

Connecting  
**Ontario**  
POWERED BY EHEALTH ONTARIO



## **COMOH EMR WORKING GROUP**

# Presentation Objectives

At the end of the session members should have:

1. An understanding of ConnectingOntario solution including:
  1. Key benefits
  2. Health Information available
  3. The roadmap for future enhancements
2. An understanding of key benefits of ConnectingOntario for health service providers and Ontarians receiving healthcare
3. An understanding of the sites involved in ConnectingOntario
4. An overview of implementation process allowing to continue successful onboarding and increasing adoption.

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## CONNECTING ONTARIO OVERVIEW

# Overview of ConnectingOntario

Enhancing care for ~13.6 M Ontarians by providing health care providers with clinical information in a secure and accessible format

- ConnectingOntario is an eHealth Ontario initiative that enables the delivery of the provincial electronic health record (EHR). Connecting Ontario allows participating health care organizations to contribute and view provincial patient health care information in a safe and secure manner
- Regardless of where care is delivered, health care providers will have timely access to patient health care information to support care decisions
  - Connecting Ontario provides the platform to access the CDR, but can also provide the gateway to other provincial assets such as OLIS and DI CS



- Three regional hubs (cGTA, cNEO, cSWO) are involved in ConnectingOntario; some sites are contributing data, viewing data or both

When fully implemented, ConnectingOntario will benefit patients and health care providers across Ontario.

# Connecting Ontario benefits

Patient, providers and organizations can realize the following benefits through electronic access to provincial level patient data



## Patient

Improves the patient experience by:

- Enabling faster care decisions
- Decreasing the need for patients to repeat their health information
- Reducing the need for duplicate testing and procedures
- Enhancing communication and collaboration



## Provider

Enables faster and more informed clinical decision-making by:

- Decreased time spent chasing information
- Enabling faster, more informed decisions
- Enhancing communication and collaboration



## Organization

Increases organizational efficiencies by:

- Enabling faster care decisions
- Reducing redundancies
- Improving resource allocation as providers' and support staff's time is freed from administrative tasks
- Decreasing administrative costs

# Health Information currently available

## Provincial CDR contains:

### Acute Care

Patient Demographics	Cardiovascular Reports
Discharge Summaries	Consultation Reports
Allergy Information	DI Reports
Infection Control Information	ED Reports
Medication Profile	Neurophysiology Reports
Visit / Encounter Details	Respiratory Reports
Mental Health Assessments	OR Reports

### CCAC

e.g. long term care home details, service details, client risk and assessments

### Acute Care + CCAC

Consent directives and override rules

### Ontario Laboratory Information System (OLIS)

# Connecting Ontario – Functionality Roadmap

	Fiscal 15/16				Fiscal 16/17				Fiscal 17/18	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
	Apr-Jun/16	Jul-Sep/16	Oct-Dec/16	Jan-Mar/17	Apr-Jun/17	Jul-Sep/17	Oct-Dec/17	Jan-Mar/18	Apr-Jun/18	Jul-Sep/18
Provincial Federated Access and Single Sign on										
DI Images through Provincial Viewer										
Provincial Client and Provider Registries integrated										
DHDR Data integrated to viewer										
Provincial Client and Provider Registries integrated										
Immunization Records integrated.										

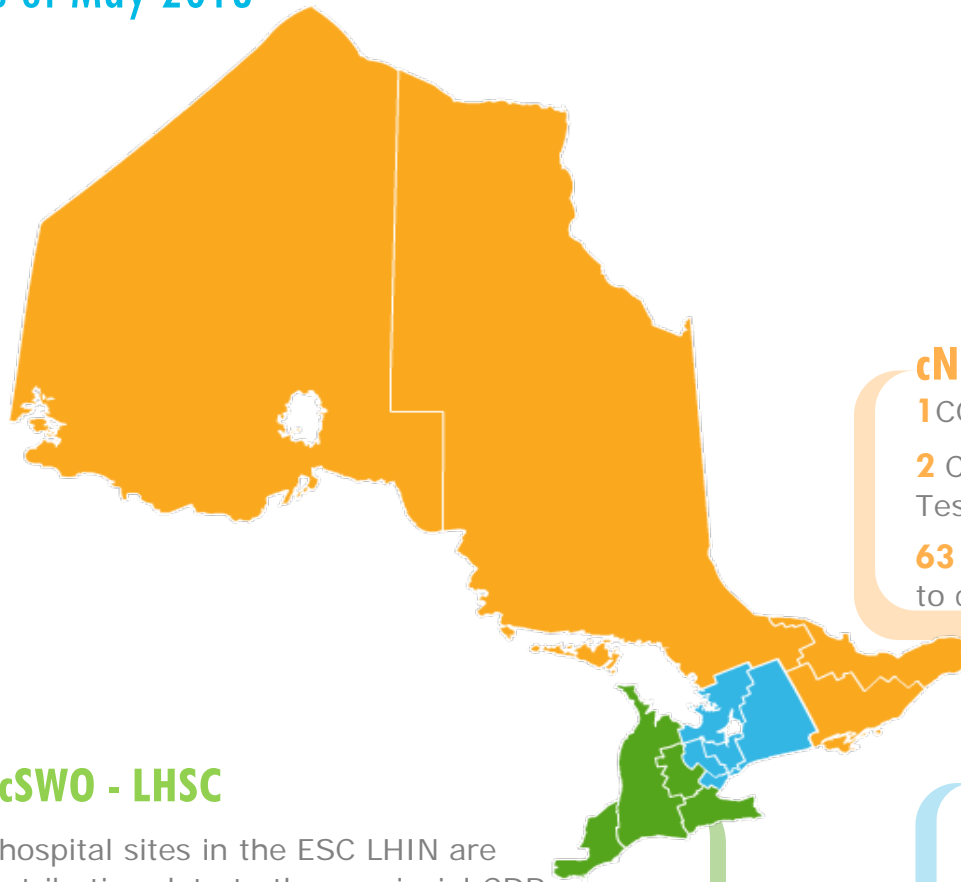
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**DEMO**



# Progress To Date - ConnectingOntario

As of May 2016



## cNEO - TOH

- 1** CCAC is contributing data to the provincial CDR
- 2** Champlain hospitals are in the Conformance Testing Phase
- 63** additional hospitals and **3** CCACs are engaged to contribute data to the provincial CDR

## cSWO - LHSC

- 5** hospital sites in the ESC LHIN are contributing data to the provincial CDR
- 12** additional hospitals in SW, WW and ESC LHINs and 4 CCACs are engaged to contribute
- Over **40,000** clinicians are registered to access Regional Clinical Viewer, ClinicalConnect™

## Central - Sunnybrook

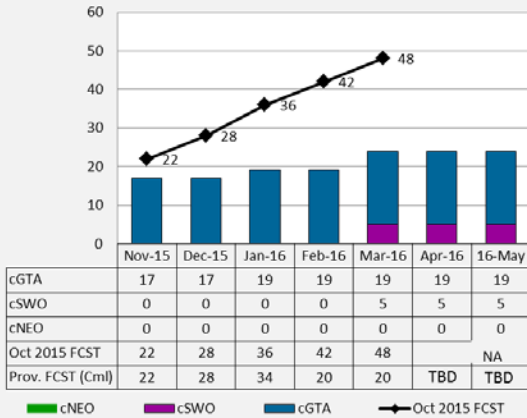
- 25** hospitals and **6** CCACs are populating the provincial CDR
- Over **42,000** clinicians are registered to access ConnectingOntario Viewer

# ConnectingOntario Adoption Status

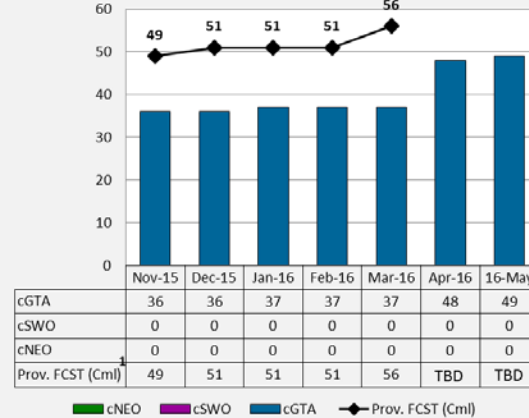
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Implementation

**ConnectingOntario: Number of Sites Contributing to the CDR by Region**



**ConnectingOntario: Number of Sites Viewing CDR Data by Region**



**Note:** Internal and external stakeholders from all regions are being engaged for the purposes of developing the process for populating this section of the dashboard. A plan will be put in place in the near term and information presented herein will represent all regions.

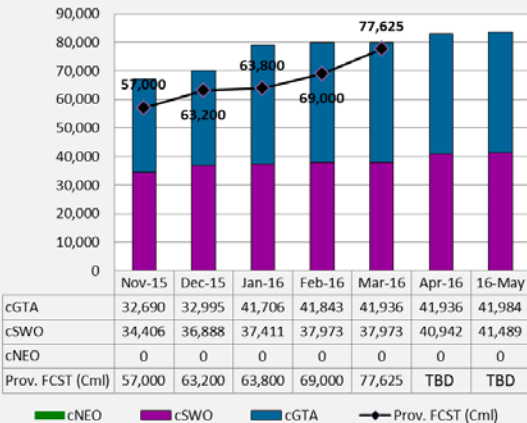
**Key Trends and Insights:**

**Impacts/Risks:**

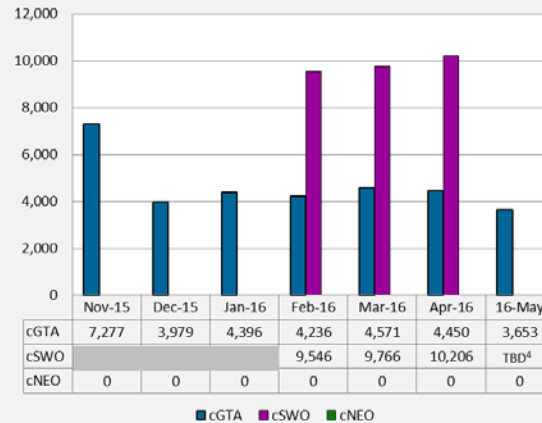
**Recommendations:**

Adoption

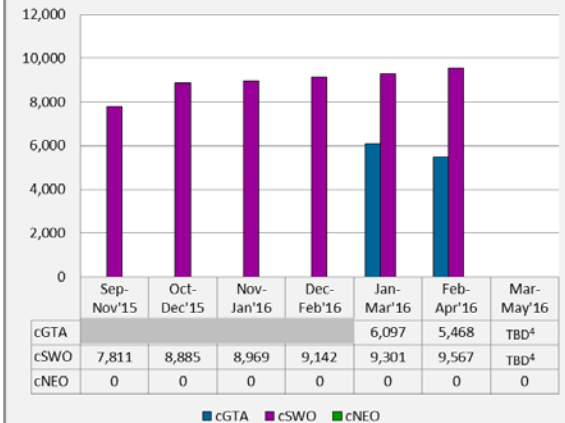
**ConnectingOntario: Number of Registered<sup>2</sup> Users by Region**



**ConnectingOntario: Number of Active Users (at least 1x/MNTH) by Region**



**ConnectingOntario: Number of Active Users (at least 3x/QTR) by Region**



<sup>1</sup> cGTA sites viewing forecast was based on June 2015 forecast; some sites have been staggered and some are no longer participating. This number is based on early adopter sites and does not include expansion wave.

<sup>2</sup> Registered Users are users that have an account, have been trained and have the ability to access the asset. cGTA reports registered user numbers on a weekly basis; cSWO reports registered user numbers on a monthly basis.

<sup>3</sup> Up until Nov 2015, cGTA has been reporting 'User Access (To date)' as 'Active Users' as they were still in the early onboarding period.

<sup>4</sup>The final Active User numbers for cSWO (both 1x/mnth and 3x/qtr) and cGTA (3x/qtr) for May '16 will be available in early June '16. <sup>5</sup>This number is the Active Users number for May 1 -18 '16 only.

\*For cGTA and cNEO, Registered Users and Active Users refers to the number of users accessing provincial CDR through the Provincial Viewer. For cSWO, it denotes the number of users accessing Clinical Connect Viewer.

# Participating Health Service Providers

As of May 2016

## Hospitals

Humber River-Urgent Care Site

Humber River-Wilson Site

Lakeridge Health-Bowmanville

Lakeridge Health-Oshawa

Lakeridge Health-Port Perry

Lakeridge Health-Whitby

NYGH-Branson

NYGH-General Site

RVHS-Ajax and Pickering Health Centre

RVHS-Centenary Health Centre

Scarborough Hospital-Birchmount

Scarborough Hospital-General Campus

Centre for Addiction and Mental Health

Markham Stouffville Hospital

Charlotte Eleanor Enghart Hospital of  
Bluewater Health

Leamington District Memorial Hospital

Sinai Health System-Mount Sinai Hospital

St. Michael's Hospital

Sunnybrook-Orthopaedic and Arthritic Site

Sunnybrook- Sunnybrook Health Sciences

Trillium Health Partners-Credit Valley

Trillium Health Partners-Mississauga

Trillium Health Partners-Queensway

UHN-Princess Margaret

UHN-Toronto General

UHN-Toronto Rehabilitation Institute

WOHS-Brampton

WOHS-Etobicoke

WOHS-Peel

Bluewater Health, Sarnia

Chatham Kent Health Alliance

Chatham Kent Health Alliance, Sydenham Campus

# Participating Health Service Providers

As of May 2016

## Long Term Care

Vermont Square

Chester Village

City of Toronto LTCH Bendale Acres

City of Toronto LTCH Carefree Lodge

City of Toronto LTCH Castleview Wychwood Towers

City of Toronto LTCH Cummer Lodge

City of Toronto LTCH Fudger House

City of Toronto LTCH Kipling Acres

City of Toronto LTCH Lakeshore Lodge

City of Toronto LTCH Seven Oaks

City of Toronto LTCH True Davidson Acres

City of Toronto LTCH Wesburn Manor

Drs. Paul and John Rekai Sherbourne

Drs. Paul and John Rekai Wellesley

Elm Grove Living Centre

Hellenic Home

Lakeside Long-term Care Home

Maynard Nursing Home

Mon Sheong Home for the Aged

O'Neill Centre

Regional Municipality of Peel-Tall Pines LTCC

Regional Municipality of Peel-Tall Pines Senior Services Division

Rose of Sharon

St. Hilda's

Suomi-Koti

## CCAC

CCAC-Central

CCAC-Central East

CCAC-Central West

CCAC-Mississauga Halton

CCAC-North Simcoe Muskoka

CCAC-Toronto Central

CCAC-South East

## Primary Care

West Durham FHT

Wise Elephant FHT

Taddle Creek FHT

Queen Square FHT

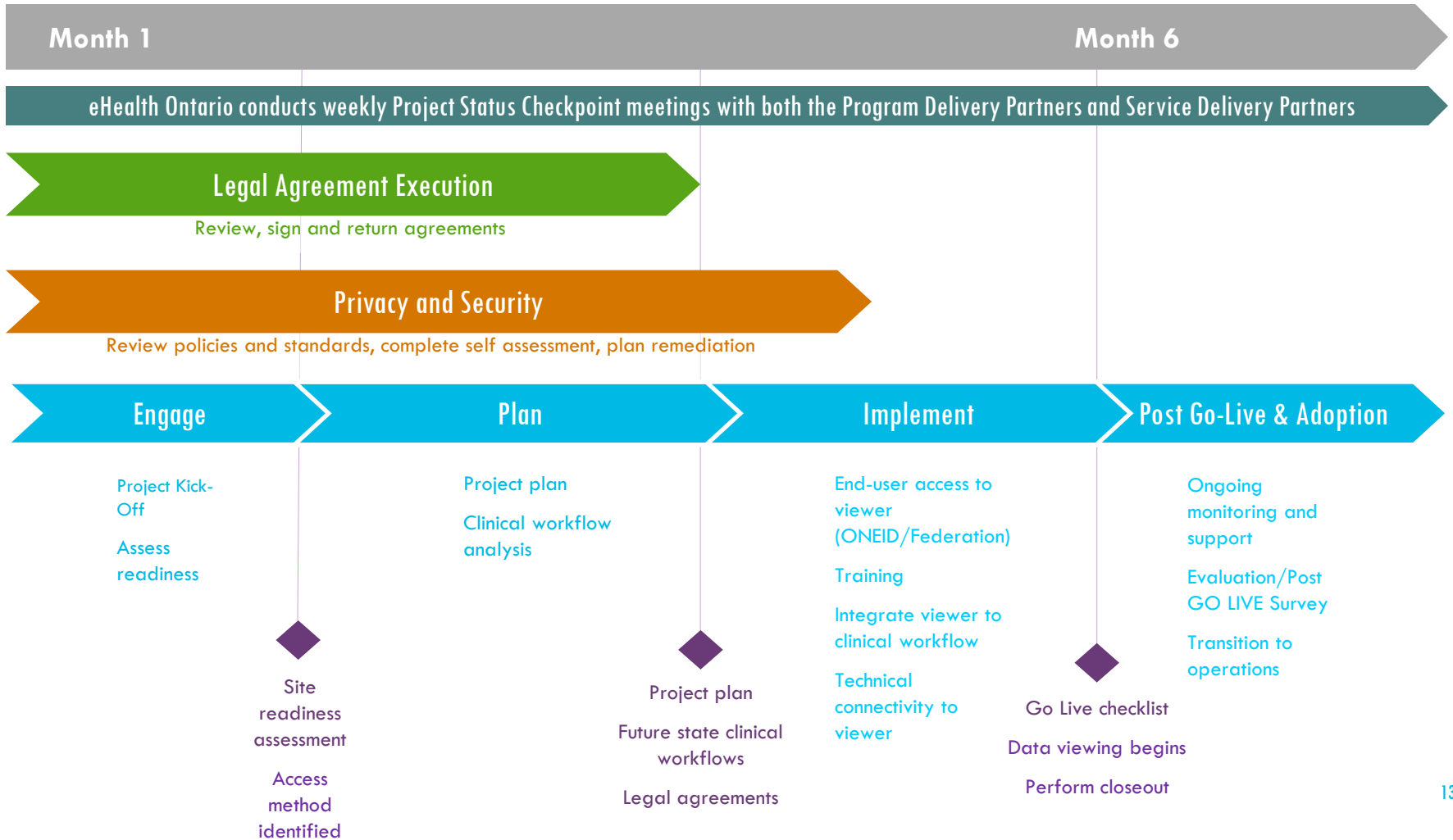
Georgian Bay FHT

## Public Health

Region of Peel

# Key phases in the data viewing timeline

While the exact duration is determined by each Health Service Provider (HSP), in general it will take a minimum of 6 months for sites to prepare for end-user access to the viewer



# Roles & responsibilities

Each role has its own set of responsibilities but one person can fulfill many roles

Role	Responsibility
Executive Sponsor	<ul style="list-style-type: none"><li>• Provides executive support for project including verifying adoption target, identifies relevant leadership forums to support clinical adoption activities and participates in clinical adoption activities as required</li></ul>
Person with Authority to sign	<ul style="list-style-type: none"><li>• Senior executive with signing authority</li></ul>
Project Manager	<ul style="list-style-type: none"><li>• Participates in site readiness assessment and roll out planning. Manages and monitors day to day project activities; resolves issues and escalates to management as required. Develops communication plan and updates generic communication tools with site-specific content. Works in collaboration to provide data on adoption metrics as well as administering evaluation tools, i.e. the client feedback survey</li></ul>
Clinician Champion	<ul style="list-style-type: none"><li>• A recognized leader with strong clinical leadership and informatics background; leads adoption by participating in site readiness assessment, roll out planning, training and go-live planning; reviews and verifies adoption targets; presents internally on project; hosts and participates in clinical adoption activities to prepare site for viewer use and end-user training</li></ul>
Privacy Officer	<ul style="list-style-type: none"><li>• Ensures appropriate privacy procedures are implemented and appropriate training for staff is in place</li></ul>

# Roles & responsibilities (continued)

Each role has its own set of responsibilities but one person can fulfill many roles

Role	Responsibility
Information Security Officer	<ul style="list-style-type: none"><li>• Leads the implementation of the EHR Security Policies within their organization, completes applicable assessment tools prior to onboarding</li><li>• Ensures ongoing compliance and acts as main point of contact for information security-related matters</li></ul>
Communications Support	<ul style="list-style-type: none"><li>• Develops and distributes project-related communications based on templates provided</li></ul>
Trainer(s)*	<ul style="list-style-type: none"><li>• Develops training plan, participates in train the trainer sessions, customizes/manages selected training products, delivers/reports on training</li></ul>
LRA/HIS Registration Agent	<ul style="list-style-type: none"><li>• Ensures participants are registered/enrolled appropriately to access viewer</li></ul>
Support Desk Staff	<ul style="list-style-type: none"><li>• Provide initial support</li></ul>
End User Participants	<ul style="list-style-type: none"><li>• Attend training, adopt change, provide feedback</li></ul>
Integration Specialist(s)**	<ul style="list-style-type: none"><li>• Develops the connection between the HIS and the viewer that enables single sign on and patient context sharing</li></ul>
Network Specialist**	<ul style="list-style-type: none"><li>• Enables technical connectivity to the Viewer</li></ul>

\* If e-learning is the training methods chosen, a trainer may not be required, however someone must still track and report on training

\*\*Required for Federation/SSO access method but not ONE ID

# Questions, thoughts and next steps

- Public Health Units consider the use of ConnectingOntario in their current practice