ONTARIOMD STAKEHOLDER REPORT:

Products and Services by LHIN for March 2022

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This report covers the period from **January 1 to March 31, 2022 (Q4 2021-22)**. Please note that this OMD Stakeholder Report will be the last one in the current format. OMD is currently evaluating the format and content of future reports (e.g., focus on OHTs).

<u>Please note:</u> To help inform our approach, recipients of this report will receive a survey to evaluate which content you find valuable and what you would like to see in future reports. OMD will consider all feedback and reorient the reports to meet stakeholders' needs.

To receive updates about OMD's activities in the interim, please <u>sign up for the OMD Digital Health eTips monthly newsletter</u> on our home page.

OMD EDUCATES

Client Service & Engagement Teams – Support and Onboarding OntarioMD (OMD) continues to raise awareness of digital health and virtual care tools and offers learning opportunities to physicians and their staff on using these tools effectively during COVID-19 and beyond. More than 30,000 clinicians, practice staff and diverse stakeholders have used at least one OMD product or service. OMD's Advisory Service has seen a steady growth in requests to provide support to additional OHTs and health care practices through new and existing initiatives.

OMD offers an **OHT Digital Health Advancement Program** to support Ontario Health Teams (OHTs) in achieving their digital health objectives:
- **Efficient Onboarding of Clinicians to Digital Health Tools** – improves and streamlines the process for clinicians, including legal agreements
- **Digital Health Adoption** – support to develop funding proposals for digital health tools funded by Ontario Health and support to implement the tools in clinician practices
- **Quality Improvement (QI) & Population Health** – support to advance QI and population health priorities by leveraging the services of the experienced Practice Advisors in our Advisory Service, clinician Peer Leader EMR experts, Insights4Care (i4C) Dashboard and a comprehensive QI education program (OMD Educates); OMD's Advisory Service engages with primary care practitioners and clinics seeking support in developing and customizing workflows to leverage EMR-based digital health tools for population health management and improved patient care.
- **Clinician Engagement** – leverage OMD's relationships to engage clinicians in each OHT with trusted advice and support to manage the changes to their workflows and practices

The OHT Digital Health Advancement Program is complemented by additional educational opportunities in a variety of learning formats that can be scaled to many OHTs, or customized for an individual OHT. Privacy & Security education and resources are also featured to raise awareness and develop clinicians' knowledge on how to manage their practices and protect their patient data from cyber attacks.

COVaxON Training for Clinicians - OMD continues to provide primary care practices regular virtual end-to-end training sessions on COVaxON on behalf of the Ministry of Health.

In preparation for the new release of COVaxON on June 8, 2022, that modernizes clinical flow and introduces improvements, new virtual training sessions are available for past participants who would like to understand the changes to the system and include the latest changes to clinical workflow. **It is strongly recommended that past attendees of the training sessions complete the training on the changes to workflow to understand the changes.**

OMD has supported more than 1,200 primary care practices with training and held over 110 training sessions with more than 3,000 attendees.

By visiting the COVID-19 section of OntarioMD.ca, clinicians and staff can:
- <u>Register for the training sessions</u>
- Access resources such as Job Aids
- View a recording of the last training webinar
- Access <u>EMR specific toolkits</u> to identify patients who are eligible for vaccinations and record vaccinations in the EMR
- Reconcile EMR data with the Ontario Health COVaxON Aggregate Primary Care Report using OMD's <u>latest EMR toolkits</u>
- Access Paxlovid Tools
- Consult many other <u>useful resources</u>

Clinicians can also contact OMD for support by email at <u>support@ontariomd.com</u>.

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Digital Health & Virtual Care Curriculum for Clinicians
OMD regularly contributes its thought leadership on diverse digital health and virtual care topics from the clinician perspective. Clinicians and practice staff can view upcoming OMD Educates webinars and register on OntarioMD.ca. The webinars are accredited for family physicians and specialists.

Recordings are available for the webinars conducted since the last quarter:
- Privacy & Cybersecurity for Clinician Practices (March 31 session) and (May 26 session)
- Demystifying Coding (May 2, 2022)
  - Training Workshop Breakout Rooms by EMR:
    - Accuro® EMR
    - OSCAR Pro
    - PS Suite

OMD's annual **Digital Health & Virtual Care Conference** has been expanded to two days to offer more practical content and training. The conference will be held on September 29 and 30. Registration is now open.

OMD Partners on New Quality Improvement Course for Physicians
The University of Ottawa Department of Family Medicine/OPEN and the Office of Continuing Professional Development partnered with OMD on the new Essentials for Practice Improvement for Ontario Physicians quality improvement (QI) course for family physicians, specialists, and their teams, and for those who are working on their CPSO QI/QA practice improvement plans. This course takes a practical approach to QI. Due to popular demand, a fourth Cohort was added. OMD is available at clinicians' convenience to discuss their QI projects and interests. Don't wait for a course! Contact OMD at support@ontariomd.com for help and advice.

Communications to Clinicians
OMD provides clinicians with relevant information and advance notice of changes and enhancements to digital health tools integrated with their certified EMRs and the availability of new provincial digital health tools.

OMD sends its award-winning **Digital Health eTips newsletter** to clinicians every month. Each issue includes a variety of practical information to inform clinician practices and promote the use of digital and virtual tools. To read the latest and previous issues, please visit our Publications page. Non-clinicians are welcome to sign up to receive the newsletter and other updates by completing the form on the home page of OntarioMD.ca.

OMD Privacy & Security Training Modules

Annual completion of OMD's Privacy & Security Training Modules is recommended for clinicians to refresh their knowledge of privacy and security best practices. Family physicians earn 2 Mainpro+ credits per training module. Specialists can claim 2 credits/hour per module under the Royal College Maintenance of Certification (MOC) Program as a Section 2: Personal Learning Project.

Virtual Care Resources
OMD continues to update information and add virtual care resources for clinicians on OntarioMD.VC and OntarioMD.ca from partners and vendors. Up-to-date guidance on policy and billing for virtual for physicians is available on the OMA website.

OMD CONNECTS

Health Report Manager (HRM®) Delivers Patient Reports from Hospitals and Specialty Clinics to Certified EMRs
HRM has been contributing to timely patient care during COVID-19:

- **COVID-19 Vaccination Reports** – Between March 25 and 28, HRM delivered backdated COVID-19 vaccination reports to your EMR. Due to issues with dose information, the delivery of backdated vaccination reports has been stopped until further notice. All real-time COVID-19 vaccination reports submitted through COVaxON are unaffected.
- **COVID-19 Test Result Notifications** - HRM is delivering notifications to primary care providers' EMRs to notify them that **positive** COVID-19 test results are available for their patients in the Ontario Laboratories Information System (OLIS). OMD worked with Ontario Health to implement this valuable sharing of patient information. To date, more than 4.5 million COVID-19 test result notifications have been delivered to clinicians.
- **COVID-19 Discharge Reports** - HRM is delivering discharge information to EMRs from hospitals that are COVID-19 assessment centres. This is in addition to the patient information in the more than 5.3 million *reports per month HRM delivers from 584 hospital and specialty clinic sites across Ontario to the EMRs of more than 13,000 clinicians.*

HRM is also addressing changes affecting report delivery from hospitals:

- **HIS Changes** - The HRM team is monitoring HRM feeds for upcoming HIS upgrades to ensure report delivery to clinicians is not disrupted and are working as clinicians expect. The team is also monitoring impact on clinicians resulting from changes to medical record report formats. Migration to a new HIS may result in a change from delivering text-based reports through HRM to delivering PDF reports. On June 4, University Health Network (UHN) and Hamilton Health Sciences (HHS) migrated to Epic. Read the FAQ.
- **Handling PDF Reports from Hospitals** – As a result of many recent migrations by hospitals to a new HIS, OMD has created handy the Quick References for Accuro® EMR, OSCAR and TELUS PS Suite users on how to handle PDF reports. To quickly find the information physicians need from the reports, the Quick References show them how to make the reports searchable in their EMRs

Insights4Care Dashboard: A Population Health Tool Integrated with Certified EMRs

OMD is continuing deployment to more clinician users of the current i4C Dashboard available within four EMR offerings – TELUS PSS, YMS EMR, QHR's Accuro® EMR, and WELL's AwareMD Cerebrum.

Digital Health Drug Repository (DHDR): Access to Drug Information from Certified EMRs

The EMR-Integrated DHDR gives clinicians convenient, real-time, and secure access to information directly from their EMRs about publicly funded drugs and pharmacy services, as well as all monitored drugs (regardless of payor), in addition to COVID-19 vaccination information from the provincial COVaxON vaccination management system. DHDR is a mandatory component of OMD's EMR Certification Program.

YES EMR joins YMS EMR as the latest certified EMR to successfully deploy the Digital Health Drug Repository (DHDR). The next EMR vendor projected to go live with DHDR is WELL EMR Group. In addition to the YMS Inc., QHR Technologies Inc., and WELL EMR Group, five more EMR vendors have committed to DHDR integration and are in varying stages of development in anticipation of provincial deployment.

EMR-Integrated eConsult: Access to Specialist Advice from Certified EMRs

Cerebrum (AwareMD) became the latest EMR to integrate with eConsult. Cerebrum joins Accuro® EMR (QHR Technologies), Avaros EMR, YES EMR and YMS EMR to give clinicians seamless, convenient access to the eConsult service. Access to eConsult depends on each EMR vendor's specific timeline for incorporating eConsult into their EMR offerings.

EMR-integrated Digital Forms Platform ("eForms")

In collaboration with Ontario Health and the Ontario Ministry of Transportation (MTO), OMD is developing an EMR-integrated digital forms platform to present and exchange health forms from clinicians. eForms currently offers 16 forms (in English and French) from MTO. The platform will be flexible to support a wide variety of health-related forms, as well as integration with HRM for direct filing of form submissions into the patient's chart within the EMR. OMD is exploring partners beyond MTO to leverage this functionality.

OMD PARTNERS

Ministry of the Solicitor General: The Ministry of the Solicitor General successfully completed its Request for Bid (RFB) for an electronic medical and health records solution receiving RFB submissions from six vendors. OMD continues to work with the Solicitor General to identify opportunities for OMD to advise the Solicitor General on implementation activities once a successful vendor has been selected.

MOH Call for Applications: OMD advised OHTs across the province on the development of their proposals in response to the following call for applications:

- Online Appointment Booking
- Virtual Primary Care
- Clinical Systems Renewal
- Tests of Change

Twelve proposals were submitted by OHTs supported by OMD and OMD will advise successful OHTs on implementation activities in the areas of:

- Support the development of a Change Management Plan
- Support the enrollment & onboarding of new solutions
- Provide expertise to identify workflow considerations and to support development of management plans
- Support post-go live training
- On-going utilization & sustainment of new solutions

OMD Certification Program

EMR vendors are actively engaged in aligning with the updated mandatory components for Primary Care EMR Certification. As both YMS EMR and YES EMR have completed all validation activities, they have been recognized as being aligned with the latest mandatory set of specifications for PC EMR Certification (Certification Release – PCON-2021-01). Vendors are expected to align with the updated Certification Release by November 2022 to maintain an active certificate status.

OMD Certification is actively exploring new opportunities with the Government of New Brunswick on additional activities to be included as part of its Certification services delivery e.g. French validation support for EMR Certification.

OMD Certification Program with the architecture team is actively engaged with Ontario Health's Security team to assess and review the security expectations required for point of services connecting with provincial EHR products and services. Engagement may identify updates needed on processes and artefacts such as our validation activities and/or requirements published in our EMR Specifications.

OMD Communities of Practice

OMD is offering four Communities of Practice (CoPs) for Accuro® (QHR Technologies), Clinic Information System (P&P Data Systems), OSCAR, and TELUS PS Suite users. The CoPs were created to bring together EMR users and vendors to work together to leverage their collective wisdom to improve access to, and use of, EMRs and digital health tools. The meetings are held quarterly to:

- Exchange ideas, knowledge, and information
- Provide mutual support
- Review new tools, products, and best practices
- Explore solutions and potential areas for improvement

For more information about the CoPs, or to join one, please email communities@ontariomd.com.

Note: The Microsoft Power BI interactive version of this report features a colour palette for improved visual accessibility for users.

2. Introduction

The purpose of this report is to provide a quarterly update on the provincial view of community-based family physicians' and community specialists' adoption and optimized use of certified EMRs and digital health tools and services integrated with certified EMRs. Except where indicated, this report does not include information about adoption of the referenced digital health applications by nurse practitioners or other health care service providers.

By helping physicians become increasingly proficient EMR users, OntarioMD assists physician practices in realizing more clinical value and the full potential of digital health tools and services to enhance patient care. These tools and services are also improving Ontarians' access to care and improving clinical outcomes in an increasingly integrated and coordinated health care system.

3. OntarioMD, Ontario Health and Ontario Health Teams

OntarioMD is focused on the delivery of digital health products and services that translate into clinical value for physicians and their patients. OntarioMD has the infrastructure, relationships and experience to deliver cost-effectively the full spectrum of high-quality digital health programs and services for clinicians and Ontario Health Teams across the province in alignment with Ontario's Digital First Strategy. It works closely, and in partnership, with health care organizations across Ontario.

OntarioMD staff take a holistic approach to working with physician practices, bundling products and change management services on behalf of our stakeholders for efficient visits to practices regionally and locally. This reduces multiple touchpoints to the physician office and streamlines training and onboarding, so physicians can spend less time on administration and more time on patient care.

What We Do
· Connect clinician practices to OntarioMD's digital health tools that improve access to care, clinical outcomes and decision-making, such as Health Report Manager (HRM), eNotifications and the i4C Dashboard.
· Connect clinician practices to eConsult on behalf of the Ontario eConsult Program; eVisits (Enhanced Access to Primary Care) on behalf of OTN; eNotifications in collaboration with Ontario Health's Shared Services (formerly HSSO); the DHDR and DHIR (when ready for deployment) on behalf of the Ministry; and deploy the Ontario Laboratories Information System (OLIS), ConnectingOntario ClinicalViewer, ONE®ID and ONE Mail on behalf of Ontario Health's Digital Services (formerly eHealth Ontario).
· Provide physicians with trusted advice, guidance and onboarding support from OntarioMD staff, located across Ontario, to optimize EMR and digital health use.
· Provide in-depth, hands-on support for physicians' quality improvement and population health management goals through our i4C Advisory Service's experienced staff.
· Mentor physician practices with practical EMR tips from physician, nurse and clinic manager Peer Leaders who understand how physicians practice and share their expertise with the same EMR.
· Advise public and private sector partners on how to develop and advance digital health tools and services for clinicians leveraging our OntarioMD Clinician Advisors for focus groups, and product feedback.
· Deliver the OntarioMD Vendor Management Program and associated Certification Program to provide assurance to physicians that their EMRs are continuing to evolve with health system priorities and meet ongoing clinical requirements and functionality; assess and monitor EMR offerings for alignment with the Ontario EMR Specifications and broader provincial priorities.

4. OntarioMD Products and Services

OntarioMD products and services are provincial digital health assets for clinicians and centred around patients. Enabling the flow of patient information directly to OntarioMD-certified EMRs supports:
▪ Access to care, services and health information
▪ Enhances the efficiency of the health system
▪ Strengthens quality, effectiveness and accountability
▪ Stimulates innovation and growth

OntarioMD receives funding from the Ministry of Health (MOH), with a mandate to support connectivity, interoperability, and integration of EMRs with the digital health delivery system more broadly and to work with clinicians to optimize the clinical value of their certified EMRs to provide enhanced care to their patients.

For an overview of all OntarioMD products and services, please read our Products & Services brochure.

5. Quarterly Growth by Product/Service

Quarterly Growth by OMD Product or Service

● Total Physicians (December 31, 2021) ● Total Physicians (March 31, 2022) ● Quarterly growth
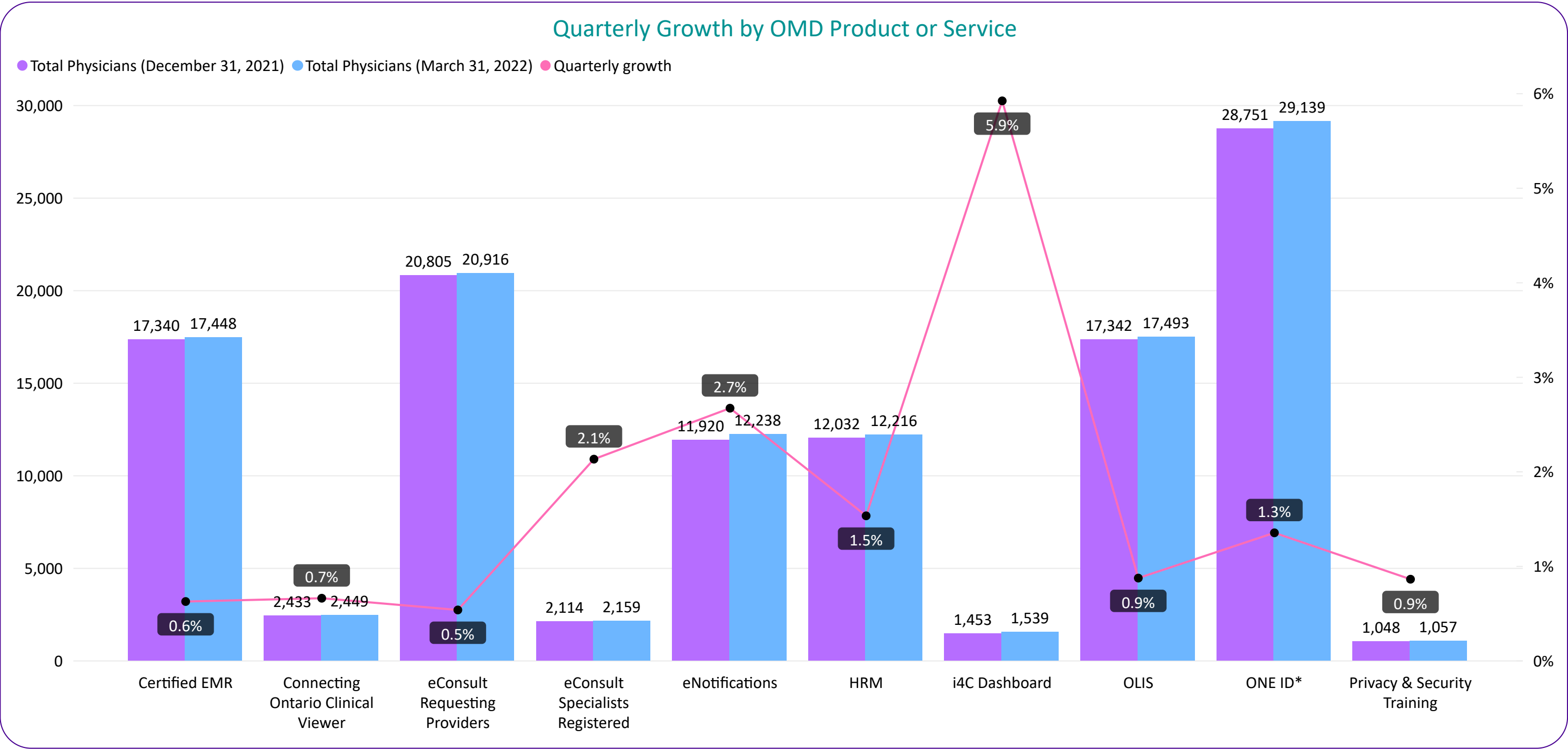
*Source of the data is eHealth Ontario.

6. Products and Services by Vendor and LHIN View

Figure 1: EMR Adoption by Physician Type and Certified EMR Vendor

EMR Adoption by Physician Type and Certified EMR Vendor

Physician type ● General Practitioner ● Not Specified ● Specialist

Vendor	General Practitioner	Not Specified	Specialist
ABELMED	151	1	206
Alpha Global iT Inc.	37		16
Avaros	55	2	32
AwareMD	2		194
Canada Health Systems Inc.	253	2	128
P & P Data Systems Inc.	298	1	58
QHR Technologies Inc.	2,294	24	2,677
Telus Health Solutions	6,333	47	1,447
WELL EMR Group Inc.	2,130	19	781
YES Medical System	18		46
YMS	20	2	66

*Source of the data is OntarioMD's CRM system.

Figure 2: EMR Adoption by Physician Type and LHIN

EMR Adoption by Physician Type and LHIN

Physician type: ● General Practitioner ● Not Specified ● Specialist
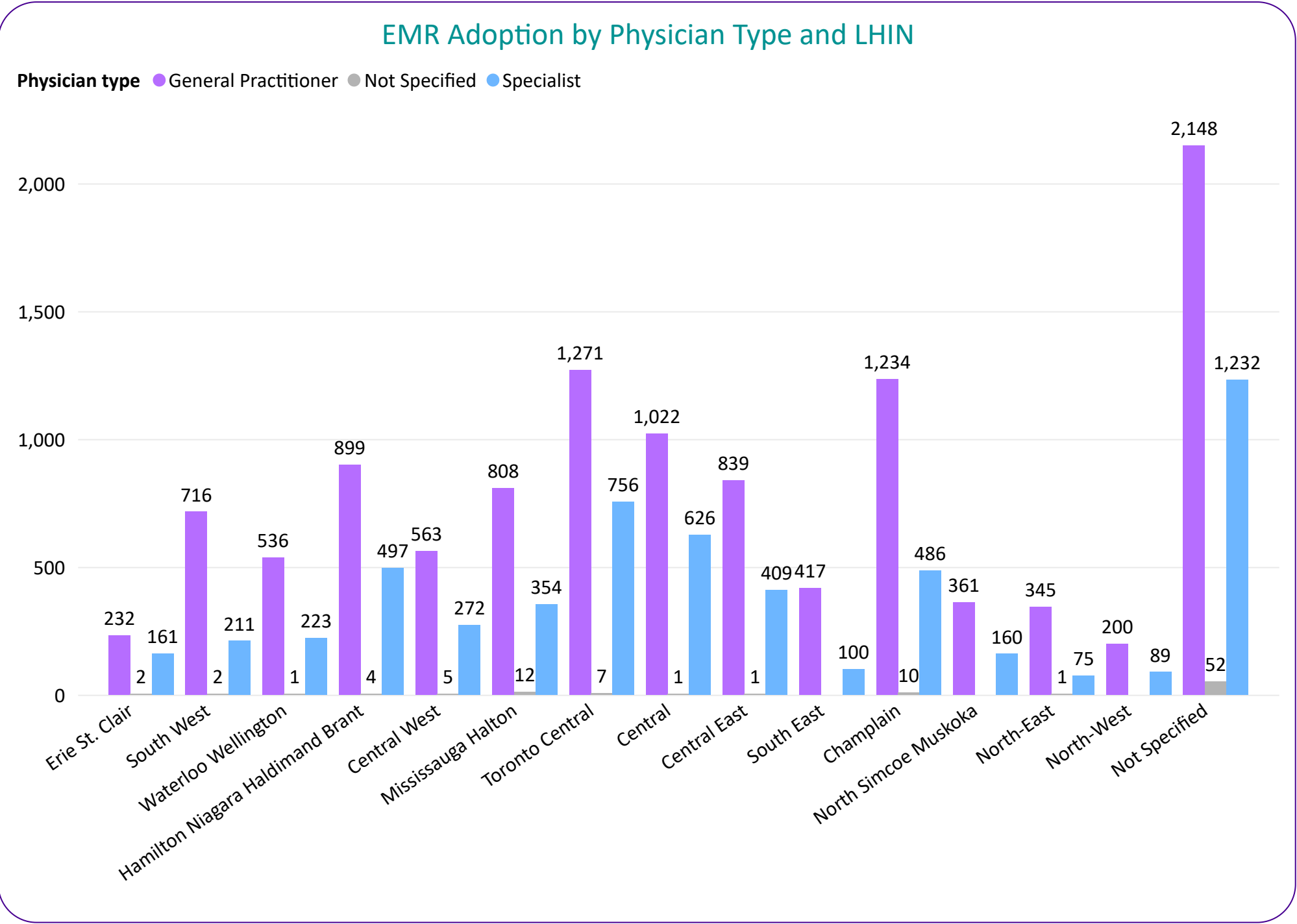
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	232	2	161
South West	716	2	211
Waterloo Wellington	536	1	223
Hamilton Niagara Haldimand Brant	899	4	497
Central West	563	5	272
Mississauga Halton	808	12	354
Toronto Central	1,271	7	756
Central	1,022	1	626
Central East	839	1	409
South East	417		100
Champlain	1,234	10	486
North Simcoe Muskoka	361		160
North-East	345	1	75
North-West	200		89
Not Specified	2,148	52	1,232

*Source of the data is OntarioMD's CRM system.

Figure 3: Physicians Participating in Provincial Products/Services by LHIN
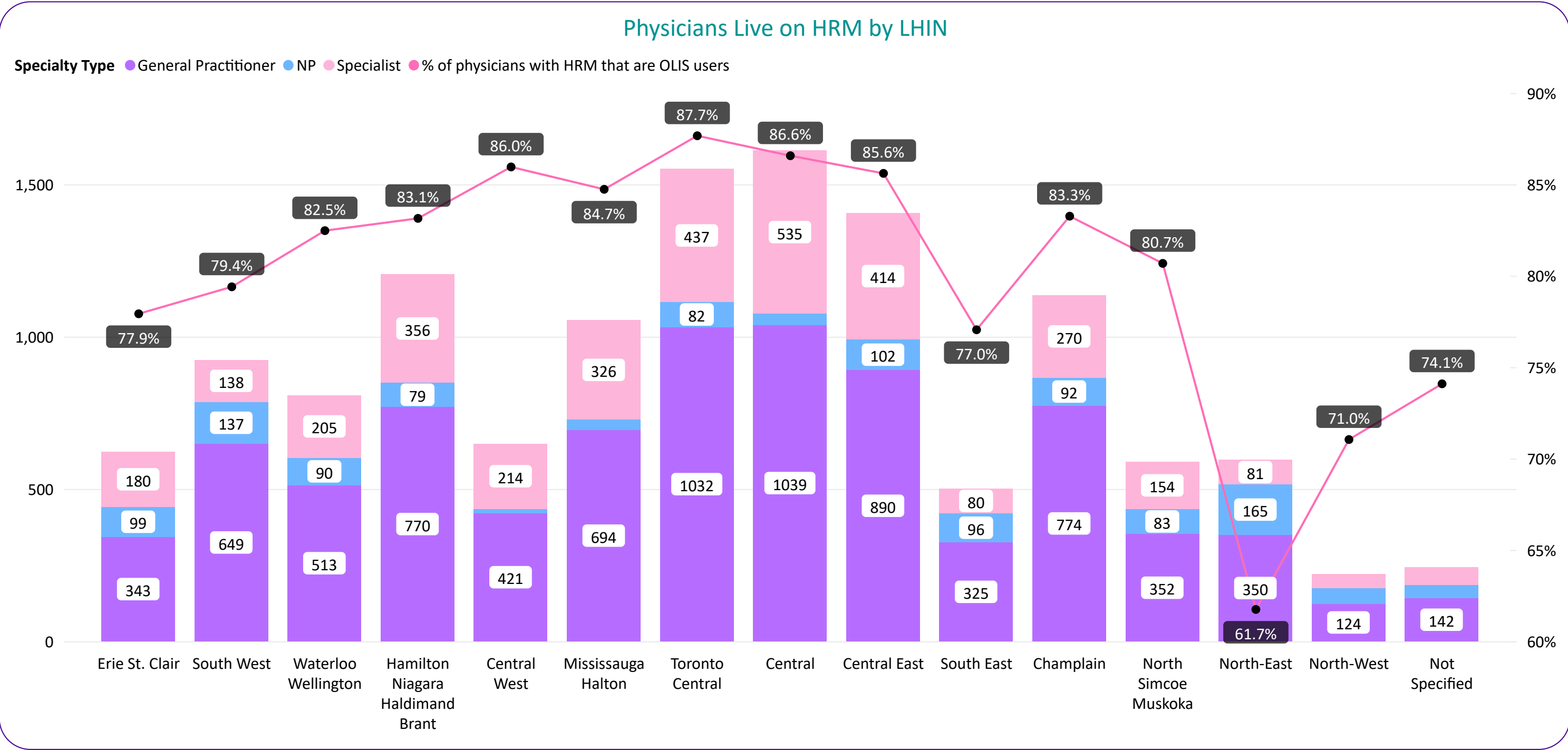

Physicians Participating in Provincial Products/Services by LHIN

Physician type ● General Practitioner ● Not Specified ● Specialist
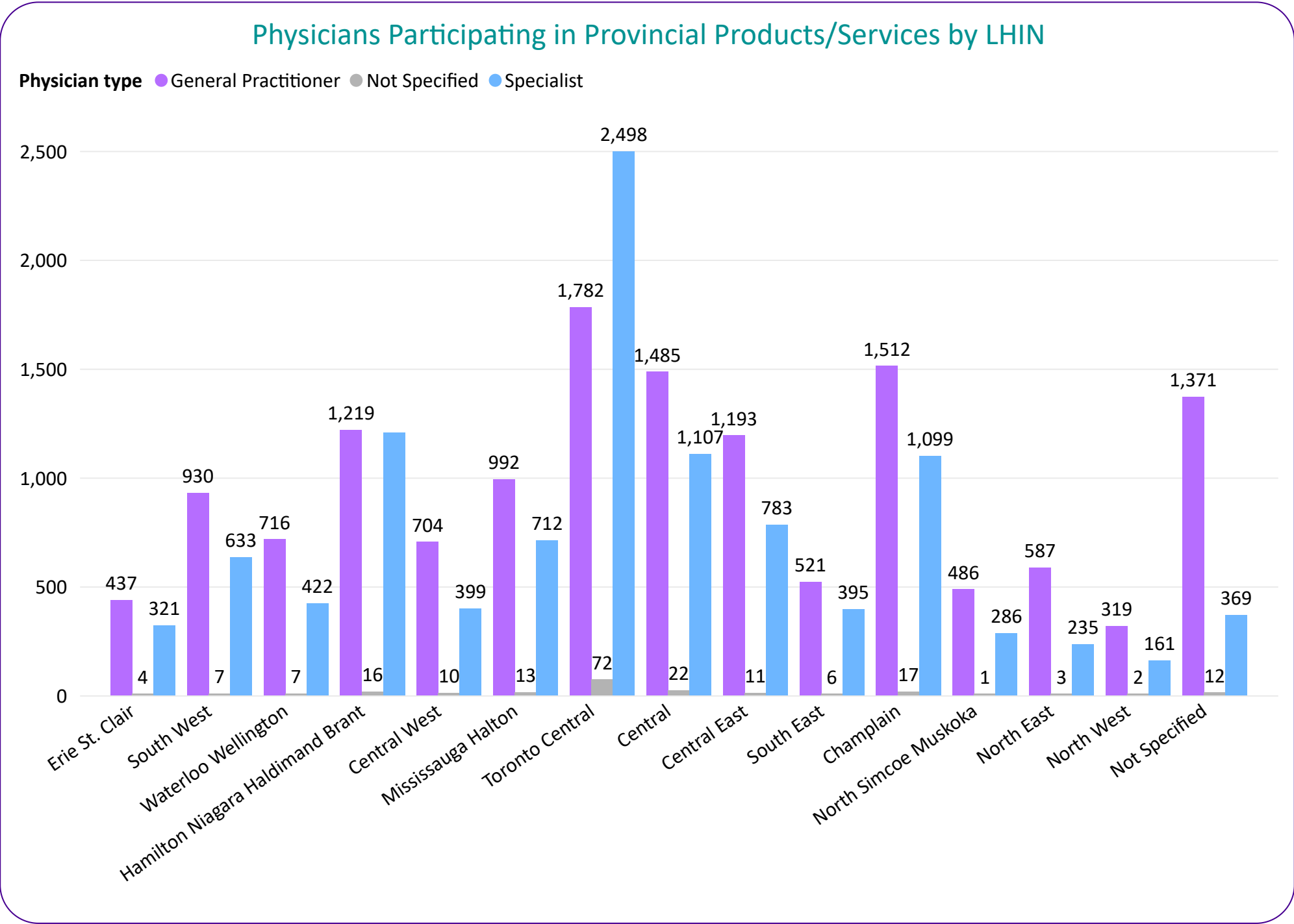
LHIN	General Practitioner	Not Specified	Specialist
Erie St. Clair	437	4	321
South West	930	7	633
Waterloo Wellington	716	7	422
Hamilton Niagara Haldimand Brant	1,219	16	1,207
Central West	704	10	399
Mississauga Halton	992	13	712
Toronto Central	1,782	72	2,498
Central	1,485	22	1,107
Central East	1,193	11	783
South East	521	6	395
Champlain	1,512	17	1,099
North Simcoe Muskoka	486	1	286
North East	587	3	235
North West	319	2	161
Not Specified	1,371	12	369

Figure 4: Physicians Live on HRM by LHIN

Physicians Live on HRM by LHIN

Specialty Type ● General Practitioner ● NP ● Specialist ● % of physicians with HRM that are OLIS users

LHIN	GP	NP	Specialist	% OLIS
Erie St. Clair	343	99	180	77.9%
South West	649	137	138	79.4%
Waterloo Wellington	513	90	205	82.5%
Hamilton Niagara Haldimand Brant	770	79	356	83.1%
Central West	421		214	86.0%
Mississauga Halton	694		326	84.7%
Toronto Central	1032	82	437	87.7%
Central	1039		535	86.6%
Central East	890	102	414	85.6%
South East	325	96	80	77.0%
Champlain	774	92	270	83.3%
North Simcoe Muskoka	352	83	154	80.7%
North-East	350	165	81	61.7%
North-West	124			71.0%
Not Specified	142			74.1%

*Source of the data is OntarioMD's CRM system.

Figure 5: Physicians Live on OLIS by LHIN

Physicians Live on OLIS by LHIN
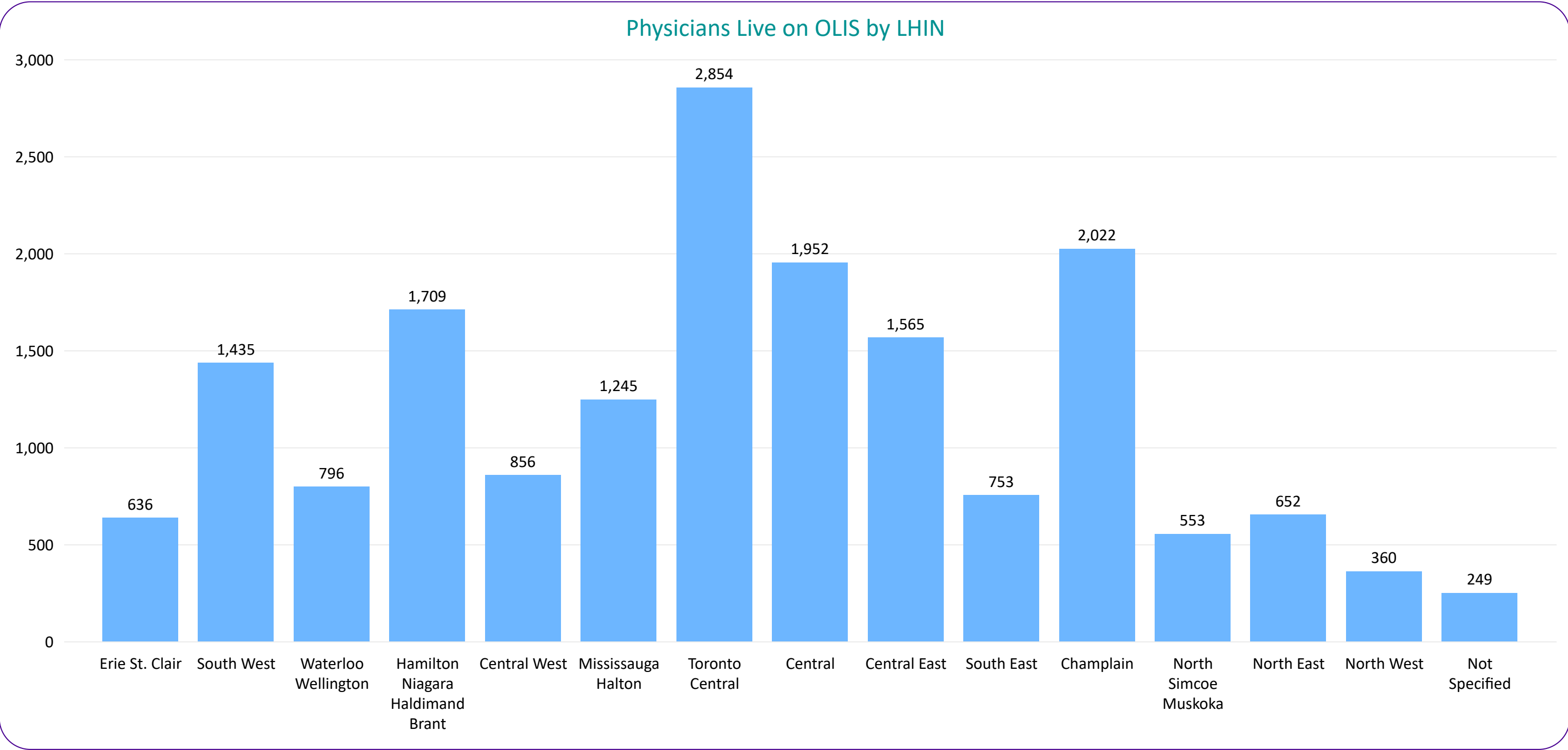
*Source of the data is eHealth Ontario.

Figure 6: Clinicians with ONE ID®

Clinicians With ONE ID
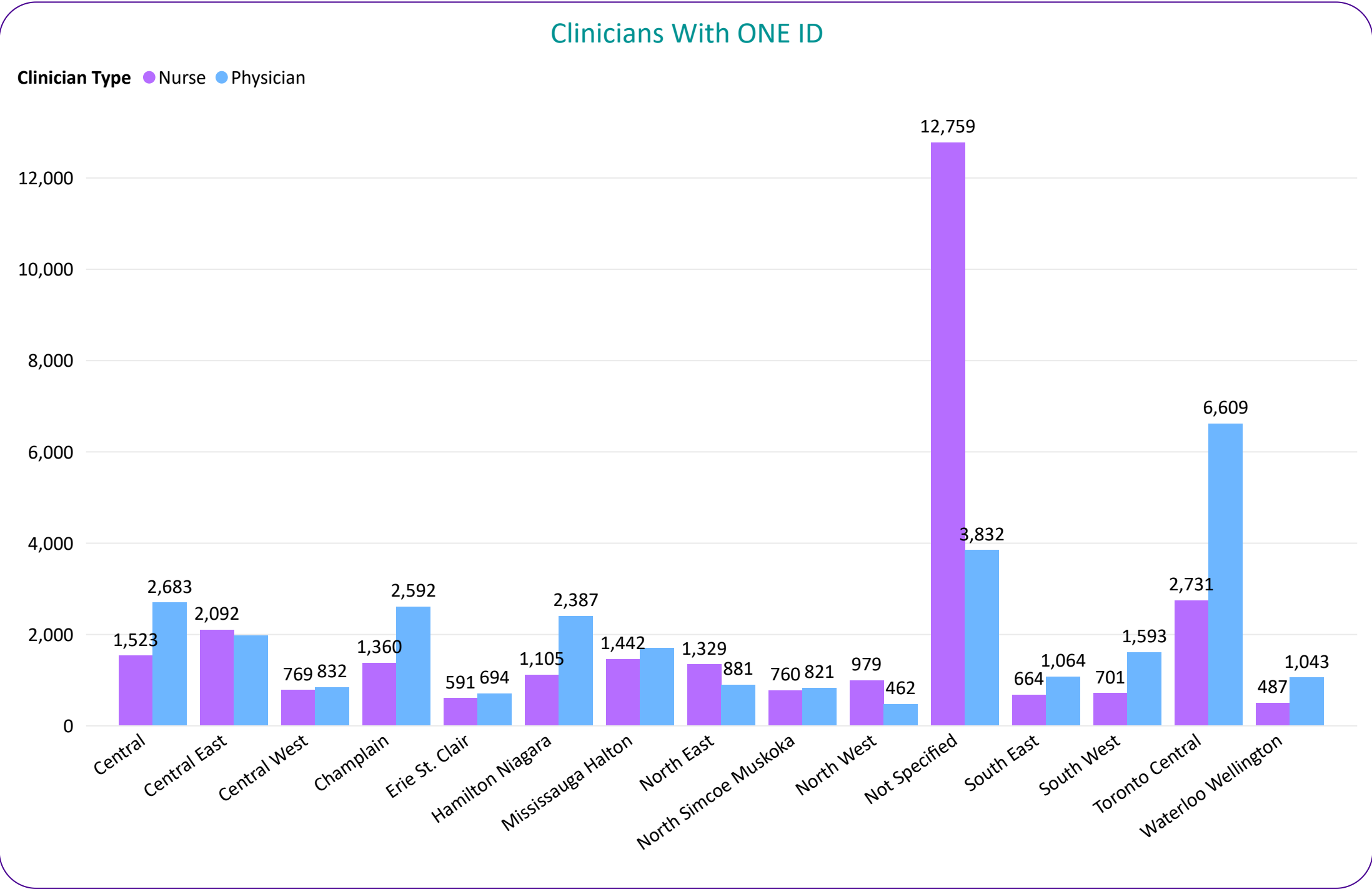
LHIN Name	Nurse	Physician
Central	1,523	2,683
Central East	2,092	1,959
Central West	769	832
Champlain	1,360	2,592
Erie St. Clair	591	694
Hamilton Niagara	1,105	2,387
Mississauga Halton	1,442	1,687
North East	1,329	881
North Simcoe Muskoka	760	821
North West	979	462
Not Specified	12,759	3,832
South East	664	1,064
South West	701	1,593
Toronto Central	2,731	6,609
Waterloo Wellington	487	1,043

*Source of the data is eHealth Ontario.
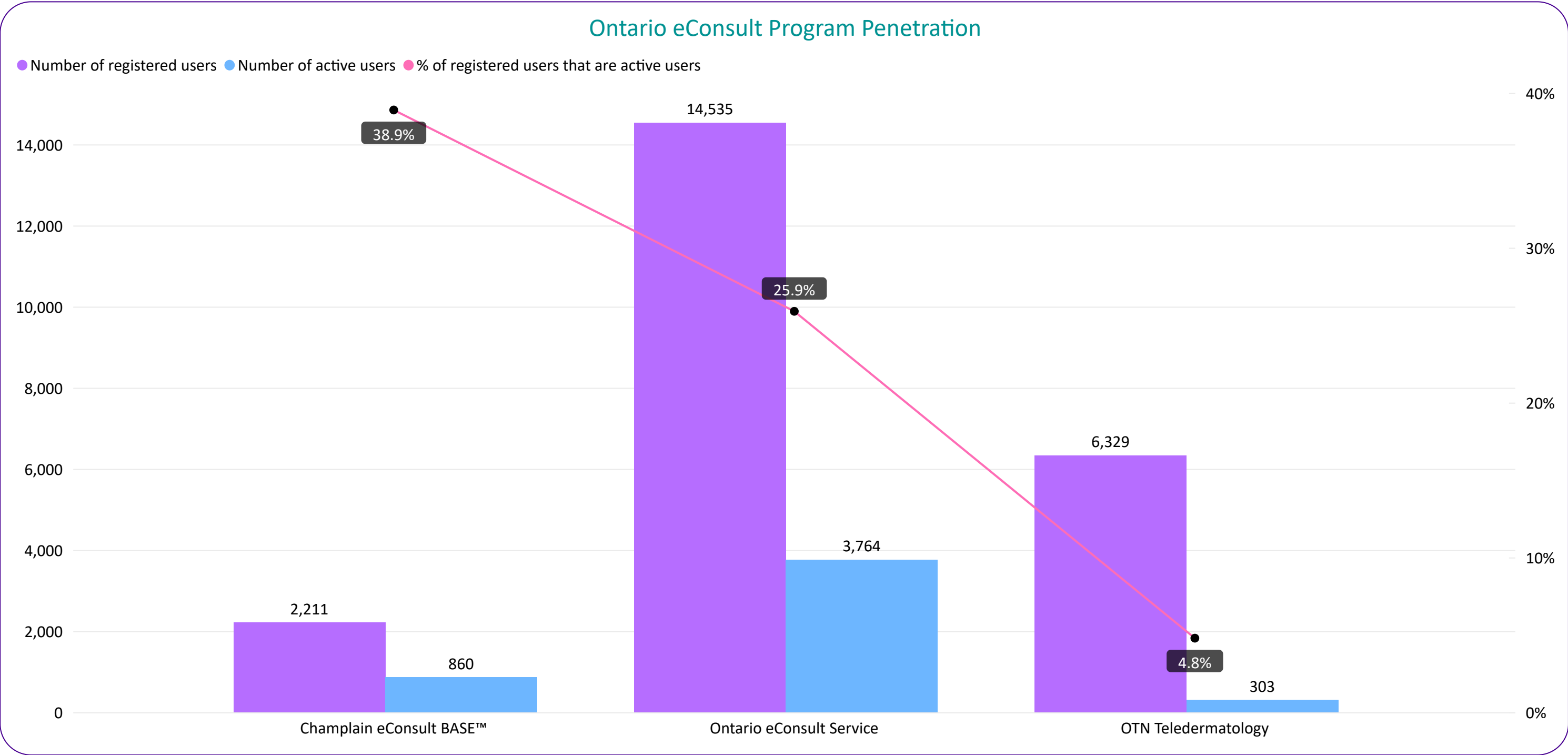
Figure 7: Physicians Using eNotifications by Vendor

Physicians Using eNotifications by Vendor
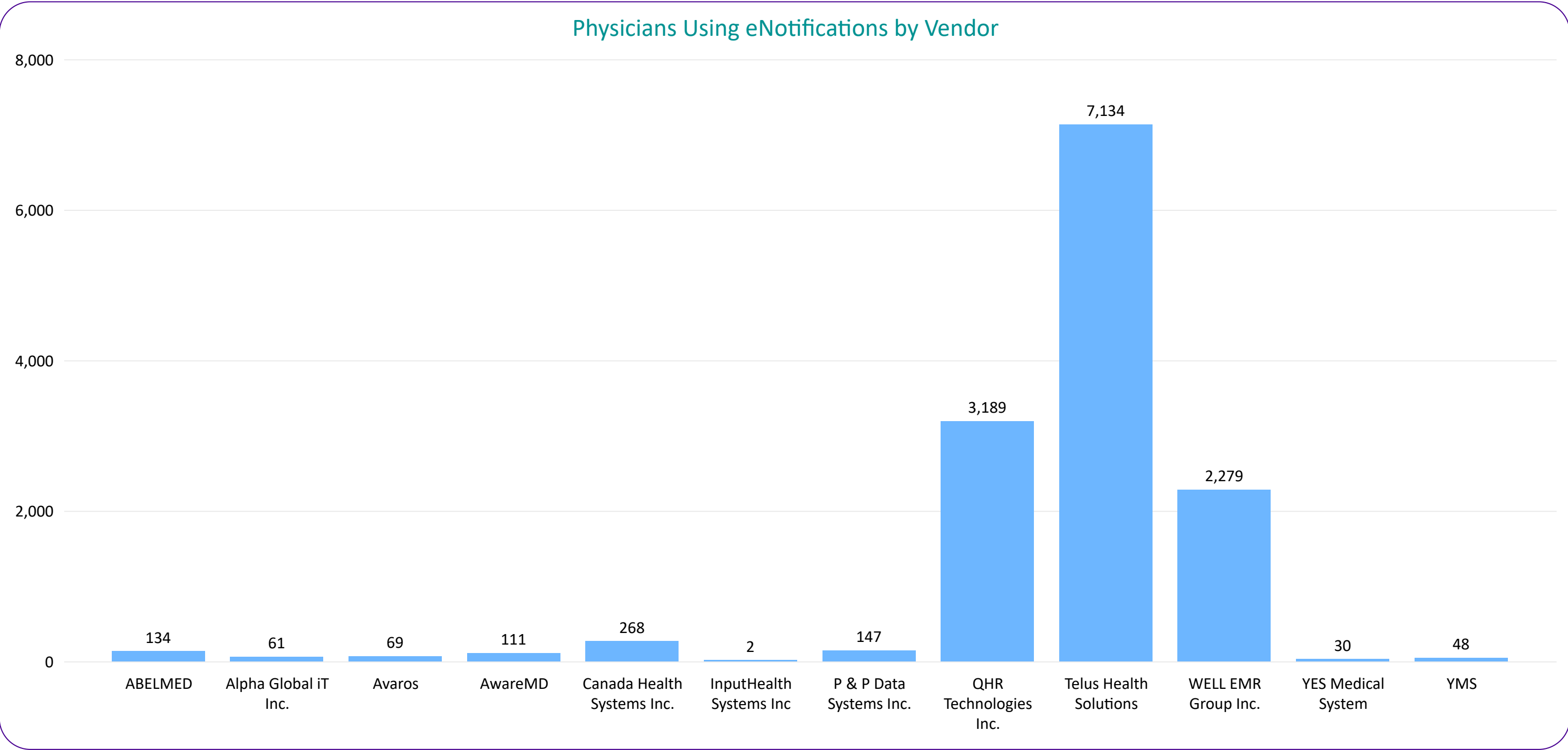
*Source of the data is internal files for tracking eNotifications.

Figure 8: Physicians Using eNotifications by LHIN

Physicians Using eNotifications by LHIN
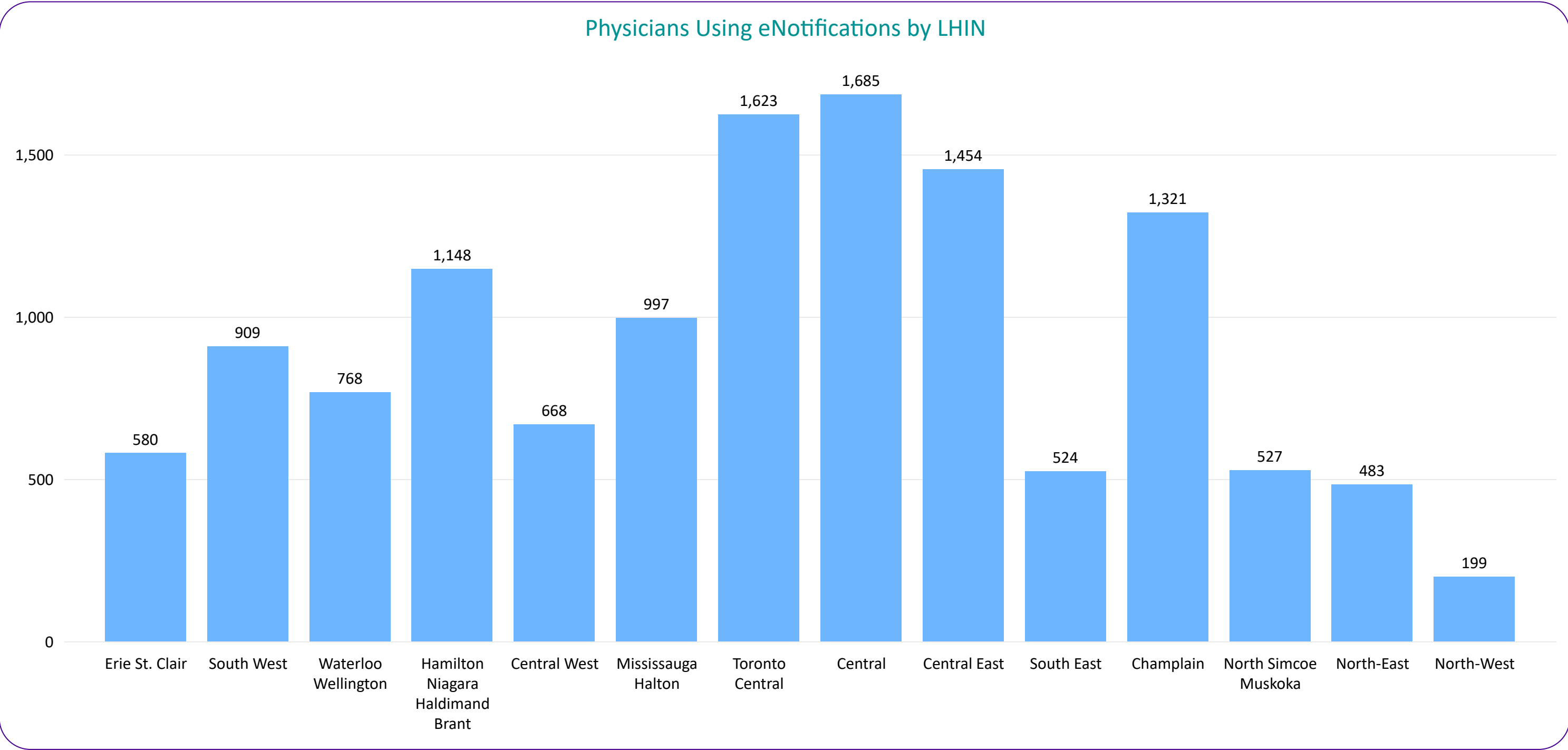
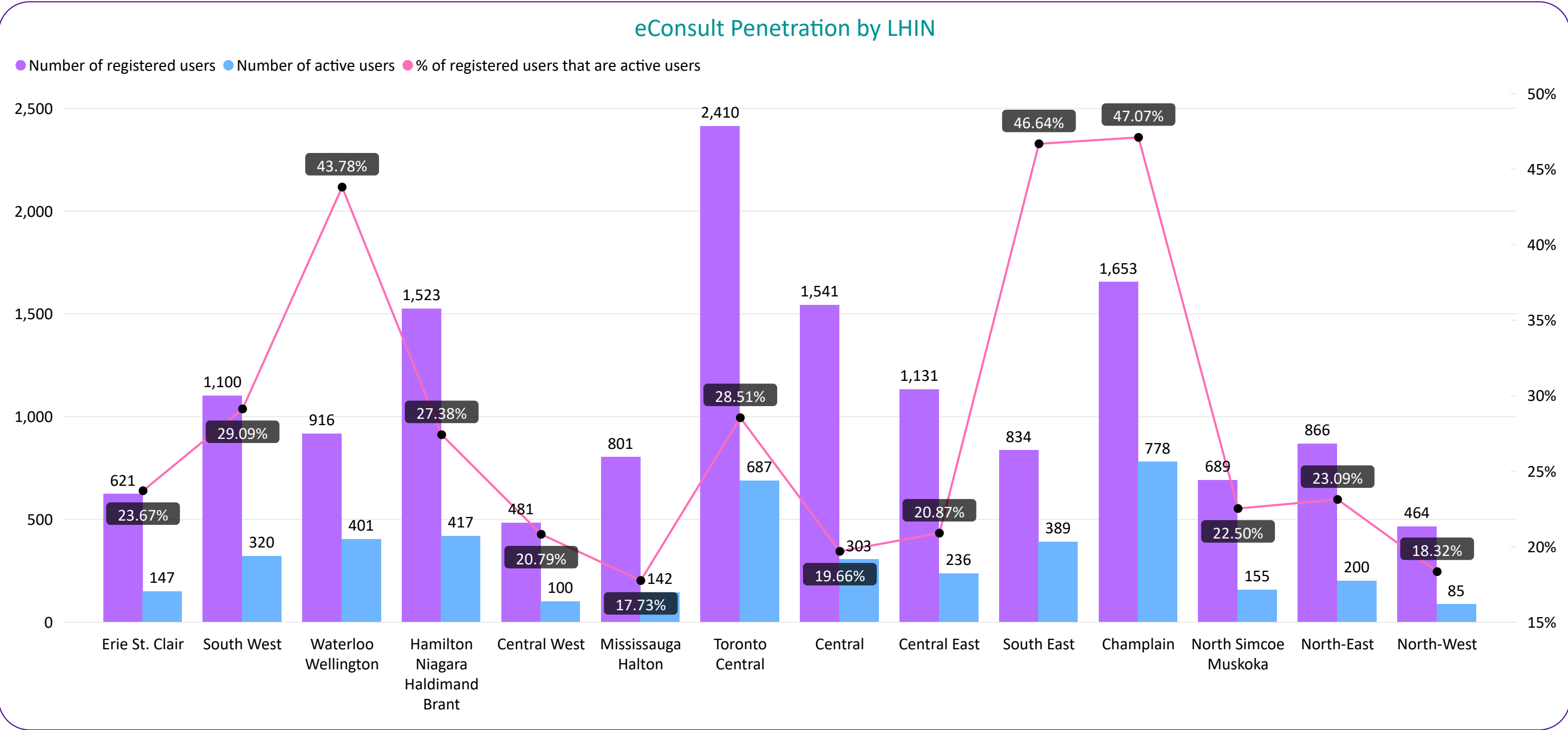*Source of the data is internal files for tracking eNotifications.

Figure 9: Ontario eConsult Program Penetration

Ontario eConsult Program Penetration

● Number of registered users ● Number of active users ● % of registered users that are active users

*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Includes PCPs & Specialists.

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Figure 10: eConsult Penetration by LHIN

eConsult Penetration by LHIN

● Number of registered users ● Number of active users ● % of registered users that are active users
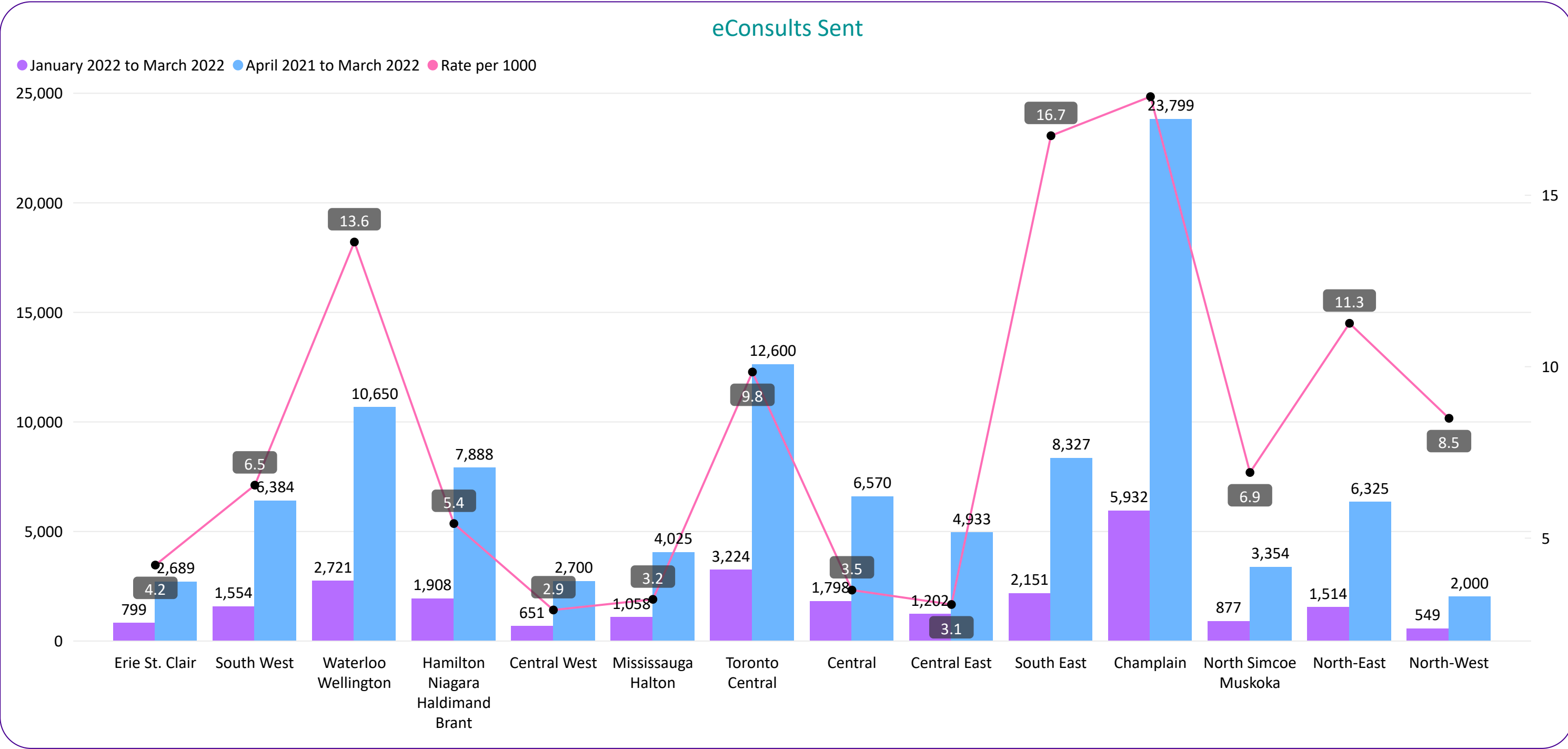
*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Champlain LHIN numbers represent Champlain eConsult BASE™ Service users. All other numbers represent Ontario eConsult Service users.

***Includes PCPs and Specialists.

Figure 11: eConsults Sent

eConsults Sent

*Source of the data is the Ontario eConsult Centre of Excellence, Ontario Telemedicine Network (Ontario Health) and Champlain eConsult BASE™ Service.

**Includes eConsults sent through Ontario eConsult Service, Champlain BASE™, Teledermatology and Teleophthalmology

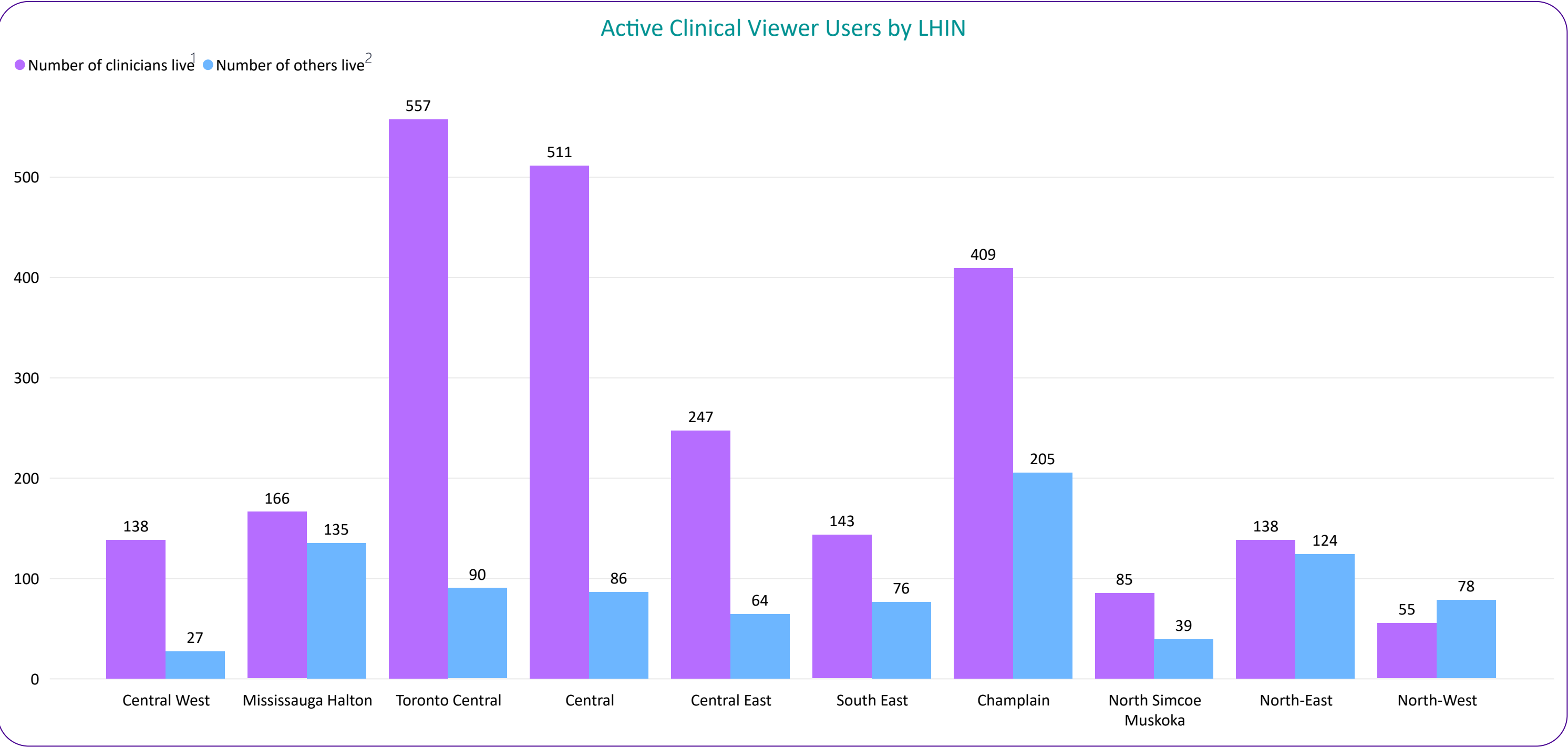Figure 12: Physicians Live on Dashboard by LHIN

Number of Physicians Live on Dashboard by LHIN
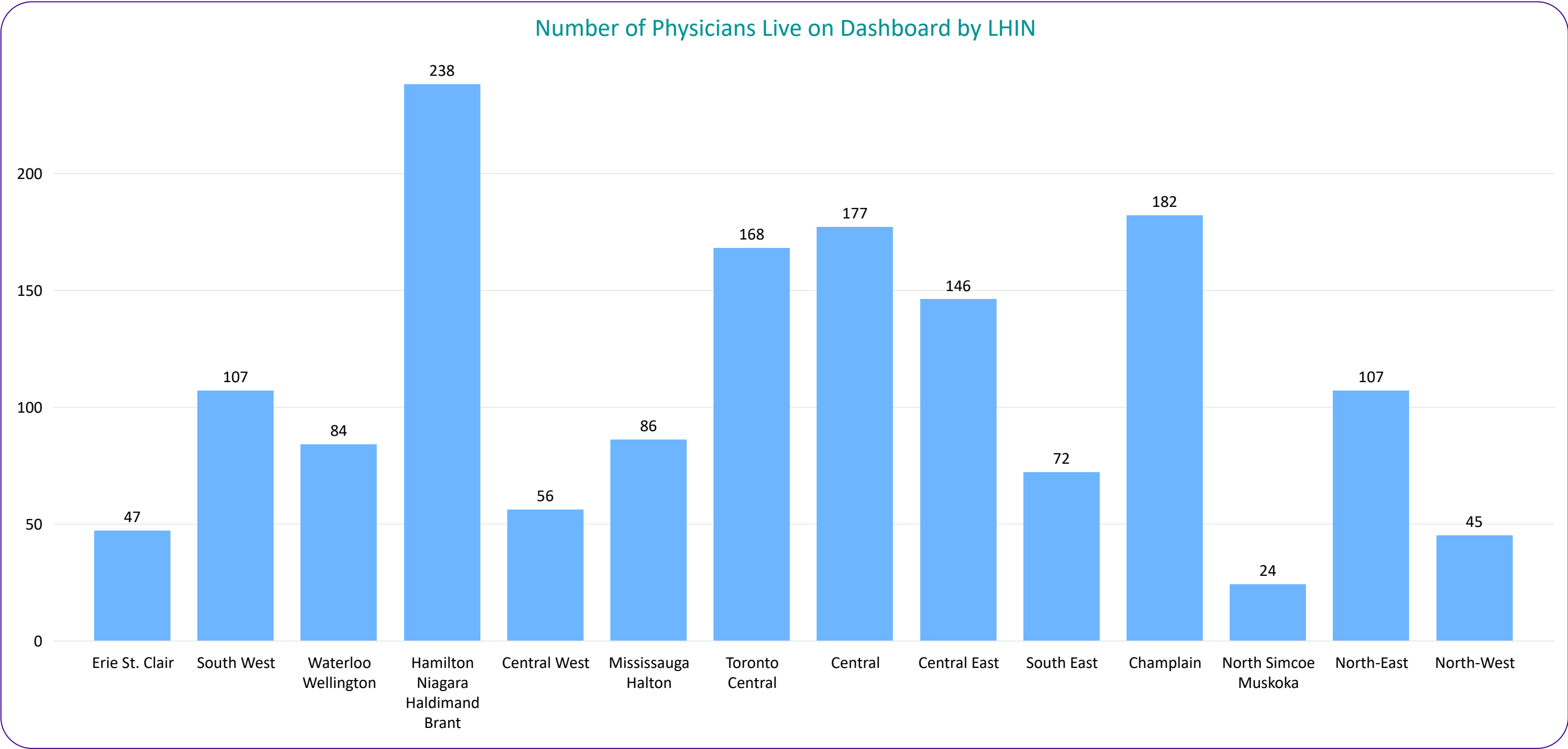
*Source of the data is OntarioMD's CRM system

Figure 13: OntarioMD Privacy and Security Training Completed by LHIN

OntarioMD Privacy & Security Training Completed by LHIN
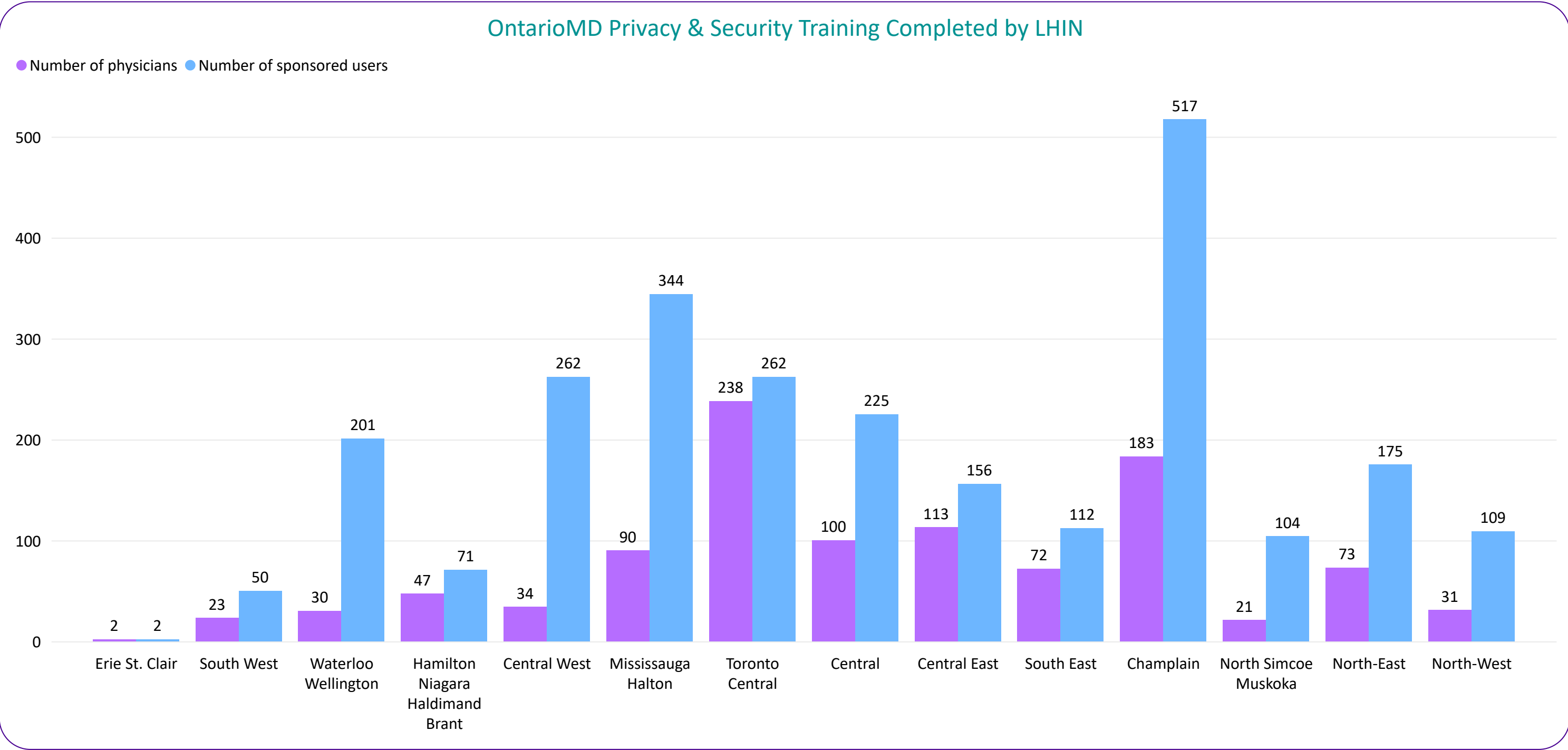
*Source of the data is OntarioMD's CRM system.

Figure 14: Active Clinical Viewer Users by LHIN

Active Clinical Viewer Users by LHIN

● Number of clinicians live[1]   ● Number of others live[2]

LHIN	Number of clinicians live	Number of others live
Central West	138	27
Mississauga Halton	166	135
Toronto Central	557	90
Central	511	86
Central East	247	64
South East	143	76
Champlain	409	205
North Simcoe Muskoka	85	39
North-East	138	124
North-West	55	78

1. Clinicians include physicians and nurse practitioners
2. Others include staff and allied health professionals