SCA Program – Leveraging Partnerships to Enhance Patient Care

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System Coordinated Access

eHealth
CENTRE OF EXCELLENCE

System Coordinated Access (SCA) Program

Leading

- An innovative program to improve referral processes

Vision

- To support clinicians and patients with processes and technology to enable more appropriate and faster access to services

Goals

- Support groups of organizations who are seeking to improve access through standardization and coordination of services
- Support the deployment of an eReferral solution that is designed to meet the diverse needs of clinicians and patients

What is Coordinated Access?

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eReferral is the secure and seamless electronic transfer of patient information from one point-of-care client management system into another, via an electronic, web-based platform

eReferral

- Supports coordinated access
- Communication updates automatically sent between providers
- EMR integration
- Automated patient notifications through email
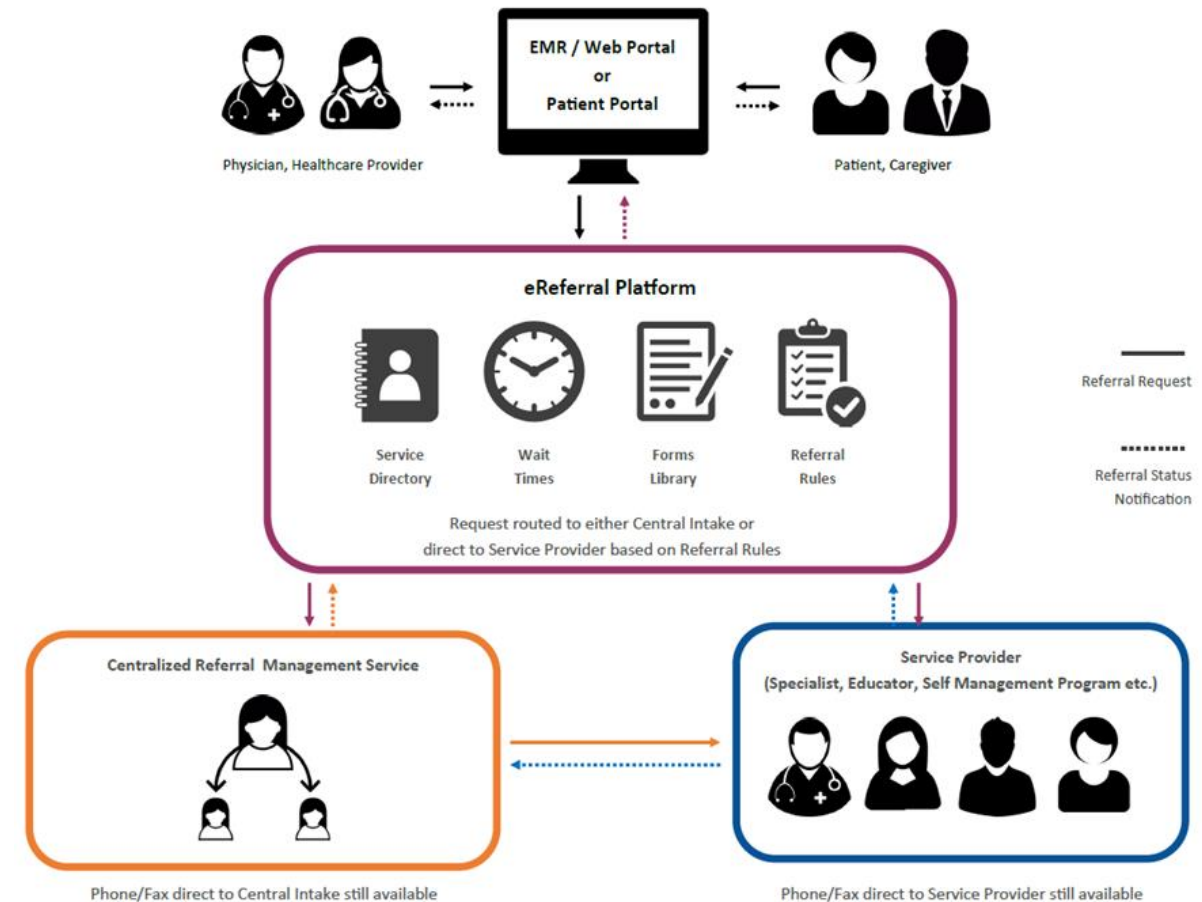
Challenges without eReferral

- One of the biggest challenges in healthcare is the number of disconnected systems that make it difficult to share patient information between providers

- Referrers are unable to efficiently access information about services resulting in uncoordinated care and duplication of services

- Specialists receive incomplete or inappropriate referrals which adds unnecessary time to the referral process

- Lost/stolen faxes with PHI thus duplicate work and worry

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SCA Program and eReferral

- In 2015, the SCA Program, in partnership with the WWLHIN and WW CCAC went to market for an eReferral solution

- 8 LHINs were named as participants on the RFP

- Think Research Consortium was selected to design and implement the Ocean eReferral Network for the region

Innovative eReferral Procurement

The Proof of Concept included:

- Three Pathways: Diabetes, CDPM, Orthopedics

- Third Party Evaluation:
  - Suitability of the solution

  - Vendor partnership

  - Integration with assets

  - Proposed technical architecture for future expansion

  - User satisfaction

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SCA – Waterloo Wellington

Proof of Concept
(September 2016 – August 2017)

- Pathway 1 – Diabetes
- Pathway 2 – CDPM / Self-Management
- Pathway 3 – Orthopedics

Following 2 years - POC +

- Diagnostic Imaging (live April 2018)
- Mental Health & Addiction
- Specialized Geriatric Services
- Community Support Services
- Ophthalmology

Waterloo Wellington LHIN

Working with Partners in Waterloo Wellington

|	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19
Diabetes	Expansion to onboard DEPs & Endocrinologists			
MSK/Orthopedics	Onboard hip & knee Orthopedic Assessment Clinics		Roll out ISAEC and onboard Ortho surgeons	
Community Support Services	Development of Caredove/Ocean integrations to allow PCP eReferral to CSS			Go Live with CSS
Diagnostic Imaging	Continued onboarding high volume referral senders, ongoing DI form improvements		Launch DI Phase 2	
Specialized Geriatric Services		SGS Discovery	Go Live SGS Clinical Intake	
Mental Health & Addictions	CaseWorks/Ocean Integration and MH&A Discovery		MH&A roll out planning and integration build	
Ophthalmology		Planning and development of ophthalmology pathway		
Referral-Sender Onboarding	Continued onboarding of primary care and specialist referral senders			
Specialist and Specialty Service Onboarding	Continued onboarding of referral destinations			

SCA Waterloo Wellington Healthcare Partners

206 Primary Care Physicians | 18 Specialists | 15 Nurse Practitioners
3 Residents | 4 Allied Health Professionals | 4 Other

Current Adoption in Waterloo Wellington

Ocean eReferrals Waterloo Wellington

ehealthce.ca | systemcoordinatedaccess.ca

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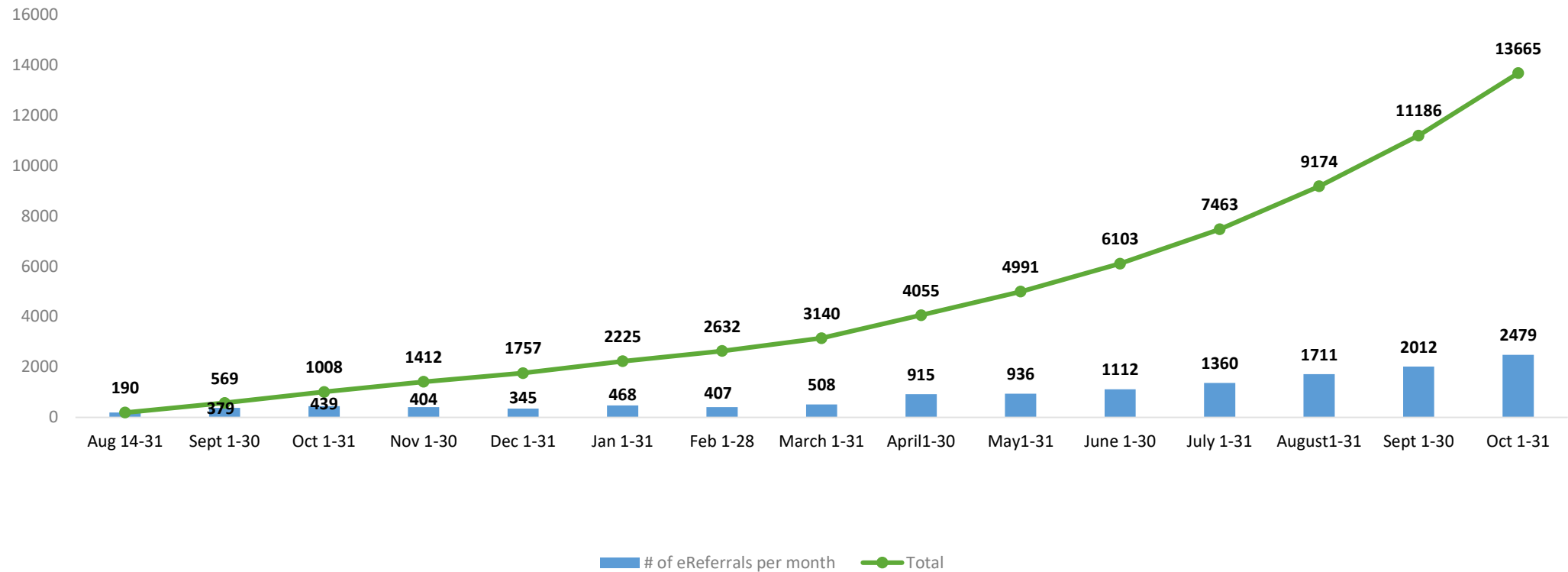
SCA Program LHIN Expansion

- The SCA Program has been funded to support the expansion of eReferral deployment in four additional partner LHINs including ESC, Champlain, NE and SE
- Initial focus in expansion LHINs is on implementing eReferral to support MSK referral pathways
- Plans to scale and expand to additional pathways starting with Diagnostic Imaging

SCA Program LHIN Expansion

Waterloo Wellington LHIN

eReferral live

- Primary Care
- Diabetes
- Orthopedics:
  Central Intake
- Orthopedics:
  assessment centres
- Diagnostic Imaging
- Specialists

Erie St. Clair LHIN

eReferral live

- Primary Care
- Orthopedics:
  Central Intake
- Orthopedics:
  Surgeons

North East LHIN

eReferral enabled

- Orthopedics
  Central Intake
- Orthopedics:
  assessment centres

South East LHIN

eReferral ready

- Orthopedics:
  Central intake
- Orthopedics:
  assessment centres

Champlain LHIN

eReferral preparation

- Orthopedics:
  assessment centres
- Orthopedics:
  Surgeons

SCA Integration Partners

Ocean eReferral Network

PS SUITE EMR

caredove

Excelicare

CASEWORKS
Manage your caseloads.

LHINWORKS

think research

eHealth Ontario

OSCAR

ACCURO®
Electronic Medical Records

Benefits of eReferral

Standardized, pre-populated forms from EMR ensure referrals are complete and significantly reduces declined incomplete referrals

Email updates keep the patient informed throughout the referral lifecycle

Searchable map-based directory

Appointment dates and times can be confirmed by email
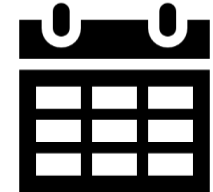
Primary care provider can search for specialties and programs by wait time or by proximity to patient's home

Secure, encrypted data transfer

Patient Experience

- A Patient satisfaction survey (developed by the WWLHIN Patient and Caregiver Working Group) is embedded within the solution and is sent to the patients on the email confirmation of their referral booking.

- Patients have to provide their email address to the clinician who referred them, and provide consent to receive email notifications.

- To date, 33% of the patients with a booked appointment received an e-mail notification.*

- 478 patients have participated in the online patient satisfaction survey.*

*Data updated on Oct 31 2018

What are we hearing from Patients?
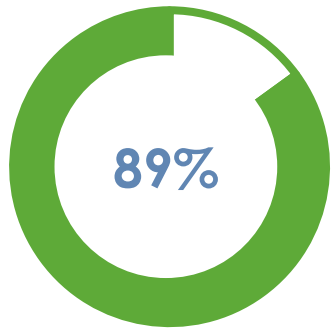
89%
Satisfied with the eReferral Process
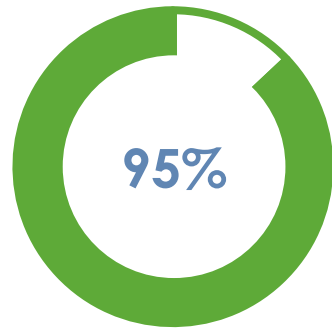
95%
Found eReferral to be an Easy Process
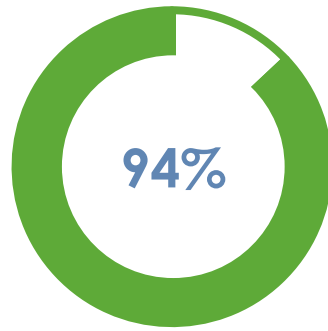
94%
eReferral Notifications Improves the Patient Experience
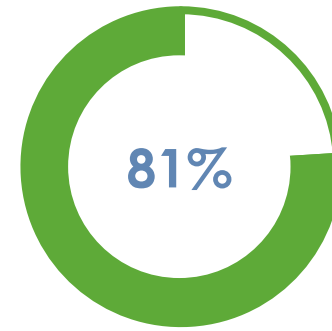
81%
Feel more Informed About their Care

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" Fantastic system...great to see technology coming in place to make things better for PATIENTS "

eReferral Patient

" Loved getting the email confirming my date and time...for sure I felt in control "

eReferral Patient

"
I was very pleasantly surprised at how quickly this process worked, and how quickly I was able to get an appointment.
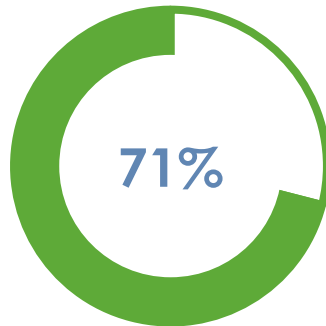"

eReferral Patient

User Satisfaction

1

Post Training Survey: Sent to all new users of eReferral following site set up and training

2

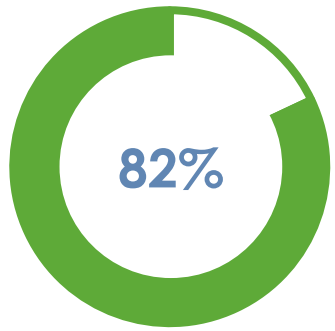Post Adoption Survey: Sent to all users 6 months post adoption of eReferral

User Satisfaction - Early Outcomes

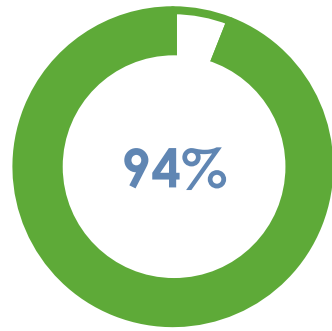**Percentage of Users Satisfied with the new eReferral Solution**

71%

82%
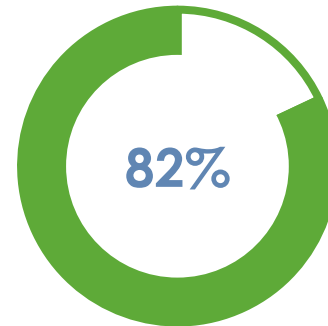
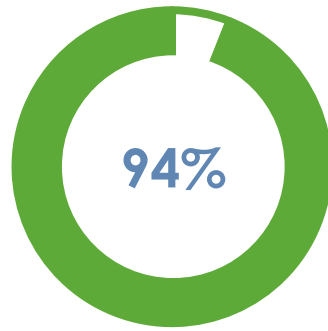**Percentage of Users who would recommend eReferral to their colleagues**

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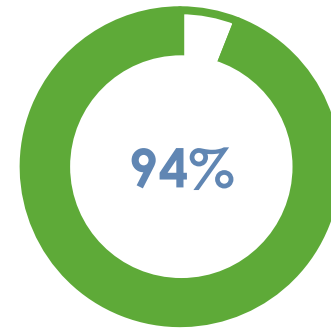# User Satisfaction – Early Outcomes
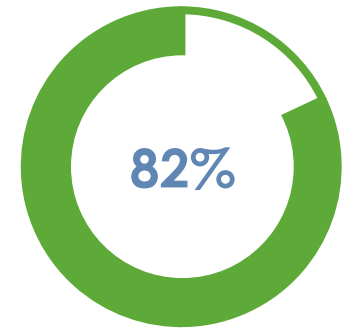
82%

eReferral is reliable

94%

eReferral provides privacy of my information

94%

eReferral provides privacy of patient information

94%

eReferral system is easy to use

82%

The system response time is acceptable

Questions and discussion

Join our **WEBINAR** for a live demo
November 28th, 2018 at 12pm
to register e-mail:
eReferral@ehealthce.ca