Connecting South West Ontario Program

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Agenda

• cSWO Program
  • Program status – stats and facts
• cSWO Regional Clinical Viewer, ClinicalConnect™
• Benefits for public health units
• Appendix # 1
cSWO Program

• Connecting south west Ontario health care providers across the continuum of care by leveraging existing provincial, regional and local ehealth solutions.

• Integrated electronic health record (EHR) live in south west Ontario today giving physicians and clinicians secure access to 3.6 million residents’ medical information.

• Deployment of solutions through best practice change management and adoption strategies.

• Implementation of a Benefits Realization Program to distinguish the clinical, organizational, and economic value of the integrated EHR.
cSWO Program Regional Clinical Viewer, ClinicalConnect deployment status against targets as at April 30, 2016

- 41,489 of 36,241 registered users target - 114%
- 69 of 69 hospital sites - 100%
- 2,029 of 1344 target primary care/secondary/other physician practices - 151%
- 4 of 4 community care access centres - 100%
- 286 of 265 target community sector orgs - 108%
- 4 of 16 target public health units - 25%
cSWO Regional Clinical Viewer, ClinicalConnect™
What is ClinicalConnect?

• A secure, web-based portal that provides physicians and clinicians with real-time access to their patients' electronic medical information

• Currently integrates data from:
  – 67 acute care hospital sites
  – 4 community care access centres (CCACs)
  – Regional Cancer Programs
  – 2 Provincial Data Repositories (Southwestern Ontario Diagnostic Imaging Network (SWODIN) & Ontario laboratories information system (OLIS))

• Accessible on desktop and mobile devices
What’s in ClinicalConnect?

• The order in which modules and data display can be customized to suit individual user’s preferences

• Colour-coded indicators will appear in the module list for encounters when new results are available

• Complete list of available data: [http://info.clinicalconnect.ca/integration](http://info.clinicalconnect.ca/integration)
Data Consumers

- Typical users of ClinicalConnect include:
  - Physicians
  - Nurses
  - Clinical support staff (sponsored by physicians)
  - Dieticians
  - Infectious Diseases Staff
  - Midwives
  - Occupational Therapists
  - Physiotherapists
  - Pharmacists
  - Psychologists
  - Social Workers
  - CCAC Care Coordinators

- Complete list of organizations authorized to view data: http://info.clinicalconnect.ca/CC/participating-organizations
Key Benefits of ClinicalConnect

Workflow Efficiency:

– Reduces calling/faxing time to locate hospital reports, discharge summaries, consultations, OLIS data

– Reduces repeat tests and helps speed up treatment by referencing regional investigations

– Creates more complete view of patient with data from multiple sources displayed in one consolidated view
Key Benefits of ClinicalConnect

Safety & Quality of Patient Experience:

- Reduces inconvenience, travel time, discomfort
- Reduces exposure to diagnostic imaging radiation
- Helps decrease re-admissions
- Relies less on patient and family recall
- Eliminates burden for families/Substitute Decision Maker to obtain hospital records
Key Benefits of ClinicalConnect

Transitions of Care:

– Improves transitions across continuum of care, and improves repatriation of patients back into community by enabling better supports

– Reduces miscommunication with access to real-time electronic information

– Provides ability to screen for infectious diseases so staff can take appropriate precautions to protect other patients and staff
How to Get Access to ClinicalConnect

Possible ways to access ClinicalConnect include:

1. Organization becomes a Participating Organization by signing ClinicalConnect Data Sharing Agreement (DSA)
2. Physicians can be provisioned for access by the ClinicalConnect Participating Organization at which they are credentialed, and then they can sponsor clinical staff working with them in the hospital or in their community-based practices
How To Get Access to ClinicalConnect

### Becoming a Participating Organization by Submitting a Data Sharing Agreement

- Qualifies as a Health Information Custodian (HIC)
- Is able to support a governance structure involving:
  - a **Local Registration Authority** (LRA)/backup LRA
  - a **Central Point of Contact** (CPC)
  - a **Privacy Officer** (to hold a seat on the ClinicalConnect Privacy Advisory Committee)
- Complies with the Privacy & Security Self-Assessment
- Carries a general liability insurance as stipulated in the DSA

*Please read the [Data Sharing Agreement](#) for complete details*
Privacy & Security

All health care organizations participating in ClinicalConnect are required by the Personal Health Information Protection Act (PHIPA) to protect patient privacy and the security of information.

- Health care providers are regulated by law and professional code of conduct
- Accesses to patient information must be for authorized purposes only
- Must be directly involved in the patient’s “circle of care”
- All access is subject to audit to ensure and protect the privacy, security and confidentiality of patient information
Benefits for public health units
What we are hearing from other public health units

Region of Waterloo Public Health (PH)

- ClinicalConnect partner since 2015
- trained members of their infectious disease and sexual health departments
- easier for public health workers to manage infectious disease and sexual health cases
- access lung X-rays through ClinicalConnect to complete tuberculosis cases
- review critical lab and microbiology reports important to public health cases
What we are hearing from other public health units

June Armstrong, RN: in the Infectious Disease and Tuberculosis Control Program

• ClinicalConnect enhances the ability of infectious disease nurses to follow up on their cases.

• “ClinicalConnect is great – very simple to log on to and navigate”

• “Prior to ClinicalConnect, we often needed to connect with our infection control practitioner hospital colleagues directly by phone. At times, if they were not available or it was after hours, we would have to wait until they returned our calls, thereby delaying follow up.”

• With ClinicalConnect, June can access the information she needs instantly. This allows her to be much more efficient in her work and reduces the calls she has to make to infection control inside the hospital.
cSWO Benefits Realization underway

What are some of the ways we measure / identify benefits realization?

• Adoption/usage metrics
• Usability/satisfaction surveys underway
• Hospitals and primary care are being surveyed with respect to efficiencies related to data management (acquisition, distribution, conversion, etc.)
• Compiling a growing list of demonstrated clinical benefits and quantitative data points
Thank you.
ClinicalConnect Screen Shots

Labs
Diagnostic Imaging
## Labs – List View Trending

![Labs: List](image)

**Timestamp:** Friday, April 1, 18:41

**Displaying 1-50 of 66 total**

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**Labs – List View Video** *(SWF) | (HTML5)*
Lab: List View – Ontario Laboratories Information System (OLIS)

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OLIS Trending Limitation: OLIS data is currently not available for trending (indicted by the orange outline) as the data is not normalized.
Radiology – *(Reports & HHS Images)*

### Radiology

*(Timestamp: Friday, December 19, 16:36)*

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Image viewers approved for diagnostic use.
Radiology- CT of Head

Image viewers approved for diagnostic use
cSWO by the numbers

3.6 Million residents in south west Ontario (30% of the population)

35,000 users (cSWO Regional Clinical Viewer, ClinicalConnect™)

1,700 participating health service providers

100% of acute care hospitals

100% of community care access centres (CCACs)

100% of regional cancer care programs
ClinicalConnect Total Logins by Quarter

Total Logins to ClinicalConnect by Quarter

- Q1 - 2013
- Q2 - 2013
- Q3 - 2013
- Q4 - 2013
- Q1 - 2014
- Q2 - 2014
- Q3 - 2014
- Q4 - 2014
- Q1 - 2015
- Q2 - 2015
- Q3 - 2015
- Q4 - 2015

ClinicalConnect™
CONNECTING SOUTH WEST ONTARIO
How ClinicalConnect Fits In

• ClinicalConnect is the Regional Clinical Viewer for the cSWO Program, funded by eHealth Ontario

• Hamilton Health Sciences is the solution provider deploying ClinicalConnect across south west Ontario

• The cSWO Program is foundational to eHealth Ontario’s commitment to integrate electronic health information for all Ontarians
ClinicalConnect on Mobile Devices

• Provides real-time, anywhere, anytime access

• Available on:
  • Apple® OS devices
  • Blackberry® (with minimum OS version 5.0 or higher)
  • Android™
Frequent ED Visits Flag

- Provides immediate visual indicator for patients with five or more visits to EDs at acute care facilities in south west Ontario in last 366 days
- Visits are counted based on details aggregated from source hospital systems in Visits module
- Although available ED visits with HIS-based consent directives are 'counted', details remain blocked