

BRIEFING NOTE

Mission: To lead a high-quality, integrated health system for our residents

Vision: Better Health – Better Futures

Core Value: We value acting in the best interest of our residents' health and wellbeing

Meeting Date: February 25, 2016

Action: Information

Topic: Item 16.0- Improving Patient Outcomes through Enabling Technologies - Update

PURPOSE

To provide an update to the Waterloo Wellington LHIN Board of Directors on improving patient health outcomes through enabling technologies. Specifically, this board presentation will focus on primary care and how enabling technologies will help to achieve coordinated, comprehensive, and accessible primary care for residents. Future board presentations will focus other areas of system transformation (e.g. strengthening home and community care and acute care).

IHSP Priority:	x	ABP Initiative(s):	Corporate Objectives:	x
Enhancing access to primary care	X	<ul style="list-style-type: none"> Support primary care in ensuring coordinated, equitable, informed access to specialist care and explore options for shared care planning. Review and optimize use of telemedicine and telehomecare. 	To provide transformational leadership to create a high-quality, integrated health system and collaborate with those who share this commitment.	X
Creating a more seamless & coordinated care experience			To commission quality health services in a sustainable health system.	
Leading a quality health care system using evidence-based practice			To integrate health services to achieve better health, better care and better value.	
			To champion equity in population health and health outcomes.	

BACKGROUND INFORMATION

Enabling Technologies is a term used to describe the use of information and clinical technologies to improve the quality, safety, and the efficiency of health care services. Technology works as an enabler for clinical changes to help improve patient health outcomes and the patient experience. This briefing note explores how technologies help to provide timely access to primary care and seamless links between primary care and other services, and better coordination of care between hospitals and community.

Timely Access to Primary care and Seamless Links Between Primary Care and Other Services

eConsult – Improving access to Specialists Care

eConsult allows primary care and other referring physicians to ask specialists questions through a web based interface. This timely access to specialist advice helps primary care provide better care to patients. The specialist consult may take place with the patient and the primary care provider and/or between the primary care provider and specialist. E-consult has resulted in a 40% reduction in unnecessary referrals to specialist.

eConsult is currently being piloted in a two other LHINs. Waterloo Wellington LHIN is seeking to become the next pilot site for eReferral in 2016/17.

Telemedicine - Efficient, Timely Connections Between Patient/Family and Health Care Providers

Telemedicine enables patients/families and health care providers to communicate and conduct appointments through secure video conferencing technology. Telemedicine allows patients/families to talk to their physician or care team online - reducing travel time, increasing convenience and allowing for timely conversations. Telemedicine also provides a venue to connect multiple care team members together with the patients and families from different locations.

Telemedicine began in 2007 with large television like modules. These TV's have been used primarily to link health service providers across the LHIN and across the province. Telemedicine TV technology is available at 32 different organizations and 77 sites.

Telemedicine technology has evolved. Patients and families can now talk to their physician or health care professional through a private, secure face-to-face video visit by simply opening an OTN link received you're your health care provider, on your personal computer (PC/MAC), iPhone, iPad, iPod or Android device. A video visit allows you to attend an appointment eliminating the barriers of time and distance, giving you a whole new level of convenience, efficiency and independence. Details on how to access can be found at this link <https://otn.ca/en/pcvc-guestlink>

Efforts are underway to inform primary care providers about OTN and how they can use this tool with patients/families.

Telemedicine will be a key tool that care coordinators will use in the home to connect patients/families with primary care and the full care team, preventing unnecessary primary care visits. Telemedicine will be used in long term care to connect with other specialty services (palliative care, wound care, geriatric care) to avoid unnecessary emergency department visits or hospitalization.

Telehomecare - Self monitoring from the Comfort of your Home

Telehomecare is a patient-centred model of care that allows patients to improve their self-management skills of their chronic disease in the comfort of their own home. Patients are enabled with medical devices in home that communicates with an electronic platform that their primary care provider can remotely review and monitor. This consistent monitoring allows primary care providers to make adjustments to their patients' care in a timely manner when needed, to improve health outcomes.

The design of telehomecare in WWLHIN is in development with a proof of concept plan underway for 2016/17.

System Coordinated Access: Timely, Equitable Referrals to Services

System Coordinated Access is a coordinated way to make referral for key services in WWLHIN. It will help establish standardized processes for all referral pathways through a common technology solution and will aid in ensuring equitable access to services regardless of location of where the resident lives. Primary care providers will be able to assist their patients/families with referrals to key services through system coordinated access.

Coordinated access and central intake initiatives are underway for diabetes central intake, specialized geriatric services, community support services, and Here 24/7.

Three new streams have been launched:

- outpatient and community rehabilitation,
- referral to specialists (orthopedics, cardiology and diagnostic imaging), and
- referral to chronic disease prevention and management services.

This project is also one of two in the province funded by the Ministry of Government and Consumer Services for innovative procurement for a technology solution. Seven other LHINs are participating in the procurement for a prototype. In 2016/17 a technology prototype solution will be designed that will be tested prior to launching an RFP for a fully functional online technology referral solution.

ClinicalConnect™ – Viewer for all Health Care Providers to see key Patient Information

ClinicalConnect™ gives clinicians access to patient information. Primary Care, Hospitals, home care, public health, long term care can access this portal to obtain patient information(e.g. lab work, diagnostic tests, reports) within south western Ontario. ClinicalConnect™ resulted in a 3.8% decrease in 30 day readmission to a LTC home over 1 year (WWLHIN) and a 51% decrease in ED Visits and 48% decrease in hospital admissions for patients in a health link (HNLHIN).

Better Coordination of Care Between Hospital and Community

Hospital Report Manager – Providing Primary Care Providers with Timely Access to Hospital Information

Hospital Report Manager (HRM) electronically sends transcribed medical and imaging reports directly into primary care provider electronic medical records. This includes hospital discharge summaries and consultant reports. Timely information helps a primary care provider more timely follow up for their patients.

All acute care hospitals and three independent health facilities have HRM, sending reports to primary care providers signed onto HRM. Over the past year 327 primary care providers have been connected to HRM and have been receiving reports directly into their office electronic medical record within hours of reports being available in the hospital system. Deploying HRM to all primary care providers who have an electronic medical record is the focus for 2016/17.

Clinical Order Sets - Standardized Quality Hospital Care

Clinical order sets are intended to ensure consistent, standardized quality hospital care – regardless of what hospital care is provided in. Standardized order sets are now in place for Cataracts procedures. There will be an addition of several other clinical order sets over the next months.

Common Hospital Information System - Standardized Quality Hospital Care

The Waterloo Wellington LHIN hospitals are jointly entering into an RFP process to secure a common hospital information system. Grand River Hospital hospital information system vendor – McKesson, will no longer be providing service and will expire after March 2018. A new hospital information system is

required. Other hospitals need to upgrade their systems therefore the all WWLHIN agreed to enter into the pursuit of a common health information system. A common system will allow hospitals to adopt standardized clinical processes which aims to improve care and patient outcomes across WWLHIN.

This work has been guided by the work of the provincial HIS Renewal Advisory Panel. The Waterloo Wellington LHIN hospitals are awaiting direction from the provincial HIS Renewal Advisory Panel and the eHealth Investment and Sustainment board about the approach to take towards HIS consolidation.