

Front-Line Adoption of Champlain BASE* eConsult – A Success Story!

**Building Access to Specialists through eConsultation*

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Presenter Disclosure

Program name: Champlain BASE eConsultation Service

Presenter: Amir Afkham

Relationships with commercial interests: None

Disclosure of Commercial Support:

This session has received no commercial support

The Champlain BASE eConsult Team

A collaboration between:

- The Champlain Local Health Integration Network
- The Ottawa Hospital
- Bruyère Research Institute
- Winchester District Memorial



Initial Seed Funding

- TOHAMO AFP Innovation Fund
- eHealth Ontario



Service Sustainability Funding

- Champlain Local Health Integration Network
- Ontario Ministry of Health and Long-term Care



Current Research Funding

- Canadian Institutes of Health Research
- Bruyère Research Institute

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The problem: poor access

“I have been waiting a long time to get my appointment with the specialist”

“I refer and then wait and do not even know if the fax was received...”

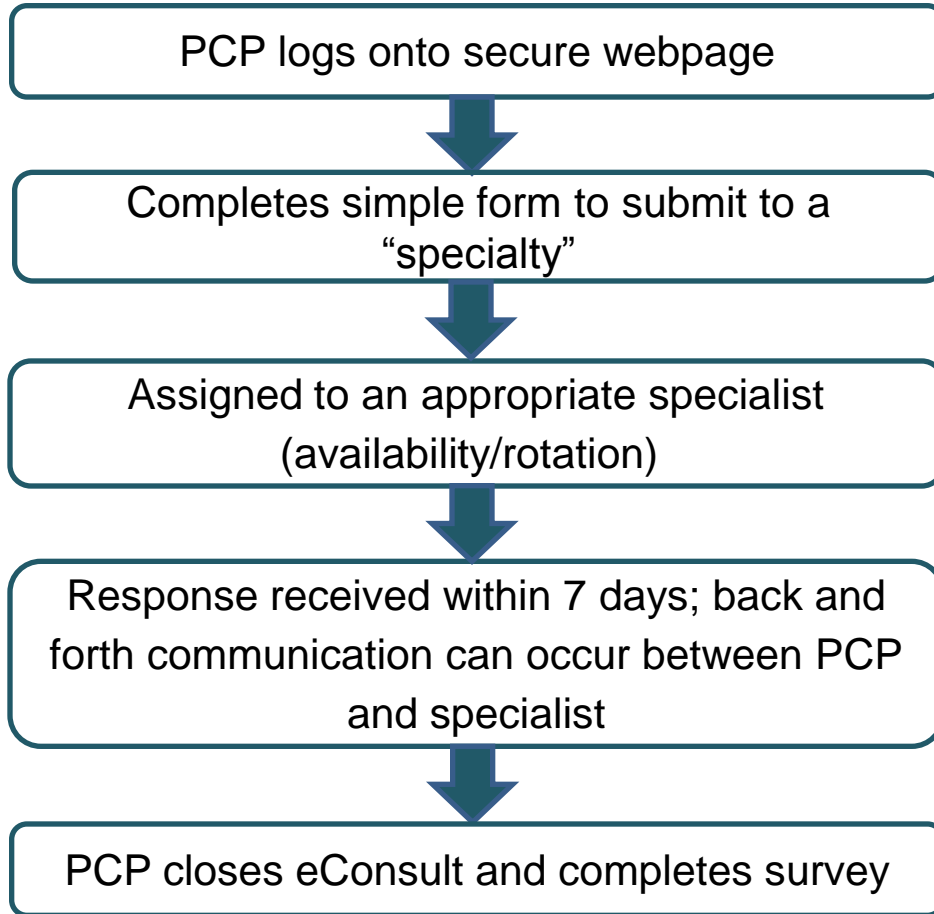
“Takes a long time to have a non-urgent patient seen in Endocrinology”

“I am frustrated by my wait list. I can't ever seem to catch up...”

The Solution: eConsultation

- What is an eConsultation?
 - Asynchronous, electronic communication between providers
 - Patient-specific question directed to a specialist
 - May result in patient not needing a face-to-face visit with a specialist
- Origins of Champlain BASE
 - Spearheaded by a Specialist Lead (Dr. Erin Keely) & Primary Care Lead (Dr. Clare Liddy) and funded by TOHAMO initially
 - Leverage secure web-based technology to facilitate simple, effective, and timely (but not real-time) communication between primary and specialty care

How Does eConsult Work?



Create an eConsult

NOTE: The system will log you out after 20 minutes of inactivity - you can save your work at any time by clicking the save button

Step 1 - Primary Care Practitioner Information

PCP Test

Primary Care Practitioner Name

123 pcp road pcpville ON
Street Address City/Municipality Province

6135551111 6135551110 mel:
Telephone Facsimile Email

Step 2 - Specialty

Please choose from the general list of Specialties:

- Genetics
- Pediatrics - ADHD
- Pediatrics - Adolescent Medicine
- Pediatrics - Allergy and Clinical Immunology
- Pediatrics - Anesthesiology
- Pediatrics - Cardiology**
- Pediatrics - Chronic Pain
- Pediatrics - Complex Care
- Pediatrics - ENT
- Pediatrics - General
- Pediatrics - General - Baker Lake, NU
- Pediatrics - General - Cape Dorset, NU
- Pediatrics - General - Clyde River, NU
- Pediatrics - General - Mississauga Halton
- Pediatrics - Hematology/Oncology
- Pediatrics - HIV
- Pediatrics - Infectious Disease
- Pediatrics - Neurology
- Pediatrics - Ophthalmology
- Pediatrics - Orthopaedics
- Pediatrics - Palliative Care
- Pediatrics - Psychiatry
- Pediatrics - Radiology
- Pediatrics - Respirology

Please select the most appropriate option:

Target Specialty (automatically derived):

Please note that information about scope of some specialty services is available in the [Specialties Directory](#)

Step 3 - Patient Information

/ / Select...

Date of birth *Req'd Gender*Req'd Given Name

(dd/mmm/yyyy)

Would you like to attach electronic files containing pertinent information to assist the consultant with better assessment of this case?

Please upload your attachments(s) here and use the text file option if needed. (e.g.: Electronic Medical Record documents, Image attachments in a common format such as pdf, jpg, etc.).

***Note about Patient Consent and eConsult:** The CMPA has determined that patient consent is implied in an eConsult, as this interaction remains within the Circle of Care. For more information, please review the [CMPA Assessment of eConsult](#)

Step 4 - Background/History and Consultation Request

You may provide information concerning the patient in the space provided below (i.e. allergies, nutrition, social history), if this has not been provided in the attachment(s) already.

Please type request in the space provided below *Req'd

PCP & Specialist Engagement Status

- ❖ Proof of
- ❖ MDs and
- ❖ Specialty growth through PCP de

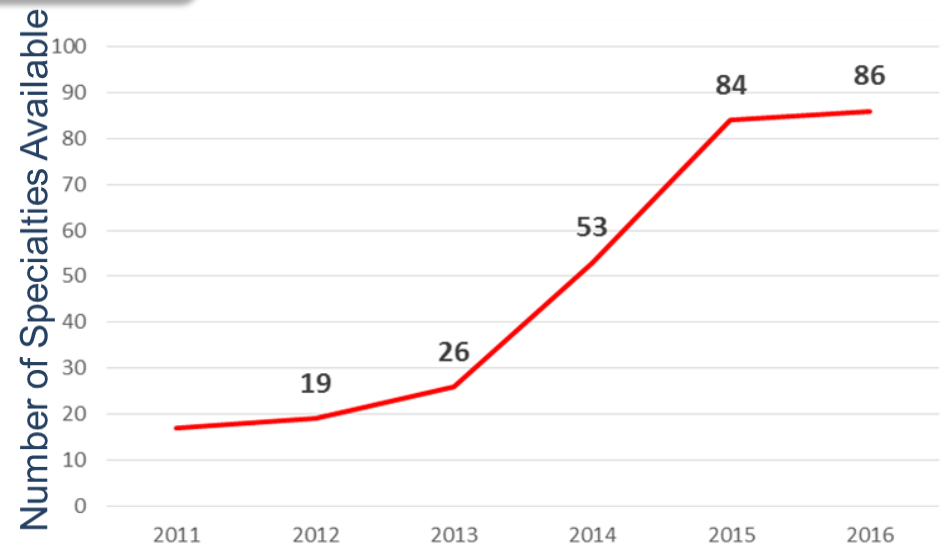
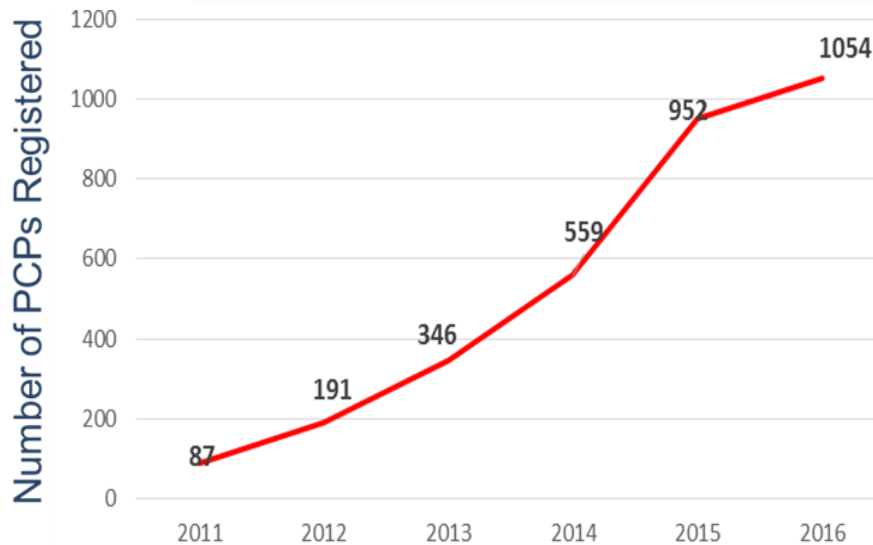
"So many consults I was seeing... were simple "advice" questions that I could answer in 1 minute. I felt guilty because the patient had wasted so much time and effort."

"I have been raving about the service so you may be consults!"

"My colleague and I were just commenting about how useful we find this service..."

"I love that ortho has been added!!!"

Specialty Engagement



Fun Fact: Is there a day when no clinician did an eConsult?!

Between January 1st and December 31st 2015:

- Our PCPs collectively did not submit a new case on 10 different dates
- Our Specialists collectively did not respond to a case on 4 different dates
- 2 of those dates happened to be in common amongst both communities – any guesses?!
- For the other dates, interesting correlation with great weather!
- honourable mention to our PCPs who also stayed away on

HAPPY BOXING DAY!



VALENTINE'S DAY

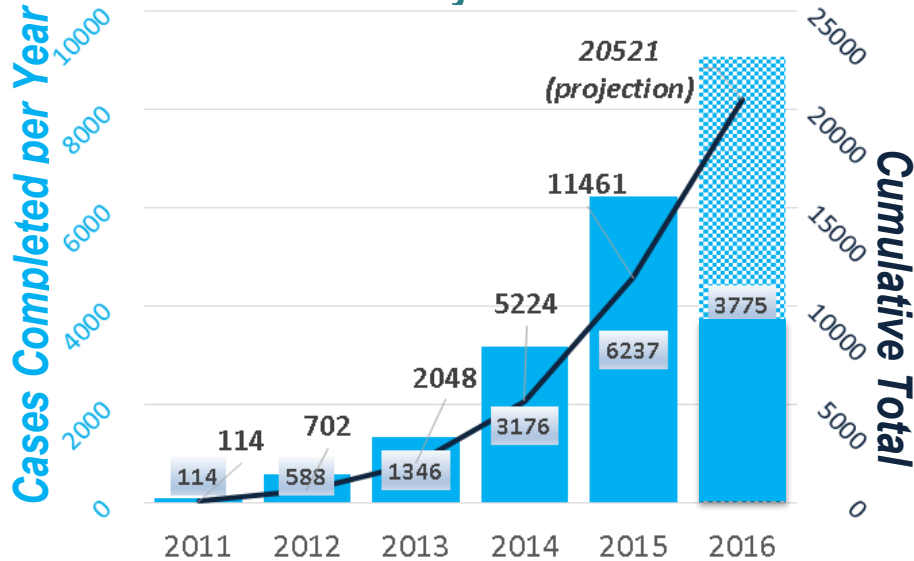


BECAUSE LOVE ISN'T QUITE COMPLICATED ENOUGH AS IT IS.

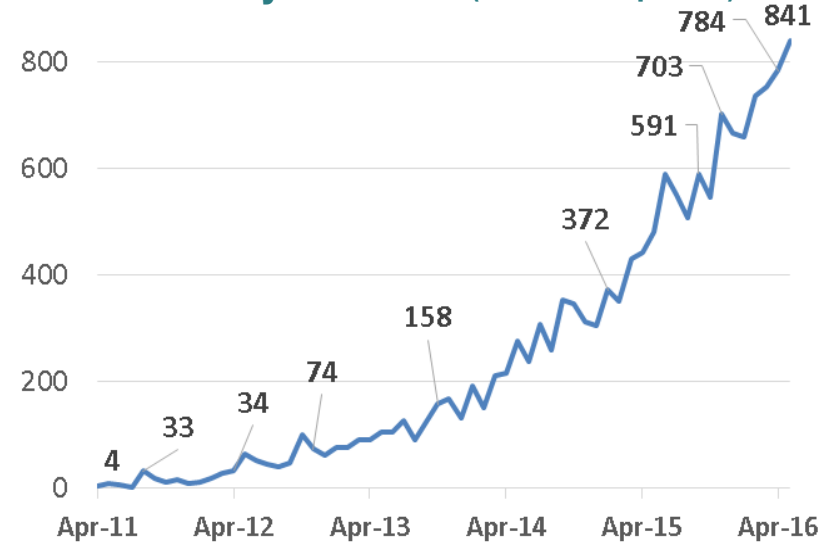
Results & Observations (as of May 31st, 2016)

- ❖ 15236 cases completed as of 31st May 2016 (projecting to exceed 20,000 by YE)

Growth By Year



Monthly Volumes (cases completed)



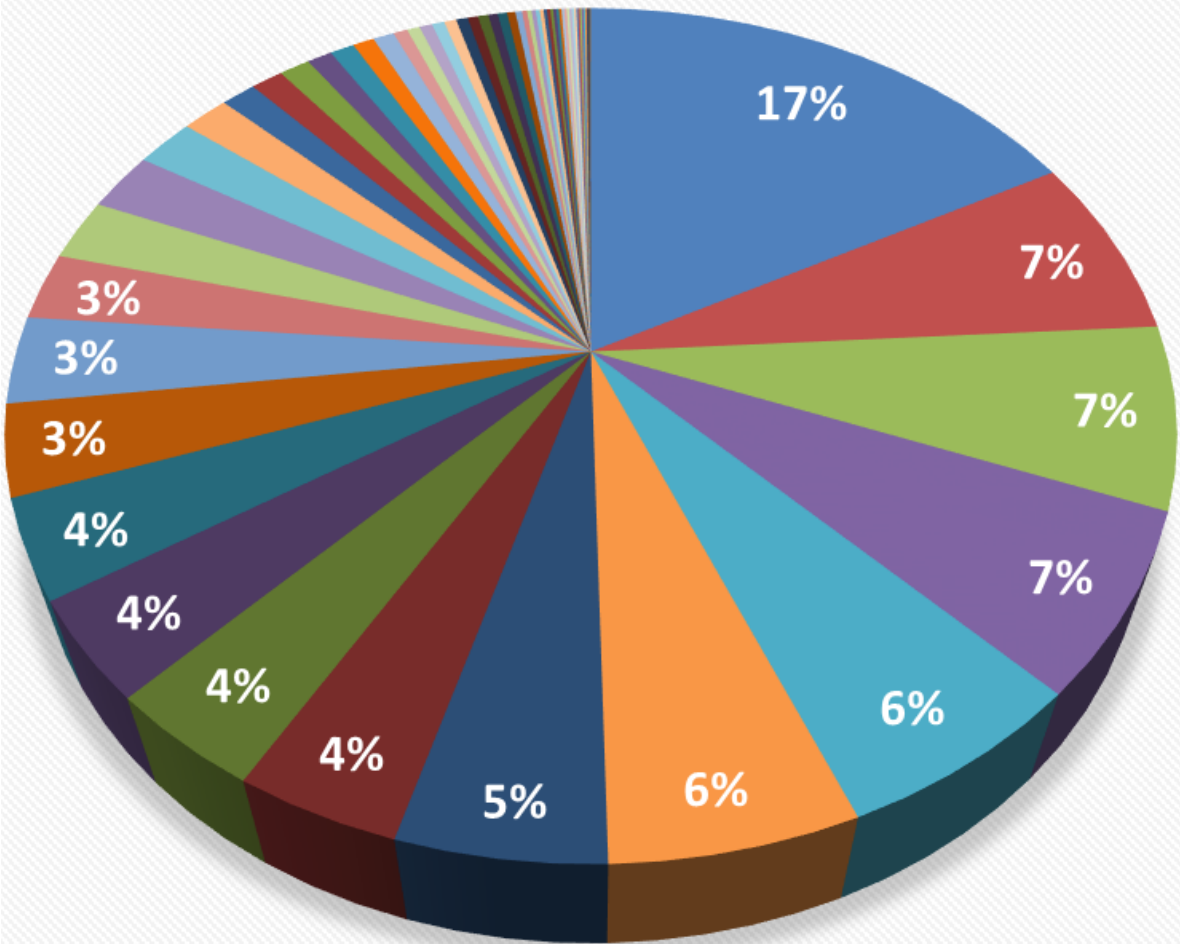
- ❖ Specialist response interval:

- ✓ Median – 0.9 days
- ✓ Average: ~ 2 days
- ✓ Fastest Response: 2 minutes (Tie between Neuro & Infectious Disease!)



Case Distribution Across Specialties (for 15236 completed cases)

Top 25



- Dermatology
- Endocrinology
- OBS/GYN
- Hematology
- Cardiology
- Neurology
- General Pediatrics
- Infectious Diseases
- Orthopaedics
- Urology
- Gastroenterology
- Rheumatology
- Psychiatry
- Internal medicine
- Pain Medicine
- Nephrology
- ENT
- Radiology
- Thrombosis
- Pediatric Orthopaedics
- Respirioly
- Genetics
- Pediatric Psychiatry
- General Surgery
- Pediatric hematology/oncology

A Managed Service Approach...

High-touch engagement with users:

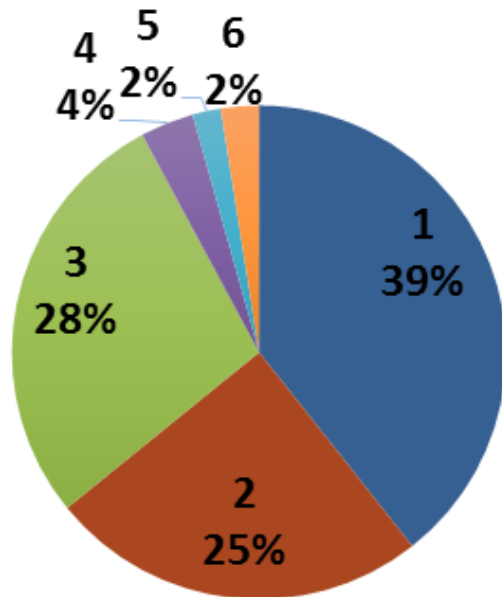
- PCP's (NP's and MD's) => Success \propto PCP Satisfaction
- Specialty/Specialist Considerations:
 - Typically accessed under a specialty group (not as individuals)
 - Added to service based on need – requested by PCP community
 - MD's and non-MD's
 - Approached to participate based on suitability:
 - ✓ highly regarded clinicians
 - ✓ committed to response time expectations, value communication with PCP's, value reduced burden to patients, find compensation satisfactory

A Managed Service Approach...

- Collect regular feedback:
 - Mandatory close out survey
- Communicate feedback and updates to providers
- Quality assurance – monitor, maintain, improve
 - Track key indicators
 - Pro-actively address issues, promptly and effectively
 - Incorporate enhancement suggestions

Impact of eConsultation on Referral

[from PCP survey responses completed for each case]

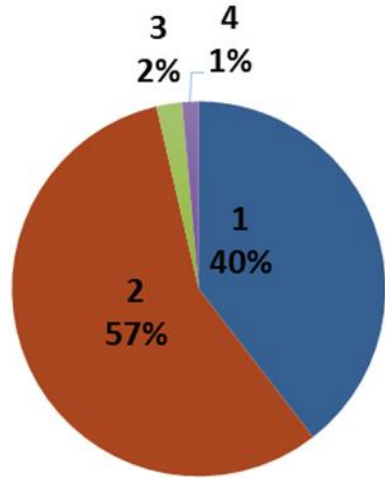


N=15 236 cases

- 1. Referral was originally contemplated but now avoided at this stage
- 2. Referral was originally contemplated and is still needed - this eConsult likely leads to a more effective visit
- 3. Referral was not originally contemplated and is still not needed - this eConsult provided useful feedback/information
- 4. Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
- 5. There was no particular benefit to using eConsult in this case
- 6. Other (please comment)

Over 60% of cases did not require a face-to-face visit with the specialist following an eConsult; in fact, in 40% of cases, an unnecessary referral was avoided

Clinical Value * from PCP survey responses completed for each case



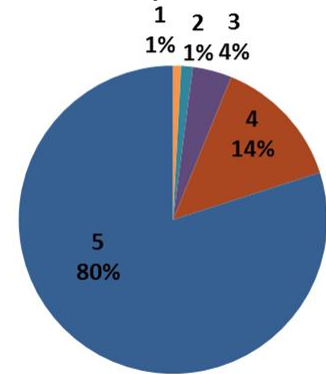
1. I was able to confirm a course of action that I originally had in mind
2. I got good advice for a new or additional course of action
3. I did not find the response very useful
4. None of the above (please comment)

Overall Value of the eConsult Service (AVG.: 4.71/5)

5: Excellent



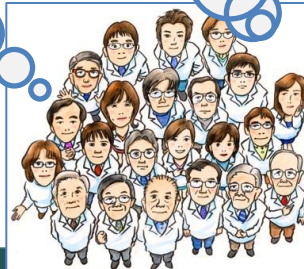
1: Minimal



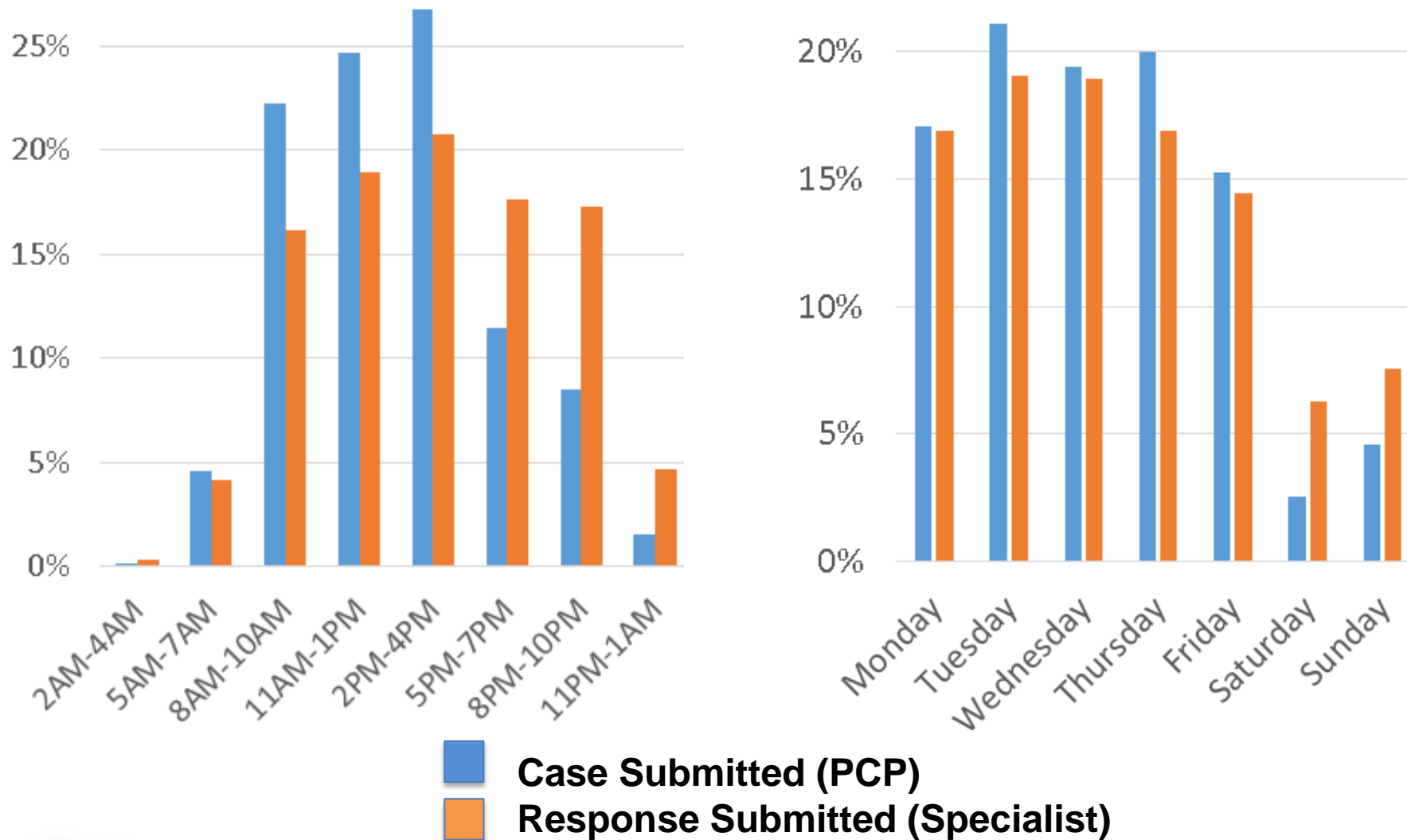
"I think this is a fantastic idea, and I will now be trying econsults as my first choice, and I will save the formal referrals for those patients who require it after the information has been reviewed by the specialist."

"Efficient... My patients... the technician... response was..."

...at I've... !!! Great information... patients and often to... referral if not indicated."



Fun Fact: When Do Our Clinicians Do Their eConsults?



* PCP data reflects "delegate" hours for some

Research Considerations

Wealth of Data!

- Sample size > 11,000
- 20 specialties with 200+ samples









Areas of Interest

- Clinical
- System
- Policy
- Education

Rigorous Evaluation

- Utilization
- Provider surveys
- Patient interviews
- Economic analysis
- Types of questions

Lessons Learned and “Busted Myths”:

-  PCPs would be all over this while specialists would be difficult to attract
-  Given wait time issues, specialists participating will be inundated...
-  Knowing the specialist beforehand and coupling with follow-up referrals would be key for PCPs (and hence location of specialist would be important)...
-  PCP utilization will not pick up without electronic integration with EMRs...
-  Different specialties will need different forms and workflows...
-  The more specialists, the better...
-  Satisfactory compensation arrangements difficult without complex negotiations
-  Our “pilot” would only last a year or two ...



KEY REVELATION

Clinicians tend to be slow adopting new/electronic ways of running a process they already have in place...

eConsult offered a valuable NEW service that most NEEDED & did not have a way of accessing before!
[and of course it was simple and reliable...]

On-Going Collaborations

- **MOHLTC-Funded Provincial Pilot**

- ✓ Working in partnership with Ontario Telemedicine Network (OTN) and OntarioMD to leverage expertise and resources in further enhancing eConsult and making it widely available across Ontario.



- **Beyond Ontario**

- ✓ Collaborating nationally to share knowledge and support implementation of similar services across Canada

In Their Own Words...

“Fast, easy to use service. Very user friendly.”

“I am so impressed with this prompt and extremely useful service.”

“Why not use this service? It's simply amazing how useful, efficient and fast eConsult can be.”

“Excellent service with spectacular turn around time.”

“I have been raving about the service to my colleagues, so you may be receiving more econsults!”

“It was easier than I expected and very fast response.”



“Efficient, speedy and reassuring. My patient was surprised about the technology and how quickly a response was obtained.”

“I LOVE eConsult!!!! Great way to get fast information on your patients and often to avoid referral if not indicated.”

“I think this is a fantastic idea, and I will now be trying econsults as my first choice, and I will save the formal referrals for those patients who require it after the information has been reviewed by the specialist.”

“I love that ortho has been added!!! ... I can often apply what I've learned in an eConsult to future patients as well. Not only have I avoided a referral with this eConsult but I'll likely save time for future patients in similar situations.”

THANK YOU!