Navigating eHealth in Ontario

a Physician Lens
Physician use of electronic medical records (EMRs) and their participation in eHealth initiatives is a critical success factor for a health care system’s integration of information to improve patient care. Learn about OntarioMD’s continued successes and innovations over the past year from OntarioMD’s CEO who will also offer her views of how progress beyond the adoption of an EMR will advance necessary governance, accountability and policy considerations in Ontario.
OntarioMD as a Delivery Partner

- 11 years of established relationships with over 13,000 physicians
- 42 dedicated field staff
- 49 Clinical Peer Leaders
- Practical understanding of EMR security and privacy issues and education of physicians
- Education in Privacy and security of EMRs
- Established agents for change

- Manages EMR Certification Program, EMR vendors and Specifications on behalf of the province
- Advancing physicians as data stewards
- Facilitating enhanced data quality and reporting
- Centralized support for improvement of quality and consistency across practices and vendors
- Supporting the development and delivery of standardized reporting tools (dashboards)
## OntarioMD & Results

<table>
<thead>
<tr>
<th>EMR Adoption</th>
<th>HRM</th>
<th>eConsult</th>
</tr>
</thead>
<tbody>
<tr>
<td>11,000</td>
<td>3,500</td>
<td>2,600</td>
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</tbody>
</table>

- 85% of PCPs and Community Specialists
- Higher than all other provinces combined
- No increase in per capita physician funding
- Most successful ehealth initiative in Ontario

- 2,000 physicians connected
- 56 hospitals
- Over 1 million reports sent to date Mar. 2015
- Over 400 physicians receiving eNotifications

- Provincial eConsult initiative has been launched
- 6 regional pilot participants are live
- Over 2,000 eConsults sent in Jan. / Feb. 2015
- Benefits Evaluation in progress
Change Management

Proven evidence-based framework
Consistent methodologies
Leveraging leading practices
Differentiated support

Now What?
OntarioMD is now shifting its focus to enhanced EMR use
OntarioMD’s EMR Maturity Model

- Innovative, useful model for assessing EMR adoption in community practices
- 5 levels of EMR maturity starting with basic functions, then moving towards advanced and complementary functions
EMR Maturity Model Roadmap

- Paper Based
- Basic Record Keeping
- Established Clinical Process
- Advanced Disease Management Support
- Integrated Care
- Population Impact

Transform Practice Efficiency

Strengthen Integrated Care

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Key Measures

Practice Management

1. Appointment Scheduling
2. Practice Billing
3. Communication & Coordination
4. Business Continuity Planning

Information Management

5. Registration Information
6. Encounter Documentation
7. Data Quality Management
8. Nomenclature Consistency
10. Privacy & Security

Diagnosis Support

15. Patient Assessment Tools
16. Preventive / Follow-up Care
17. Evidence Based Resources

Treatment Planning Support

18. Care Planning & Coordination
19. Medication Management
20. Complex Care / CDM

Patient Engagement & Communication

21. Patient Education
22. Self-Care / Co-Management

Patient Results Management

11. Laboratory Results
12. Diagnostic Image Reports
13. Hospital Summary Information
14. Referrals and Consults Tracking

Evaluation & Monitoring

23. Health Quality Indicators
24. Health Outcome Measures (Provincial Reporting)
25. Public Health Reporting
EMR Progress Reporting (EPR)

Featuring:
- Gap Analysis/Potentials for advanced EMR use
- Online Resources & Tools
- Online Self-Assessment
- Benchmarking

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## Results at a Glance

<table>
<thead>
<tr>
<th>Profile</th>
<th>Results</th>
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<tbody>
<tr>
<td>Reporting Period</td>
<td>July 2013 – December 2014</td>
</tr>
<tr>
<td>Respondents</td>
<td>Over 2,400 physicians&lt;br&gt;- Family Physicians = 65%&lt;br&gt;- Specialists = 35%</td>
</tr>
<tr>
<td>Years in Use</td>
<td>Less than 2 years – 65%&lt;br&gt;2-4 Years – 18%&lt;br&gt;Over 4 years – 17%</td>
</tr>
<tr>
<td>Practice Models</td>
<td>Primary Care Groups = 58%&lt;br&gt;Solo Practices– 42%</td>
</tr>
</tbody>
</table>
Patient Education

Empowering patients through advanced EMR use

- Under 2 Years: 2% (Paper-Based), 7% (Basic Record Keeping), 45% (Established Clinical Processes), 13% (Advanced Disease Management Support), 37% (Integrated Care), n=946
- 2-4 Years: 2% (Paper-Based), 10% (Basic Record Keeping), 56% (Established Clinical Processes), 13% (Advanced Disease Management Support), 23% (Integrated Care), n=320
- Over 4 Years: 1% (Paper-Based), 15% (Basic Record Keeping), 60% (Established Clinical Processes), 11% (Advanced Disease Management Support), 15% (Integrated Care), n=355

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Preventive Care

Alerts & Reminders for preventive care services
Population screening

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Medication Management

Active Medication Lists
Allergies & Drug Interactions
Prescriptions/renewals

Under 2 Years n= 946
- Paper Based: 3%
- Basic Record Keeping: 17%
- Established Clinical Processes: 33%
- Advanced Disease Management Support: 39%

2-4 Years n= 320
- Paper Based: 2%
- Basic Record Keeping: 12%
- Established Clinical Processes: 35%
- Advanced Disease Management Support: 41%

Over 4 Years n = 355
- Paper Based: 1%
- Basic Record Keeping: 8%
- Established Clinical Processes: 35%
- Advanced Disease Management Support: 45%

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Complex Care / Chronic Disease Management

Comprehensive Patient Info
Personalized Care Plans
Alerts and Reminders

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Quality Improvement Plans, Comparative Analysis, Health Planning

Under 2 Years  
- Paper Based: 18%  
- Basic Record Keeping: 51%  
- Established Clinical Processes: 34%

2-4 Years  
- Paper Based: 19%  
- Basic Record Keeping: 59%  
- Established Clinical Processes: 24%

Over 4 Years  
- Paper Based: 5%  
- Basic Record Keeping: 38%  
- Established Clinical Processes: 50%

Under 2 Years  
 n= 946

2-4 Years  
 n= 320

Over 4 Years  
 n = 355
EMR Progress Reporting

Benefits

- Opportunities to advance EMR use and experience in enhancing patient care
- Access to broad range of advanced experience (Peer Leaders and Practice Advisors)
- Understand self-directed opportunities to acquire new skills at your own pace
- Earn Mainpro-C credits by completing one or more Linking Learning to Practice exercises

Launch App Here

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OntarioMD Poised to Deliver System-Wide Benefits

80% of Health Care Data resides in PCP EMRs

- Improved research efficiency and effectiveness
- Improvement of operational efficiencies
- Identification and reduction of overutilization
- Translation of system priorities to practice level
- Identification of trends for planning and forecasting
- Data Extraction in aggregate for planning

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OntarioMD Supports a Complex Interdependency

- EMR Specs
- EMR Vendors
- ehealth Adoption Incentives
- Physicians
- ehealth Governance
- Provincial Priorities

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Leveraging the Investment in OntarioMD

- People, processes, technology and momentum to develop and deliver ehealth initiatives
- Reach, relationships and physician engagement to advance ehealth adoption
- EMR Roadmap aligned with Ontario’s eHealth Blueprint
- EMR vendor relationships and management expertise to ensure products conform to eHealth system requirements
- EMR Specification development, implementation and management to ensure vendors and physicians stay current with system priorities
OntarioMD Alignment to Ministry Priorities

Raising the Bar on Meaningful Use
Facilitating a continuous improvement mindset regarding EMR capabilities to enhance quality and efficiency of care

Ministry Objectives
• Return on EMR Investment
• Innovations in Care

OntarioMD

• Change Management
• EMR Practice Enhancement Program (EPEP)
• eConsult

• HealthLinks
• HQO - PCPM
• QIPS
• Connectivity Strategy
Realizing the Full Potential

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Physicians</th>
<th>Adoption &amp; Utilization</th>
<th>Optimization &amp; Integration</th>
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</thead>
<tbody>
<tr>
<td>2009-2012</td>
<td>8,000</td>
<td>eNotification</td>
<td>eOrdering, ePrescribing</td>
</tr>
<tr>
<td>2012-2014</td>
<td>11,000</td>
<td>eConsult</td>
<td>Physician Dashboards</td>
</tr>
<tr>
<td>2015-2019</td>
<td>13,500+</td>
<td>eReferral</td>
<td>EMR Reporting and Data</td>
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<td>EMR Penetration</td>
<td>Quality</td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td>HRM</td>
<td>i4C</td>
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<td></td>
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<td>HCV</td>
<td>Specialist Expansion</td>
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\( \approx 11 \text{ million} \)

The number of Ontarians whose health care information is held in an EMR.
a Physician Lens…. 

Where are physicians in this discussion?

Where are patients in this discussion?

What about eHealth governance?

What about accountability – individual, group, system, patient?
Unlocking the potential of health care data
THE SOLUTION
Questions?

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