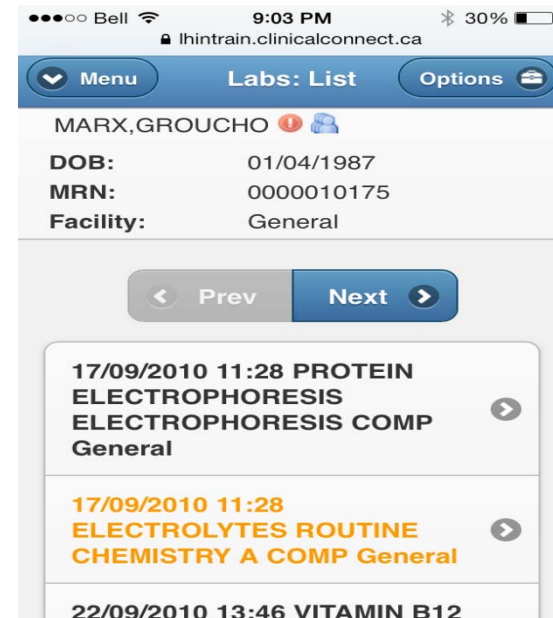
- Integrated HOBIC (Health Outcomes for Better Information and Care) Nursing Assessments
- Measures **standardized clinical outcomes**

HOBIC Transition Synoptic Report		
Scale Name	Admission	Discharge
Activities of Daily Living	0.2	0.1
Bladder Continence	1.0	0.5
Pain	2.7	0.7
Fatigue	2.0	1.0
Dyspnea	2.7	0.5
Nausea	0.5	0.5
Falls	0.5	0.5
Pressure Ulcers	0.5	1.0
Therapeutic Self Care	0.2	0.2

Mobile...Data When Needed



NEW RESULTS indicators



A Catalyst for Change

- **72% of HSPs** are less likely to order a duplicate test given easier access to current results
- **63% felt more confident** in care decisions with information at their fingertips
- **78% agree** mobile devices provide faster access to vital patient info, facilitating quicker consultations, diagnostic testing, interventions and transitions



A Catalyst for Change

- **87% of HSPs** say they should have access to their patient's/client's health information no matter where they are.



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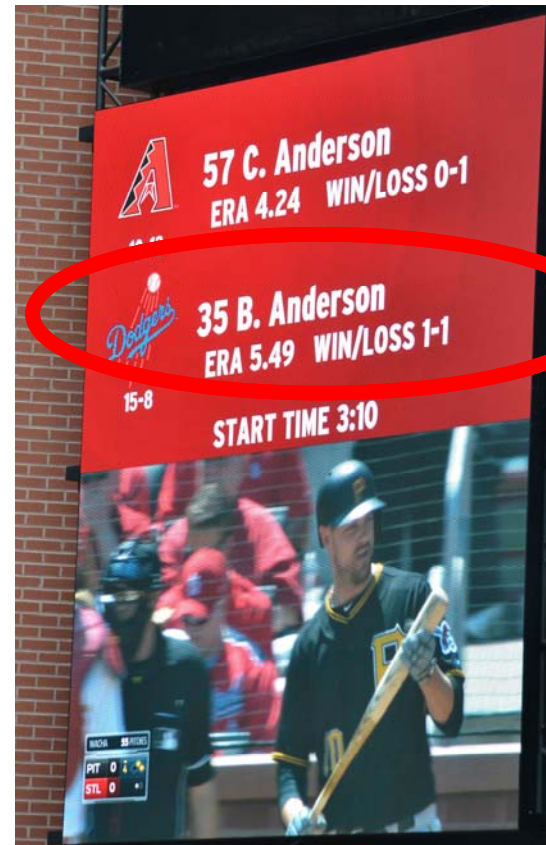
“Most of our respondents agreed that ClinicalConnect on mobile devices had a positive impact on their productivity and quality. Anywhere, anytime access to patient information on mobile devices was perceived as an important factor in faster communications, referrals and handoffs.” [1]



1. Bell Raj Eapen, MD, MSc, Barbara Chapman, BSc(N), MSc, *Mobile Access to ClinicalConnect: A User Feedback Survey on Usability, Productivity and Quality, JMIR mHealth and uHealth 2015:3(2): e35* (<http://mhealth.jmir.org/2015/2/e35>)



... Call
to the
Bullpen



A Family Physician's Perspective

How Dr. Barb Teal has benefitted using ClinicalConnect

- ClinicalConnect provides real-time info for my patients. With a single sign on, I can see everything I need to know from a hospital history point of view (X-rays, diagnostic tests, past consults and specialist and lab data, as examples)
- When patients transition across the continuum of care – ER to Heart Investigation Unit to Surgery or Cath Lab then to ICU or Step Down Unit, back home and to my office – ClinicalConnect is invaluable to understand what happened at each transition

A Family Physician's Perspective

How Dr. Barb Teal has benefitted using ClinicalConnect

- I use ClinicalConnect so I can rely less on my patients' and their families' recollection of upsetting medical events – I know without having to rehash situations
- I don't have to wait for hospital reports by mail/fax – I download them directly to my EMR
- I can keep tabs on my patients that are receiving homecare services

Transitions of Care

- Communication breakdown – no more
- ClinicalConnect is the “google” of real-time information for my patient...and single sign-on
- Safely following the patient through their journey
- Easier-to-access, reliable past health information

Transitions of Care

- Saves time in many ways including family questioning at difficult times
- Less fragmented patient care
 - Downloading Hospital Reports and Labs into EMR
 - Easy to see my patients that are in hospital
- Reducing re-admissions (Homecare example)
- Patient and Provider positive experiences



BUT, we need more...as a one-stop-shop

- More of my community EMR records as part of ClinicalConnect
- eNotifications that patients are in hospital
- ER Documentation
- Secure Messaging
- Patient Portal / Interaction
- eReferral / eConsult

Change Management Pathway

(Leveraging Canada Health Infoway Framework)



Observations for Effective Change Management

- ClinicalConnect:
 - Facilitates sharing of patient data across continuum
 - Has delivered clinical value quickly while provincial eHealth standards/technical architecture are finalized
 - Iterative – evolve / add value – workflow / savings
 - Employ change management framework
 - Builds in flexibility to adapt to incoming standards
 - Has become catalyst for change

“Perfect is the enemy of good” *Voltaire*

Thank You

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