

September 22, 2016

# eConsult

## Show me the Benefits!

# Faculty / Presenter Disclosure

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- **Faculty:**
  - Elizabeth Keller, VP of Product Strategy and Delivery, OntarioMD
  - Dr. Aaron Harris, Family Physician, OntarioMD Peer Leader, South East Toronto Family Health Team, Toronto
- **Relationships with commercial interests:**
  - No relationship with commercial interests

# Disclosure of Commercial Support

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- This program has not received financial support or in-kind support from any commercial organization
- **Potential for conflict(s) of interest:**
  - Elizabeth Keller and Dr. Aaron Harris have not received payment or funding from any organization supporting this program AND/OR organization whose product(s) are being discussed in this program.

# Mitigating Potential Bias

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- The presenters have no potential sources of bias.

# The Provincial eConsult Initiative

## Overview

# What is an eConsult?

- **Virtual Care:** An eConsult enables requesting clinicians (family physicians and nurse practitioners) to engage in a secure, electronic dialogue with specialists to manage patient care, without the need for a face-to-face visit.



- **The CMPA has assessed the eConsult flow** of care and determined that it provides an opportunity to improve efficiency, enhance patient care, expand access to specialists and provides a clear audit trail of the specialist's advice given to the requesting clinician for the suggested care of the patient.

# Project Background

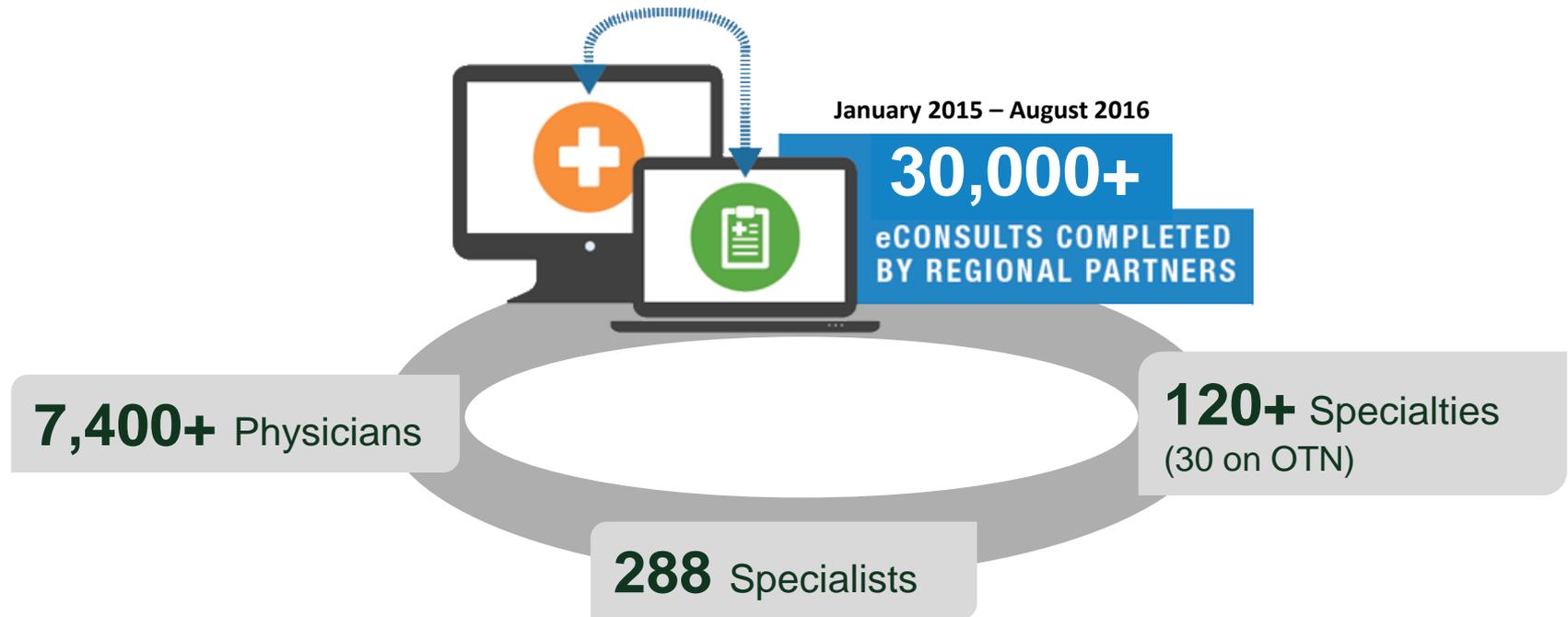
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- OntarioMD was directed by the Ministry of Health and Long-Term Care (MOHLTC) and OntarioMD Board to develop an eConsult Business Plan Proposal.
- The Initiative is funded by the MOHLTC as part of the Transfer Payment Agreement with OntarioMD.
- The goal of the Provincial eConsult Initiative is to implement a Provincial eConsult Service to reduce patients' wait times for specialist care and to improve the patient's overall experience.



# Phase 2 Pilot Progress

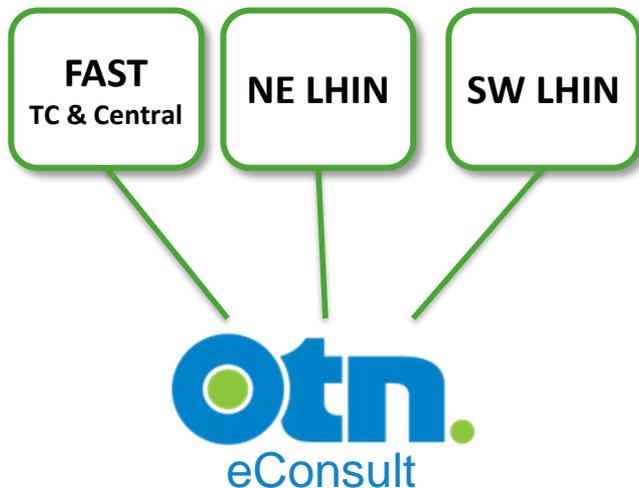
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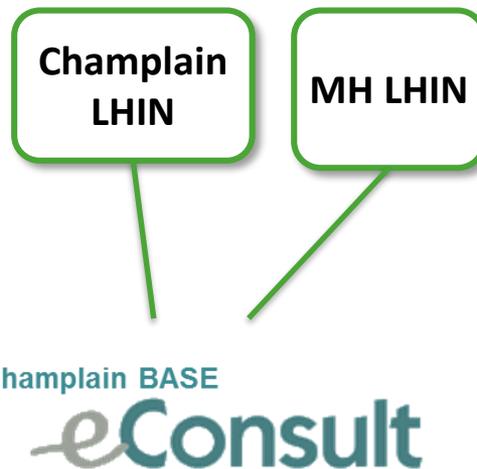
# Phase 1

## Benefits Evaluation Results

# Phase 1 Data Set – January to September 2015



Referring Clinicians: 390  
Specialists: 44  
# of eConsult: 464



Referring Clinicians: 719  
Specialists: 127  
# of eConsult: 4,075



Referring Clinicians: 4,031  
Specialists: 18  
# of eConsult: 7,829

## 12,300+

*Total number of eConsults Sent*

*Statistics as of September 28, 2015*

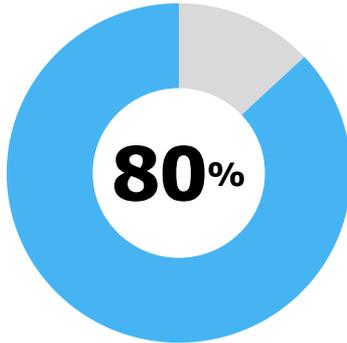
## 5,000+ Family Physicians

## 150+ Specialists

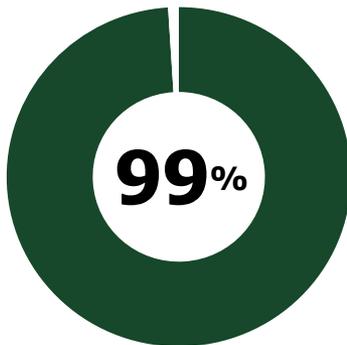
# Problem, Benefits and Solutions



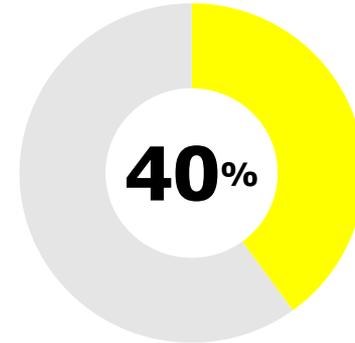
# Benefits of eConsult



survey respondents agree that eConsult provides a positive experience for patients. <sup>1</sup>



family physicians and specialists believe eConsult improves patient care. <sup>1</sup>



reduction of unnecessary referrals to specialists and focuses treatment for patients on a priority basis. <sup>2</sup>

**3**  
Days

the average response time for eConsult across all regions.

1. **Data Source** - OntarioMD Phase 1: [Provincial eConsult Initiative Benefits Evaluation Study](#) (Author: Deloitte as objective 3<sup>rd</sup> party evaluator)

2. **Data Source** - Liddy C(1,)(2), Deri Armstrong C(3), McKellips F(1), Keely E(4), "A comparison of referral patterns to a multispecialty eConsultation service between nurse practitioners and family physicians: The case for eConsult", J Am Assoc Nurse Pract. 2015 May 12.)

# Benefits Evaluation Report - Conclusion

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## Growth

Anticipated growth based on current rates and experience with Teledermatology, Champlain LHIN

## Value

Access to care  
Quality of care  
Efficient use of system resources

## Overall Experience

Positive experience  
Emphasis on support, training, technical support

## eConsult BE Findings

## Educational Value

Knowledge sharing  
Capacity Building

## Workflow

Importance of translating system functionality to day to day workflow

## Engagement

Planned engagement of:  
Individual Practitioners  
Delegates

# Phase 2

## Pilot Continuation and Extension

# Provincial eConsult Initiative - Phase 2 Objectives

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Phase 2 activities will aim to achieve the following objectives:

- 1. Continue to operate the pilot** with managed growth in new LHINs (1, 3, 4, 5, 10, 12, 14)
- 2. Prepare for Provincial Expansion** by establishing a scalable provincial service – technology and processes
- 3. Building the value proposition** of EMRs by conducting an EMR Integration Proof of Concept

# Physician Compensation

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- **Nurse Practitioner Compensation** – Nurse practitioners are salaried for performing eConsults.
- **Requesting Physician Compensation** – Physicians sending an eConsult qualify to bill **OHIP code K738 (\$16/consult)** per rules in Schedule of Benefits. The OMA Economics Department authored a K738 Clarification Guide to assist physicians in correctly using the code. *Please see the eConsult booth for a copy.*
- **Specialist Compensation** - Specialists are paid an hourly rate, pro-rated based on the length of time it takes them to complete an eConsult (\$200 / hour pro-rated).

# Demo of eConsult and a Clinician's Perspective

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***Dr. Aaron Harris, Family Physician,  
South East Toronto Family Health Team***

Aaron is a family and palliative care physician at the South East Toronto Family Health Team and Michael Garron Hospital. He completed his residency at the University of Toronto and is currently a lecturer in the University of Toronto Family Medicine Residency Program.

He is an EMR champion both in the outpatient and hospital setting with a focus on the adoption of e-health, as well as the use of technology to foster improved patient-physician communication.

# How Do I Participate?

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## For more information or to register for eConsult:

- The eConsult team will be in the **Aquarius Room** all day to answer your questions or to begin the registration process.
- Or, email [econsult@ontariomd.com](mailto:econsult@ontariomd.com)

# Thank you!

# Questions?



The views expressed in this publication are the views of OntarioMD and do not necessarily reflect those of the Province.