



## OntarioMD Case Study:

How eNotifications are used  
by the South East Toronto  
Family Health Team



## BACKGROUND

The South East Toronto Family Health Team (SETFHT) began receiving electronic reports through Hospital Report Manager (HRM) on November 12, 2013 and began receiving eNotifications through HRM on April 1, 2014.

SETFHT is a large FHT with 23 physicians complemented by nurse practitioners, family medicine residents, and inter-professional health care providers. SETFHT was able to take advantage of having its local hospital, Michael Garron Hospital (formerly Toronto East General Hospital), as the first hospital in Ontario to send eNotifications.

### What PHYSICIANS are saying

“With the introduction of HRM and eNotifications, our Family Health Team received real-time notification from our hospital when patients were seen in the emergency room, or admitted at MGH. This allowed all clinicians to know the next morning if the reason for the hospital visit was a minor concern dealt with by the hospital, or was more complex and warranted follow-up by the family physician to ensure that our patient was improving.

*Dr. Thuy-Nga (Tia) Pham,  
Physician Lead at SETFHT*

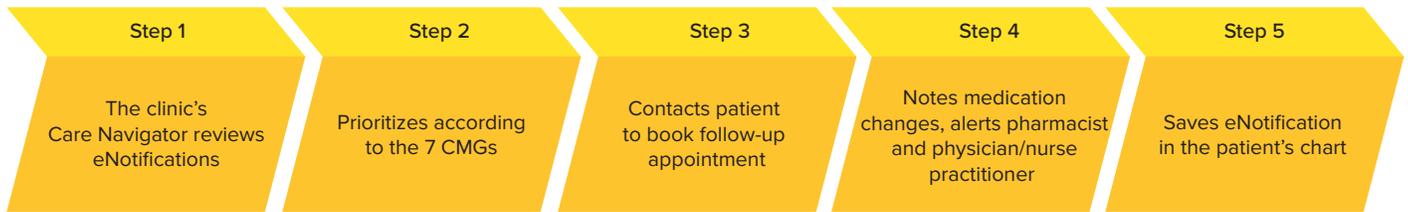


## PROCESS

Every few days, the FHT’s Care Navigator reviews the eNotifications received by the clinic. The Care Navigator, who helps patients with the health and social services systems, prioritizes complex patients according to the 7 complex Case Mix Groups (CMGs) defined by the Ministry of Health and Long-Term Care. The Care Navigator contacts patients to establish follow-up appointments for those who wish to come in noting of any medication changes, alerts the clinic pharmacist to reconcile the information in the EMR, and messages the physician or nurse practitioner with a note of the changes.

The eNotification is saved into the patient’s chart and is available to their physician or nurse practitioner when the patient comes in for their next appointment.

# STEPS



# FINDINGS

The SETFHT tracked their progress after implementing eNotifications, and noted the following improvements in patient care delivery:



of patients with changes to their medications had their **medication updated in SETFHT's EMR**. (Not all reports received included medication lists.)



of discharged patients came in for an **appointment within 14 days of their hospital visit**



of eNotifications received were for **patients who were determined to be complex using the ministry definition**

BEFORE



**Prior to eNotifications**, 37% of discharged patients came in for an appointment within 7 days of their hospital visit



AFTER



**With eNotifications**, 59% of discharged patients came in for an appointment within 7 days of their hospital visit

## Contact

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