Celebrating **15** Years

OntarioMD
supporting clinicians'
digital health needs

PEER LEADERS

EMR CERTIFICATION
PROGRAM

ALTH
PORT MANAGER

eNOTIFICATIONS

PRIVACY
TRAINING AN

ANNUAL REPORT
2018 - 2019

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Dr. Gregory Athaide
Board Chair

Sarah Hutchison
CEO

OntarioMD is celebrating 15 years, and we have had a remarkable journey to this point delivering on our mandate to support physicians in the adoption and use of electronic medical records (EMRs). That mandate has continued to evolve as we now look forward to increased integration of information systems to support clinicians in their care to patients. For example, early in 2019 we began work with the Ministry, eHealth Ontario and our vendor partners to enable EMR integration with the Digital Health Drug Repository (DHDR) and the Digital Health Immunization Repository (DHIR), enabling access to drug history and drug information at the point of prescribing. We are excited to show the results of this work later this year – delivering on the promise of increasing safety, efficiency and effectiveness.

We remain focused on ensuring that we understand and advocate for the needs of clinicians and their patients, to make sure that technology continues to evolve to meet their needs. We have great relationships with our vendors and our health system delivery partners and know that there is more work to do together. Integration is the theme that will carry forward in 2019 as we focus our collective efforts on the best use of health system resources to add value to clinicians with patients at the centre of their care.

As health system transformation is driving new clinical relationships and collaborations, we will be alongside to support with digital health products and services and change management supports that we strongly believe will make a difference to care delivery. The year ahead looks as promising as the year in review.

In 2018, OntarioMD was recognized by *The Journal of mHealth* as one of the world's 100 most innovative health technology companies. We were one of three Canadian companies to receive this honour, and the only Canadian company on the list that works directly with the Ontario government to successfully deliver provincial digital health assets to community-based clinicians.

Digital Health
Global 100 2018

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OntarioMD: Leadership and Value in an Evolving Health System

Value. We all seek it. We look for value in what we choose to do with our money. We seek to create it for others in the products and services we offer. We want others to see value in what we have delivered.

At OntarioMD, value underpins everything we do. As award-winning leaders in the development and deployment of EMR-connected health care technology, we insist on offering tools with measurable clinical value that integrate health care providers centred around patient needs. As trusted advisors to clinicians and their staff, and stakeholder partners to EMR and technology vendors, other health care organizations and government, we pride ourselves on bringing experience and unmatched value to the health care system.

Ours is a story of value. We deliver on our objectives and targets — on time and on budget. We find new ways to innovate, better ways to partner, more efficient ways to deploy and deliver solutions to clinicians that drive integrated care and system-wide quality improvement. In the process, we make a real impact on the health care — and health — of all Ontarians.

That's real value. That's OntarioMD.

"If we increase safety, efficiency, effectiveness, access, patient-centred care and equity, and can offer it up for a lower provincial spend, we have created value.

How do we do this in our current fractured, silo-based system? It won't be easy. It will involve letting go of certain tightly held concepts. It will include changing structures we have known for a long time. It will take real leadership. OntarioMD is showing such leadership."

- From "Ontario Health Teams are Coming!", OntarioMD.blog, April 24, 2019

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Sarah Hutchison

Chief Executive Officer

Dennis Ferenc

Chief Administrative Officer

Dr. Darren Larsen

Chief Medical Officer

Elizabeth Keller

Vice-President
Product Strategy & Delivery

Ariane Siegel

General Counsel &
Chief Privacy Officer

Cynthia MacWilliam

Executive Director
Client Services
& Engagement

Andrew King

Executive Director
Technology
& Integration

Simon Ling

Program Director
Insights4Care

Our experienced, respected leadership team is key to OntarioMD's ability to remain agile, adaptable, and drive value for clinicians, patients and the health care system as a whole. The individuals listed here have considerable experience in health care and technology. Individually and collectively, they have forged relationships with clinicians, technology vendors, health care sector partners, patient advocates, government and other key stakeholders. They have led and been part of vital digital health transformation initiatives both within and outside of OntarioMD and have been recognized for their work. Their commitment to responsible stewardship of system resources and budgets, and their ability to understand shifting priorities and lead our organization forward are vital to our success.

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Leading Change Through Strong Partnerships

In a health care system where priorities are constantly evolving, one of the keys to consistency and progress lies in relationships and knowledge sharing. Over its first 15 years, OntarioMD has developed a strong reputation as a trusted partner and a strong source of knowledge and leadership in digital health technology.

Our valued partnerships – including with eHealth Ontario, Health Quality Ontario, Local Health Integration Networks, Cancer Care Ontario, Ontario hospitals, Health Shared Services Ontario, and the Ontario Telemedicine Network – have led to the development of system-shaping initiatives such as Health Report Manager and the Insights4Care Program, and to leading clinician deployment of digital products and services on behalf of partner organizations.

Together we're putting important technology in the hands of clinicians and improving patient care and outcomes. We're encouraged to have been in the conversation throughout 2018-2019 as plans for the new agency Ontario Health along with Ontario Health Teams (OHTs) unfold, and we look forward to offering continued leadership to OHTs to ensure they have access to the digital health tools and provincial assets they need to offer more efficient, effective patient care.

17,000+ Ontario clinicians and their staff
are connected to EMRs and integrated provincial digital health assets to deliver more efficient and effective patient care.

11 million Ontario patients
have an electronic medical record – and that number continues to grow.

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At OntarioMD, we're no strangers to system transformation. Since our organization began in 2004, we've worked with three Premiers of Ontario and six Ministers of Health, under 16 provincial budgets. We started with one of the lowest primary care EMR adoption rates in Canada and have since supported more than 17,000 clinicians to adopt and use EMRs and related health care technology. We've done this by consistently identifying and executing on key strategic opportunities. These opportunities are the compass now guiding our work.

Enhance Patient Care and Clinical Practice as an Integrator and Change Agent

- Provide informed practice-level perspectives and insights to advance health system transformation and to support primary care reform
- Work with practices to improve data quality and approaches to shared and open data to inform patient care and practice management
- Continue to advance deployment of certified EMRs and digital health programs and services to improve patient outcomes and improve physician practice efficiency and effectiveness

Impact and Influence through System Partnerships

- Advance strategic partnerships through fostering existing partnerships and developing new ones to deliver value
- Enhance access to a comprehensive patient record through broader system integration and interoperability; we will strive to support the patient experience as patients access the continuum of health care delivery

Growth and Sustainability through Innovation and Co-Creation

- Extend current platforms and solutions to expand market share of existing and new products and services
- Continue to deliver new product offerings and solutions to drive value for stakeholders and to attract new revenue sources

Tools and Support for System Transformation

Empowered practices. Enhanced care. That's our corporate tagline, and for 15 years, OntarioMD has been focused on connecting clinicians with certified EMRs and integrated health care technology that offer tremendous clinical value through better practice efficiency and patient outcomes. Our award-winning Health Report Manager and Insights4Care Dashboard (formerly EMR Quality Dashboard) enable clinicians to ensure they have immediate access to the high-quality patient data and reports they need for responsive care. And, products we deploy for our partners such as eConsult and the Ontario Laboratories Information System drastically shorten wait times and resources needed to exchange vital information with specialists and labs. We have connected primary care to digital health tools and we are ready to connect Ontario Health Teams to the digital health tools they will need as part of the 'digital first' patient-centred system transformation.

We know, however, that access to tools is only part of the equation for clinical success. That's why we've spent years building, refining and improving our clinical support offering. Today, our province-wide 35-person field team boasts an industry-leading combination of EMR, technology and practice knowledge needed to support clinicians one-on-one to ensure they're able to use the tools at their disposal to meet their unique practice goals.

For more information on the products and services in this section, visit us online at **www.ontariomd.ca**

Insights4Care Program

In 2015, we began working with OSCAR EMR and TELUS Health to develop an EMR-integrated dashboard for clinicians that allows clinicians to easily view their patient data in real time. This year, we completed our proof of concept and successfully demonstrated the tremendous potential that the Insights4Care Dashboard – driven by established primary care indicators from Health Quality Ontario, the Canadian Institute for Health Information and the Association of Family Health Teams of Ontario – holds for responsive care and improved patient outcomes. We also showed the positive impact of OntarioMD-led change management and practice support on the adoption and use of this important tool.

In the 2018-2019 fiscal year, we also began the work to expand Dashboard access provincially. In the coming year, we look forward to continuing our efforts to offer both this tool and OntarioMD's proven hands-on support to clinicians across Ontario, regardless of geographic location and EMR, through our Insights4Care (i4C) Program.

"The i4C Dashboard has been a concrete/visible example of how EMR data can help the clinicians manage practice challenges. It has prompted a desire for further EMR enhancements and tools. Our clinicians are embracing change where previously there was resistance. Thank you for allowing our team to participate in this initiative."

Wendy Dalby, Privacy Officer, Quality Improvement Support Specialist, Trent Hills FHT

"The i4C Dashboard enables, with a few clicks, chart audits on my entire practice for many quality indicators. For one specific success example, the Dashboard easily enabled a list of my patients on chronic higher dose narcotics. With this list, I was able to identify and work with these patients to successfully reduce their dosages."

Dr. Meghan Davis

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Health Report Manager and eNotifications

OntarioMD-developed Health Report Manager (HRM) enables hospitals and specialty clinics to deliver patient reports securely to clinicians' EMRs. This means medical record reports and diagnostic imaging reports can be sent electronically moments after they are transcribed. HRM also includes eNotifications, enabled by Health Shared Services Ontario's CHRIS (Client and Health Related Information System) to deliver ADT messages from hospitals to EMRs. Clinicians can offer better and more efficient follow-up care by having access to HRM and eNotifications. For patients, this means better continuity of care and improved outcomes.

And because it's all done electronically, HRM results in significant savings in the cost of paper, postage, faxing, and staff time needed for these activities. HRM has been estimated to save Ontario's health care system $36 million annually in cost avoidance – and that number continues to grow as more hospitals and more health care providers share patient information through HRM.

As of March 31, 2019, we've connected **46** hospitals, **32** specialty clinics and **858** clinicians to HRM, and **12** hospital sites to eNotifications.

"I received an ED discharge notification through HRM and the patient was blown away that I was able to follow-up with him so quickly."

Dr. D. Kaplan

In 2018, OntarioMD was selected by PwC Canada as a finalist for the Vision to Reality (V2R) Awards in the Accelerator category. The V2R Awards recognize and celebrate Canada's most forward-thinking organizations.

"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, our personal time and using this technology, we have been able to reclaim some of that time back."

Dr. Allan Lee, Chief Medical Information Officer and Hospitalist, Halton Healthcare Services

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eConsult Deployment and EMR Integration

eConsult provides physicians and nurse practitioners with timely access to specialist advice and often eliminates the need to send patients for an in-person specialist visit. Using a private and secure web portal, clinicians can send a clinical question about their patient to a specialist and receive a prompt response – generally within two days.

In addition to deploying eConsult to clinicians across the province on behalf of the Ontario eConsult Program, OntarioMD has led a pilot initiative to integrate eConsult with clinicians' EMRs. In 2018-2019, we successfully concluded our pilot, demonstrating that integration with clinicians' EMRs further enhances the proven clinical value eConsult has had on primary care in Ontario by saving them time and improving workflow, which results in increased eConsult use.

eConsult EMR integration is currently available through QHR's Accuro® EMR, OSCAR EMR and KAI Innovations' OSCAR, and a specification has been made available to all OntarioMD-certified EMR vendors. In the coming year, OntarioMD will continue to work with EMR vendors to ensure more Ontario clinicians can choose to access eConsult through their EMR.

Pilot participants reported saving an average of nearly five minutes per consult when launching eConsult through their EMR compared to via the web hub.

90% agreed that accessing eConsult through their EMR improves their practice workflow. A workflow simulation conducted in an EMR lab showed a reduction of up to 65% in the number of steps of an eConsult launched via EMR compared to other methods.

90% agreed that using eConsult through their EMR motivates them to use it more often.

"I have found the eConsult EMR integration a very useful tool for providing patient care in Ontario."

Dr. Eric Hirshberg, Staff Urologist, Guelph General Hospital

Client Services and Engagement

We know that putting powerful tools in clinicians' hands isn't enough to drive real system change. That's why OntarioMD staff work closely with clinician practices to address their needs and realize clinical value through the EMR and health technology they adopt. Our head office and field staff help practices successfully navigate enrolment, onboarding and deployment processes. They work with EMR vendors when necessary to ensure clinicians are connected and effectively trained. And they work hands-on with clinicians to ensure the data in their EMRs is optimized, so the information they can get out of their EMR helps to improve patient care and outcomes.

OntarioMD staff have helped thousands of clinicians and their staff to improve:

• standardization, quality and integrity of patient data
• internal workflow processes to enhance the patient experience
• document management within the patient record
• running effective patient queries
• preventive care and chronic disease management
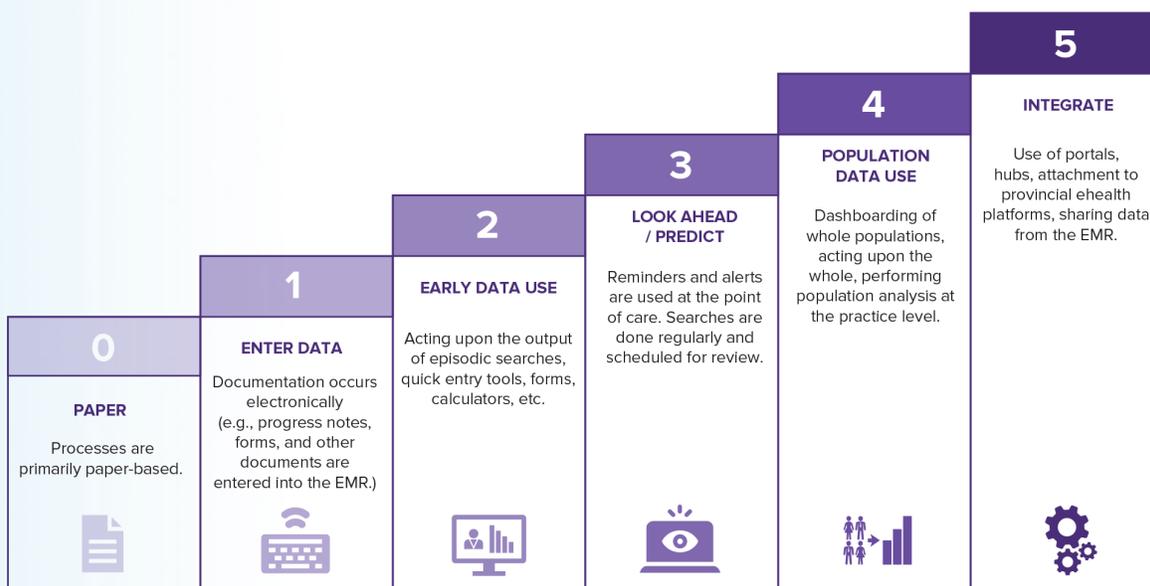• managing their end user agreements through OntarioMD.ca's eAgreements and much more.

Over the past year our field staff:

• Worked with the Hamilton Niagara Haldimand Brant Regional Cancer Program and the Hamilton FHT to develop best practice guides for cancer screening using an EMR.

• Worked with Choosing Wisely Canada (CWC) to develop electronic versions of a viral prescription pad and delayed prescription tools as part of CWC's Using Antibiotics Wisely campaign. These tools can be integrated into EMRs to help improve patients' understanding of safe antibiotics prescribing and use.

• Created EMR optimization packages of tools designed to leverage the power of EMRs for effective patient care. These tools include searches and reminders to help identify patients requiring follow up, and tools that integrate with EMR features to improve clinicians' efficiency during patient visits.

In 2019-2020, OntarioMD looks forward to further enhancing and refining our support offering through the introduction of i4C Advisory Service, part of our new Insights4Care Program.

EMR Progress Assessment

OntarioMD's EMR Progress Assessment (EPA) is an online self-assessment tool designed to help clinicians understand their current EMR use, and understand how else they could be using their EMR and related health care technology to further improve their practice efficiency and patient outcomes. The EPA is tied to the OntarioMD-developed EMR Maturity Model, which benchmarks the effective use and value of an EMR across six different maturity levels. The data provided by completed EPAs helps clinicians understand their practice priorities and EMR knowledge — and helps OntarioMD customize our change management support to help them reach their goals faster.

0

PAPER

Processes are primarily paper-based.

1

ENTER DATA

Documentation occurs electronically (e.g., progress notes, forms, and other documents are entered into the EMR.)

2

EARLY DATA USE

Acting upon the output of episodic searches, quick entry tools, forms, calculators, etc.

3

LOOK AHEAD / PREDICT

Reminders and alerts are used at the point of care. Searches are done regularly and scheduled for review.

4

POPULATION DATA USE

Dashboarding of whole populations, acting upon the whole, performing population analysis at the practice level.

5

INTEGRATE

Use of portals, hubs, attachment to provincial ehealth platforms, sharing data from the EMR.

517 EPAs (341 physicians, 176 specialists) were completed between April 1, 2018 and March 31, 2019

Clinicians who've completed an EPA are at an average maturity level of 2, and most aspire to be at level 4. OntarioMD uses EPA results to tailor our support services and help clinicians reach their full EMR potential.

OntarioMD has begun working with health care organizations in other jurisdictions to help them bring the EPA to more clinicians and improve the potential realized through EMRs and digital health tools.

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Bundled Services

More than 17,000 clinicians now use programs and services developed or deployed by OntarioMD to meet their unique practice needs. Faced with increasing demand and limited resources, we are continually looking for innovative ways to meet clinician needs. That's why, in 2018, we introduced a streamlined onboarding approach that bundles any of our multiple digital health offerings into a single practice visit – an approach that is appreciated by time-crunched clinicians for being more efficient and convenient.

OntarioMD's ConnectingOntario Bundle offers clinicians easy access to a basket of services on behalf of eHealth Ontario, Toronto Central LHIN, the Northern and Eastern Region LHINs, University Health Network and the Ontario Telemedicine Network. The current bundle includes:

- **ONE® ID** – eHealth Ontario's identity and access management service that enables health care providers to access secure provincial digital health assets such as eConsult.

- **ONE® Mail** – eHealth Ontario's encrypted email service that lets registered health care professionals share patient information quickly, confidently and securely.

- **ConnectingOntario ClinicalViewer** – A secure web-based portal that enables authorized health care providers to view digital health records from across Ontario.

- **Ontario eConsult Program** – A provincial digital health service that connects primary care clinicians with specialists across the province to get timely advice for their patients.

- **OntarioMD Privacy & Security Training Module** – This complimentary online learning module is the most comprehensive and up-to-date privacy security training for Ontario health care providers and their authorized employees/agents.

400 clinicians and **250** clinic staff connected to OntarioMD's Bundle between April 1, 2018 and March 31, 2019.

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EMR Certification

OntarioMD's leadership in developing a comprehensive EMR Certification Program and managing vendors' EMR offerings draws on our team's strong understanding of EMR technology and specifications and government priorities to ensure EMR-connected clinicians get access to technology that meets their needs. As more digital health assets are introduced and integrated with EMRs, we've aligned our certification program to be more responsive to changing needs and priorities. We are pleased to work so closely with such an engaged vendor community.

OntarioMD has certified EMR offerings from the following vendors:

ABELMed Inc.

Alpha IT — ADVANCING HEALTHCARE FOR ALL

AWARE MD

AVAROS

CHS — CANADIAN HEALTH SYSTEMS INC.

INDIVICA

OSCAREMR

P&P Data Systems — the future of healthcare

QHR TECHNOLOGIES

TELUS | Health

YES

YMS SPECIALIZED SOLUTIONS

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Networking and Education for System Transformation

OntarioMD has long understood that in addition to providing clinicians with useful tools and support, our organization has a responsibility to ensure they have opportunities to network with EMR-connected peers and learn from best practices. As a leader and trusted partner in the digital health space, we've brought together technology vendors, government, patient advocates, clinicians and other health care stakeholders in various ways to share ideas, learn from each other, and grow collectively.

EMR: Every Step Conference and On the Road with OntarioMD

As Canada's largest EMR-focused conference series, OntarioMD's EMR: Every Step Conference has earned a reputation as one of the most important health care learning and networking events on the calendar. Twice a year, the EMR: Every Step Conference brings together family physicians, specialists and other clinicians, practice staff, EMR vendors, government representatives, patient advocates and health care sector stakeholders for practical digital health tips, tricks and best practices that can be immediately applied to patient care. In 2018, we held successful EMR: Every Step Conferences in London and Toronto. Hundreds of clinicians earned up to 7.5 CME credits and heard thought-provoking keynote addresses by Dr. Tara Kiran, and Chair of the Ontario Minister of Health's Patient and Family Advisory Council Julie Drury, on how EMR data can be used to deliver better, more equitable patient-centred care.

In 2018-2019, OntarioMD also connected with clinicians and health care partners at **26** other leading health care industry conferences and events.

We also brought our unique learning and networking opportunities to communities across Ontario through our On the Road with OntarioMD regional seminar series. Each 2.5 hour session is organized to deliver educational and applied content on a key health care topic. In 2018-2019, we continued to focus on technology and best practices for safe opioid prescribing, bringing together OntarioMD Peer Leaders with clinicians and practice staff. We held 11 On the Road seminars during our fiscal year, attended by 250+ clinicians and their staff.

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Privacy and Security Training and Resources

As important as it is for clinicians to understand how to use EMRs and the digital health tools at their disposal to provide high-quality patient care and improve outcomes, it's equally essential that they know how to keep patient health information private and secure. That's why in 2018 we developed a comprehensive online Privacy and Security Training Module, accessible whenever and wherever clinicians and allied health professionals need it. The module covers topics such as safeguarding PHI and other confidential data from breaches, and how to comply with obligations under PHIPA. Completion of the module is a prerequisite for enrolment into the ConnectingOntario ClinicalViewer and other digital health programs.

The OntarioMD Privacy and Security Training Module was developed with input from the College of Physicians and Surgeons of Ontario (CPSO), the Canadian Medical Protective Association (CMPA), the Ontario Medical Association (OMA) and eHealth Ontario. It has been certified as a Self-Learning Program by the College of Family Physicians of Canada for two MainPro+ credits. All users of the training module receive a certificate of attestation upon successful completion, which also serves as a reminder to refresh their privacy and security knowledge by taking the training annually.

1,469
clinicians completed
OntarioMD's online Privacy
and Security Training Module
at ontariomd.ca between
April 1, 2018 and
March 31, 2019.

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Responsible Governance

Our Board of Directors

Dr. Gregory Athaide
Chair

Ken Smith

Dr. Rachel Bevan

Dr. David Daien

Dr. Kevin Glasgow

Tara McCarville

Allan O'Dette
Ex-Officio

Debbie Fischer
Executive in Residence,
Rotman School of
Management

Our Board of Directors is responsible for ensuring that OntarioMD's leadership team follows sound management practices in financial reporting and fiscal responsibility, legal compliance and internal controls, and, most importantly, works to fulfill the goals of our strategic plan.

The six members on our Board include four physicians and two senior executives. They brought expertise in health care, digital health, strategy and governance, and the breadth of experience, skills and perspectives needed to support our strategic objectives to create value, integrate EMRs and health care technology, and support efficient, effective patient care.

Our Vice-President, Product Strategy and Delivery Elizabeth Keller (alongside her committee as vice-chair) was presented with the 2018 Standards Council of Canada Committee Achievement Award for her global work on the Canadian Mirror Committee of the International Organization for Standardization Technical Committee 215 – Health Informatics (MC/ISO/TC 215). The award recognizes teamwork, consensus-building, productivity and multidisciplinary cooperation demonstrated by a standards-related committee. She was also elected as Chair of the Committee and Head of Delegation for Canada.

In 2018-19, in addition to the six-member Board, Mr. Tom Magyarody, former CEO, Ontario Medical Association, was an ex-officio member until October 2018 and was subsequently replaced by Mr. Allan O'Dette. In January 2019, Tara McCarville resigned as a member of our Board. Debbie Fischer, Executive in Residence, Rotman School of Management, acted as Board Advisor.

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