

# ONTARIO MD STAKEHOLDER REPORT: Products and Services by LHIN for March 2020

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## 1. Executive Notes for February

### Supporting Clinicians During COVID-19

OntarioMD is committed to raising awareness about virtual care tools to support physicians and their practices during the COVID-19 pandemic and has published a [list of tools](#). OntarioMD has not evaluated, and does not endorse, any of these tools and we encourage all practices to contact vendors directly for product-specific questions. During the COVID-19 pandemic, OntarioMD staff continue to engage with physicians virtually to ensure physician practices are well-supported during this challenging time. As you know, many physicians practices have had to close their physical locations during COVID-19, so in addition to all of our regular support and enrollment services, we are also offering physicians [virtual care webinars](#) during which they can learn about their options to help them provide the best care in a rapidly changing outbreak environment. We have also developed other virtual care resources to provide physicians with guidance in alignment with information from the OMA and Ministry directives. We have also been sharing useful resources developed by our partners.

### Health Report Manager Delivering COVID-19 Assessment Information

The HRM team continues to work with hospitals, community-based physicians, Ontario Health, Ontario Health West Region, Ontario Health Teams (OHTs), and vendors to understand where HRM can provide value regarding the distribution of COVID-19 assessments. Where hospitals are sending COVID-19 assessments through existing HRM integrations (e.g., as consultation reports), OntarioMD is emphasizing the importance of prominently identifying that the report relates to COVID-19 so physicians prioritize it appropriately. Guelph General Hospital went live on March 17, 2020 with COVID-19 notifications. While COVID-19 test results are available through OLIS Patient Query and the provincial viewers (ConnectingOntario and ClinicalConnect), HRM provides additional value by delivering proactive notifications to primary care providers so they can take action as soon as possible.

HRM already delivers reports such as Ontario Telemedicine Network (OTN) telehomecare reports and patient summaries from OTN's eVisits to support virtual care, and is working with other virtual care vendors to expand such support at this very critical time. HRM's flexibility and scalability are valuable to ensure clinicians can receive virtual care reports quickly, reliably and securely.

### Certified EMR Update

OSCAR EMR had identified in January 2020 that they no longer had a valid ISO 13845 certificate, which is a mandatory requirement to maintain in good standing for EMR certification. As a result, the EMR Certification Program issued a Cure Letter on January 20, 2020 to OSCAR EMR asking the vendor to provide a resolution plan in 30 days from the date of the letter (i.e., Cure Period). OSCAR EMR formally responded in February 2020 with a plan to transition its OntarioMD-certified EMR product (OSCAR 19) to WELL EMR Group. OntarioMD accepted the plan and monitored its progress with both OSCAR EMR and WELL EMR Group. This transition was completed by April 30, 2020.

In February 2020, WELL EMR Group closed its acquisition of Trinity Healthcare Technologies who is an OSCAR Service Provider (OSP) for OSCAR EMR. WELL announced separately its intent to purchase Medbase (OSP). The completion of this transition will mean that three of the four OSPs would be part of the WELL EMR Group, leaving Open Health Software Solutions as the only independent OSP.

### Events

OntarioMD takes the health and safety of clinicians, health care staff, the IT and vendor community and our staff very seriously. Due to the COVID-19 pandemic and government directives on social distancing, OntarioMD's EMR: Every Step Conference in London scheduled for June 4, 2020 has been cancelled. We will focus our efforts on the Toronto EMR: Every Step Conference this fall. We will also not be attending any other events this spring and look forward to resuming our in-person clinician engagements at events later this year.

### OntarioMD Celebrates 15 Years of Digital Health Advancement

February 24, 2005 marked the official launch of OntarioMD as the OMA's subsidiary and the Ministry of Health's delivery partner to support Ontario physicians to adopt EMRs. Today, we support more than 18,000 clinicians and this number is growing every day. We've taken a stroll down memory lane [marking all our achievements](#) and we look forward to the future as we support increasing demand from clinicians and OHTs for greater access to digital health tools and support.

## 1. Executive Notes for February Continued

### **Supporting Our Partners During COVID-19**

OntarioMD is committed to supporting our partners and stakeholders with monthly data and our expertise in digital health deployment. Please feel free to engage with us as always, and we would be pleased to continue to advance initiatives as much as possible while we are all focussed on containing the spread of the virus.

OntarioMD supports clinicians with innovative digital health and quality improvement tools and approaches required to address their practice needs and to enhance the provision of integrated care in OHTs as they take shape across the province. OntarioMD supports system partners such as the Ministry of Health (MOH), and the organizations that comprise Ontario Health, using a streamlined onboarding approach that bundles multiple digital health tools in Ontario's digital health asset inventory into a single visit. This bundled approach is appreciated by clinicians for being more efficient and convenient.

**ConnectingOntario ClinicalViewer Bundle** – OntarioMD has now connected **over 1,500** community-based, primary care clinicians provincially to obtain a ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer.

**OntarioMD Privacy and Security Training Module** – Physicians are health information custodians (HICs) under the *Personal Health Information Protection Act* (PHIPA) and need to be kept up-to-date on this privacy legislation and educate themselves and their staff on how to fulfill their obligations to protect Personal Health Information (PHI) on an ongoing basis. OntarioMD's online Privacy and Security Training Module meets this need by offering education on key topics such as safeguarding PHI from breaches and security incidents, and how to comply with PHIPA obligations.

More than 900 HICs have completed the training, which is [available at OntarioMD.ca](https://www.ontariomd.ca). The module is frequently updated with the latest information and can be accessed from any internet-connected device.

## 2. Introduction

The purpose of this report is to provide a monthly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified EMRs and digital health tools and services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become increasingly proficient EMR users, [OntarioMD](#) assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians' access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

## 3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario's Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

### What We Do

- Connect clinician practices to OntarioMD's digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
- Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health's Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health's Digital Services (formerly eHealth Ontario).
- Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
- Provide in-depth, hands-on support for physicians' quality improvement and population health management goals through our i4C Advisory Service's experienced staff.
- Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
- Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
- Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

## 4. OntarioMD Products and Services

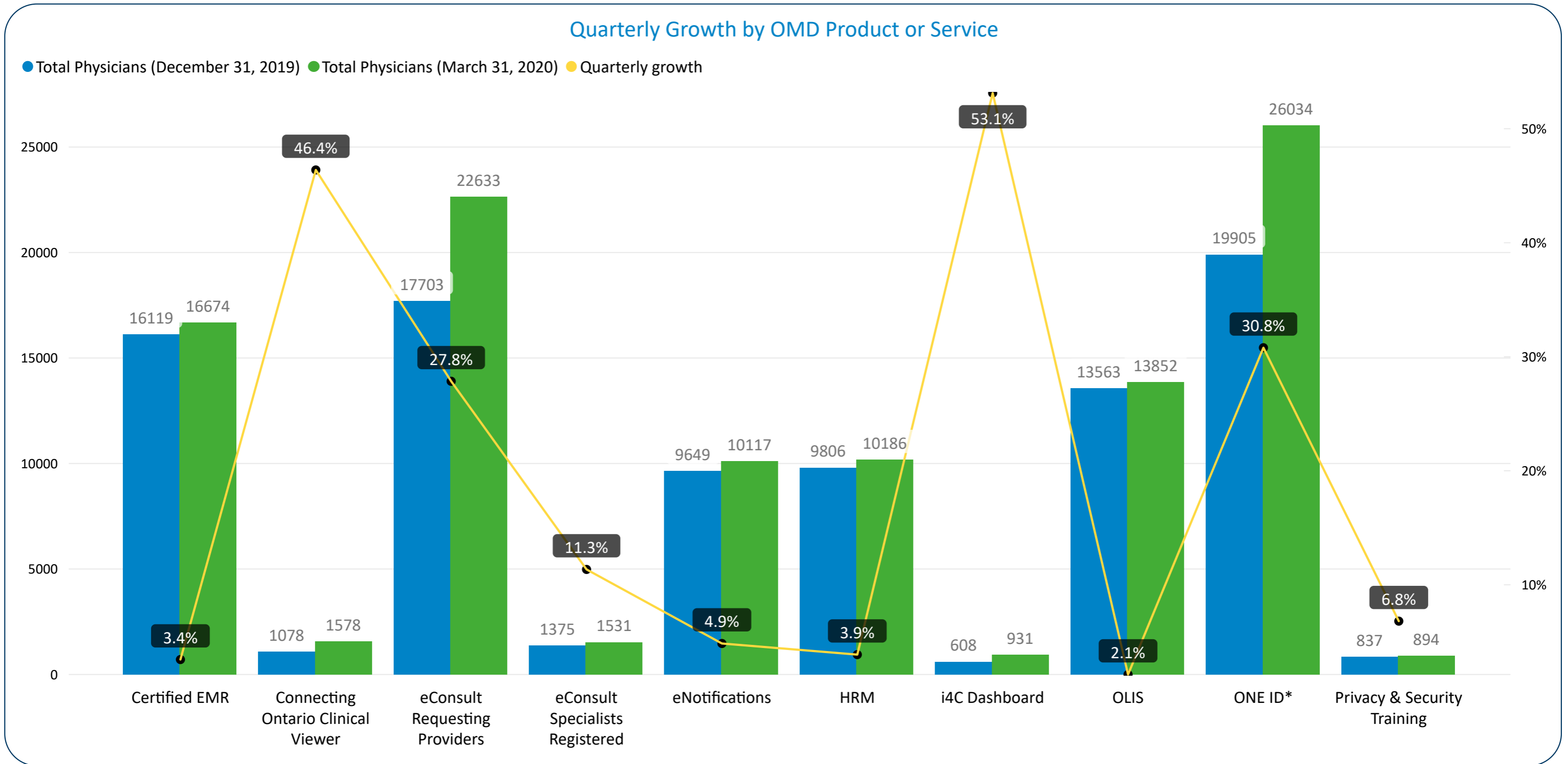
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- Access to care, services and health information
- Enhances the efficiency of the health system
- Strengthens quality, effectiveness and accountability
- Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our [Products & Services brochure](#).

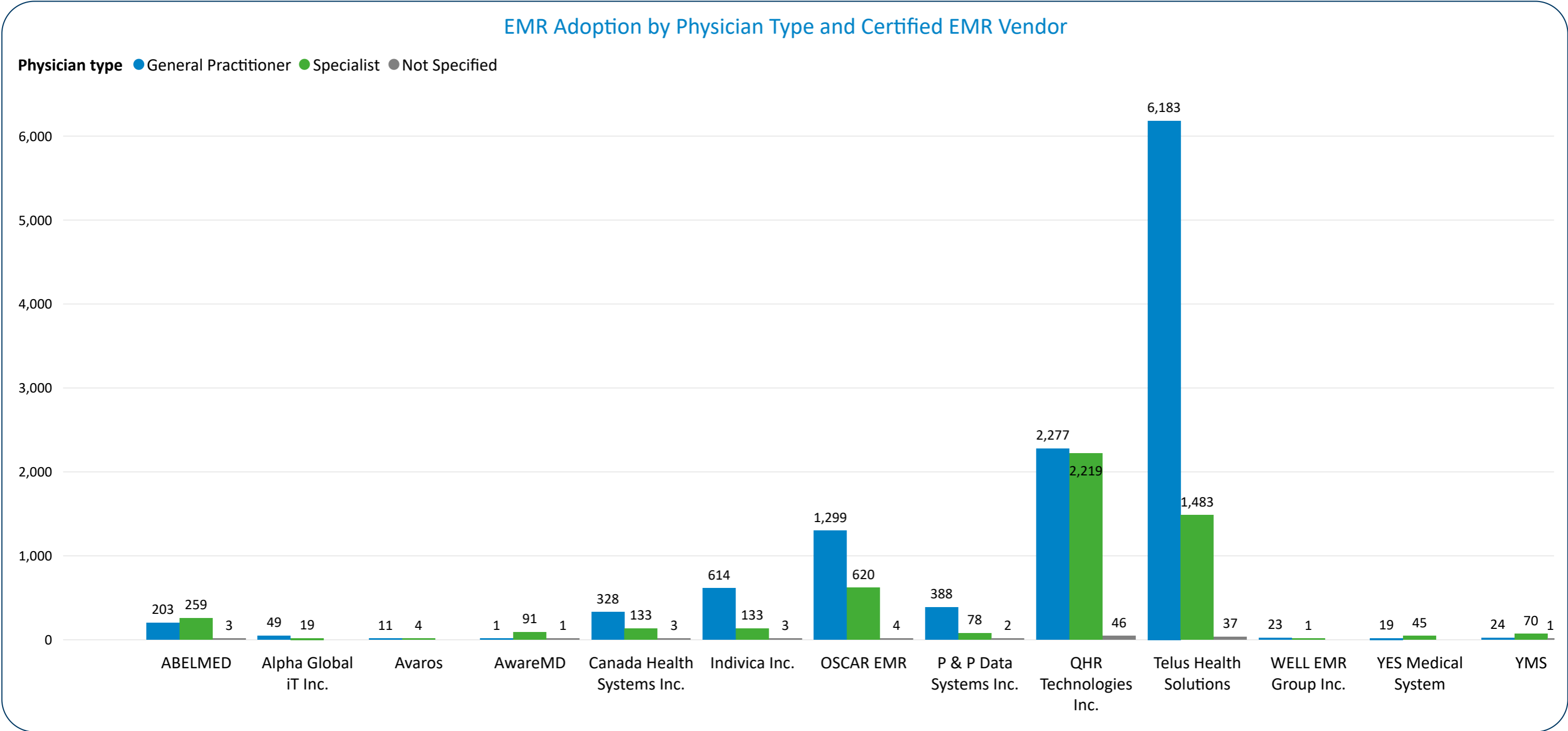
5. Quarterly Growth by Product/Service



Note. Source of the data is eHealth Ontario.

6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor



\*Source of the data is OntarioMD’s CRM system.

Figure 2: EMR Adoption by Physician Type and LHIN

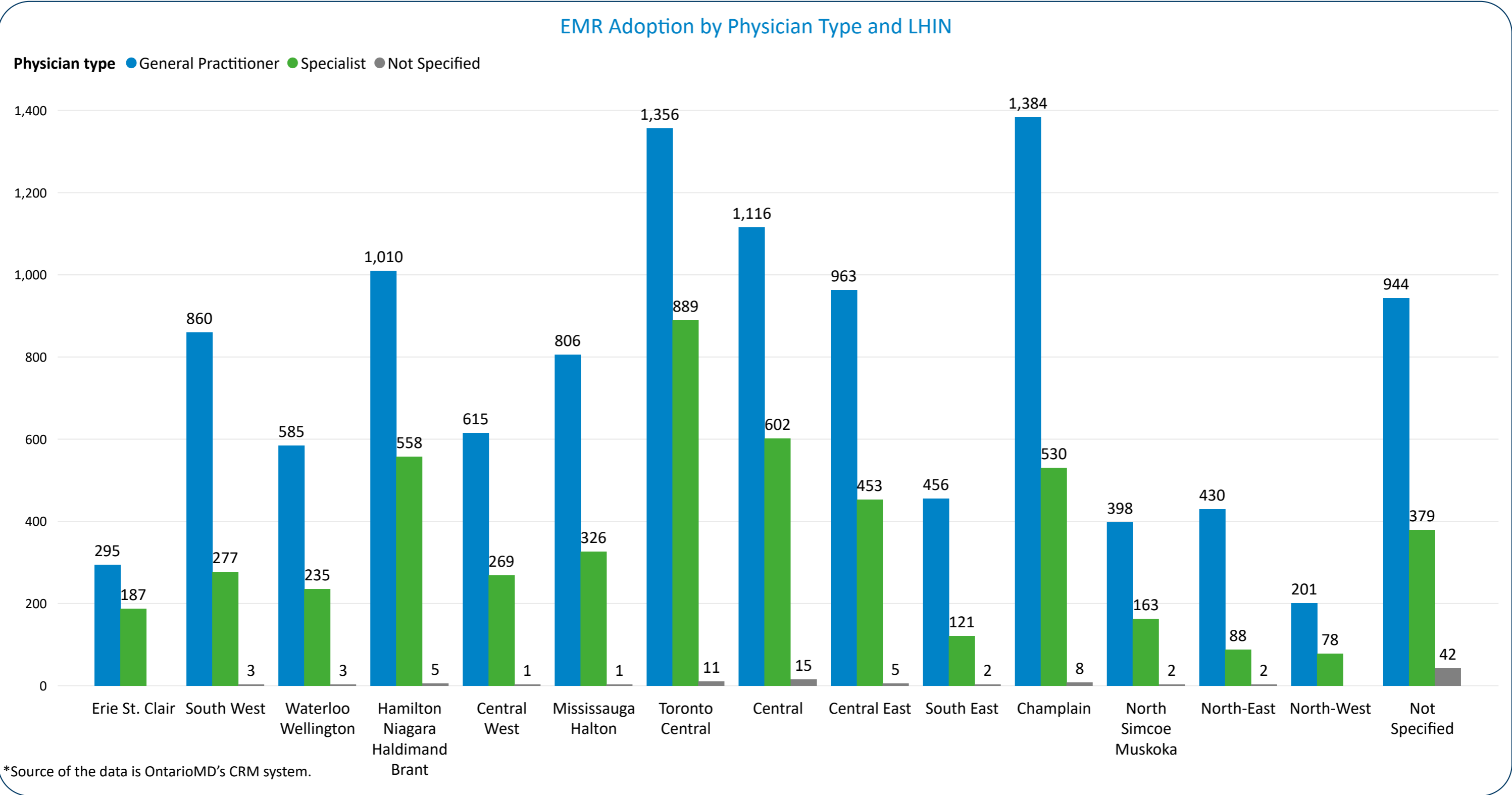




Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified

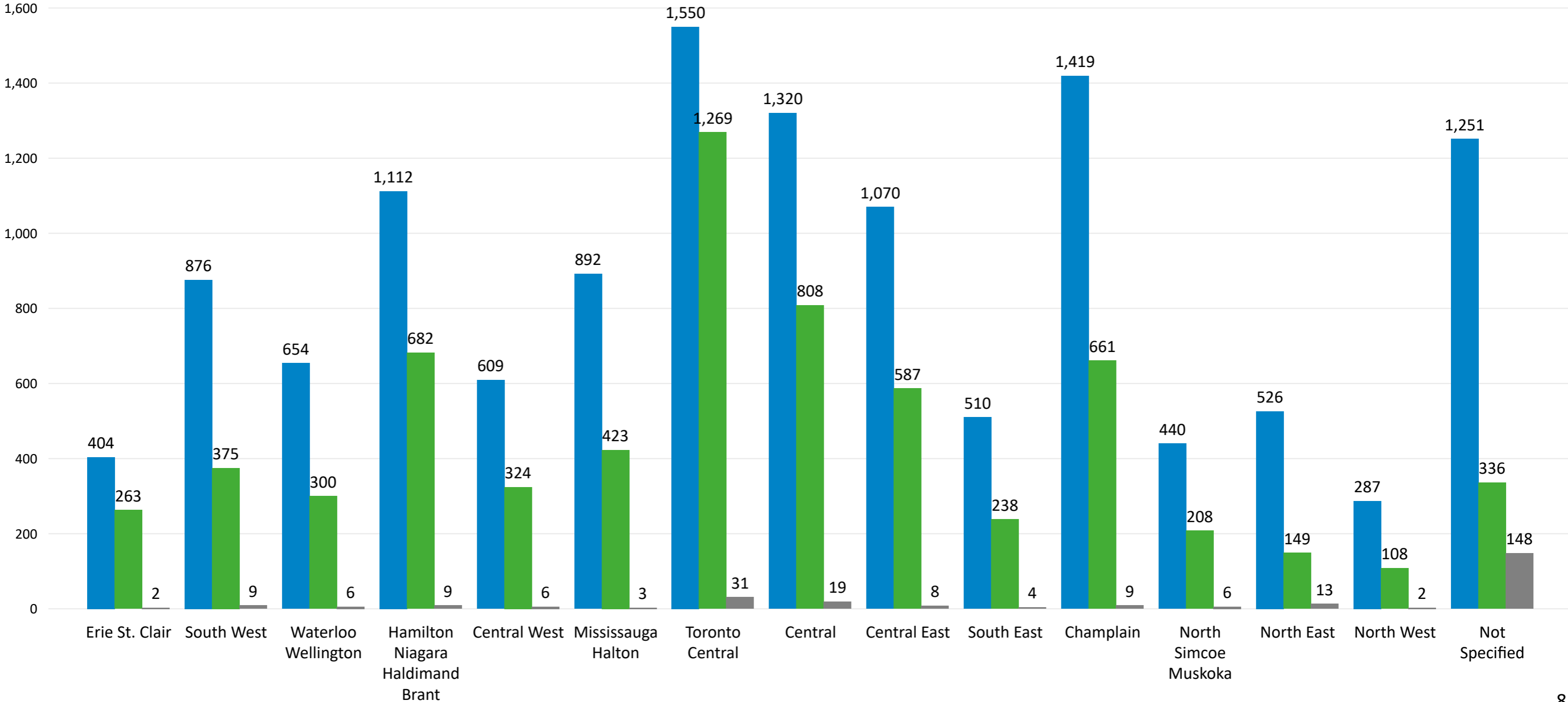
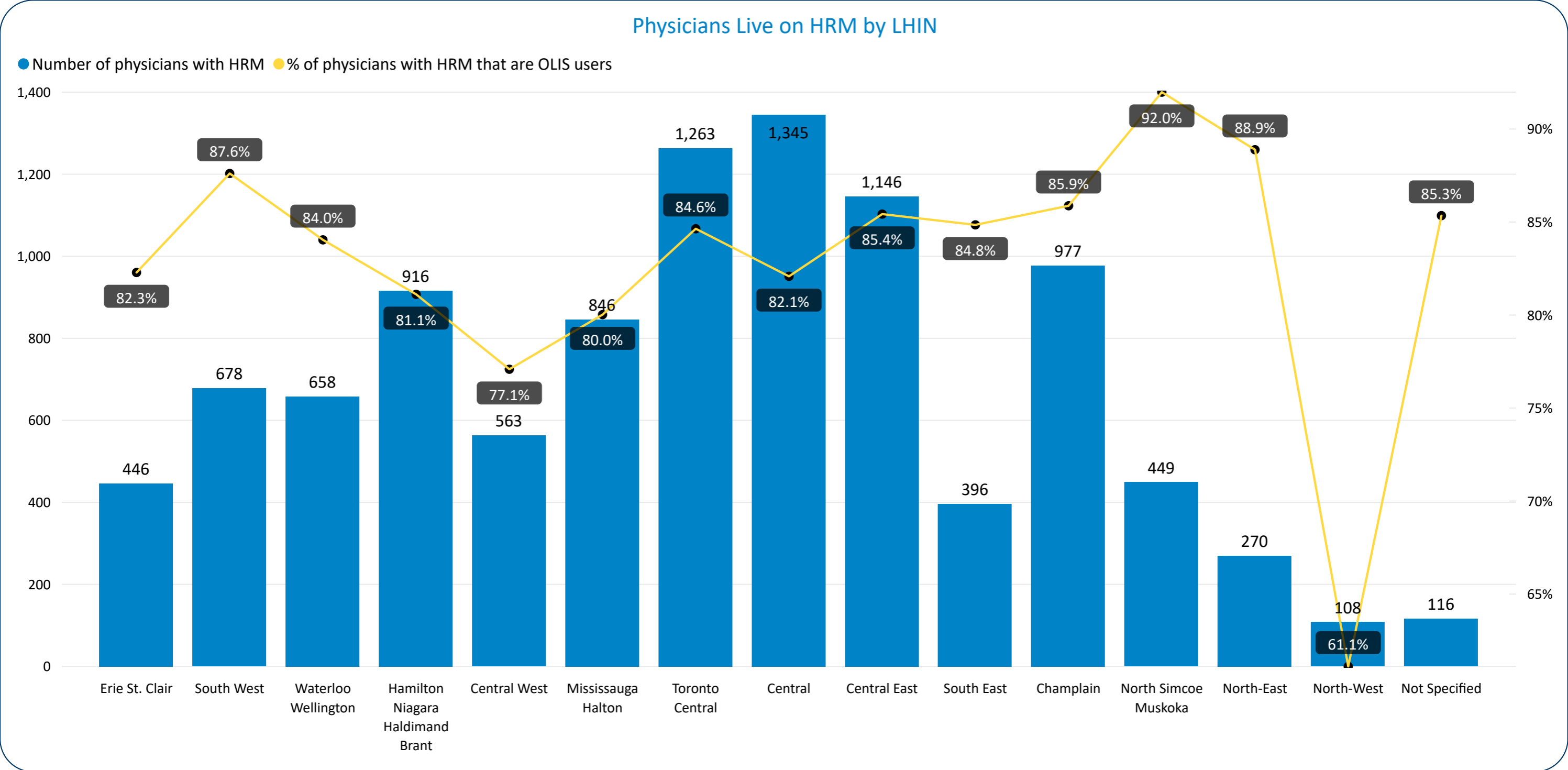
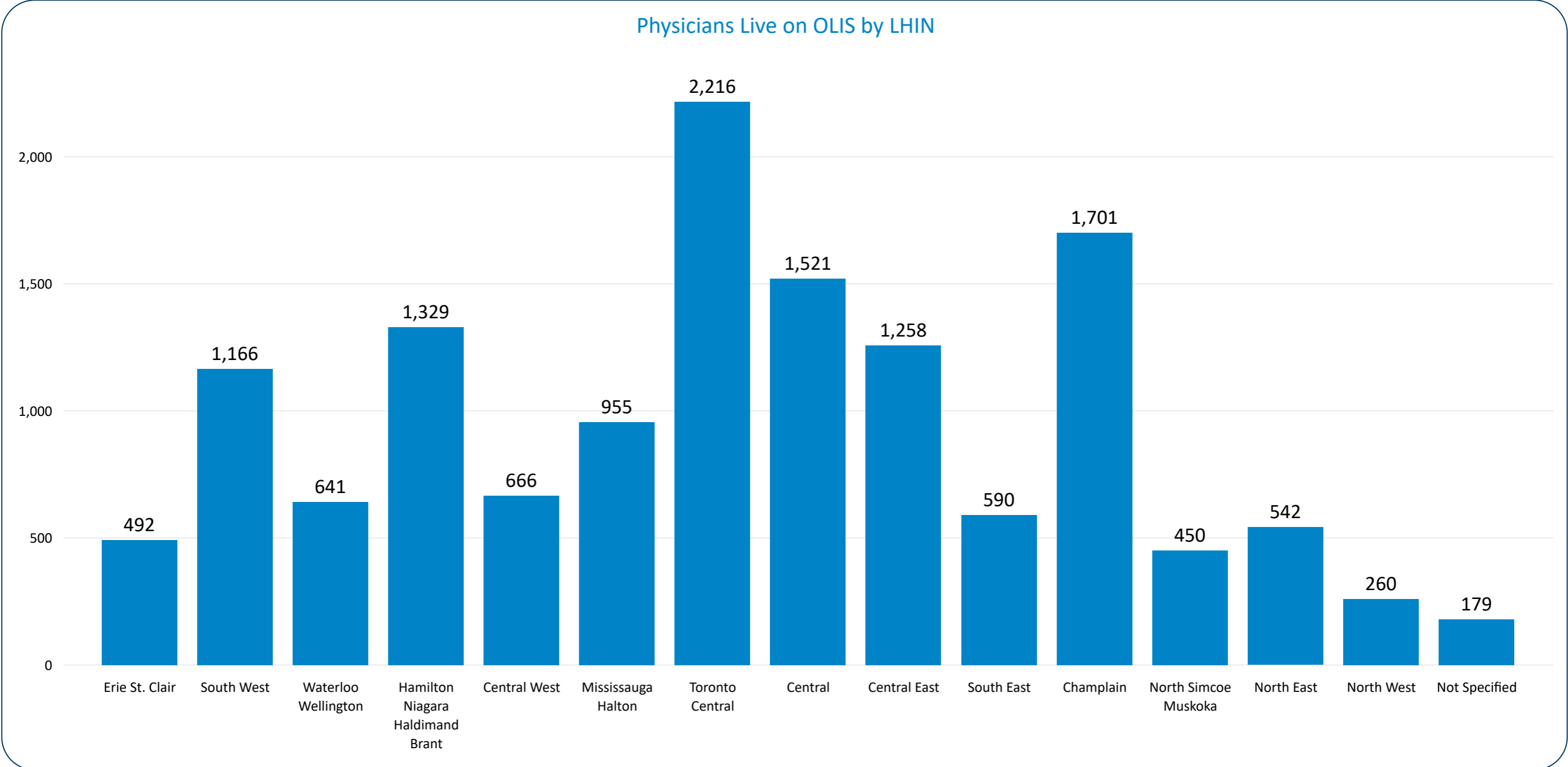


Figure 4: Physicians Live on HRM by LHIN



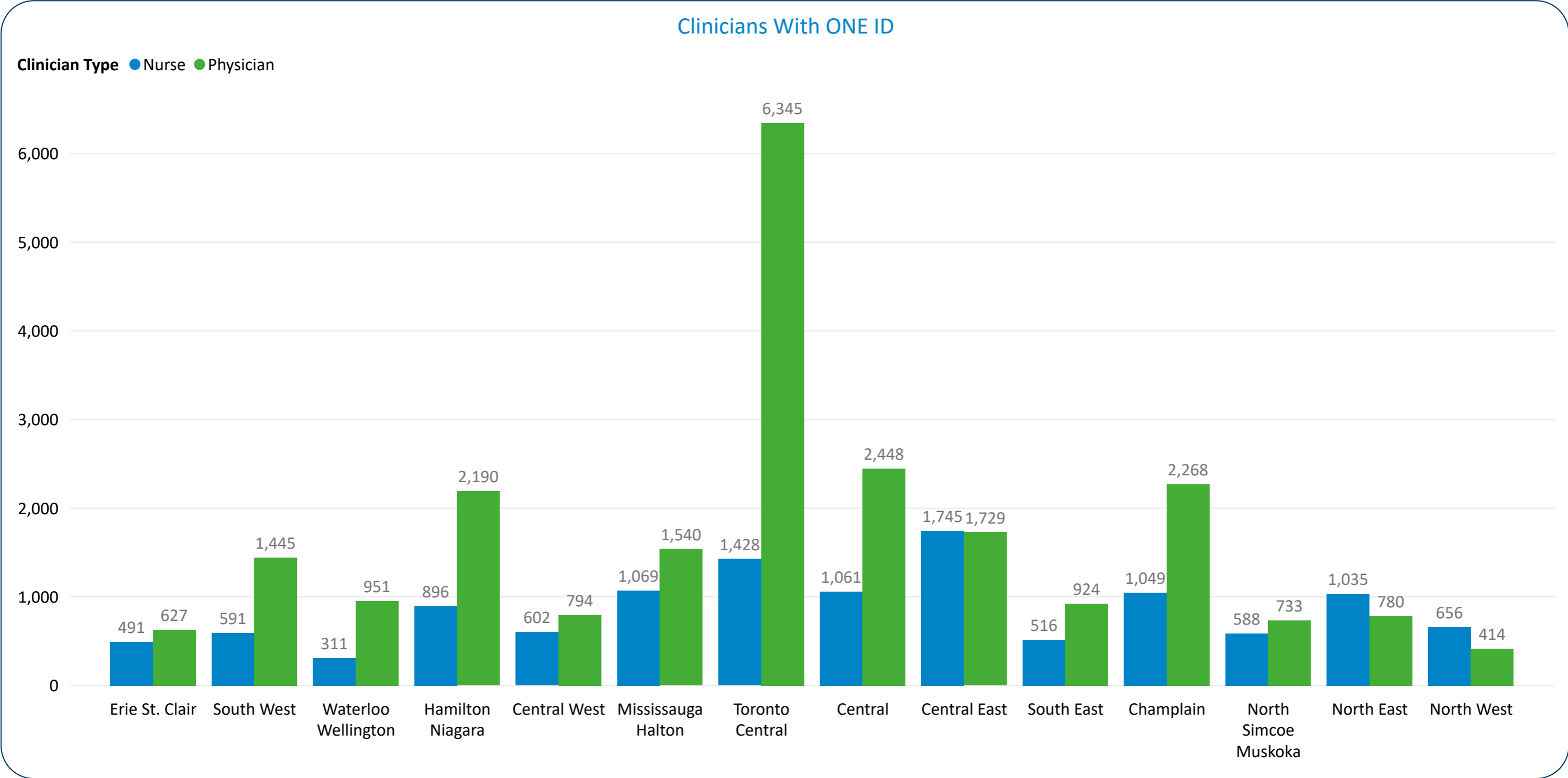
\*Source of the data is OntarioMD’s CRM system.

Figure 5: Physicians Live on OLIS by LHIN



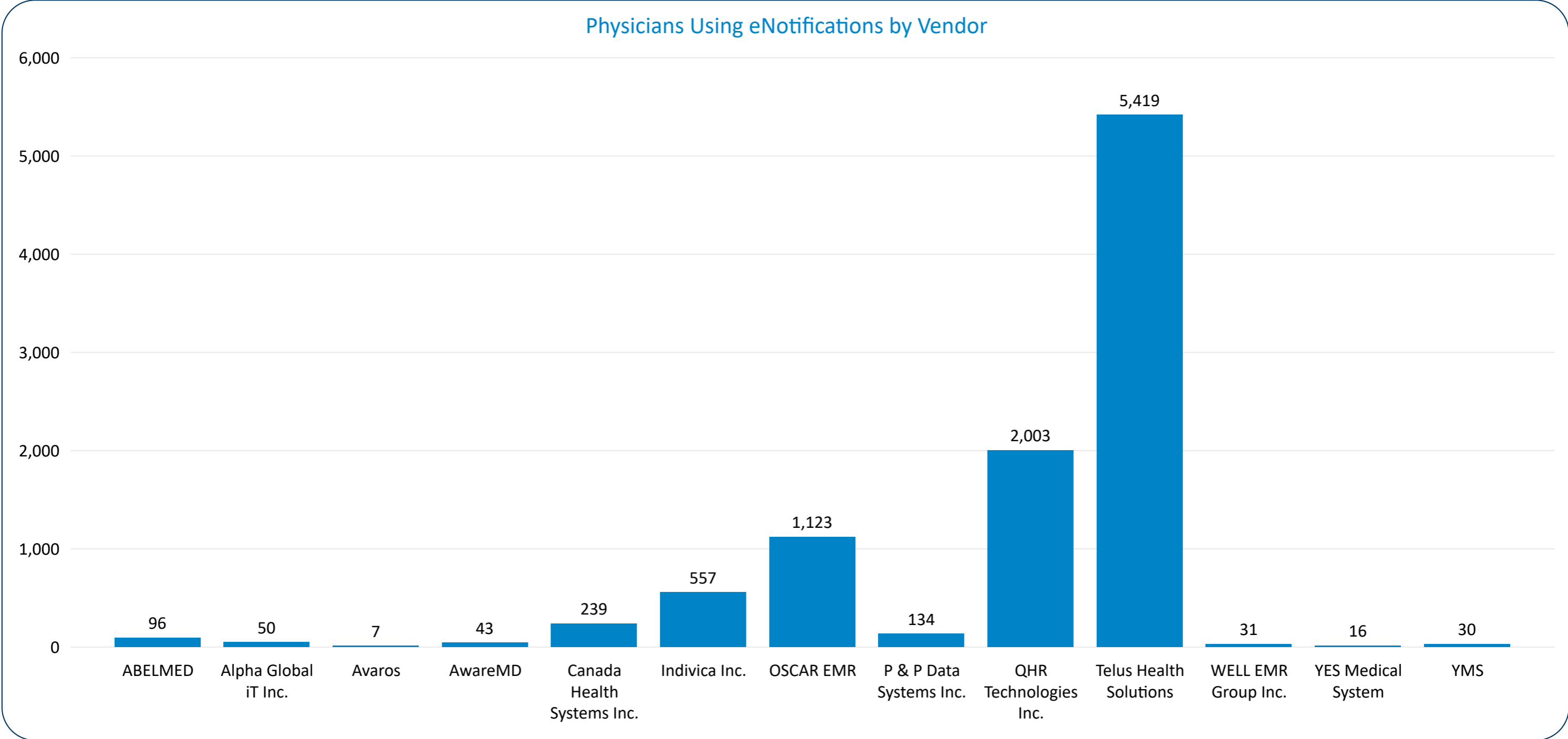
\*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®



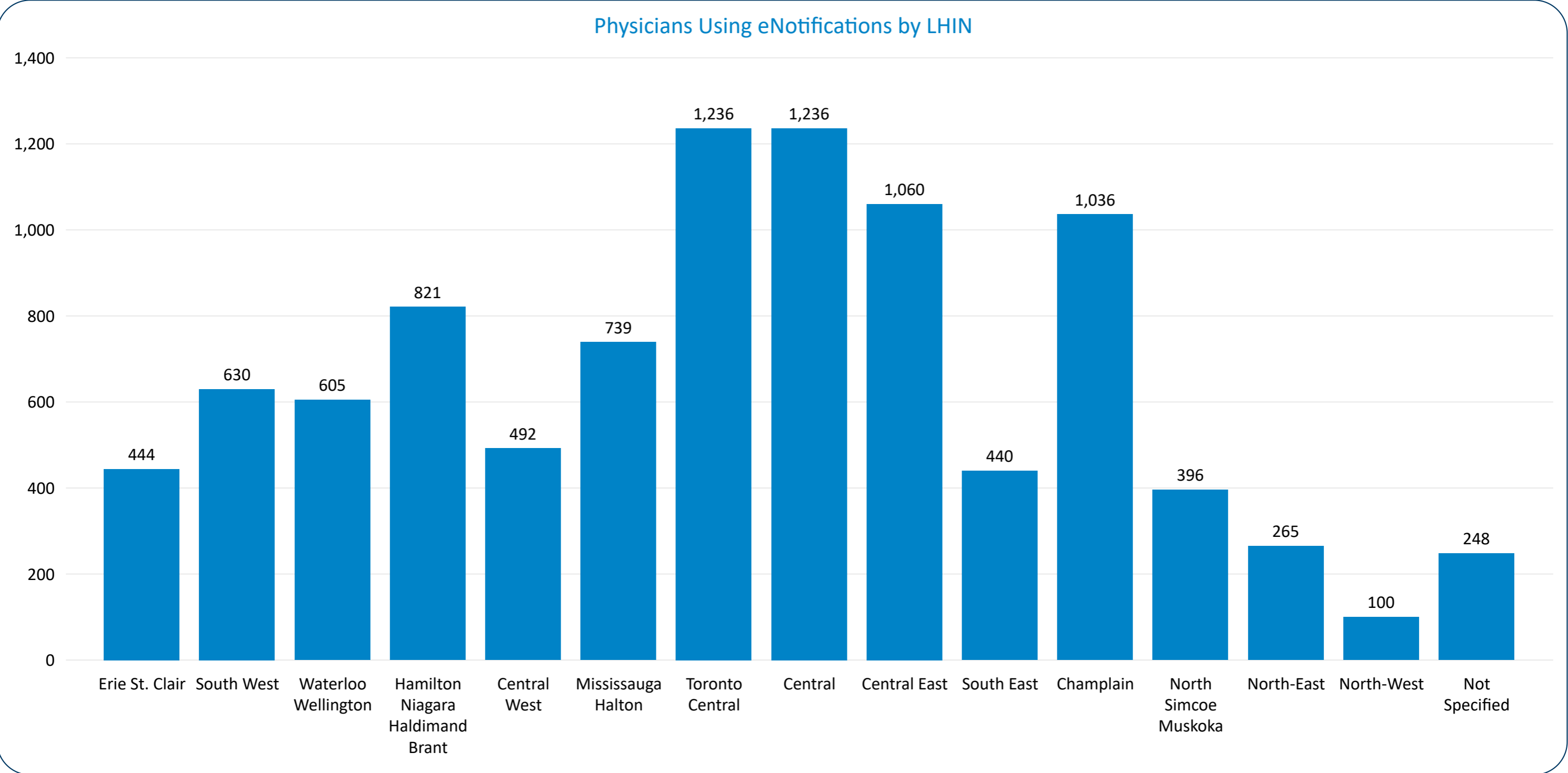
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



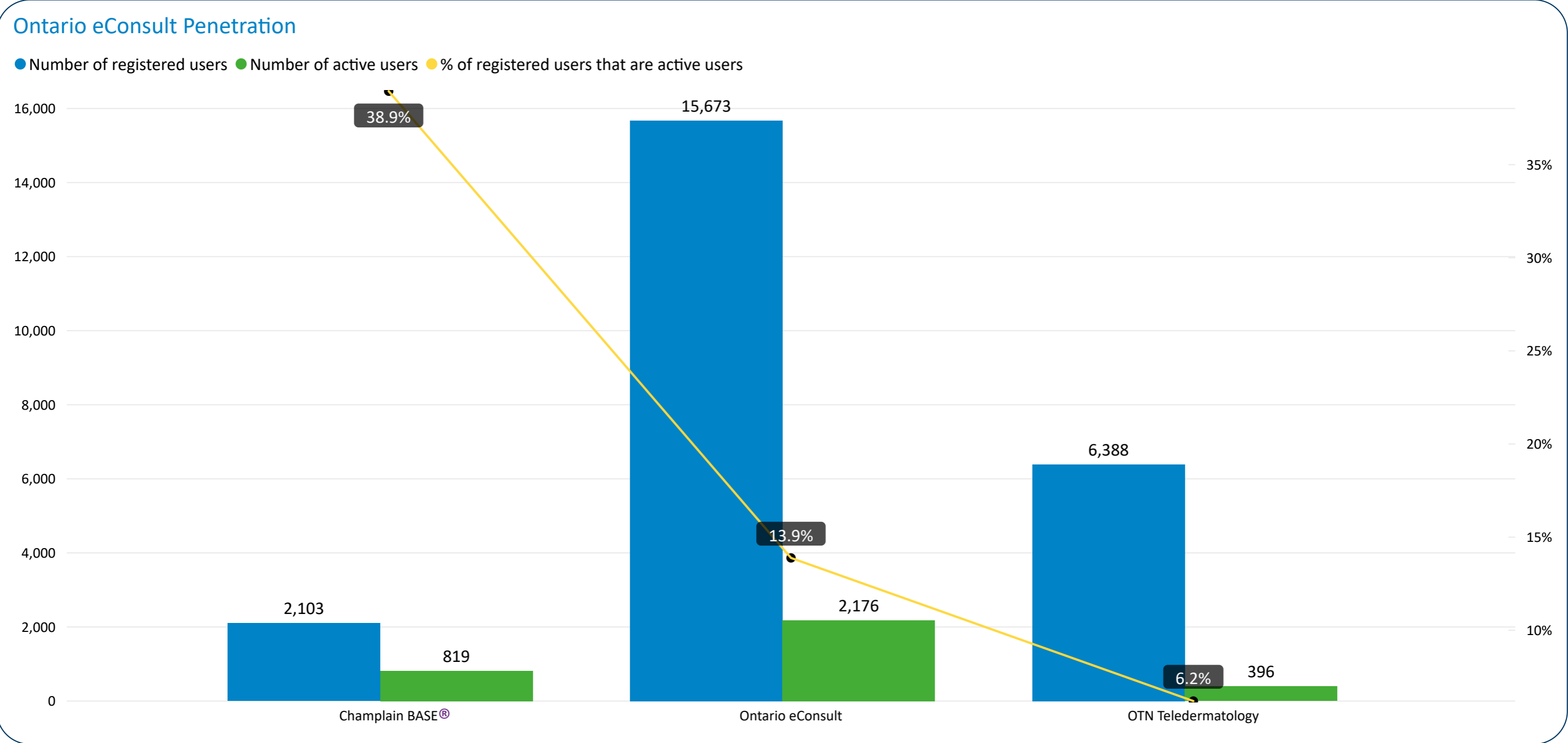
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



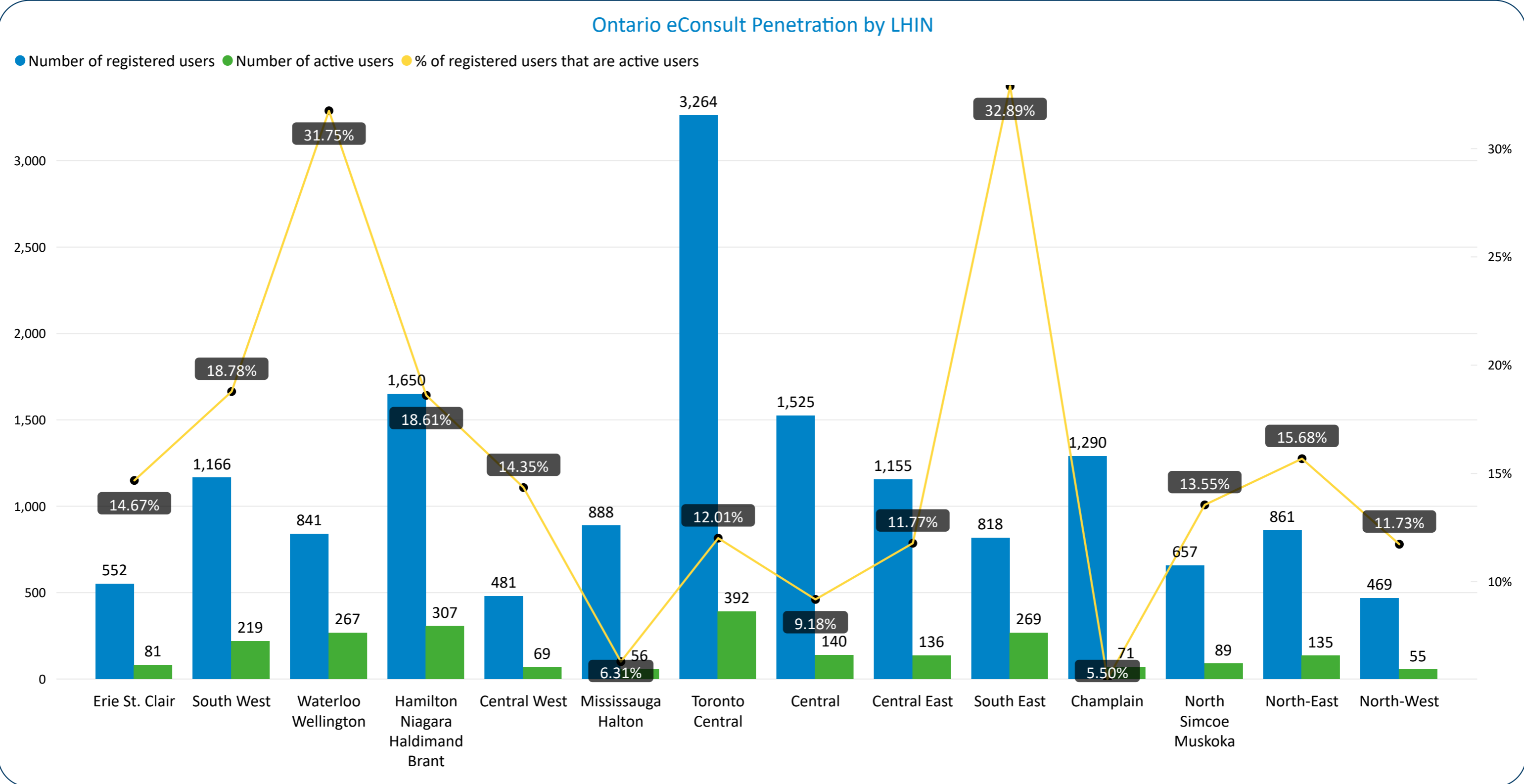
\*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator



\*Source of the data is the Ontario eConsult Centre of Excellence.

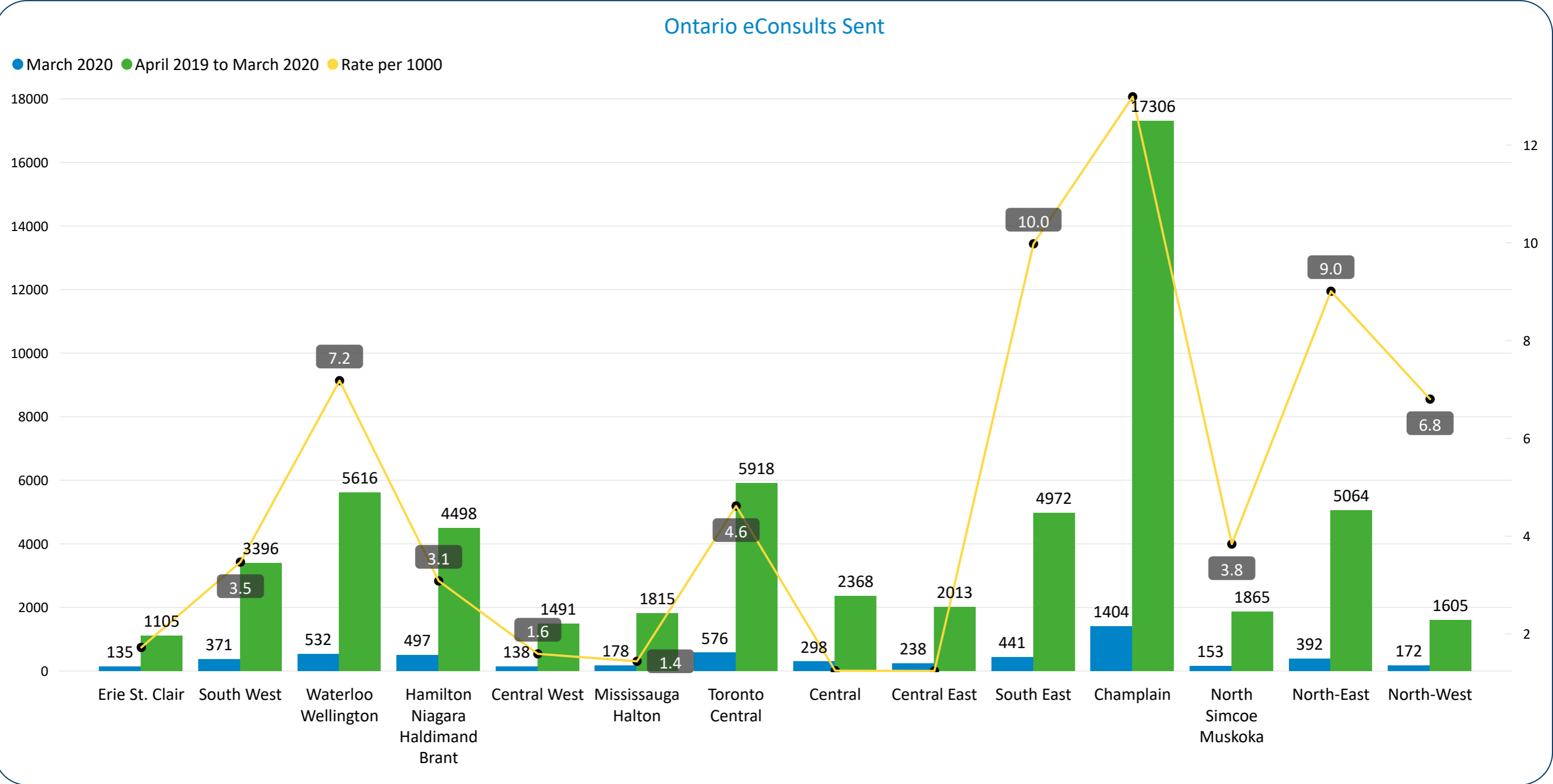
Figure 10: Ontario eConsult Penetration by LHIN



\*Source of the data is the Ontario eConsult Centre of Excellence.

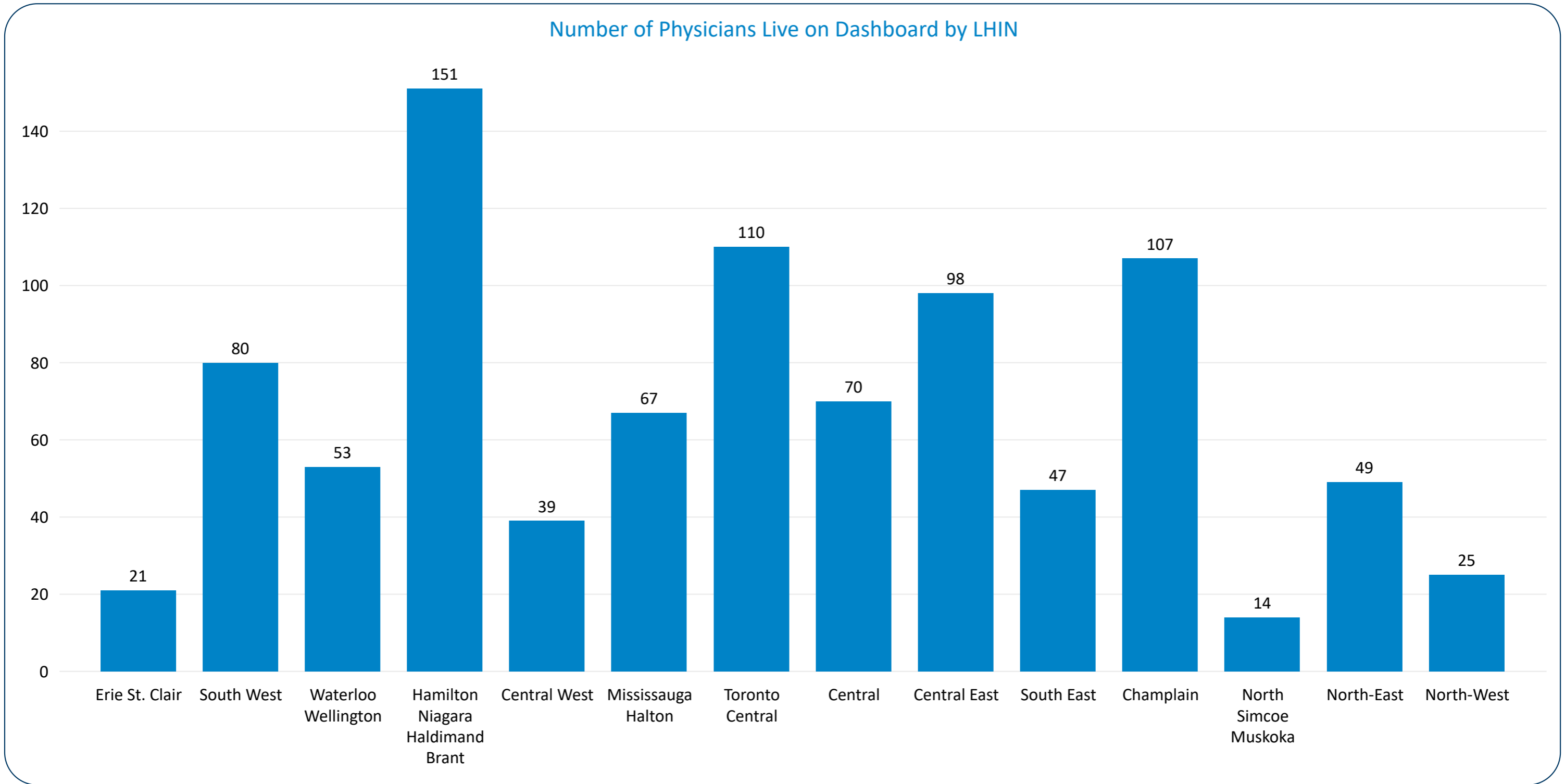


Figure 11: Ontario eConsults Sent



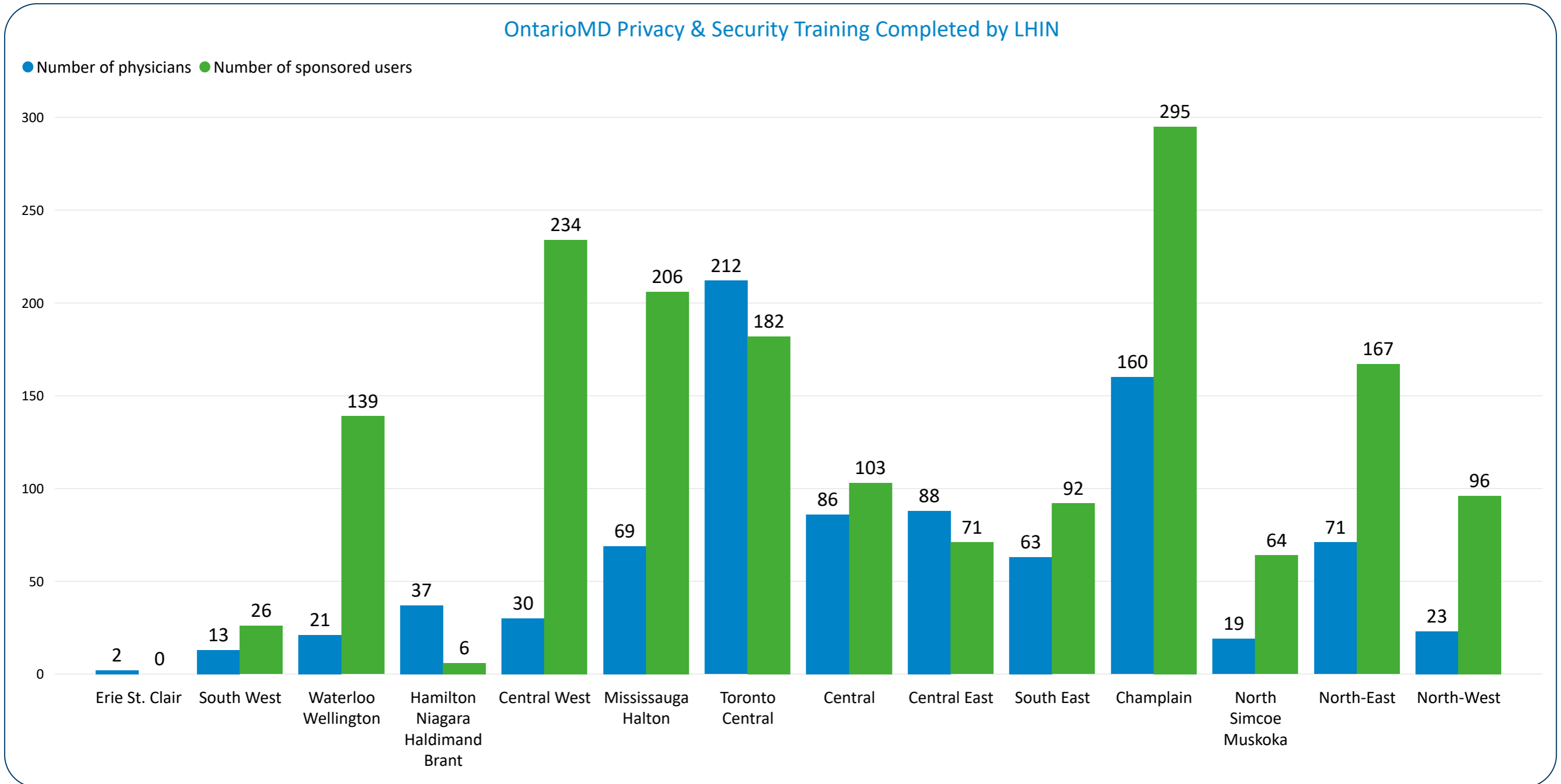
\*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 12: Physicians Live on Dashboard by LHIN



\*Source of the data is internal files for tracking dashboard participation.

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN



\*Source of the data is OntarioMD's CRM system.