FACT SHEET (Regional):
Champlain BASE Project - eConsultation (eConsult)

Purpose

The Champlain BASE Project: Building Access to Specialists through eConsultation, or eConsult, is a collaboration between The Ottawa Hospital, the Bruyère Research Institute, the Winchester District Memorial Hospital and the Champlain LHIN. eConsult is a service to improve access to medical specialists by primary care providers on behalf of their patients, thereby significantly reducing the interval to receive specialist advice as compared to traditional referrals. Through eConsult, a primary care provider (PCP) can submit a consult request to a participating specialty through a secure web-based tool. The request is processed and assigned to an appropriate specialist, who is asked to respond within 7 days. Depending on the individual request, and using the web-based tool, the specialist may be able to:

- Provide the PCP with answers to questions and avoid the need for the patient to be referred for a face-to-face visit;
- Request additional information before being able to provide advice; and/or
- Recommend a formal referral, in which case any additional diagnostic tests, courses for treatment, etc., may be requested and completed before the appointment, leading to a more effective visit.

Participating specialties as of December 2014:

- Addictions Assessment/Treatment Service
- Adolescent Medicine
- Anesthesiology (Adult)
- Bariatric Care – Medical
- Bariatric Care - Surgical
- Cardiology
- CCAC – Champlain
- Chiropody
- Clinical Pharmacist
- Dermatology
- Diabetes Education
- Endocrinology
- Endocrinology – Mississauga Halton
- ENT & Head/Neck Surgery
- Gastroenterology
- Genetics
- General Surgery
- Hematology
- HIV:
  - Specialists
  - Pharmacist
  - Psychologist
  - Social Worker
- Infectious Diseases
- Infectious Diseases – Viral Hepatitis
- Internal medicine
- Nephrology
- Neurology
- Obstetrics and Gynecology
- Orthopaedics
- Pain Medicine
- Pain & Addictions - Opioids
- Palliative Care
- Pediatrics:
  - ADHD
  - Anesthesiology
  - Cardiology
  - Chronic Pain
  - General
  - Hematology/Oncology
  - Neurology
  - Orthopaedics
  - Palliative Care
  - Psychiatry
  - Radiology
  - Respirology
- Psychiatry
- Psychiatry-Perinatal
- Radiology:
  - Abdominal
  - Musculoskeletal
  - NeuroRadiology
  - Thoracic
- Respiratory
- Rheumatology
- Sexual Assault/Domestic Violence
- Sports Medicine
- Thrombosis
- Urology
- Wound Care
- Vascular Surgery
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By the Numbers

Since it began in 2010, the Champlain BASE (Building Access to Specialty Care through eConsultation) eConsult service has been collecting important information about the service. Below is a snapshot of the eConsult service, “by the numbers”.

<table>
<thead>
<tr>
<th>Avoiding Unnecessary Referrals</th>
<th>The number of eConsults cases that have been processed through the Champlain BASE eConsult service.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>5,229</td>
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<tr>
<td>2,092</td>
<td>The number of patients who received specialist advice and avoided an unnecessary trip to a specialist office, thereby also reducing the number of patients added to waitlists.</td>
</tr>
<tr>
<td>40%</td>
<td>The percentage of specialist referrals that have been avoided.</td>
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<th>Service Experience</th>
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<tr>
<td>2 days</td>
<td>The average response time from the moment the eConsult is sent to the time the first specialist response is given. The fastest response time was 6 minutes!</td>
</tr>
<tr>
<td>58</td>
<td>The number of specialty groups available for providing advice to primary care providers. This represents the largest number of specialty groups available through an eConsultation service in the world.</td>
</tr>
<tr>
<td>566</td>
<td>The number of family physicians (462) and nurse practitioners (104) using eConsult, primarily in one region (the Champlain Local Health Integration Network), representing 50% of all primary care providers.</td>
</tr>
<tr>
<td>92%</td>
<td>The proportion of cases rated by the primary care provider as providing very good or excellent value for their patient.</td>
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<tr>
<td>57%</td>
<td>The percentage of cases for which primary care provider received good advice for a new or additional course of action they had not considered.</td>
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<tr>
<th>Improving Specialist Visits</th>
<th>The percentage of patients who still needed to see a specialist in person, but that specialist visit was made most likely more effective. Additionally, primary care providers were able to ask important questions and had access to specialist advice for their patient while they were waiting for an appointment.</th>
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<tr>
<td></td>
<td>25%</td>
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*Statistics as of December 31, 2014

The Champlain BASE eConsult Service:

- Directly benefits patients and improves patient care
- Dramatically reduces unnecessary referrals and wait times for specialist care, by providing direct access to expertise in a timely manner
- Is easy to use by primary care providers, specialists and their office personnel
- Includes family physicians and nurse practitioners as primary care provider
- Is cost-effective

Contact Information

For additional information, and/or if you are interested in gaining access to the eConsult service, please phone Amir Afkham (Sr. Project Manager) at 613-747-3235 or Melanie Rebelo (Regional eConsultation Specialist) at 613-747-3258, or e-mail econsultsupport@lhinworks.on.ca

This Facts Sheet has been produced in collaboration with the Champlain LHIN.