Over 1,060 clinicians connected

Over 1,060 clinicians across south west Ontario (SWO) are no longer waiting for hospital reports to be sent by fax or having to track down reports by phone. In the past 16 months, Hospital Report Manager (HRM) has been deployed to SWO clinicians through a partnership between OntarioMD and the connecting South West Ontario (cSWO) Program. The partnership has realized great benefits for local health service providers and residents.

HRM is a province-wide ehealth solution that delivers medical record and diagnostic imaging reports into clinicians’ certified electronic medical records (EMRs). The solution solves the problem of busy physicians, or their staff, having to manage substantial amounts of paper reports coming in from multiple sending facilities each day.

Dr. Ken Walker, a family physician who practices in Forest and works out of Bluewater Health, credits the solution with helping to streamline and expedite record filing in his office.

“It comes down to speed. At 10 a.m. I can send a patient for a chest x-ray and if they go straight to the hospital, I can have the results back by 3 p.m. that afternoon. I used to have to go to the hospital personally; it’s a half-an-hour drive each way. Doing that every day is a big waste of time,” he said.

“It’s great; our staff couldn’t go back. It’s fast and it’s accurate.”

Clinicians connected to HRM receive a notification that reports have arrived and are ready for their review. The solution also enhances the patient experience as they no longer have to bring in copies of their discharge summaries or remember details of their hospital visit.

While the original deployment target of 948 by end of March 2016 has been exceeded, the cSWO Change Management & Adoption Delivery partners (CM&A DPs), along with OntarioMD’s field team continue to work with clinicians to connect them to the solution.

In SWO, there are currently 47 hospital sites and one specialty clinic sending reports through HRM. The remaining 20 acute hospital sites are scheduled to go-live over the next six months.

With the implementation of HRM, hospitals are working to reduce paper reports. Hamilton Health Sciences (HHS) will no longer be sending hard copies of radiology, transcription and oncology reports to HRM subscribers. And any new clinicians who begin using HRM will automatically stop receiving hard copies of these report types from HHS. At Niagara Health System (NHS), HRM subscribers can contact NHS’ Service Desk at Service.Desk@niagarahealth.on.ca or (905) 378-4647 ext. 42850 to request that hard copies of reports they receive through HRM not be sent to them.

Clinicians interested in receiving reports through HRM can get more information from their local cSWO Change Management & Adoption Delivery Partner.
In 2012, Waterloo resident Mary Ostien was hospitalized for a severe reaction to an antibiotic. She had started taking the antibiotic on a Friday, and by the following Monday morning, she was seriously ill. A neighbour called to check in on her and immediately phoned Mary’s daughter to let her know something was wrong. “I was slurring my words, like I was having a stroke,” Mary recalls. She was rushed to hospital, where she spent a week in the intensive care unit (ICU) on the brink of kidney failure. Mary slowly began recovering, and was transferred to a ward before being discharged home a week later. However, it was just a few days before she was readmitted to hospital with another infection – and Mary was shocked when her care team tried to prescribe the same antibiotic she had just reacted to. “I wouldn’t let them give it to me,” she says.

Shortly after this incident, Dr. Mohamed Alarakhia became Mary’s primary care physician. Dr. Alarakhia practices at the Centre for Family Medicine Family Health Team (CFFM FHT) in Kitchener, and uses innovative ehealth technologies – such as the cSWO Regional Clinical Viewer, ClinicalConnect™ – to provide care for his patients.

“When I see a new patient, we have a meet and greet visit to introduce ourselves and to review the patient’s history. Then we’ll typically arrange for a physical exam, and other follow up visits if necessary,” Dr. Alarakhia explains. “After the first visit, I can get further details using ClinicalConnect.”

ClinicalConnect contains patient allergy information, reducing risk of adverse drug reactions. Although Mary has started wearing a medic alert bracelet, she finds it extremely reassuring to know that clinicians can now view her allergy information in ClinicalConnect.

While in hospital, Mary had some tests done that revealed she had an elevated heart rate.

“In Mary’s case, because of her recent hospital admission and more complex history, having all the information available was really important,” Dr. Alarakhia.

Because he had access to Mary’s information in ClinicalConnect, Dr. Alarakhia was able to connect her heart rate elevation to past bloodwork which indicated Mary as anemic. Instead of sending Mary through a battery of unnecessary tests, Dr. Alarakhia referred her to an internist, who confirmed that her heart rate and hemoglobin levels were connected.

Today, Mary sees a number of specialists who meet with her for assessments and order bloodwork, and ClinicalConnect keeps Dr. Alarakhia in the loop. “I use ClinicalConnect to view consult notes,” he says. “Then I can understand the assessments of Mary’s specialists, and that enables me to check bloodwork for irregularities.” That context is crucial to understanding a patient with complex needs – and importantly, the electronic health record enables him to do this in a timely way. In the past, Dr. Alarakhia had often received consult notes several weeks after the appointment, which decreases their value and makes it more challenging to follow up promptly.

ClinicalConnect not only improves communication between clinicians, but also between clinicians and their patients. “Mary will ask me about things her specialists have done, or medications prescribed, and having that information available means I’m able to answer these questions,” Dr. Alarakhia points out. “I can help translate and clarify information.”

“It’s marvelous,” states Mary. “I feel much more comfortable with my care.”

Patient care improved by access to digital health information

The cSWO Change Management & Adoption team in Erie St. Clair recently earned a TransForm CEO Award of Excellence nomination for their work with health service providers.

The team includes: back from left - Tina Gathercole, Change Management Site Coordinator; Eva Knowler, Change Management Site Coordinator; Phil Audhin, Project Manager and front row from left - Michelle Cousins, Change Management Lead; Mark Loffhagen, Senior Security & Privacy Analyst and absent is Colleen Switzer, Change Management Site Coordinator.

“It’s an honour to be recognized,” said Mark. The cSWO Program is part of eHealth Ontario’s ConnectingOntario initiative, which is enabling the province to achieve an electronic health record solution for all Ontarians.
The connecting South West Ontario (cSWO) Program is part of eHealth Ontario's ConnectingOntario initiative, which is enabling the province to achieve an electronic health record (EHR) solution for all Ontarians. The integrated EHR is being used today across south west Ontario by authorized professionals.

The health care sector organizations (*) reflect the achieved deployments to date for the current implementation phase through September 30, 2016. The targets for these sectors do not represent the total number of organizations in these sectors. The cSWO Program continues to deploy ehealth solutions to health care organizations to support them in their ongoing efforts to provide high-quality, safe and timely care to residents.

## Results achieved as of April 30, 2016

### cSWO by the Numbers

<table>
<thead>
<tr>
<th>Residents in south west Ontario (30% of the provincial population)</th>
<th>3.6 Million</th>
</tr>
</thead>
</table>

### Deployment targets by September 30, 2016

<table>
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<tr>
<th>35,000 users (cSWO Regional Clinical Viewer, ClinicalConnect™)</th>
<th>1,700 participating health service providers</th>
</tr>
</thead>
</table>

The overall targets for the current deployment phase have been met, with achievements in each sector noted below.

### Regional clinical viewer data contributors:

- 100% of acute care hospitals
- 100% of community care access centres (CCACs)
- 100% of regional cancer care programs

### ClinicalConnect™ is available to:

<table>
<thead>
<tr>
<th>Hospital Sites</th>
<th>CCACs</th>
<th>Primary/Secondary Care Organizations*</th>
<th>Community Support Services Organizations*</th>
<th>Public Health Units*</th>
<th>Users as of April 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>69</td>
<td>4</td>
<td>2,029</td>
<td>286</td>
<td>4</td>
<td>41,489</td>
</tr>
</tbody>
</table>

### Hospital Report Manager

- 1,063 Clinicians Connected* via Electronic Medical Record (EMR)
- 47 Hospital Sites

Visit us online for more information:

- cSWO Program: ehealthontario.on.ca/en/regional-partners/view/cswo
- ClinicalConnect: info.clinicalconnect.ca
- Hospital Report Manager: ontariomd.com