



September 22, 2016

eConsult

Show me the Benefits!

Faculty / Presenter Disclosure

- **Faculty:**
 - Elizabeth Keller, VP of Product Strategy and Delivery, OntarioMD
 - Dr. Aaron Harris, Family Physician, OntarioMD Peer Leader, South East Toronto Family Health Team, Toronto
- **Relationships with commercial interests:**
 - No relationship with commercial interests

Disclosure of Commercial Support

- This program has not received financial support or in-kind support from any commercial organization
- **Potential for conflict(s) of interest:**
 - Elizabeth Keller and Dr. Aaron Harris have not received payment or funding from any organization supporting this program AND/OR organization whose product(s) are being discussed in this program.

Mitigating Potential Bias

- The presenters have no potential sources of bias.

The Provincial eConsult Initiative

Overview

What is an eConsult?

- **Virtual Care:** An eConsult enables requesting clinicians (family physicians and nurse practitioners) to engage in a secure, electronic dialogue with specialists to manage patient care, without the need for a face-to-face visit.



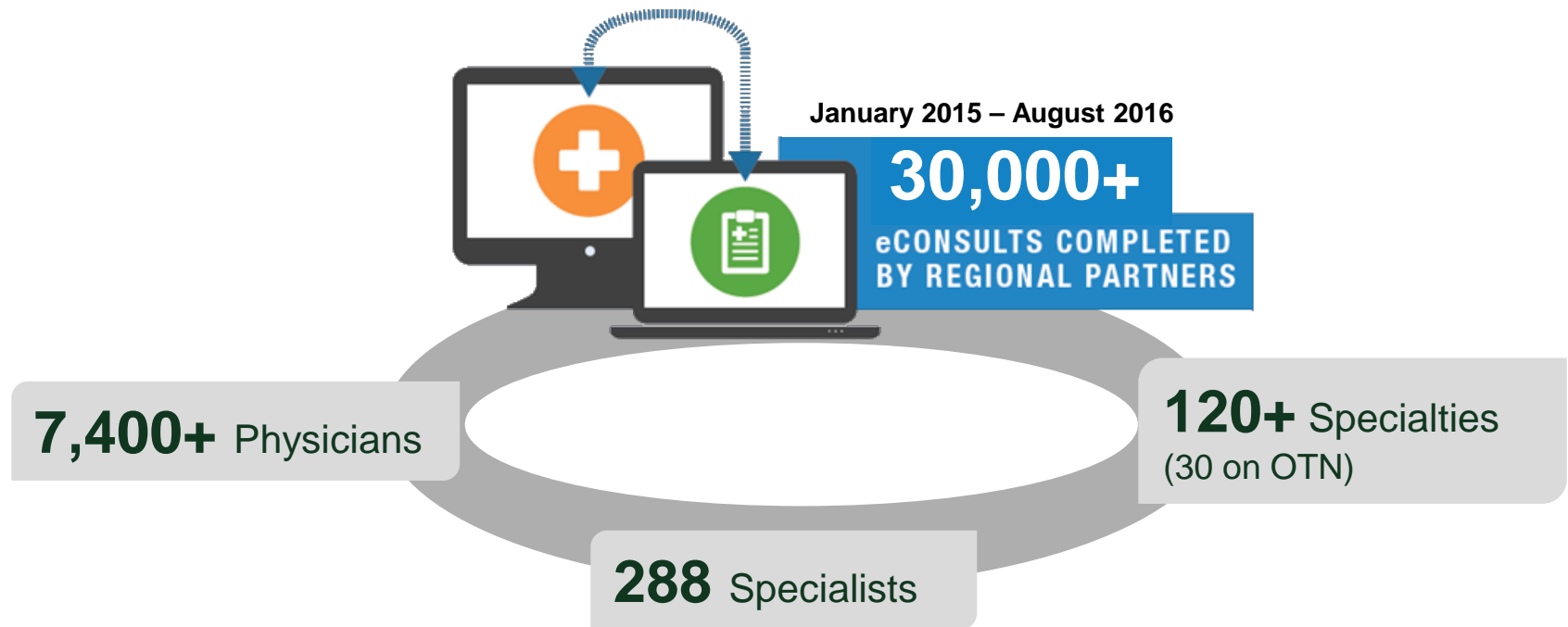
- **The CMPA has assessed the eConsult flow** of care and determined that it provides an opportunity to improve efficiency, enhance patient care, expand access to specialists and provides a clear audit trail of the specialist's advice given to the requesting clinician for the suggested care of the patient.

Project Background

- OntarioMD was directed by the Ministry of Health and Long-Term Care (MOHLTC) and OntarioMD Board to develop an eConsult Business Plan Proposal.
- The Initiative is funded by the MOHLTC as part of the Transfer Payment Agreement with OntarioMD.
- The goal of the Provincial eConsult Initiative is to implement a Provincial eConsult Service to reduce patients' wait times for specialist care and to improve the patient's overall experience.



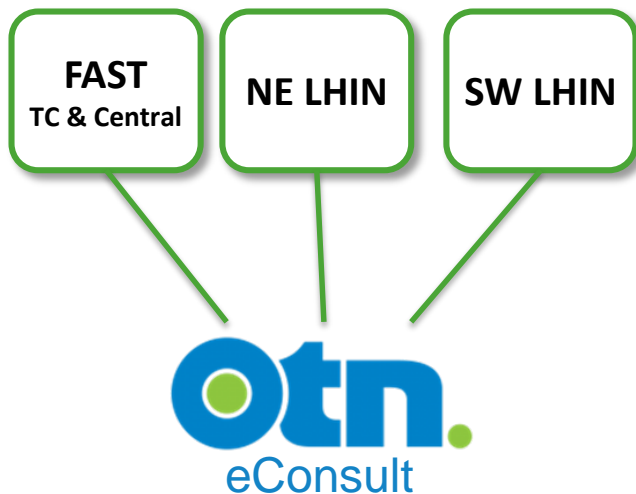
Phase 2 Pilot Progress



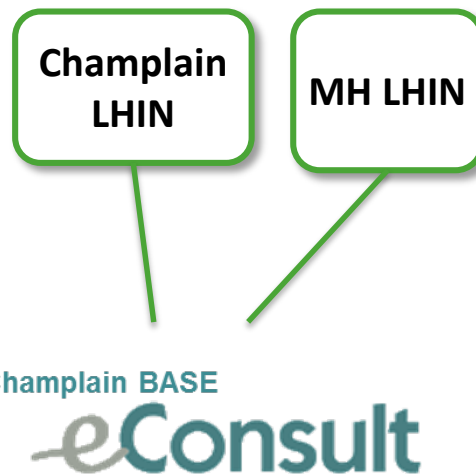
Phase 1

Benefits Evaluation Results

Phase 1 Data Set – January to September 2015



Referring Clinicians: 390
Specialists: 44
of eConsult: 464



Referring Clinicians: 719
Specialists: 127
of eConsult: 4,075



Referring Clinicians: 4,031
Specialists: 18
of eConsult: 7,829

12,300+

Total number of eConsults Sent

Statistics as of September 28, 2015

5,000+ Family Physicians

150+ Specialists

Problem, Benefits and Solutions

The Problem

- ✓ Lengthy patient wait-times for specialist care have negative implications on care access, quality and cost



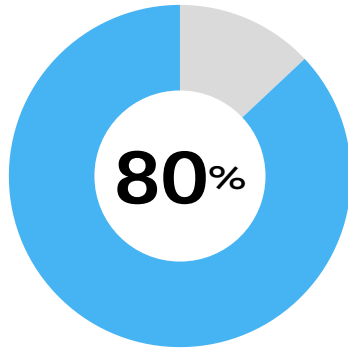
Anticipated Benefits

- ✓ **Benefits for Patients**
 - Faster access to specialists advice
 - Improved quality outcomes
 - Enhanced care-coordination
- ✓ **Benefits for Healthcare Providers**
 - Increased collaboration between clinicians
 - Educational value
 - Increased appreciation of the value of care provision across the continuum
 - Potential to improve workflow and practice operations

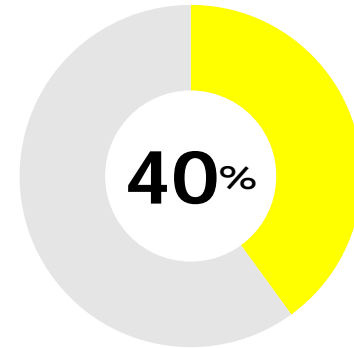
eConsult Solutions

- ✓ **What eConsult systems are currently in use in Ontario?**
 - OTN Teledermatology (est. 2010)
 - Champlain BASE eConsult (est. 2009)
 - OTN eConsult (est. 2015)

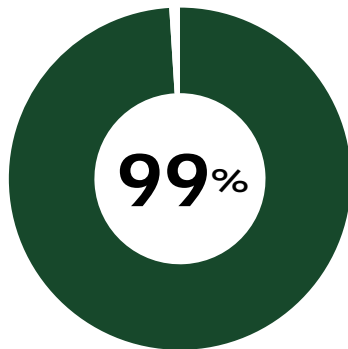
Benefits of eConsult



survey respondents agree that eConsult provides a positive experience for patients. ¹



reduction of unnecessary referrals to specialists and focuses treatment for patients on a priority basis. ²



family physicians and specialists believe eConsult improves patient care. ¹

3
Days

the average response time for eConsult across all regions.

1. **Data Source** - OntarioMD Phase 1: [Provincial eConsult Initiative Benefits Evaluation Study](#) (Author: Deloitte as objective 3rd party evaluator)
2. **Data Source** - Liddy C(1),(2), Deri Armstrong C(3), McKellips F(1), Keely E(4), "A comparison of referral patterns to a multispecialty eConsultation service between nurse practitioners and family physicians: The case for eConsult", J Am Assoc Nurse Pract. 2015 May 12.)

Benefits Evaluation Report - Conclusion

Growth

Anticipated growth based on current rates and experience with Teledermatology, Champlain LHIN

Value

Access to care
Quality of care
Efficient use of system resources

Overall Experience

Positive experience
Emphasis on support, training, technical support

eConsult BE Findings

Educational Value

Knowledge sharing
Capacity Building

Engagement

Planned engagement of:
Individual Practitioners
Delegates

Workflow

Importance of translating system functionality to day to day workflow

Phase 2

Pilot Continuation and Extension

Provincial eConsult Initiative - Phase 2 Objectives

Phase 2 activities will aim to achieve the following objectives:

- 1. Continue to operate the pilot** with managed growth in new LHINs (1, 3, 4, 5, 10, 12, 14)
- 2. Prepare for Provincial Expansion** by establishing a scalable provincial service – technology and processes
- 3. Building the value proposition** of EMRs by conducting an EMR Integration Proof of Concept

Physician Compensation

- **Nurse Practitioner Compensation** – Nurse practitioners are salaried for performing eConsults.
- **Requesting Physician Compensation** – Physicians sending an eConsult qualify to bill **OHIP code K738 (\$16/consult)** per rules in Schedule of Benefits. The OMA Economics Department authored a K738 Clarification Guide to assist physicians in correctly using the code. *Please see the eConsult booth for a copy.*
- **Specialist Compensation** - Specialists are paid an hourly rate, pro-rated based on the length of time it takes them to complete an eConsult (\$200 / hour pro-rated).

Demo of eConsult and a Clinician's Perspective



***Dr. Aaron Harris, Family Physician,
South East Toronto Family Health Team***

Aaron is a family and palliative care physician at the South East Toronto Family Health Team and Michael Garron Hospital. He completed his residency at the University of Toronto and is currently a lecturer in the University of Toronto Family Medicine Residency Program.

He is an EMR champion both in the outpatient and hospital setting with a focus on the adoption of e-health, as well as the use of technology to foster improved patient-physician communication.

How Do I Participate?

For more information or to register for eConsult:

- The eConsult team will be in the **Aquarius Room** all day to answer your questions or to begin the registration process.
- Or, email econsult@ontariomd.com

Thank you!

Questions?



The views expressed in this publication are the views of OntarioMD and do not necessarily reflect those of the Province.