

Optimizing patient benefits from cardiac rehabilitation

Chatham-Kent Community Health Centres' (CKCHC) cardiac rehabilitation team is using the cSWO Regional Clinical Viewer, ClinicalConnect™ to fast-track their heart patients' entry into the program and improve clinical outcomes, according to the results of a recent benefits realization study completed there.

The study - conducted by TransForm Shared Service Organization, cSWO's Delivery Partner in the Erie St. Clair region - found that amongst other benefits, using ClinicalConnect helped reduce test duplication as lab results were already available for 90 per cent of CKCHC's patients who had experienced an acute cardiac event.

ClinicalConnect also enabled authorized users instant access to hospital cardiac unit records that otherwise would have had to be requested through the discharging facility's records department - a process that would have led to delays for patients enrolled in the centres' two-days-a-week program. Comprehensive intake assessments are important events in helping build trust with patients after an acute cardiac event.

"I use ClinicalConnect on a daily basis to look up contact information, view labs, and obtain stress test clinic notes for results and clearance from internists to start exercise," says Jody Emerson, Medical Receptionist for Cardiac Rehab Program, CKCHC.

"Having the capability to access contact information and necessary reports saves on duplication of services and, most importantly, speeds up the required process for cardiac rehab patients to begin a positive, long-term lifestyle change."

Privacy and security training for Ontario's electronic health record

Privacy and security training requirements for Ontario's electronic health record (EHR) system apply to sites that view health data from provincial repositories (e.g., Digital Health Drug Repository) through the cSWO Regional Clinical Viewer, ClinicalConnect™, or through the ConnectingOntario Viewer.

These training requirements ensure that all participating organizations of the EHR system have provided standardized privacy and security awareness training to various roles within their organization and that the content of the training is tailored to each of the targeted audiences (e.g., clinical end users, technical staff and local registration authority). This training is to be delivered prior to an individual's initial login into the system and annually thereafter.

To assist organizations in satisfying the EHR training requirements, a variety of delivery methods (e.g., eLearning courses) and other resources have been developed by eHealth Ontario to support organizations to select the most appropriate option for their sites. For example, for those organizations who wish to incorporate the EHR training content into their existing privacy program, eHealth Ontario has developed materials that identify what training messaging is "mandatory" and also guidelines for customizing their existing privacy training.

The cSWO Program Manager and the Change Management and Adoption Delivery Partner (CM&A DP) teams have pulled together a package that includes all of the related training materials and resources. If you would like a copy of this package or should you have any questions, please contact your [CM&A DP](#).

CKCHC's cardiac program consists of patient education on general risk factors, nutrition counseling, stress management, medication, a six-month supervised exercise program and general information on the topic of heart attack and stroke.

With offices in Chatham, Wallaceburg, Pain Court and on Walpole Island, CKCHC are non-profit, community-governed, multi-service health centres that provide primary health care, health promotion and community development services all under one roof.

Clinicians willing to link ClinicalConnect use to clinical priorities through a benefits realization case in Erie St. Clair, please contact Christin Moeller, Benefits Realization Lead, cSWO Change Management and Adoption Delivery Partner, TransForm SSO at christin.moeller@transformssso.ca.

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Health Report Manager improves workflow at busy urologist office

Urology Associates is a urological surgery practice serving the community of Kitchener, with a staff of three urologists, three nurses, two administrative assistants and an office manager. Prior to implementing OntarioMD's Health Report Manager (HRM), the office was overwhelmed by the amount of time it took to process incoming patient reports.

Office Manager, Stephanie Crowther was responsible for this task and said that it typically took five to six hours daily.

"All the reports would come in by fax or medical courier, and then I would gather the documents, sort them depending on which of our urologists were meant to receive the report, then sort them again into three categories: digital imaging, lab reports, and any miscellaneous reporting such as consult notes, and pharmacy requests," explained Stephanie. She would then have to take each report and scan them one-by-one into individual patient charts within the appropriate doctor's electronic medical record (EMR).

As the connecting South West Ontario (cSWO) Program's Change Management and Adoption Delivery Partner for the Waterloo Wellington region, the eHealth Centre of Excellence worked with OntarioMD to deploy HRM to urology associates back in December 2015. HRM is the digital health solution developed by OntarioMD that enables authorized clinicians to securely receive patient reports electronically from participating hospitals and specialty clinics. The reports are delivered directly into patient charts within the clinician's EMR, and include text-based medical record reports, (e.g., discharge summary), and transcribed diagnostic imaging (excluding image) reports.

"HRM has been nothing short of revolutionary for us," said Stephanie, who noted that the tool reduced processing of patient reports by four to five hours every day. With the time saved by HRM, Stephanie has been able to introduce new practices that have made her office more efficient and accessible to patients, such as the implementation of a secure email system and the development of a Twitter account and [website](#). In addition to improving her workflow, HRM also allows Stephanie to rest easy knowing that patient records are being delivered in real-time directly into the doctors' EMRs, so patient care will not be delayed.

HRM is available to clinicians whose EMRs are certified by OntarioMD. If you are interested in adopting this tool Specification, please contact OntarioMD at report.manager@ontariomd.com.

This Update provides a quick snap-shot of activities underway for cSWO, and information from committee and working group meetings.

This Update is to help keep you informed with a high-level understanding of the program, progress and activity.

Produced by: cSWO Communications and Stakeholder Engagement Working Group



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Supporting the change management process with business review meetings

Regular touch points increase organizational engagement with ClinicalConnect

As part of an effective and sustained change management process, the transformational analysts of the HITS eHealth Office, the Hamilton Niagara Haldimand Brant Delivery Partner for the cSWO Program have implemented the practice of initiating regular business review meetings with primary, community, and acute organizations.

These regular touch points with senior leadership and change leads within organizations afford the HITS eHealth Office an opportunity to review, analyze, and share information associated with the adoption and use of the cSWO Regional Clinical Viewer, ClinicalConnect™. The information presented within the meetings includes a review of the significant milestones associated with the organization's adoption process, a high-level review of the accounts allocated, the current rate of meaningful use by role, and a roundtable discussion on the overall adoption and sustainment process. These meetings also serve as an opportunity to highlight the recent and planned enhancements to ClinicalConnect, continual improvement opportunities, as well as discuss any questions that the organization may have concerning the portal, or other eHealth technologies within the region.

The response to the business review meetings has been overwhelmingly positive, with organizations reporting that they perceive a benefit to participating in them on a regular basis. The meetings have resulted in an increased sense of engagement, an opportunity to course correct where necessary, identification of additional potential users, and requests for workflow analysis and training.

"I think that every office would benefit from HRM. There wasn't a lot of effort involved in setting it up, and the cSWO CM&A DP in Waterloo Wellington and OntarioMD have been great about checking in to make sure everything is working correctly. I really believe in this system, and I would encourage other clinicians who aren't using it to get on board," said Stephanie.

Read the benefits realization case study that examined the impact of HRM on clinical workflows [here](#). To participate in a benefits realization case, contact Lirije Hyseni, Benefits Realization Specialist, cSWO Change Management and Adoption Delivery Partner, eHealth Centre of Excellence at lirije.hyseni@ehealthce.ca.



Digital health news from across the province

ConnectingOntario

eHealth Ontario Provincial Spotlight

Regional activities are tangible indicators of the evolution and ever increasing impact Ontario's EHR is making on local communities, but across the province the EHR is making remarkable headway. Province-wide information sharing is fast becoming a reality as more and more systems are being linked, more and more adopters are coming onboard and contributing more and more patient data. Here are a few ehealth highlights from around the province.



ONE Mail Now Available to Individual Physicians

Encrypted email service enables PHI exchange.

For the first time, individual physicians in private practice can now benefit from ONE Mail® — eHealth Ontario's encrypted email service that lets registered health care professionals share patient information quickly, confidently and securely with other registered users.

Currently over 300,000 providers from pharmacies, hospitals, community care access centres, long-term-care facilities, addiction and mental health clinics exchange hundreds of thousands of emails daily.

ONE Mail allows clinicians to have online conversations about patients with other registered providers without compromising patient privacy. It is a secure way to communicate patient referrals, conduct quick outreach between other providers including specialists, and exchange patient data including lab and diagnostic imaging reports. And, it can help accelerate treatment decisions.

"ONE-mail has been great for my private practice", says Dr. Anna Chen, MD, Toronto Central LHIN. "Outside the hospital it is difficult to get secure, encrypted email system to use to communicate safely with other physicians. The directory allows me to find other physicians easily. I'm also able to link it to Outlook and it allows me to create secure patient schedules. I would recommend this to anyone in private practice."

Find out more, contact onemailinfo@ehealthontario.on.ca.

More Physicians Sharing Patient Health Data

At a recent appearance at the College of Physicians and Surgeons of Ontario's Council, eHealth Ontario CEO Cynthia Morton spoke about how the EHR continues to build and link systems, enabling growing numbers of physicians to share and access patients' personal health information.

Highlights from the presentation:

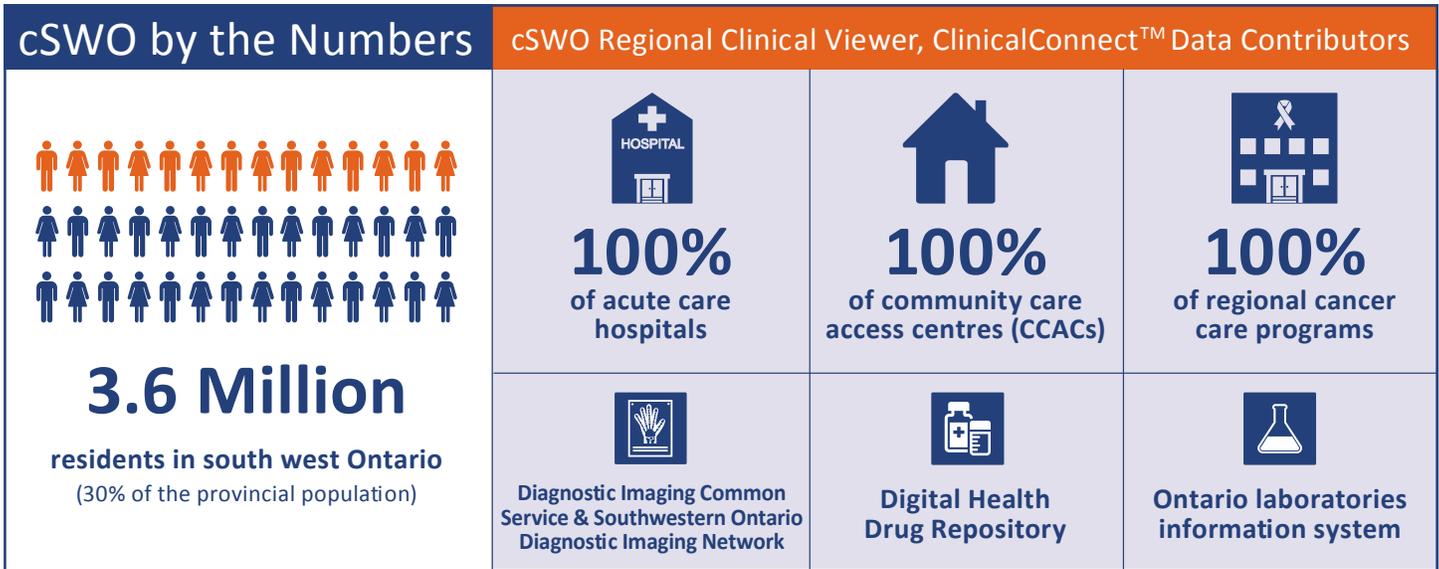
- Ontario's diagnostic imaging (DI) common service is now available to all hospital and community-based health care providers within their regions. The service enables users to share and view patients' DI reports from across most of Ontario, helping clinicians digitally access vital patient information to make faster and more informed decisions about treatment plans.
- Cynthia noted that the College is currently involved in simplifying physician access to the EHR by working towards streamlining the ONE® ID sign up process through the College's secure portal. ONE ID is the identity and access management service that offers a set of systems and processes enabling clinicians to access secure ehealth solutions such as OLIS, DI Common Service and ONE® Mail, reducing the number of IDs and passwords users must manage and remember.
- Cynthia also told Council that eHealth Ontario is working on "merging the most critical patient information from disparate systems and putting it into the EHR space". She noted that the "next chapter" will allow physicians to incorporate the information from different data repositories like the Ontario Laboratories Information System (OLIS) into their own electronic medical record. This would reduce the time spent toggling between systems or printing out relevant information and manually adding it to the patient record.



The connecting South West Ontario (cSWO) Program is part of eHealth Ontario's ConnectingOntario initiative, which is enabling the province to achieve an electronic health record (EHR) solution for all Ontarians. The integrated EHR is being used today across south west Ontario by authorized professionals.

The health care sector organizations (*) reflect the achieved deployments to date. *The targets for these sectors do not represent the total number of organizations in these sectors.* The cSWO Program continues to deploy ehealth solutions to health care organizations to support them in their ongoing efforts to provide high-quality, safe and timely care to residents.

Results achieved as of February 28, 2017



Visit us online for more information:

cSWO Program: ehealthontario.on.ca/en/regional-partners/view/cswo

ClinicalConnect: info.clinicalconnect.ca

Health Report Manager: ontariomd.com

