

Obstetrician-gynecologist benefits from regular access to electronic health records

An obstetrician-gynecologist (OB/GYN) practicing in the Chatham-Kent area says he accesses the connecting South West Ontario (cSWO) Program's Regional Clinical Viewer, ClinicalConnect™, for about 25 per cent of the patients he sees.

"I use ClinicalConnect on a daily basis," says Dr. George Jacob, explaining that doing so leads to fewer duplicate tests, more timely care for the women he treats and considerable time and administrative savings for his practice.

"It is beneficial in managing patients who have been seen elsewhere and are being assessed for non-urgent issues," Dr. Jacob says, adding "it (also) helps to avoid repeating investigations and saves time and resources."

His comments follow a recent benefits realization study on the use of ClinicalConnect in Dr. Jacob's OB/GYN practice that tracked the care of ten patients, and found the clinical viewer provided significant clinical benefits for all ten of them.

Six of the women avoided duplicate tests and assessments and in three instances, ClinicalConnect enabled a better, more comprehensive understanding of the patients' health histories.

In one case, the clinical viewer enabled a faster decision about starting antibiotics for a woman in labour during a long weekend and in another, it reduced clinical ambiguity to the extent that the patient in question avoided being admitted to the hospital.

ClinicalConnect also helped reduce instances of delayed or incomplete access to patient reports and test results from other facilities, allowing for a redirection of clerical resources to other patient concerns and enabling Dr. Jacob greater flexibility to work remotely, improving his work-life balance.

According to the study, particularly valuable data for OB/GYNs includes lab work like pap tests, Hepatitis B serology, and Group B strep (GBS) results, and diagnostic imaging reports – all of which can be accessed through the clinical viewer.

OB/GYNs incorporate medical, surgical, and obstetrical/gynecological skills and knowledge in the prevention, diagnosis, and management of various conditions and diseases related to women's reproductive health and well-being. According to the Canadian Medical Association, the number of OB/GYNs in the country has increased steadily since 2005 with over 800 practicing in Ontario last year.

ClinicalConnect – Did You Know?

In an effort to keep the ClinicalConnect™ community aware of work to continuously enhance the user experience, part of that work has revealed that Google Chrome, Microsoft Edge, MacOS Safari or Mozilla Firefox will all yield better performance (i.e. speed) over any version of Internet Explorer (IE), and Google Chrome is currently recognized to yield the best performance. We recognize that certain health care organizations may be restricted to the use of IE and work continues to identify ways to improve the performance for these user communities.

In addition, a number of other updates have been made to the cSWO Regional Clinical Viewer, ClinicalConnect, to continuously improve the following functionality: advanced search capabilities, the presentation of the Home & Community Care module's medical contacts lists, 'sort' and 'smart filter' functionality, and other general updates to improve overall portal performance.

Got 30 seconds to spare? New <30 second videos that show how to optimize the ClinicalConnect user experience can be viewed by [clicking here](#). Stay up to date about ClinicalConnect by subscribing to the portal's [eUpdate](#).

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Data quality activities for primary care electronic medical records enable more proactive care

The primary care data sharing (PCDS) project is a regional proof of concept (POC) in south west Ontario that explores the value, challenges and feasibility of sharing a pre-defined dataset from primary care electronic medical records (EMRs) with authorized health service providers through the connecting South West Ontario (cSWO) Program's Regional Clinical Viewer, ClinicalConnect™.

Part of the PCDS POC involves working with the participating primary care teams to identify and conduct data quality activities in order to be able to make the data sharable and enhance information sharing between primary care and viewing sites. In addition to enhancing information sharing externally, a [cSWO Benefits Realization \(BR\) case study](#) has found that standardizing the ways in which patient data is entered into the EMR has positively enhanced the ability of these primary care teams to provide proactive care.

The BR case – which was produced by the eHealth Centre of Excellence in its role as the cSWO Change Management and Adoption Delivery Partner in Waterloo Wellington – takes a close look at how the Centre for Family Medicine Family Health Team (CFFM FHT) has been able to build a predictive analytics model that uses this newly standardized EMR data to compile a listing of their patients who are most likely to be high users of the health care system. These models have enabled CFFM FHT clinicians to proactively address the needs of these complex needs patients and focus on providing preventative care. One form of preventative care is the completion of a Medication Reconciliations (MedRec) – [the benefits of which were explored in a separate BR case](#).

“The identification and predictive modeling process could not have been done without clinicians standardizing the way they enter each problem in the EMR. I believe this approach could improve care in the near future by providing identified patients with more interdisciplinary support, hopefully in turn preventing emergency room visits and hospital admissions,” says Kathryn Flanigan, Nurse Practitioner, CFFM FHT

The cSWO Program is a partnership of four change management and adoption delivery partners (TransForm SSO, South West Region, eHealth Centre of Excellence and HITS eHealth Office), the solution delivery partner (Hamilton Health Sciences), and program manager (London Health Sciences Centre). The regional digital health program is funded by eHealth Ontario as part of the ConnectingOntario initiative.

cSWO Update produced by: cSWO Communications and Stakeholder Engagement Working Group



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Joseph Brant Hospital launches ClinicalConnect blitz with support from the HITS eHealth Office

Joseph Brant Hospital (JBH) provides high-quality services to the community through a wide range of inpatient and outpatient programs focused on acute and chronic care. They recently completed Phase 2 of an exciting Redevelopment & Expansion Project which resulted in the successful grand opening of the *Michael Lee-Chin & Family Patient Tower*. With the completion of this monumental event, the clinical informatics team welcomed the opportunity to work with the cSWO Change Management and Adoption Delivery Partner, the HITS eHealth Office to identify opportunities for increasing awareness and use of cSWO Regional Clinical Viewer, ClinicalConnect™ within the hospital. ClinicalConnect, provides clinicians with real-time access to patient records from all acute care hospitals, Local Health Integration Networks' Home & Community Care Services and regional cancer programs in south west Ontario, plus various provincial data repositories.

To tailor a strategy that would most effectively increase awareness of ClinicalConnect, members of the HITS eHealth Office have been engaging in weekly touch points with Jessica Bennett, the Manager of Clinical Informatics and Brittany Poulias, Local Registration Authority of Clinical Informatics since mid-December 2017. Collaboratively, the team prioritized the departments that would gain the most value from utilizing ClinicalConnect, engaged with clinical leadership and worked with the corporate communications department at JBH to develop the blitz plan targeting these departments and units.

Activities during the ClinicalConnect “Blitz” week of February 12 included:

- An information booth, staffed by members of the clinical informatics team at JBH and the HITS eHealth Office, where ClinicalConnect related questions from clinicians and staff were answered
- A ClinicalConnect training session delivered for clinical educators
- Corporate memos from unit managers to leadership, physicians, and staff to encourage ClinicalConnect usage
- Developing a number of myth busters to debunk common misconceptions and were used:
 - As talking points and visual support at unit huddles
 - On the JBH clinical informatics intranet
 - At the information booth

These activities were successfully planned and executed as a result of the significant leadership of Richard Smith, CIO/Senior Director of IT and eHealth, and the clinical informatics team at JBH. With support from the HITS eHealth Office, the team was able to actively address the needs of various departments. Activities that occurred during the blitz injected clinicians with a renewed interest in ClinicalConnect, and usage by members within the hospital is expected to increase as a result.

The PCDS POC team is now working with additional primary care teams across south west Ontario to complete data quality activities for their EMRs.

Funded by eHealth Ontario



Primary care data sharing proof of concept now LIVE in south west Ontario

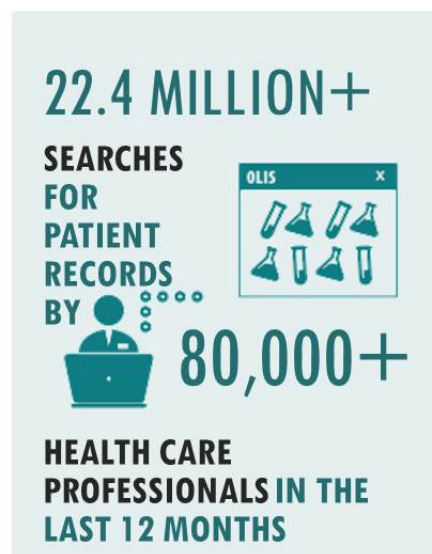
For the first time in Ontario, as of December 2nd, 2017, a sub-set of primary care data is now available to be viewed through the connecting South West Ontario (cSWO) Program Regional Clinical Viewer, ClinicalConnect™. As part of addressing the need to share primary care data across the continuum of care, the cSWO Program's primary care data sharing (PCDS) initiative, funded by eHealth Ontario, has involved performing data quality activities with four participating family health teams (FHTs) that will enable sharing of their electronic medical record (EMR) data to a pilot provincial primary care clinical data repository. One site is contributing now, with the others to come on board in the coming weeks. The eHealth Centre of Excellence (eCE), in its role as one of the cSWO Program's Change Management and Adoption Delivery Partners, is leading this time-limited, multi-phase proof of concept (POC) in collaboration with eHealth Ontario, OntarioMD, the Ministry of Health and Long-Term Care, and the HITS eHealth Office.

“Participating in cSWO’s PCDS project has been an extremely rewarding experience for me as a family physician and for our family health team as an organization. The project has provided incredible support to us in gaining a better understanding of our own data and of how making data quality improvements can positively impact our efficiency and effectiveness,” Dr. Kirk Hollohan, Physician Lead, London Family Health Team, and Clinical Lead, cSWO Program

Outcomes of the project will inform recommendations for the province’s primary care data sharing strategy.

eHealth Ontario Provincial Spotlight

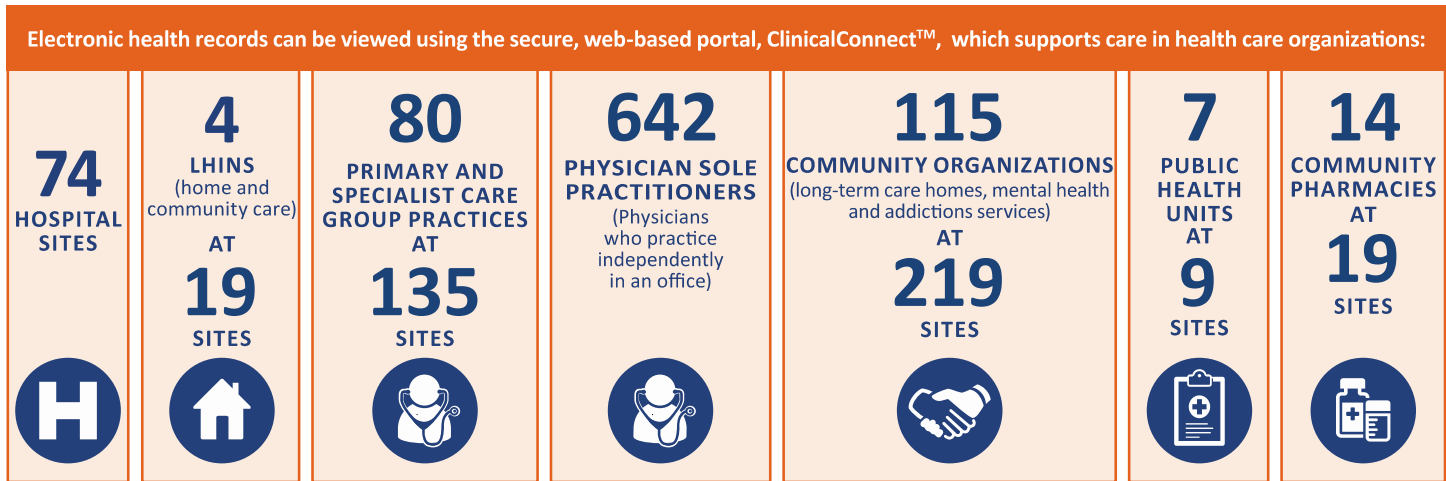
With Ontario’s interoperable electronic health record substantively in place and working, the focus now is on increasing adoption across care settings and increasing the amount of data available. Here are the latest highlights:



Putting Patients First with Electronic Health Records

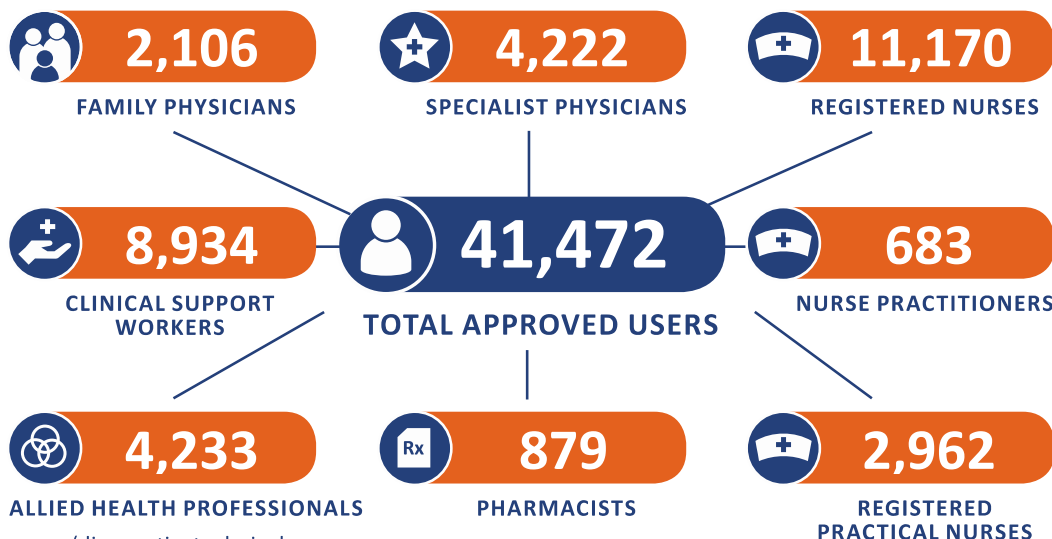
Important real-time patient care information and data for 3.6 million south west Ontario residents is available online for approved health care professionals. The electronic health record system is in place from Windsor to Tobermory to Guelph and through Niagara Falls. Electronic health records provide quick and easy access to the information that health care professionals need to make proactive decisions and support positive patient experiences. Patient information that is available includes records from hospitals, cancer care centres, and home and community care services.

- ✓ Electronic health records make patient information – from lab reports and medication history to x-rays – available in one place for approved health care professionals.
- ✓ Electronic health records are safe, secure and designed to protect patients’ privacy.
- ✓ Access to electronic health records helps reduce medication errors and the need to repeat lab and diagnostic tests.
- ✓ Providing physicians and other health care professionals with fast and secure access to their patients’ information helps them make informed decisions to enhance the delivery of care.



Strong new measures were implemented in July 2017 to meet the new provincial privacy legislation to protect patients’ privacy and confidentiality. The adoption numbers above reflect this new provincial requirement.

Electronic health records, viewed through ClinicalConnect, are being used by approved health care providers:



Users in these professions represent 85% of the total number of approved users, working in both acute care and community care organizations. All information is of January 31, 2018.

LATEST DIGITAL HEALTH NEWS

The province’s Digital Health Drug Repository (DHDR), currently viewable in the Home Meds module of the cSWO Regional Clinical Viewer, ClinicalConnect™, is available for approved users who work in south west Ontario’s 74 hospital sites as well as at six community organizations. With the support of cSWO’s Change Management and Adoption Delivery Partners, and eHealth Ontario, many more community health care organizations are working to meet the provincial requirements to gain access to this critical clinical data in the near future.