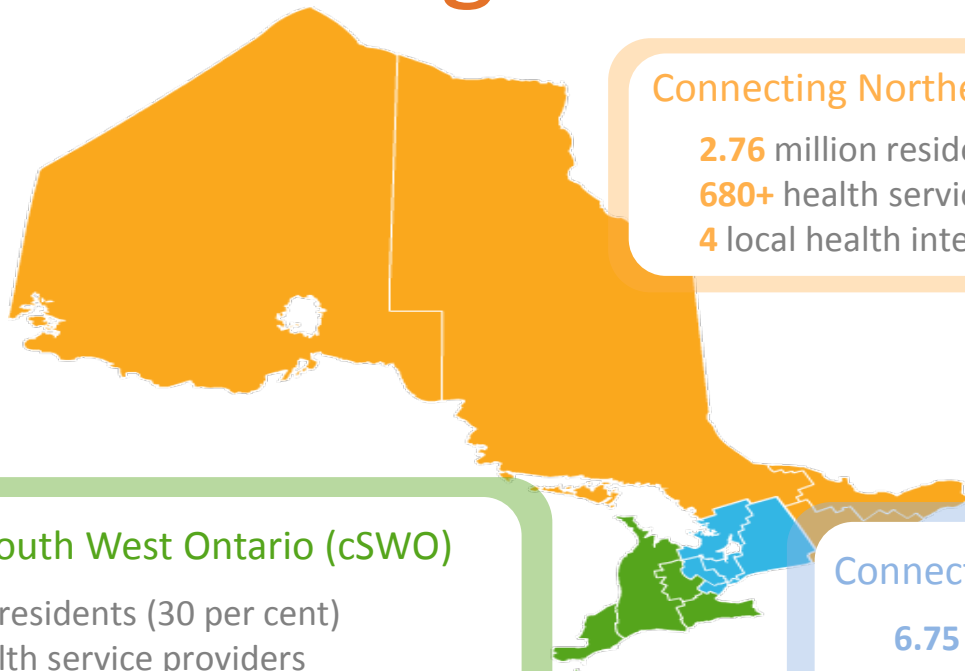


Clinical and Organizational Value: Benefits Realization in South West Ontario

June 6, 2016

Alexander, Flanigan, Mallon, Huebner, Hollohan

Regional Integration



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)

2,000+ health service providers

4 local health integration networks

Connecting Greater Toronto Area (cGTA)

6.75 million residents (50 per cent)

800+ health service providers

6 local health integration networks

cSWO Program

cSWO facilitates access to regional data for health care providers across the continuum of care leveraging existing provincial, regional and local ehealth solutions. ClinicalConnect is the integrated electronic health record (EHR) live in south west Ontario today.

4 delivery partners:

- Deploy using change management and adoption strategies.
- Integrate clinical value research from the benefits realization program to help adoption and help develop clinical, organizational, and system value.

What is ClinicalConnect?

- A secure, web-based portal providing real-time access to patients' electronic medical information
- Currently integrates data from:
 - 67 acute care hospital sites
 - 4 community care access centres (CCACs)
 - Regional Cancer Programs
 - 2 Provincial Data Repositories (Southwestern Ontario Diagnostic Imaging Network (SWODIN) & Ontario laboratories information system (OLIS))

4



ClinicalConnect™

CONNECTING SOUTH WEST ONTARIO



cSWO Program Regional Clinical Viewer, ClinicalConnect adoption status against targets (April 2016)



41,489 Registered Users



69 of 69 hospital sites
(all hospitals in SWO)



2,029 of primary care/
secondary/other physician
practices



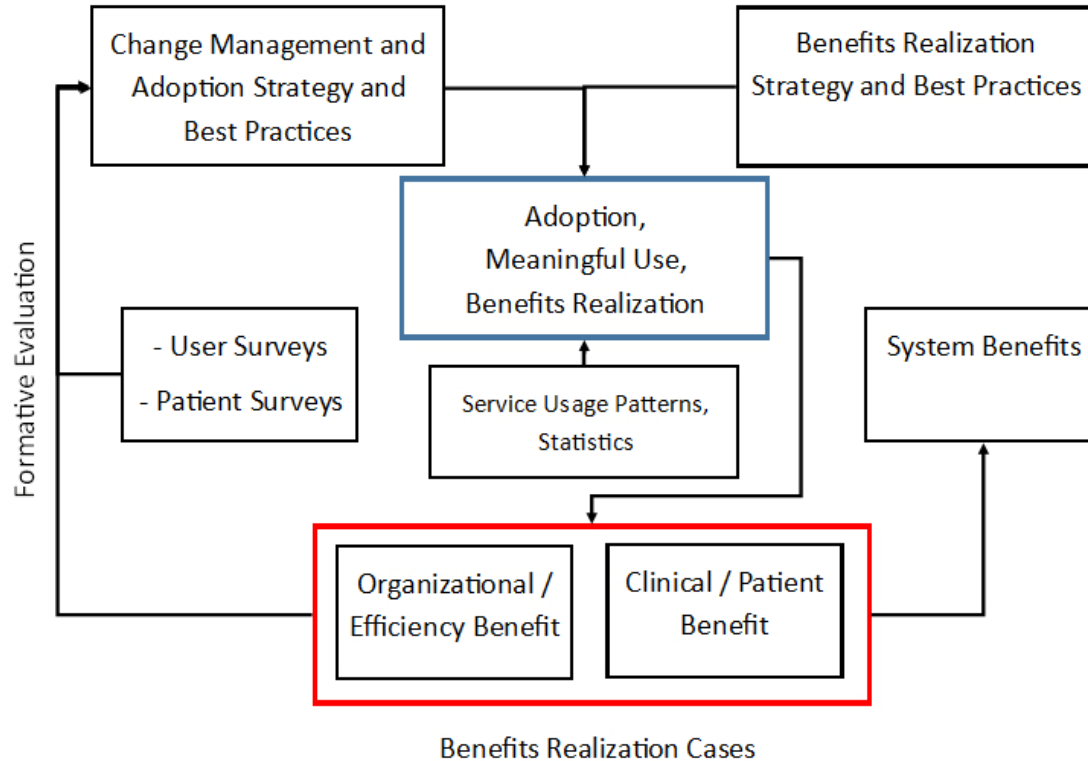
290 of 269 *target*
community sector orgs
(incl. 4 of 4 CCACs)



4 of 16 *target* public health
units

5

cSWO Benefits Realization Program Framework (revised)



cSWO Program enabling organizational and clinical value

Case Study Development: 13 Cases completed

- Acute: Emergency
 - Acute: Infection Mgmt
 - Reg. Geriatrics
 - Reg. Diabetes
 - Reg. Secondary Stroke (x2)
 - Comm. Early Psychosis
 - Comm. PC for Homeless
 - Comm. Palliative
 - PC – Pharmacy
 - PC – Atrial Fib
 - PC – CKD
- 18 IN PROGRESS**
- Comm. Midwifery
 - Reg. Gastro
 - Reg. Cancer

cSWO Program enabling Community Care - HealthLinks



In 6 months prior to the HealthLink:
187 ED visits

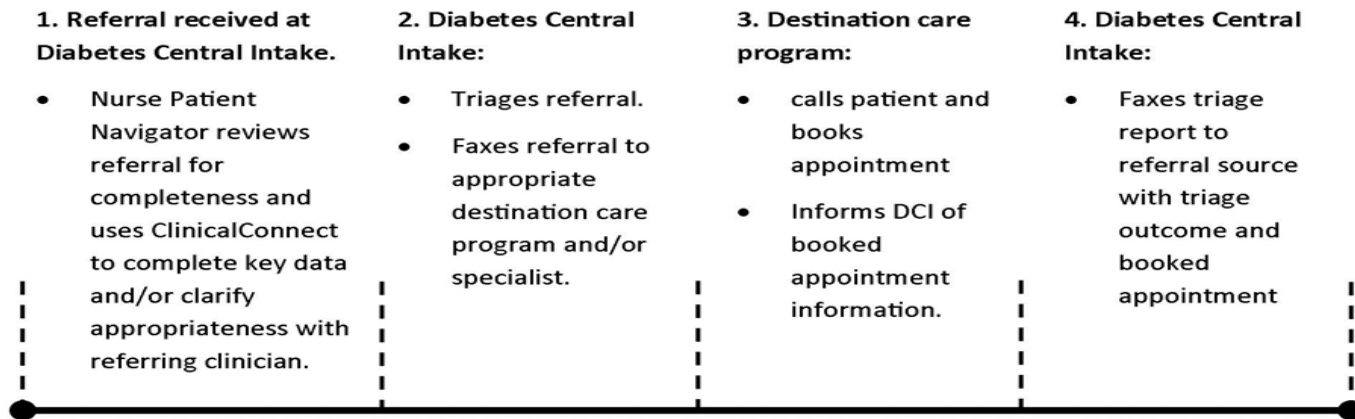
In 6 months since having a plan:
91 ED visits (↓51.3%)

Admissions 1 year prior to HealthLink:
115 admits

Admissions YTD
23 admits
(avg tenure of HealthLinks support is 141 days)

Projected Annualized Admits
59.5 admits (↓ 48.3%)

cSWO Program enabling Community Care - Regional Diabetes Care and Education

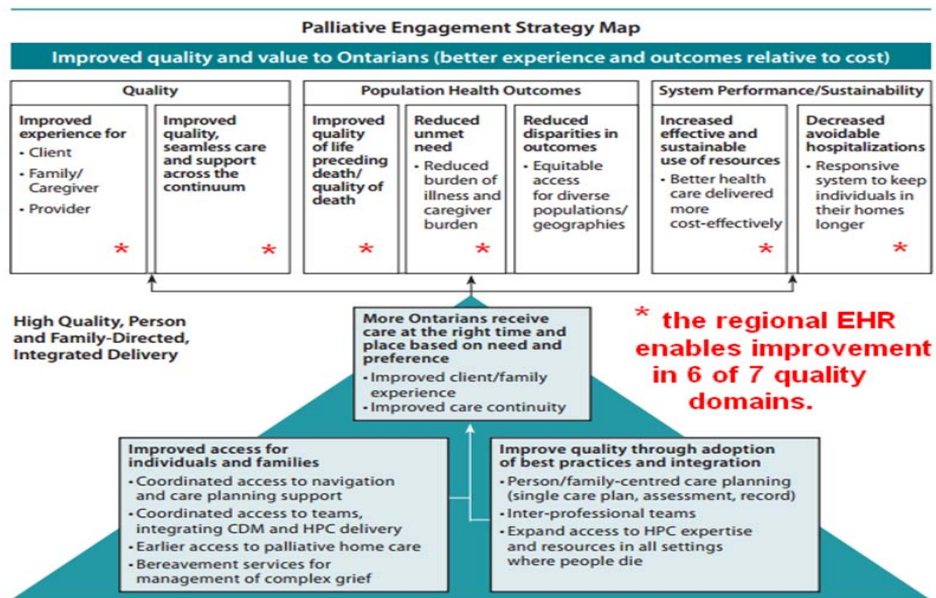


In one-month, the CDE Patient Navigator accessed ClinicalConnect 18 times. For 13 of 18 patients (72%, representing 2% of total referrals) information:

i) changed the urgency of the referral (6), ii) improved facilitation of specialist consult (6), and iii) sped up referrals to Diabetes Education (1).

cSWO Program enabling Community Care - Palliative

“ClinicalConnect allows me to access assessments, treatments and medical impressions in real time...It means I can better anticipate and plan for risks and potential complications - this often results in a reduced need for patients to go to the Emergency Department. For health care providers, it means better job satisfaction because it allows me to create a positive experience for patients.”



Cindy Shobbrook, NP

10

cSWO Program enabling Community Care - Homeless



Street Outreach develops trust with people who do not trust health system

“Host” nurse completes triage/intake/discharge, treats clients for minor conditions, RAI-MH assessment

Uses ClinicalConnect to integrate health information from multiple sources

Working Centre Outreach Clinical Team

Physicians treat addictions/MH/concurrent issues, integrate with primary care / ED, specialist referrals

Manage care avoiding hospitalizations; proactively address social determinants

Working Centre clinicians make referrals to more than 20 specialists including:

- Ear, Nose Throat, Gastroenterologist, Cardiology, Endocrinologists, General Surgery, Nephrology, OB/GYN, Oral Surgeons, Psychiatry, Rheumatology, Urology, Respirology, Pain, Infectious Disease

Clinicians at the Working Centre are potentially the only relationships clients have with qualified health care professionals. The Ontario Disability Support Program (ODSP) requires a Verification of Disability/Impairment Form to be completed by a qualified “professional who knows the applicant well enough to comment on his/her disability or impairment and the difficulties that he/she may have in finding or keeping a job” (Ontario, 2010).

cSWO Program enabling Community Care - Homeless

“...when a patient lived in Hamilton as a teenager and was serviced by adolescent psychiatry, to when they moved to a place like Kitchener and spent some time in an adult patient ward. I can find out what medications helped them have a stable experience; what the psychiatrist thought when they were last hospitalized; and what the X-rays and MRIs showed after yet another violent encounter with an abusive partner.

Dr. Rebecca Lubitz

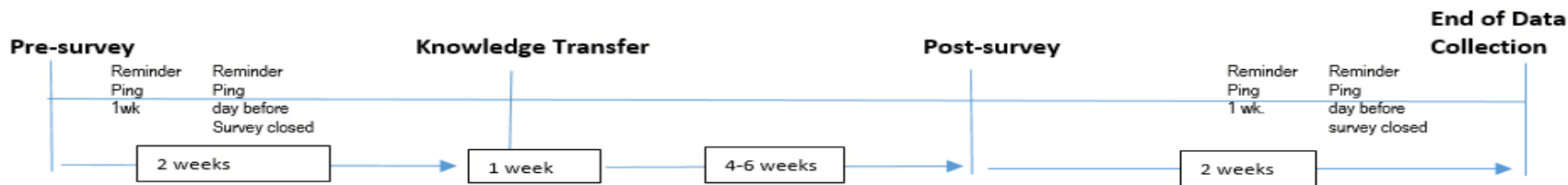
12

Extending cSWO Benefit Study – Relational Coordination

Relational Coordination (RC) - interaction between communication and relationships within a team for the purpose of task integration (Gittell, 2002).

Ethics approved study, 3 workflows involved from case studies. Using the cases as a knowledge transfer in a pre-post survey of RC.

RC Research Timeline Overview



Primary Care Data Sharing Pilot - Utility and Usability of standardizing data in EMRs

- Qualitative interviews examining relationships of utility and usability of tools used in standardizing EMR data
- Includes distinction of perspectives and roles
 - Physicians as clinicians, as member of an interdisciplinary team, as governors
 - Nurses
 - Nurse Practitioners and Physician Assistants

Discussion

Contact: ted.alexander@lhsc.on.ca