

Electronic Medical Records

Hospital Report Manager:

expansion and success

by Darren Larsen, MD

It has been quite a year for Hospital Report Manager (HRM), the application that electronically sends medical record reports and narrative diagnostic imaging reports directly to the patient charts in your OntarioMD-certified electronic medical record.

HRM has connected more than 90 sending facilities (hospitals and independent health facilities) and over 3,000 clinicians across Ontario to date. By the time you read this article, HRM will have reached a cumulative total of two million electronic reports sent to physicians and other clinicians — that's two million reports that didn't have to be printed, mailed, and filed in primary care practices.

Physicians are seeing an immediate impact on patient care as a result of having reports automatically

received into their EMRs instead of having to search for them or wait for paper reports to arrive. Reports come into the EMR as soon as they are transcribed by the sending facility — which is within minutes, depending on how often you've set your EMR to check for reports. Physicians are reporting that it is now the norm that they have the reports in hand, and a treatment plan ready, before patients come in for a followup visit. They have the most up-to-date discharge information, medication information and consult notes, facili-

tating updates to medication lists and enhancing patient safety.

The benefits of HRM are thanks to the innovative technology behind it. HRM runs on the Rhapsody engine from Orion Health. The beauty of this technology lies in its easy integration with OntarioMD-certified EMRs, and in its intuitive functionality, resulting in little training required for physicians and staff.

The technology has also allowed hundreds of different types of reports to be sent via HRM, including discharge

HRM's Expansion Increases Connectivity Between Physicians and Sending Facilities



summaries, consults, and the full range of diagnostic imaging reports without the image (CT scans, radiology, MRIs, and ultrasounds). Physicians and other clinicians can retrieve the diagnostic images from the provincial Diagnostic Imaging repository (DI-r).

eNotifications

HRM can also handle many other types of reports. The latest addition is eNotifications, a near real-time electronic message sent through HRM to primary care providers. eNotifications provide advance notice, before you receive a discharge summary and/or other reports from the hospital, that your patient was discharged from the emergency department or was admitted or discharged from an in-patient unit.

eNotifications appear in your EMR in the same way as a medical record report sent through HRM, and are augmented with CCAC and Health Links information (where available) before being sent to your EMR. This is especially useful for the continuity of care for complex patients, and requires no extra training.

eNotifications started as a pilot project in April 2014 involving the East Toronto Health Link, Toronto East General Hospital (TEGH), the South East Toronto Family Health Team, the Ontario Association of Community Care Access Centres, and OntarioMD.

A benefits evaluation report confirmed that 100% of the eNotifications during the pilot were reviewed by the family physician within seven days, and a followup action was determined for the patient. Fifty-seven percent (57%) of the notifications were for patients who were “complex” (using the Ministry of Health and Long-Term Care’s definition). The annual rate for followup appointments improved to 54% in 2014 compared to an annual rate of 37% in 2013.

As a result of the pilot’s success, eNotifications from TEGH have been recognized as a Leading Practice by Accreditation Canada due to their effectiveness in improving the co-ordination of care. eNotifications are now expanding to Local Health Integration Networks (LHINs) 1 to 4, and to LHIN 13.

What Ontario Physicians Are Saying About HRM

“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 Toronto East General Hospital. 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 followup by the family physician to ensure that our patient was improving.”

Dr. Tia Pham

Physician Lead, South East Toronto Family Health Team

“I’ve been using HRM since March 2014. It’s great to get the Greater Toronto Area hospital reports coming straight into my EMR. Every physician should get it!”

Dr. Ian Pun

Family Physician, Scarborough

“One of the best features of HRM is the speed of the delivery. As any physician will tell you, processing paperwork takes us away from direct patient care and our personal time. Using this technology, we have been able to reclaim some of that time back.”

Dr. Allan Lee

*Chief Medical Information Officer and Hospitalist
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What Else Is In Store For HRM?

OntarioMD is working with the Ontario Telemedicine Network to add tele-homecare reports in the near future.

Through the provision of timely information, HRM may reduce the likelihood of hospital readmissions, and has empowered physicians with patient information for improved patient care. Not only has HRM impressed physicians (see sidebar), it was recently recognized for its success in improving communication and co-ordination between acute care and community care settings by winning a Canadian Health Informatics Association Award at this year’s national eHealth Conference in Toronto.

HRM adds new sending facilities every month. OntarioMD is working to accelerate the expansion of sending facilities to HRM, and balancing connections due to the high demand from hospitals and clinicians in all regions, including the Greater Toronto Area (GTA). Some GTA hospitals are already connected to HRM, and OntarioMD is working with connectingGTA (cGTA)

to connect other Toronto area facilities. (For a complete list of sending facilities across the province, visit https://www.ontariomd.ca/portal/server.pt/community/hospital_report_manager/710/sending_facilities/21037.)

If you’d like to connect your EMR to HRM, your OntarioMD practice advisor will work with you and your EMR vendor to make sure your connection is made as quickly as possible, and that you and your staff receive the training you will need to locate reports. Once connected, you will automatically receive other reports that become available, like eNotifications. Not only will you receive reports from your local hospitals, you will also receive reports from any Ontario sending facility connected to HRM.

For more information, contact your OntarioMD practice advisor, or email report.manager@ontariomd.com. ■

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