

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

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## 1. Executive Notes for May

OntarioMD continues to deploy digital health tools on behalf of our provincial partners using our streamlined and bundled approach to meet targets for this fiscal year. We also continue to support EMR maturity with our change management approaches used by staff and Peer Leaders.

OntarioMD, through its Peer Leaders, is also supporting physicians to use virtual care tools effectively to continue caring for their patients during COVID-19. Peer Leaders are often early adopters and can mentor physicians who have less experience. OntarioMD will work with Ontario Health and the Province on advancing new virtual care standards for certified EMRs in recognition of the efficacy and convenience of virtual care tools for patients and physicians for certain types of care.

### **Supporting Clinicians and Patients During COVID-19**

#### ***Clinician Engagement & Training on Virtual Care Tools***

OntarioMD continues to raise awareness of virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively. Demand for this type of education remains steady as physicians shift to these tools when appropriate. OntarioMD is collaborating closely with the OMA to offer online education and useful reference materials for physicians and their staff to leverage the different technologies. Sub-topics include how to talk to patients about virtual care, obtaining consent from patients, documenting virtual encounters, and more. [Recordings](#) are available on OntarioMD's website for ongoing reference. A new series of webinars are planned for later this year to cover additional topics related to virtual care. New webinars for clinicians joining OHTs to become more familiar with the digital health tools cited in the *Digital Health Playbook* and deployed by OntarioMD are planned for July and August. The first webinar will be on July 14 on the Insights4Care Dashboard and Advisory Service. Registration details will be on OntarioMD.ca soon.

OntarioMD staff also continue to engage with physician practices virtually to ensure practices are well-supported and trained in their use of digital health tools and services to care for patients in person and virtually. The proven efficiency and effectiveness of digital tools such as HRM, OLIS, provincial viewers, i4C Dashboard and eConsult continues to generate demand for these services.

OntarioMD also regularly sends multi-channel communications directly to physicians across the province about virtual care developments, and new educational resources in collaboration with the OMA.

#### ***Virtual Care Resources and Billing Advice***

OntarioMD continues to add virtual care resources for physicians on [OntarioMD.News](#) and OntarioMD.ca from partners and vendors. While OntarioMD does not specifically endorse any of the tools listed, physicians are finding the curated lists valuable to help them select tools that are right for their practices and their patients. Practices are encouraged to contact vendors directly for product-specific questions.

Physicians are also directed to the OMA for guidance on policy and billing and to Ministry InfoBulletins for the latest directives.

#### ***Ontario Virtual Care Clinic***

OntarioMD and the OMA continue to support the Ontario Telemedicine Network's Ontario Virtual Care Clinic (OVCC) at [seethedoctor.ca](#) to serve patients who cannot access their family physician or do not have a family physician. The OVCC was launched directly to the public on April 15 and volumes have increased moderately. OntarioMD provides support to OVCC physicians; is monitoring referral volumes and adjusts the schedule of physicians (using MetricAid scheduler) on shift to meet patient demand.

## 1. Executive Notes for May Continued

### ***Health Report Manager: Contributing to Timely Care During COVID-19***

OntarioMD collaborated with Ontario Health to implement HRM delivery of notifications to physicians' EMRs to tell them that COVID-19 test results are available in the Ontario Laboratories Information System (OLIS). As of May 31, physicians have received 301,184 notifications to check COVID-19 results in OLIS through their EMR and have been able to take action for their patients as soon as possible.

HRM also delivers discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the 2 million other reports per month HRM delivers from more than 500 hospital and specialty clinic sites across Ontario to EMRs. Reports that are COVID-19 related are clearly identified to get physicians' attention.

Sunnybrook Health Sciences Centre began sending clinicians an expanded list of medical record reports through HRM in addition to the discharge summaries Sunnybrook has been sending since September 2017. Clinicians are receiving these new medical record reports, such as Procedure Notes, Progress Notes, and Assessment Notes, for any patients who have visited the hospital since the end of April directly into their EMRs. The additional reports with important patient information integrated into EMRs means they now have better information to support faster follow up and informed care planning. The [full list of HRM sending facilities and report types](#) are available on OntarioMD.ca.

### **Other Digital Health Products & Services**

***ConnectingOntario ClinicalViewer Bundle*** – OntarioMD has now connected **over 1,700** community-based, primary care clinicians provincially to obtain a ONE® ID, ONE Mail and the ConnectingOntario ClinicalViewer.

### ***Insights4Care Program***

OntarioMD continues to make steady progress in delivering i4C Program services to more clinicians across Ontario. In the 2019/20 fiscal year, 500 more clinicians were added to the i4C Dashboard bringing the total user population to approximately 1,000, while OntarioMD advisors delivered 228 i4C Advisory Service engagements. i4C Dashboard implementation activities continue with three more EMR vendors (YMS, AwareMD, QHR), with anticipated go live in late summer / early fall of this year.

***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. The training is more important than ever as clinicians move to quickly adopt new virtual care tools.

More than 2,600 clinicians and their practice staff have completed the training, which is [available at OntarioMD.ca](#). The module is frequently updated with the latest information and can be accessed from any internet-connected device.

### ***OntarioMD Certified EMR Update***

The acquisition of MedBASE by WELL Health Technologies (WELL) has been completed. WELL Health Technologies has now acquired three of the largest OSCAR Service Providers in Ontario – KAI Innovations, Trinity Health Technology and MedBASE to form the WELL EMR Group. WELL is responsible for two OntarioMD-certified EMR offerings: OSCAR McMaster Professional and OSCAR 19. On May 20, WELL announced its agreement to acquire Indivica Inc. Indivica's Indivicare EMR is an OntarioMD-certified EMR based on OSCAR. The acquisition of Indivica was subsequently completed on June 1.

### ***OntarioMD Conference***

OntarioMD will be taking its EMR: Every Step Conference virtual in the Fall of 2020 offering relevant virtual care content and its popular Peer Leader-led EMR roundtables for which physicians would receive continuing medical education credits. Our objective is to provide an excellent learning and networking experience for all practice staff to match the in-person award-winning EMR: Every Step Conference.

## 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

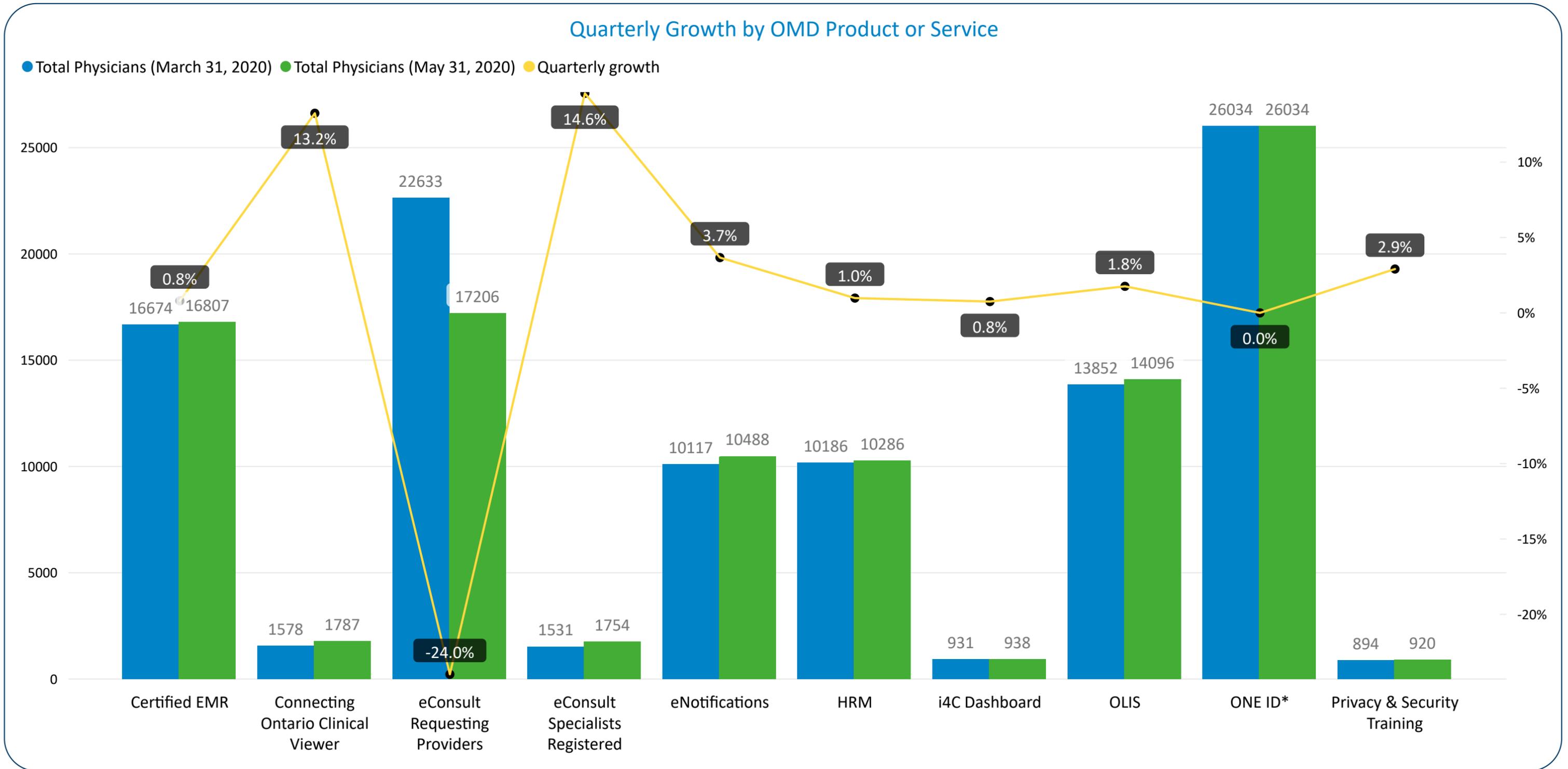
OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:

- 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](#).

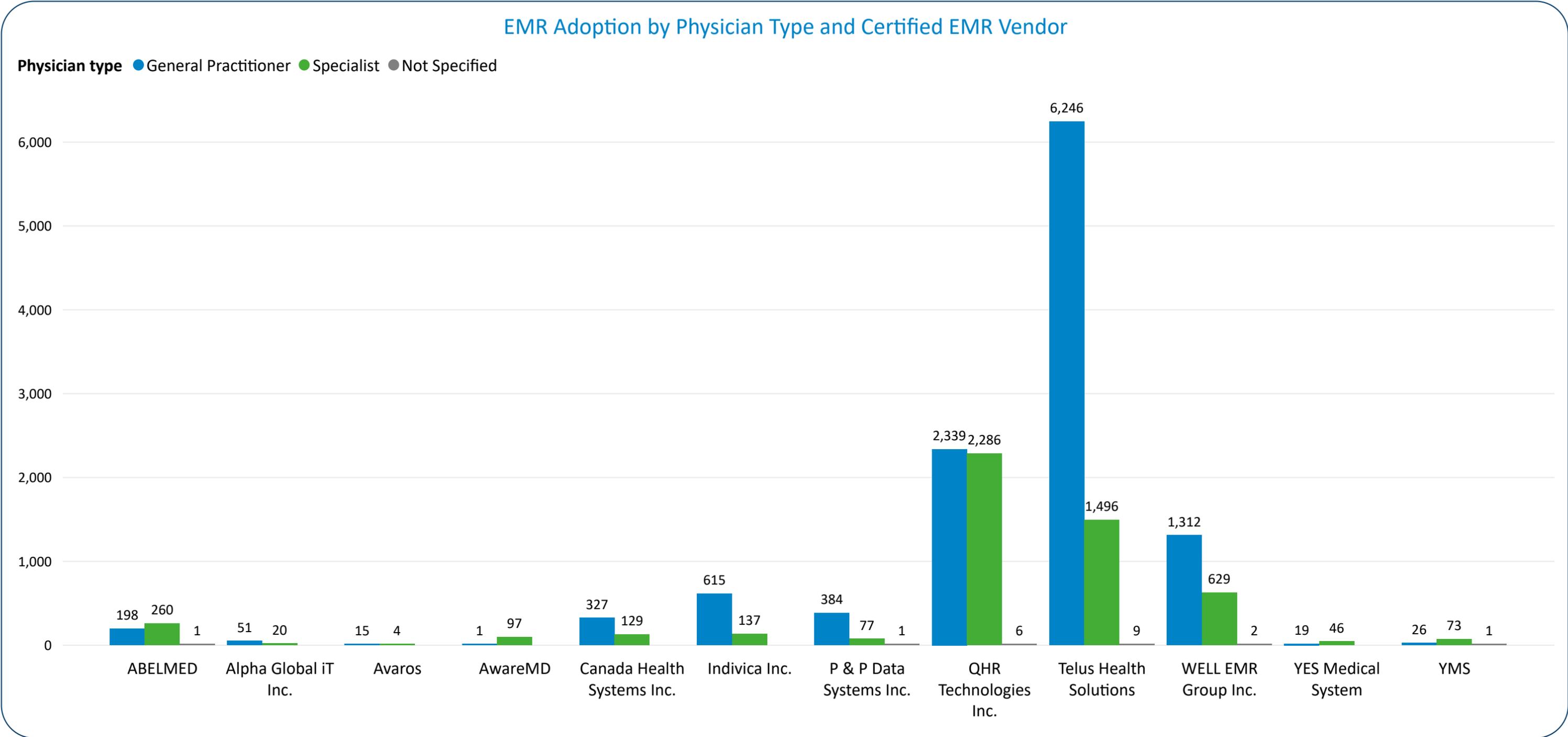
## 5. Quarterly Growth by Product/Service



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

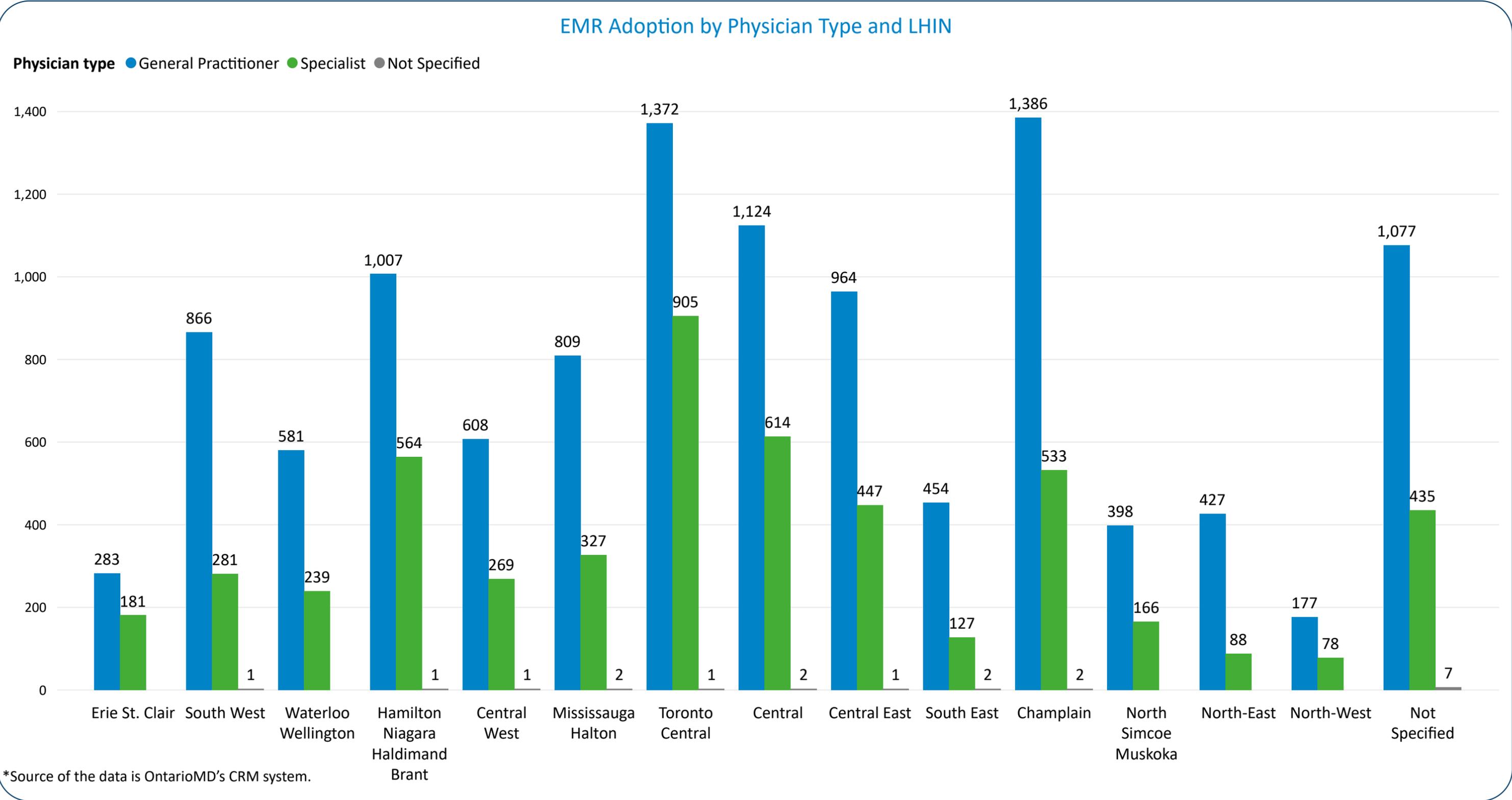


Figure 3: Physicians Participating in Provincial Products/Services by LHIN

Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Specialist ● Not Specified

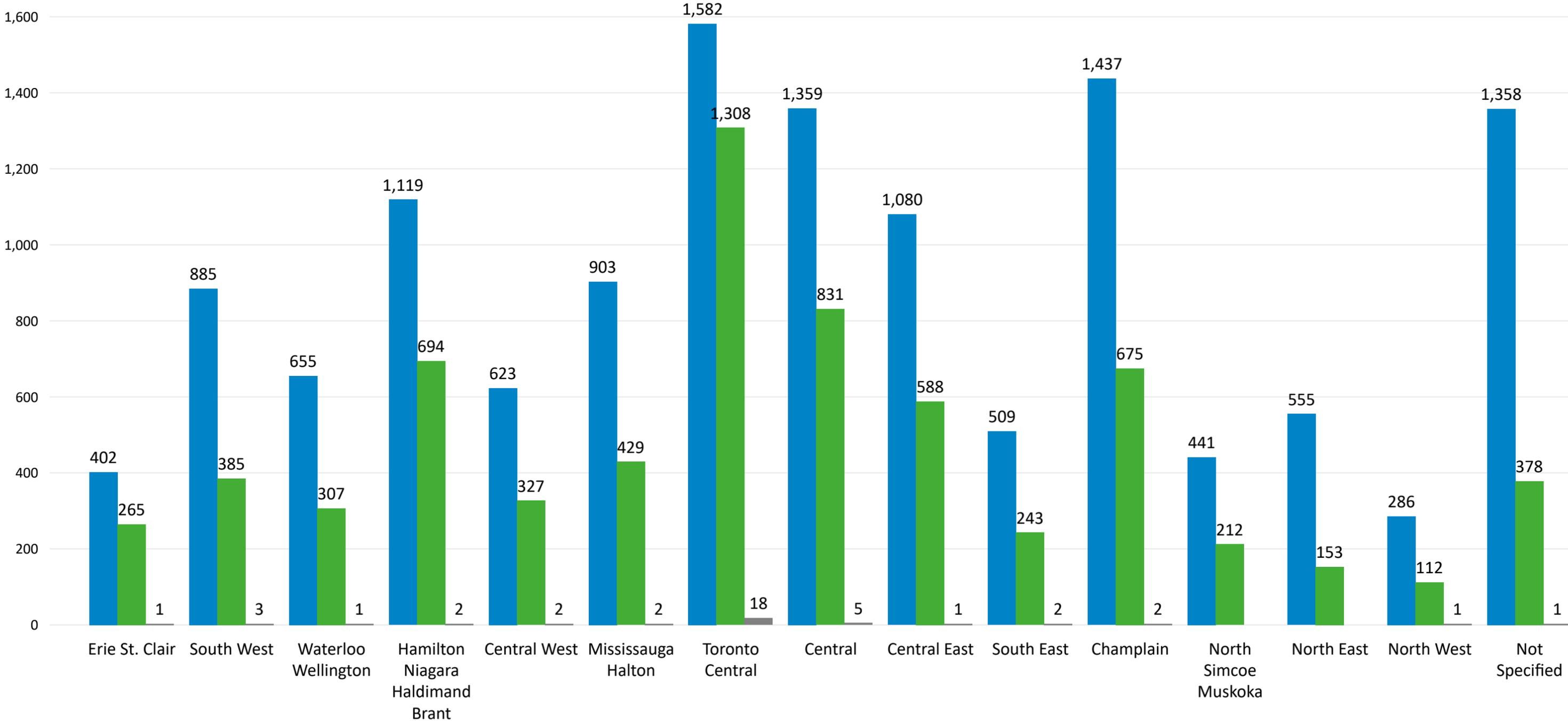
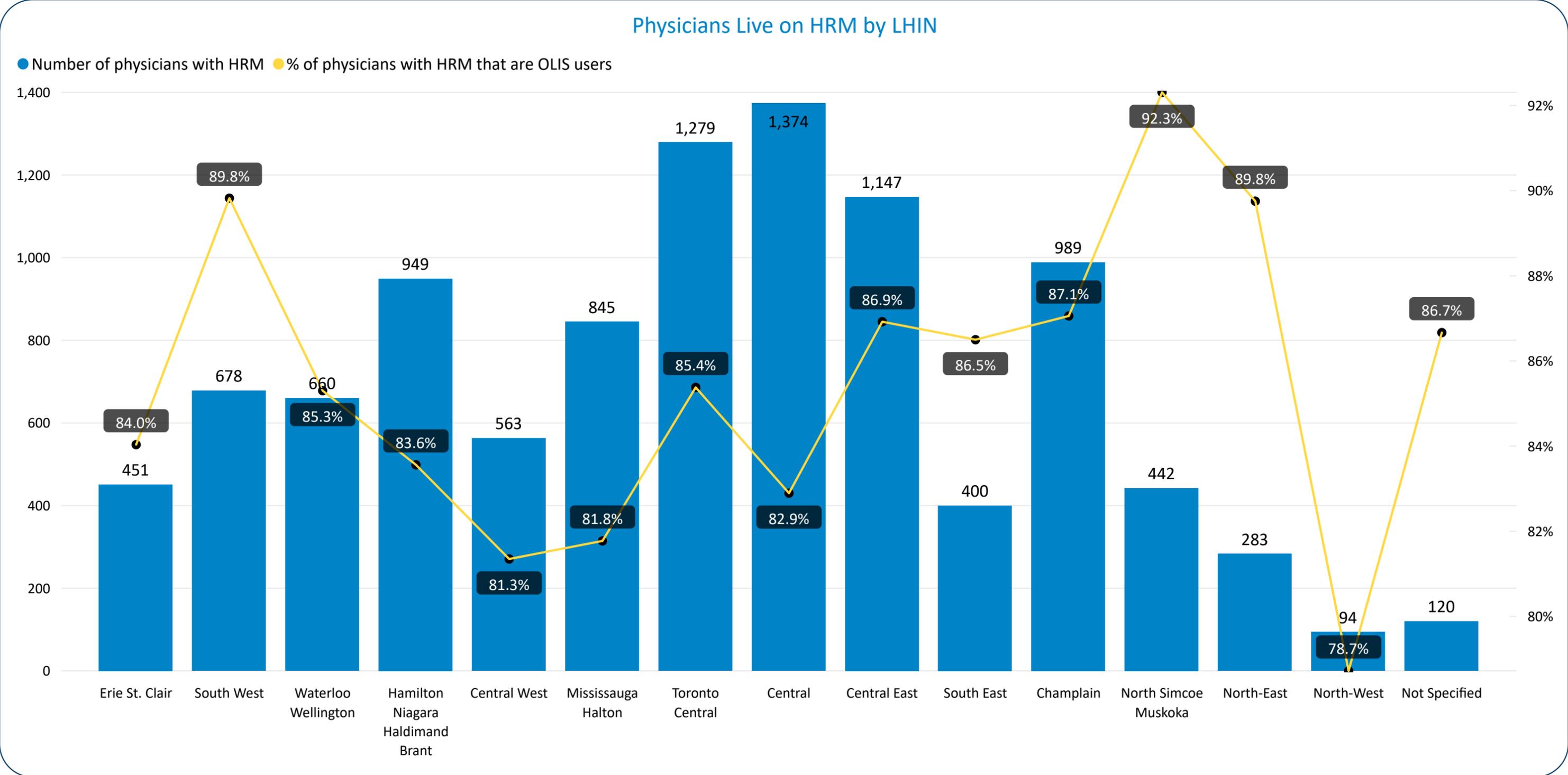
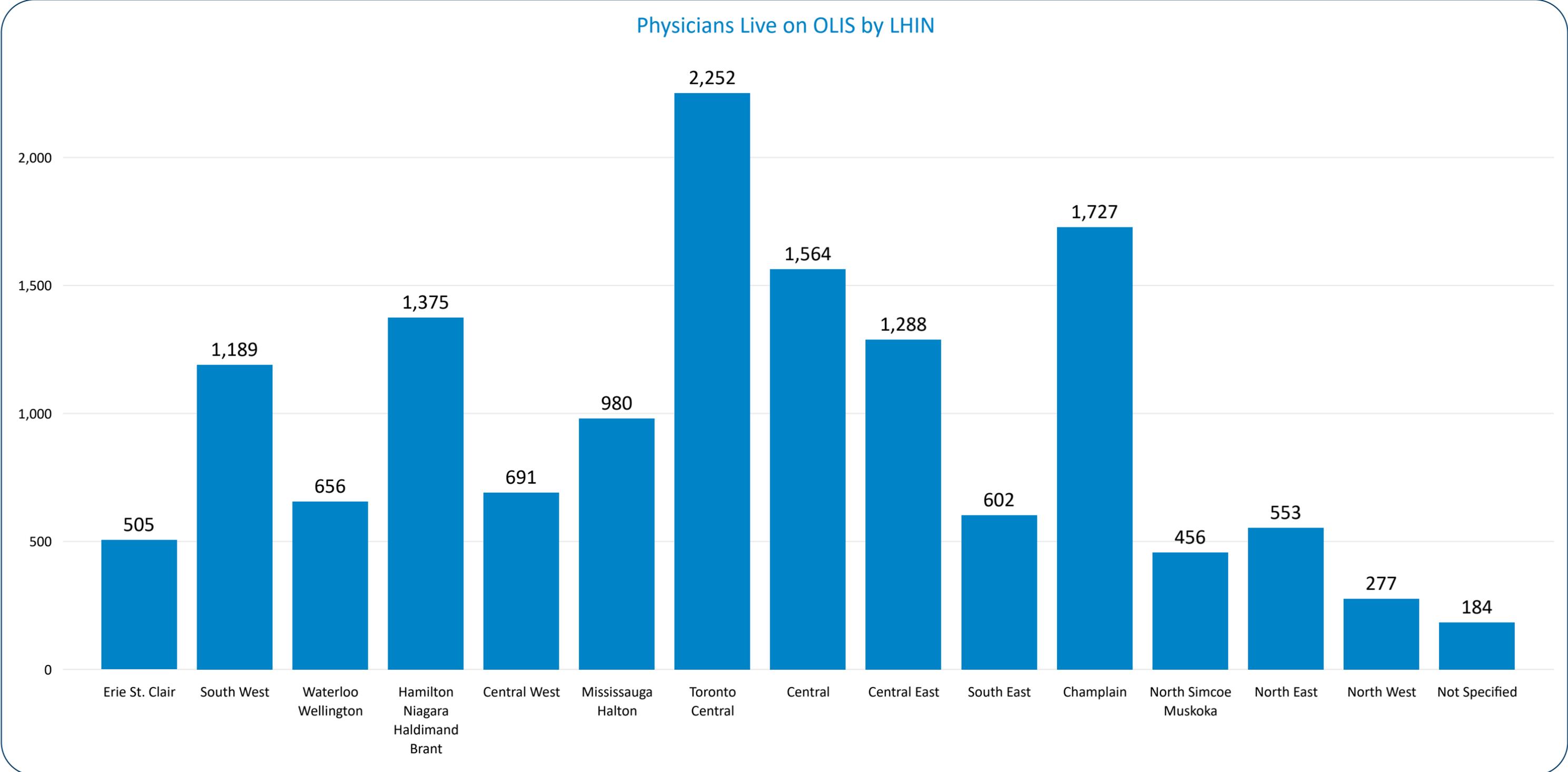


Figure 4: Physicians Live on HRM by LHIN



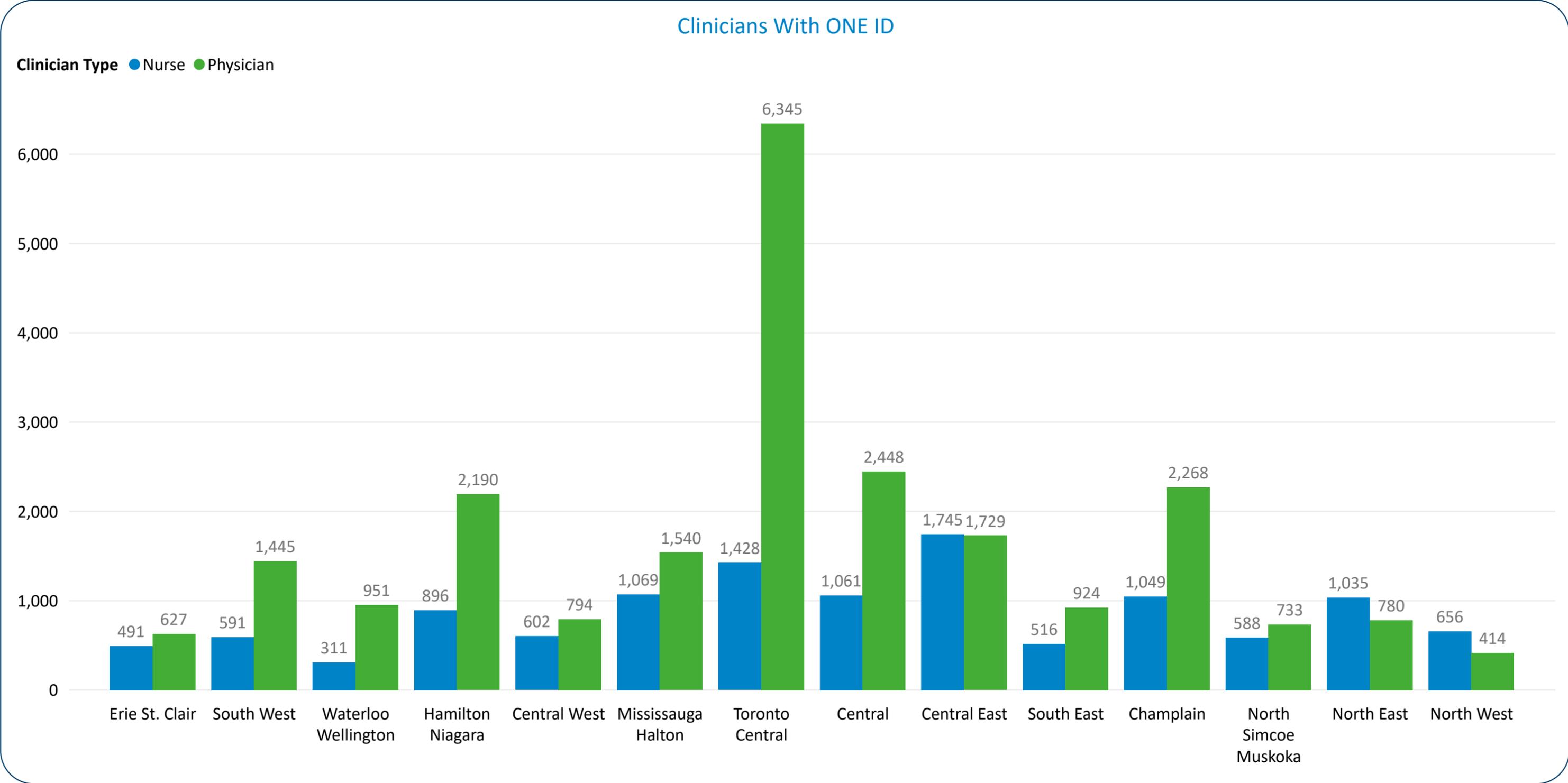
\*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN



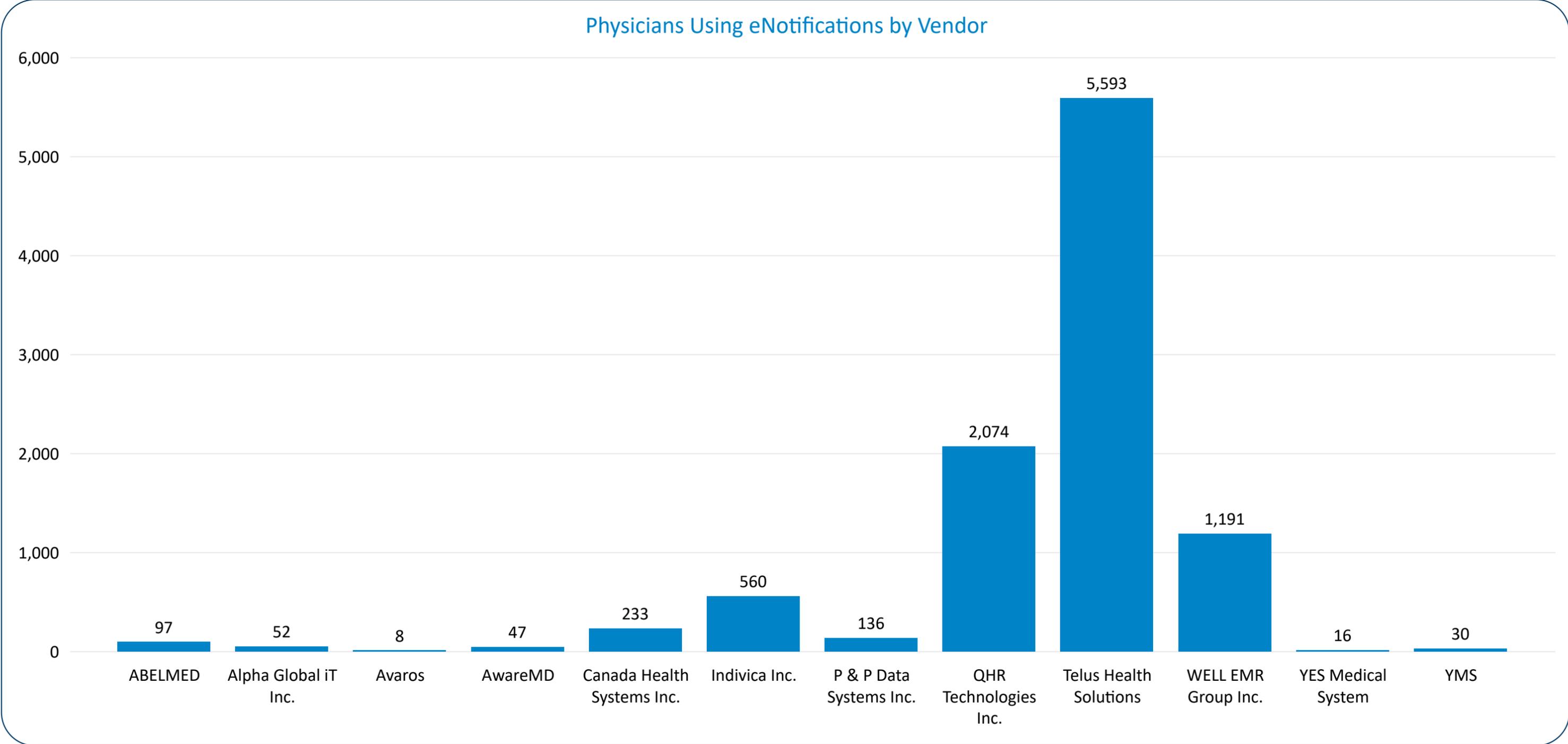
\*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®



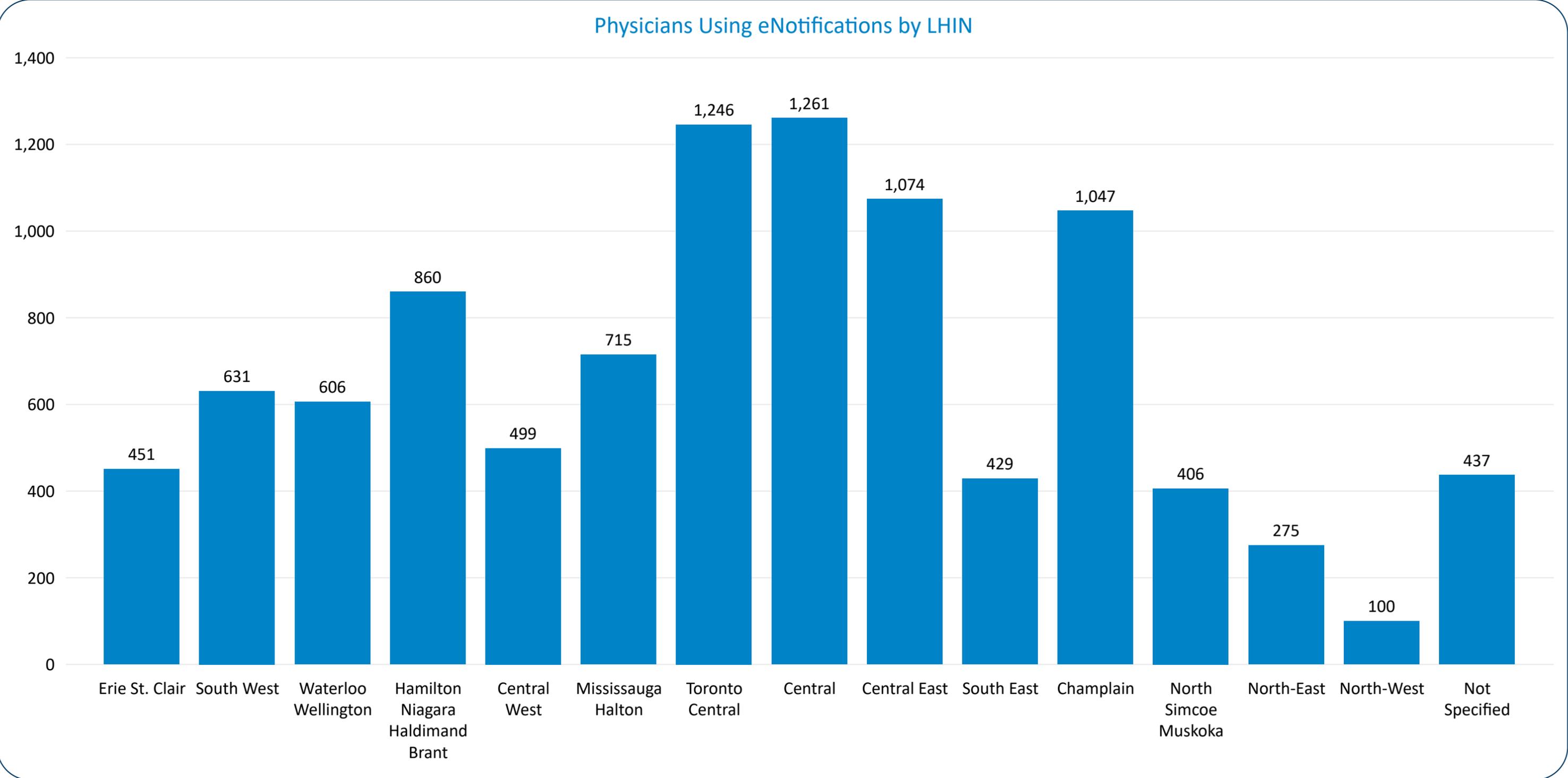
\*Source of the data is eHealth Ontario.

Figure 7: Physicians Using eNotifications by Vendor



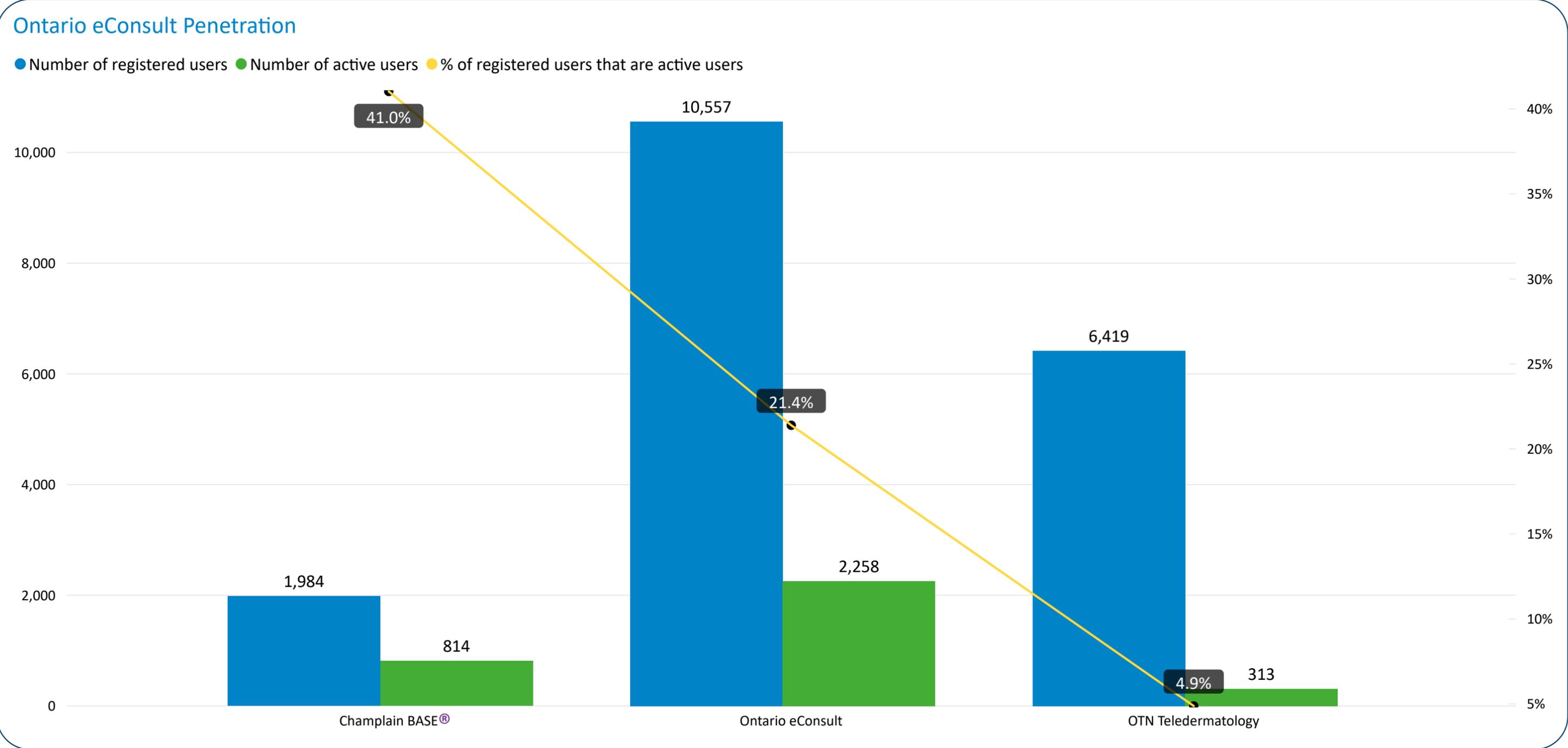
\*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN



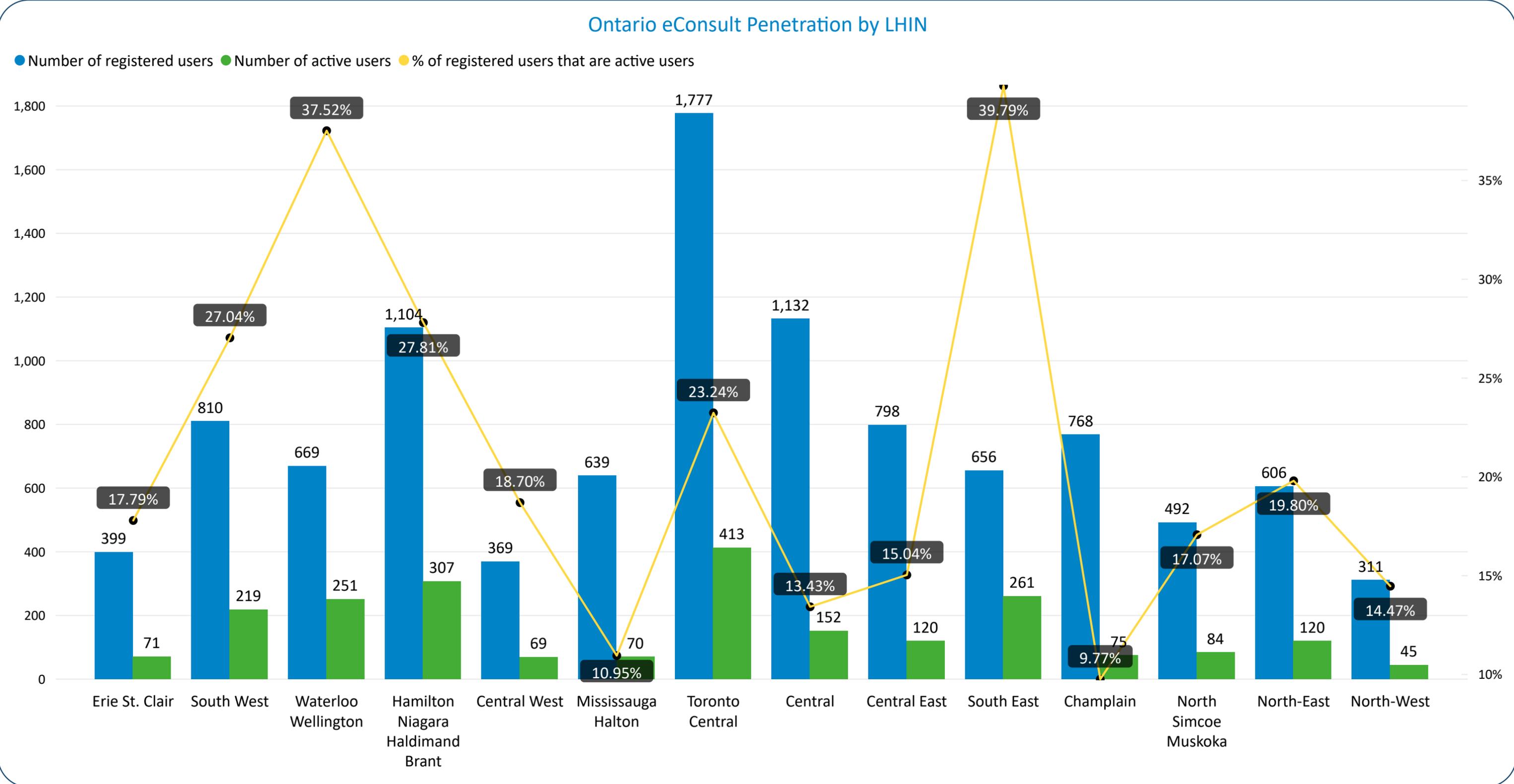
\*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Penetration by Indicator



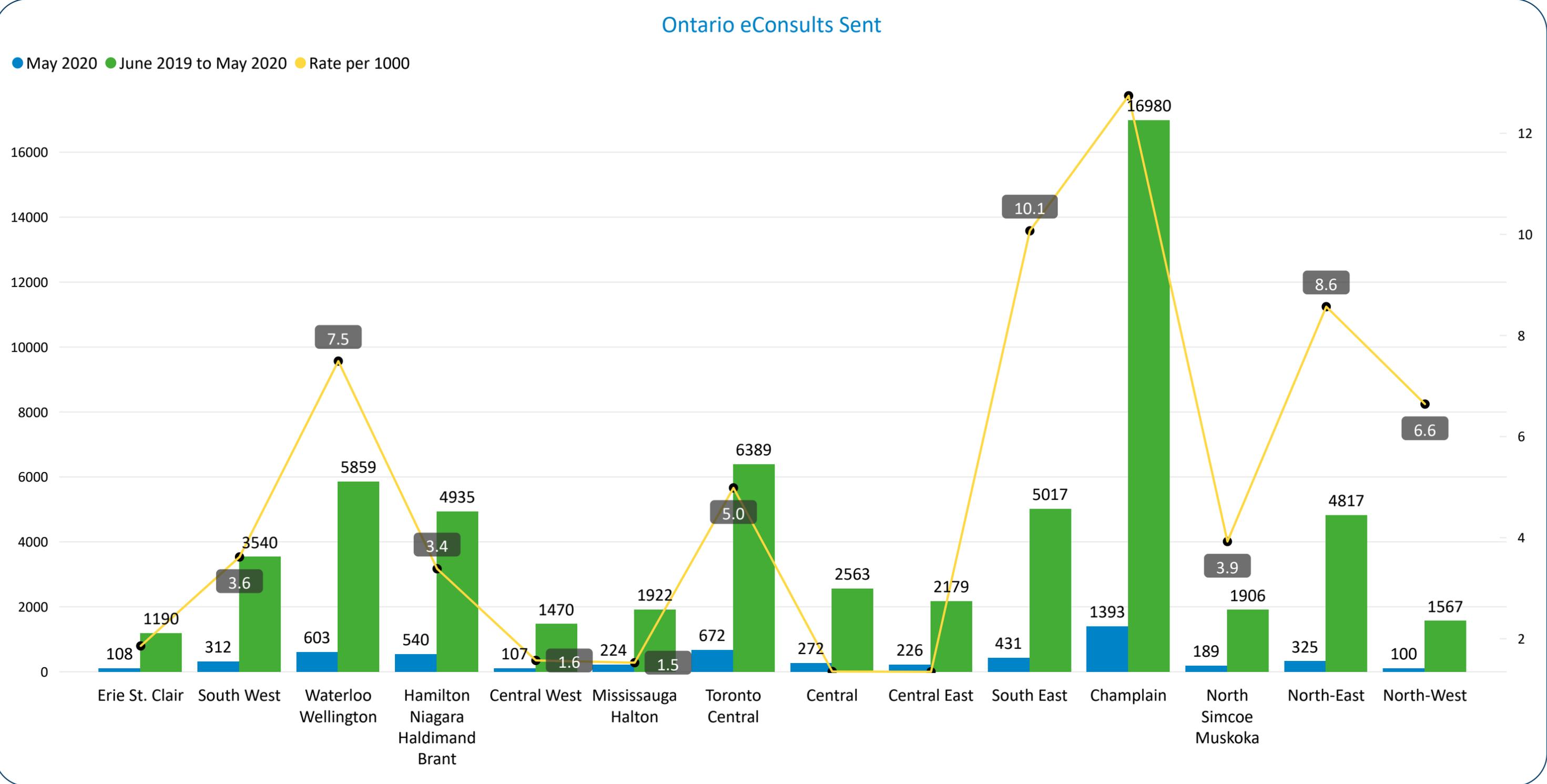
\*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 10: Ontario eConsult Penetration by LHIN



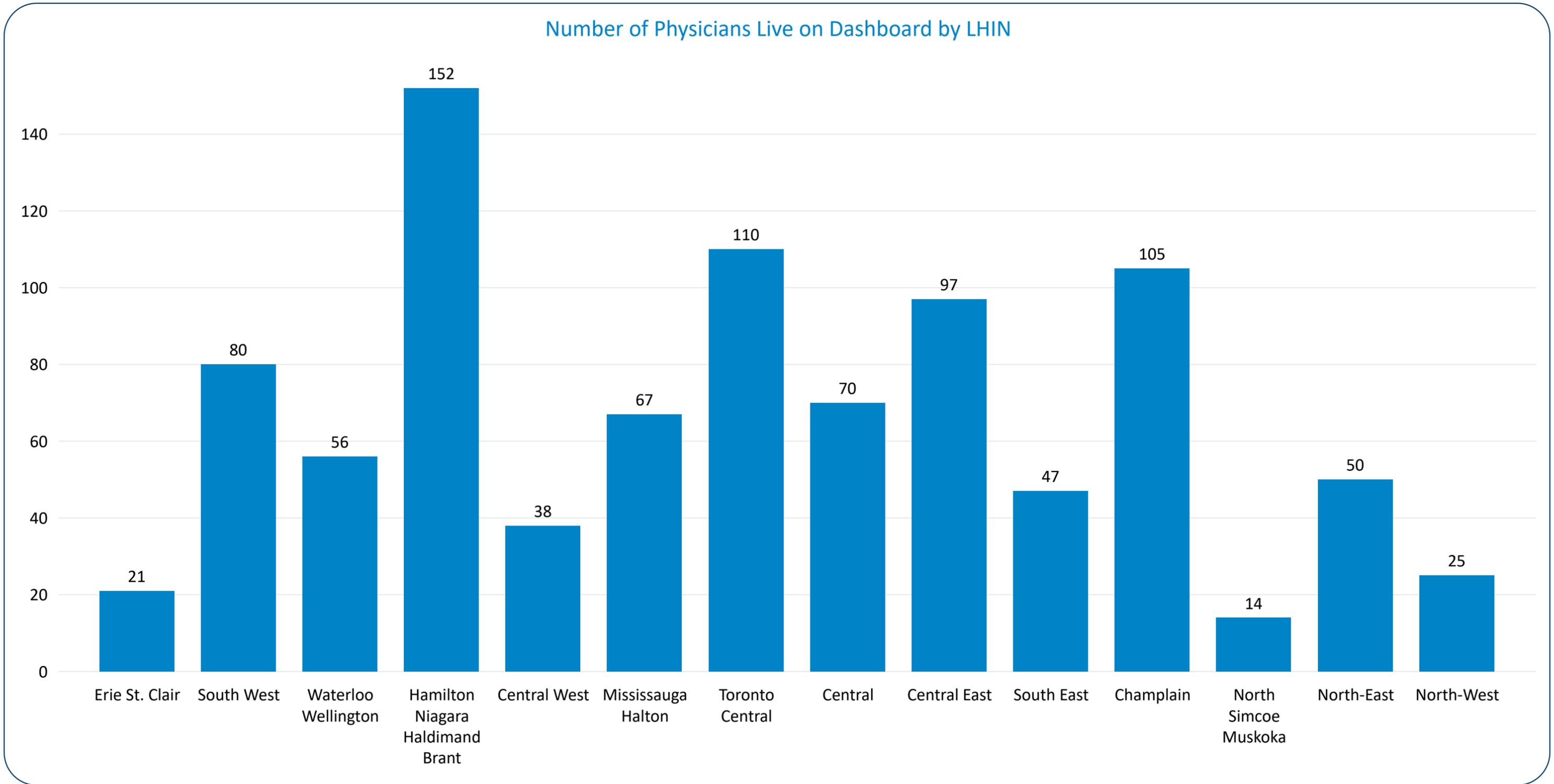
\*Source of the data is the Ontario eConsult Centre of Excellence.

Figure 11: Ontario eConsults Sent



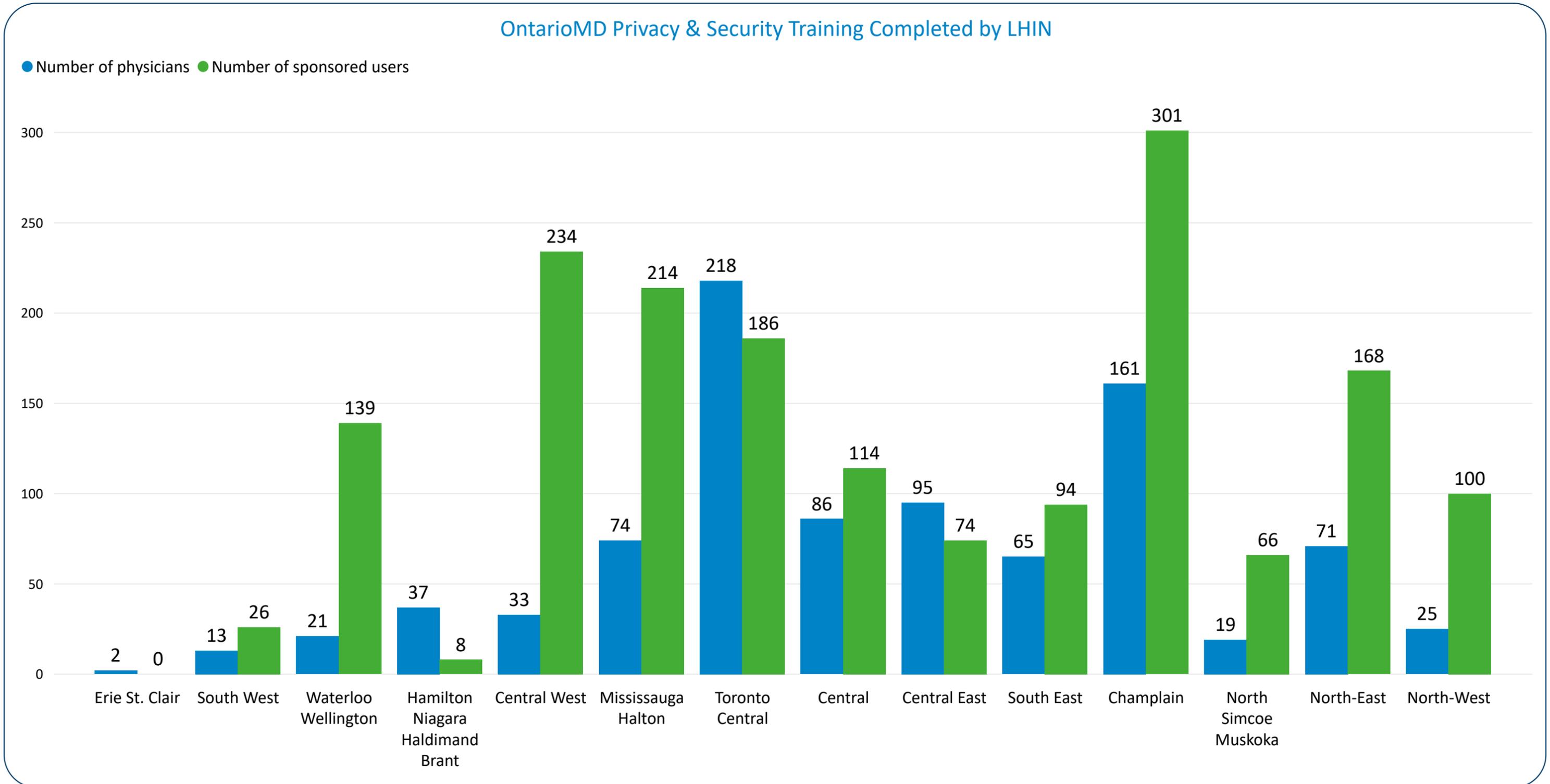
\*Source of the data is the Ontario eConsult Centre of Excellence.

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.