Practical Ideas for OHTs on Leveraging Virtual Care

Dr. Ed Brown

Up On Digital
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Health System Transformation
Ontario Health Teams in Year 1

Patient Populations
- Seniors with greatest need
- Chronic and complex care
- Mental health and addictions
- Palliative care

Target
2-5% of patients receive virtual care
The evolving digital health landscape in Ontario

Significant systemic change efforts are underway to leverage digital assets to modernize health care and increase access and convenience.

On November 13, 2019, the Minister announced the 'Digital First Strategy'

1. Virtual Care
2. Online Appointment Booking
3. Data Access & Portability
4. System Interoperability & Digital Tools
5. Data Integration & Predictive Analysis
Virtual care policy change

The announcement included the decision to enable the following **Ontario physicians** to **bill** for Direct-to-Patient Video Visits through OTN:

- All specialists
- GP focused practice designated physicians
- Primary care physicians in a patient enrollment model delivering care to rostered patients

**Direct-to-Patient Video Visit:**
A synchronous video visit with a patient **in the home** or another location of their choice
Evolving virtual care landscape

OTN is...

... working closely with the MOH to expand access to:
  • a wider range of virtual care (e.g. patient secure messaging)
  • technologies other than those offered by OTN

... a member of the **Digital Health Partners Consortium**, with MOH, Ontario Health and OntarioMD in support of **OHTs**:

  Change management - Unified tech support - Reporting - Communications – Planning

... engaging with **OHTs**, to understand their needs and support their unique patient population targets
Making Change Happen
Virtual Care

... is the delivery of health care over a distance

Goal:
• Better patient experience and outcomes
• More efficient care

Virtual care is a service - not a technology
Planning virtual care

What delivery issue are you addressing?

Who needs to be involved & Why will they?

How will you deliver?
The goal
Help people succeed at home dialysis, rather than hospital hemodialysis. Reduce hospitalizations and increase quality of life.

The tool
eQConnect by eQOL

How it works
Patients are provided with a tablet through which to transmit up-to-date data from home and connect with their health care team. The tool also tracks treatments and supplies, and supports patient self-management.

The impact
430 patients enrolled

95% of patients reported feeling better supported by their nurses

$145 per patient per month estimated supply cost savings
The goal
Improve transitions in care for medically complex patients
Prevent or reduce the need for urgent ER/Hospital visits

The tool
OTN’s Virtual Visits

How it works
Discharged patients benefit from addressing clinical and social issues that are not easily identified in the hospital. Complex patients with recurrent exacerbations of underlying medical issues have urgent and emergent needs addressed, preventing deterioration.

The impact
- **84%** Decrease in ER visits for medically complex patients
- **95%** Of patients and families were highly satisfied with the H2H Program

More than 1,100 patients have been registered. The H2H program undertakes 10-15 virtual visits per week.
Pediatric remote NICU monitoring
University of Virginia

The goal
Reduce length of stay for premature infants admitted to the Neonatal ICU and improve the quality and timeliness of transition home.

The tool
Locus Health’s Remote Monitoring and Engagement Platform.

How it works
Parents of eligible infants are given a tablet that enables them to “take the care team home”. Key metrics such as daily weights, daily feeding intake, output, and SpO2 are transmitted. Parents use secure photo and video capabilities to connect when issues or alerts arise.

The impact
Since January 2018, more than 150 infants have been enrolled into the program.

- **8.1 days**
  Decrease in average NICU length of stay

- **57%**
  Increase of oral feeds in remotely monitored infants at home
Cancer coaching through virtual care
Ottawa Regional Cancer Foundation

The goal
Expand health and social care for cancer survivors beyond the bricks and mortar of the clinic with virtual care technology

The tool
NexJ Health’s Connected Wellness Platform

How it works
Patients schedule and participate in virtual coaching sessions and access self-management resources to support goal setting, problem solving, decision making and psychosocial support for practical, informational, physical, emotional and spiritual issues.

The impact

70%
Improvement in Patient Activation Measurement

85%
Patients agree that their quality of life has improved

Since May 2018, more than 600 patients have been onboarded and used the platform.
**Virtual palliative care keeps patients comfortable at home**
Champlain Local Health Integration Network

**The goal**
Improve access to care, increase patient and caregiver satisfaction and reduce travel

**The tool**
Vivify Health’s Remote Patient Monitoring platform

**How it works**
A remote monitoring solution is delivered to the patient/caregiver home. The tele-palliative care protocol uses a set of questions that the patient/caregiver completes as part of symptom management and ongoing care. The care team is provided real-time updates and alerts based on changes in symptoms.

**The impact**

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<tr>
<th>68% -&gt; 27%</th>
<th>85%</th>
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<tbody>
<tr>
<td>Self-reported potential decrease in ER use</td>
<td>Of patients and families were ‘satisfied’ or ‘very satisfied’</td>
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</tbody>
</table>

A total of 120 patients were enrolled in this pilot that ran October 2017–March 2018
Intensive hospital partnership program
Intensive hospital partnership engagement process

1. Senior leadership team engagement
2. Planning workshops x 2
3. Build the plan
   o Governance
   o Identify clinical champion(s)
   o Projectize
   o Identify toolkits and resources
   o Provisioning support
   o Workflow analysis
   o Evaluation plan
Intensive Hospital Partnership

Why – Modernize Patient Experience

Goal is to become a Virtual Care Centre of Excellence

Progress
✓ 5 new VC programs launched in first 9 months involving 70 healthcare providers
✓ 517% growth of direct-to-patient video visits
✓ Established Physician Virtual Care Lead positions to drive adoption of virtual care
✓ Developed a scalable process for VC integration into EPIC environment

How
• Commit - internal leadership & governance
• Communicate – regular SC meetings
• Focus - start with ‘quick wins’
• Flexible – consider EPIC future state
Reversing the Strategy Arrow

We can design models of care delivery that accomplish patient-centred care
OTN Vision

Every Ontarian has access to the best health care, when and where they need it

1,751 health care orgs – 38,107 OTNhub users - 14,759 physicians
Support available through OTN

Resources

Curated knowledge products on otn.ca:

• Patient, provider and partner stories
• Models of care
• Solutions for providers
• Solutions for patients
• Connected blog
• Extensive planning and implementation best practices, toolkits and training resources

Advisory Service

OTN has a long history of working with partners to support implementation of new models of care

A (free) service aimed at OHTs exploring needs, pain points, and gaps, with a focus on target patient populations and unique regional considerations is under development
Understanding your populations and virtual care use

Ontario Health Team – Virtual Care Report

- Video Visits
  - Video Visits by OHT Providers: 451
  - Video Visits by Non-OHT Providers: 4%

- Patient Location
  - 96% Video Visits by OHT Providers
  - 4% Video Visits by Non-OHT Providers

- Number of Video Visits by OHT Partner
  - MGH: 22
  - PH: 12
  - TC: 1
  - SRC

- Growth Rate
  - OHT Video Visit YoY Growth: 114%

- Provider Adoption
  - 10 OHT Physicians Using Video
  - 15 Other OHT Providers Using Video

- Video Visits by Specialty
  - Mental Health
  - Cardiology
  - Obstetrics
  - Aerosol Therapy
  - Others

Virtual Care in Ontario by the Numbers
- 2019/2020
  - 353,380 Patients Received Care Virtually
  - 35% YoY Growth
  - 1,045,389 Total Virtual Visits
  - 29% YoY Growth
  - 26,831 Patients Managing Their Care With a Virtual Self-Care Solution
  - 32,000 Patients Received Primary Care Virtually

- Primary Care
  - 864 Total OHT Primary Care Provider Virtual Visits
  - N/A Virtual Visits Using Secure Messaging
  - N/A Virtual Primary Care YoY Growth
  - N/A OHT Providers Using Virtual Primary Care

Ontario eConsult Program
- 226 Total OHT Provider eConsults
  - 0% eConsult YoY Growth

- Case Consultation
  - MGH: 29
  - PH: 6
  - TC: 21
  - SRC

- Chronic Care
  - 432 Total Remote Care Management Enrollments Across All Programs in TC LHIN
  - THC\(N=314\)
  - MEIDY\(N=109\)

- Remote Care
  - 115% Big White Wall Enrollment YoY Growth

- Big White Wall
  - 851 Total Big White Wall Enrollments in TC LHIN

- Mental Health Support
  - Contact OTN

- Teleophthalmology
  - 321 Total Patient Images Screened
  - 75% Patient Images Screened YoY Growth
  - 49% Patient Images Screened With Diabetic Retinopathy

- Substance Use
  - Leveraged by LHINs to improve workflow efficiencies, support efficient resource use, and enhance communication within the circle of care.

- Surgical
  - Leveraged by CE LHINs to support wound care best practices, resource use, and outcomes

- Wound Care
  - Leveraged by the CE LHIN to support wound care best practices, resource use, and outcomes

Other Virtual Models
- Mood & Anxiety
  - Leveraged by Post Secondary Institutions to improve access and support students in coping with the symptoms of anxiety and depression.

- Big White Wall
  - 115% Big White Wall Enrollment YoY Growth

- TBD
  - Accounts Logged in More Than Once Across Ontario

If you would like assistance with your virtual care activity, please contact us.

* Data presented is for TC LHIN.
1 Video Visit where the patient was hosted at an OHT site.
Meeting Priority Population Needs Through Virtual Care

Get inspired by how virtual models can enhance the delivery of integrated patient-centred care. Find everything you need here to learn about, measure, plan, adopt and implement virtual care to meet the needs of your patients and providers.

Explore new patient care pathways for priority populations

Find out about virtual care models and solutions

Understand your virtual care utilization and potential

Start planning to implement virtual care
Patient Care Pathways by Priority Population

Virtual solutions can connect patients, information, resources and providers while removing barriers such as distance, time and cost, for enhanced – and simpler – access to care. See how virtual models can help deliver seamless care across sectors, at every step of the process, for Ontario’s priority populations.

Select a patient population to see how virtual care can make a difference:

- Mental Health and Addictions
- Seniors and Others with Chronic Care Needs
- Palliative Care

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**Patient: Carol**

Carol, 83, is a grandmother coping with multiple complex chronic diseases. Her daughter lives hours away and Carol experiences loneliness, hopelessness and anxiety about her condition. She’s had a few serious episodes that resulted in hospital admissions and was identified for ‘alternate level of care.’

Carol is admitted to hospital and experiences difficulties at discharge due to lack of support at home.

Carol is welcomed into the program by the program coordinator at her Family Health Team.

Her physician recommends a remote monitoring program.

Carol records her daily vitals and her primary care team can keep track of her progress.
Virtual Care Models and Solutions

Many health care organizations, in Ontario and beyond, have successfully developed new models of care supported by virtual care solutions and technologies. Explore profiles that highlight the model, program objectives, evidence generated, change management, and technology, all the considerations that pave the way for successful implementation.

Model of Care Profiles

Remote Monitoring for Hospital and Home
The SMARTVIEW trial evaluates the use of virtual care for improved surgical recovery. read more

Video Visits Enhance Access to Neurology Care
Kingston Health Sciences Centre connects with 30% of stroke patients virtually. read more

Increasing Access to Mental Health Support
LHRI evaluates virtual care as an alternative access point for mental health support for youths. read more

Virtual Care Solutions

The Ministry of Health’s Digital Health Playbook provides an overview of virtual solutions, requirements, and policy directions to guide the efforts of Ontario Health Teams. Find out more below about the OTN options included in the playbook.

Provincial eConsult Program
Video Visits
Remote Monitoring
Virtual Palliative Care
Mental Health Solutions
Surgical Transition Solutions

Discover more solutions & programs >>
Measuring your Virtual Care Utilization and Potential

Assessing readiness for virtual care and determining current state utilization of virtual care solutions and programs will help facilitate planning for Year 1 activities. As per the example below, OTN can help you generate the data necessary to establish a baseline in order to target growth.

**Sample Virtual Care Data for OHTs**

- **Video visits by specialty**
  - 28% Mental Health & Addictions
  - 18% Bariatrics
  - 15% Respirology
  - 12% Thoracic Surgery
  - 8% Primary Care
  - 19% Remaining

- **470** Total video visits by OHT partners (including OTN & partner video services)

- **118%** OHT video visit year-over-year growth

- **237** Total OHT provider-to-provider eConsults
  - Learn more about eConsult >>

- **334** Patients screened with diabetic retinopathy
  - Learn more about Teleophthalmology >>

- **109** Total remote care management enrolments (by LHIN)
  - Learn more about Remote Patient Monitoring >>

- **115%** Year-over-year growth in Big White Wall enrolments (by LHIN)
  - Learn more about Big White Wall >>

Contact OTN about data for your region
Practical Tools to Help you Plan for Implementation

A wealth of resources are available to support you along your virtual care adoption journey. Below you will find our insight series — with helpful tips to guide you along the virtual care journey — as well as resources to help with planning and setting the stage for successful implementation.

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**Insight Series**

1: What is virtual health care & why should I care?  
[Read More >>](#)

2: Virtual care at work in Ontario  
[Read More >>](#)

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**Resources**

- **Business Case Template & Samples**
  Build on pre-populated priority population-focused sample business cases  
  [Download](#)

- **Privacy Centre**
  Privacy policy information for patients, consumers and health service providers in virtual care.  
  [Go to Privacy Centre](#)

- **Readiness Checklist for Video Visit**
  Learn what you need to get started using video at your organization.  
  [Download](#)
OHT Advisory Service

- **eVisit Planning and Implementation**
  - Mental Health and Addictions
  - Multiple Chronic Conditions /Seniors*
  - Palliative Care*

- **Patient Population Planning**

- **Business Oriented Support**
  - Data and Analytics
  - Business Case*
  - Maturity Assessment*

* Under development
The Digital Health Service Catalogue

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**Video Visit**
- Connecting providers and patients through a unified provincial network

**Virtual Emergency Services**
- Virtual Critical Care
- Telesstroke
- Virtual Emergency Care

**Digital Self-Care: Telehomecare**
- Six-month intensive coaching and remote monitoring for patients with chronic disease

**eVisit Primary Care**
- Patient-initiated rapid access to their own primary care provider through secure messaging

**eConsult**
- Online tool for primary care providers to access specialists' advice

**Health Services Directory**
- Comprehensive provincial directory with profiles of over 25,000 specialists and telemedicine sites

**Vendors of Record**
- Palliative care at home
- Wound management
- Surgical Transitions
- Mood and Anxiety
- Substance Use Disorder

**Mental Health**
- Big White Wall: Online self-management tool offering real-time peer support and resource access
- iCBT - virtual cognitive-based therapy

**OTN programs and solutions**
- **Improve Access to Specialized Care**
  - Optimize access to specialists
  - Reduce wait-times
  - Reduce cost of specialty care

- **Reduce Pressure on Hospitals**
  - Prevent Admissions
  - Improve transitions in care
  - Move hospital care to the home

- **Modernize Consumer Access to Care**
  - Modernize Primary Care Access
  - Create easy access to innovative mental health
Partner Video Program

- Enables physician billing using technology-of-choice
- Provincial video and secure messaging standard
eVisit Primary Care Pilot

- Secure messaging, audio and video with your own primary care physician
- Testing new physician policy
- Largest virtual care pilot in Canada to date included:
  - 5 LHINs
  - 275 physicians
  - 33,840 patients
## Innovation – procurement program

### Moving Care to the Home

<table>
<thead>
<tr>
<th>Service</th>
<th>VoR Available</th>
<th>Pilot Evaluation Complete</th>
<th>RFP Underway</th>
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<tr>
<td>Post-Acute Care</td>
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<td>Surgical Transitions</td>
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<td>Home Dialysis</td>
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<td>Palliative Care in the home</td>
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<td>Community Wound Care</td>
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<td>Substance Abuse Self-Management</td>
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<td>Chronic Pain</td>
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<td>Virtual Patient Assessment &amp; Triage Tool</td>
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<td>eVisit Primary Care</td>
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<td>Anxiety and Depression</td>
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<td>iCognitive Therapy</td>
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A procurement is currently underway for VoRs that can provide advanced patient navigation, self-care and automated triage services.

The initial goal is to pilot with one OHT, leveraging the solution as a front end to the Primary Care eVisit secure messaging application. The solution will enable some patients to self manage, but for those that do need to access a provider, it will ask them questions based on their symptoms. The solution will then present a more complete patient record to the primary care provider along with evidence-based diagnosis and treatment recommendations.

Virtual Patient History and Assessment Tool RFSQ

Patient “Front Door” to their OHT (mock-up concept)
Summary

- Implementing virtual health care is implementing a new customer service process
- It offers the potential of both better service to patients and more efficient delivery
- It requires structured planning
- OTN may be able to help in several ways
Thank you