More Diagnostic Images available in cSWO Regional Clinical Viewer

55 sites connected

Diagnostic images contributed by Bluewater Health to the Southwestern Ontario Diagnostic Imaging Network (SWODIN) have been integrated with the cSWO Regional Clinical Viewer, ClinicalConnect™. Now, diagnostic images from 55 hospital sites are accessible to authorized users and only five hospitals in southwest Ontario remain to have the images they contribute to SWODIN integrated with ClinicalConnect. By the end of 2015, it’s expected that images from Brant Community Healthcare System, Grand River Hospital, Joseph Brant Hospital, Niagara Health System and West Lincoln Memorial Hospital will also be available.

Physicians and clinicians regularly report how beneficial it is to have immediate access to their patients’ images that were taken at other sites across the region, rather than having to call around for images to be sent or ask patients to bring copies with them on CD.

The SWODIN team has been working with the cSWO Program and Hamilton Health Sciences, the solution provider, to integrate their network with ClinicalConnect since July 2014.

Kick-Off event in London

On Wednesday, September 9, a kick-off event was held at Victoria Hospital of London Health Sciences Centre (LHSC) to mark the widespread, clinical deployment of the cSWO Regional Clinical Viewer, ClinicalConnect™ to users across the hospital. The event, emceed by Glen Kearns, Integrated Vice President and Chief Information Officer, featured remarks from Murray Glendining, President and CEO and Dr. Tom Janzen, Medical Director, Clinical Informatics, all of whom spoke of the benefits of ClinicalConnect.

User training sessions are being held across and throughout both the Victoria and University Hospitals at regular 15-minute intervals to encourage participation and to ensure that users are able to begin using the tool and adopting it into their workflows as soon as possible. To that end, the contextual launch capability of ClinicalConnect allows users to access ClinicalConnect directly from the hospital’s information system.

In his remarks, Murray acknowledged the continued support and funding from eHealth Ontario, as well as the cSWO Program’s Change Management and Adoption Delivery Partner, the South West Community Care Access Centre (SW CCAC), and the solution provider, Hamilton Health Sciences, for their ongoing efforts and support.

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cSWO Program Facts & Stats

cSWO Regional Clinical Viewer, ClinicalConnect™ Deployment Targets Achieved as of August 31, 2015

- 29,581 authorized users (as of September 15, 2015) - 82 per cent
- 69 hospital sites - 100 per cent
- 4 community care access centres - 100 per cent
- 127 community support services organizations - 48 per cent
- 776 primary / secondary care organizations - 58 per cent
- 2 public health units - 12 per cent

Celebrating in London from left to right are: Glen Kearns, Integrated VP, Diagnostic Services & Chief Information Officer, LHSC and St. Joseph’s Health Care; Chris Hepple, Manager, Business Analytics & Change Management, CCAC; Nancy Dool-Kontio, VP Patient Experience and Integration, CCAC; Dr. Tom Janzen, Physician and Chief Medical Information Officer, LHSC; Murray Glendining, President and CEO, LHSC; Andrea McKinney, Senior Director, eHealth Ontario; Kristin Ladd, ITS Project Leader, LHSC; Jamy Brodt, Manager, Quality Improvement & Change Management, CCAC.
Providing access to timely pathology reports

Occasionally, when a patient seeks care at a private health care organization, such as a cosmetic surgery clinic, a suspicious lesion may be found on the patient’s skin that requires follow-up. In order to rule out cancer, a biopsy may be taken and sent off for examination by a pathologist.

In Grey and Bruce Counties, whenever this scenario has unfolded, the patients’ skin biopsies have routinely been sent off to a laboratory in Toronto for processing. The original ordering specialist would receive a report that documents the histopathology result. If there is a diagnosis of skin cancer, other health care providers will come into the patient’s circle of care. Those providers may require access to that test result, but may have to wait some time before they receive it in hard copy from the originating provider. That has all changed. Now that Ontario laboratories information system (OLIS) data is available in the cSWO Regional Clinical Viewer, ClinicalConnect™, pathologists at Grey Bruce Health Services can simply query the histopathology result, as needed. The prevailing response from these specialists is that the availability of this information provides a serious improvement in the timeliness for care delivery.

cSWO Regional Clinical Viewer supporting care for complex Health Links patients

Waterloo Wellington is home to four Community Health Links, created to provide coordinated, efficient and effective care for patients with complex needs. Marg Alfieri is the manager for the KW^4 Health Link, serving Kitchener, Waterloo, Wellesley, Wilmot and Woolwich. Community Ward is the in-home care team of the KW^4 Health Link. This inter-professional team conducts house calls to assist family physicians and others for very complex, high users of the health care system in the KW^4 catchment area. To support care for their patients, they are using enabling technologies, including the cSWO Regional Clinical Viewer, ClinicalConnect™.

“Community Ward uses ClinicalConnect as the cornerstone of our program,” says Marg. “ClinicalConnect provides up-to-date information on the status of our vulnerable patient population. Health Links serve the medically and socially complex patients who are frequent users of the health care system. Our patients have numerous co-morbidities, and often are very challenged in terms of the social determinants of health. Having ClinicalConnect allows us to know when our patients are re-admitted to hospital, which is key as we need to be part of the discharge planning process to help the patient transition home and to have their health care needs met in a timely and compassionate fashion.”

Marg shared a story regarding a patient who was readmitted to hospital twice in one week with threatened overdose of narcotic medications. The Community Ward team was able to use ClinicalConnect to learn that the patient was about to be discharged, and arranged with the hospitalist to be part of the discharge planning process. Community Ward knew that this patient had just lost his housing, and they were able to arrange his discharge to another care facility. He had not disclosed this to the hospital team. Without the involvement of the Community Ward team, he would have been discharged home.

“ClinicalConnect gives us real time information, and allows us to fully collaborate with the hospital staff to improve the care of our high needs patients.” Marg says. “If this young man had been discharged “home” he would have had another hospital readmission within days.”

This Update provides a quick snap-shot of activities underway for cSWO, and information from committee and working group meetings.
This Update is to help keep you informed with a high-level understanding of the program, progress and activity.
Produced by: cSWO Communications and Stakeholder Engagement Working Group

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