Update from OntarioMD

Digital Physician Practice Optimization

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Who is OntarioMD (OMD)?

- **A wholly-owned subsidiary of the OMA**, funded by Ontario Health

- **A lead digital health delivery partner for Ontario Health**

- **EMR Certification and EHR integration**

- **Change management and adoption experts**

- **Peer Leader and Advisory Service:** support for individual clinicians, clinics and OHTs

- **Digital Advocacy:** We approach technology from a "reducing digital burden" lens with the **clinician at the centre**

- **Digital health education:** Conferences, webinars, etc.

- **Privacy & Security expertise**

21,000+
Ontario clinicians use certified EMRs

Funded by Province of Ontario (Ontario Health) via a TPA (Transfer Payment Agreement) **to deliver digital health solutions for the province**

What is the goal of OMD, in conjunction with OMA?

OMD, in alignment with the OMA, is working to take clinical practice and clinical *practices* to the next level of digital modernizaton and optimization:

Better business processes

Technology enablement everywhere

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Reducing Clinicians' Administrative Burden

> Technology should improve your life... not become your life.
>
> — BILLY COX
>
> GRACIOUSQUOTES.COM

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How bad is it?

- According to the Ontario College of Family Physicians, physicians spend **19 hours a week** on paperwork or administrative tasks.

- They are spending more time in front of computers during clinical interactions.

- The Ontario Medical Association reports that **40% of physicians are considering retiring in the next five years** due to burnout, leaving millions of patients without a family physician.

- Ontario needs solutions to this challenge.

19 hours a week
on top of a 40 hr + work week

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Challenges and Burnout
What makes clinicians' lives difficult
Source: 2022 OntarioMD Clinician Survey

We asked clinicians to tell us about digital health challenges.

Their <u>five greatest challenges</u>?
- Usability
- Integration between their EMR and other tools
- Communication with other doctors and providers
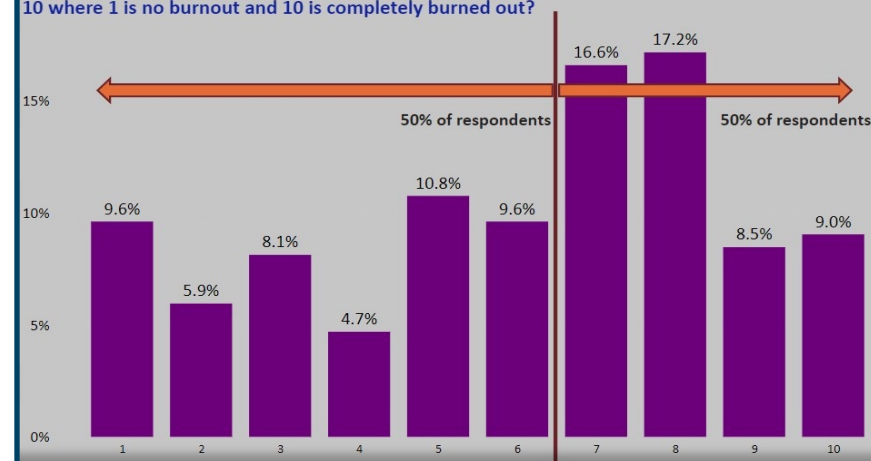- Time
- Patient Engagement

We asked clinicians to rate their tech-related burnout.

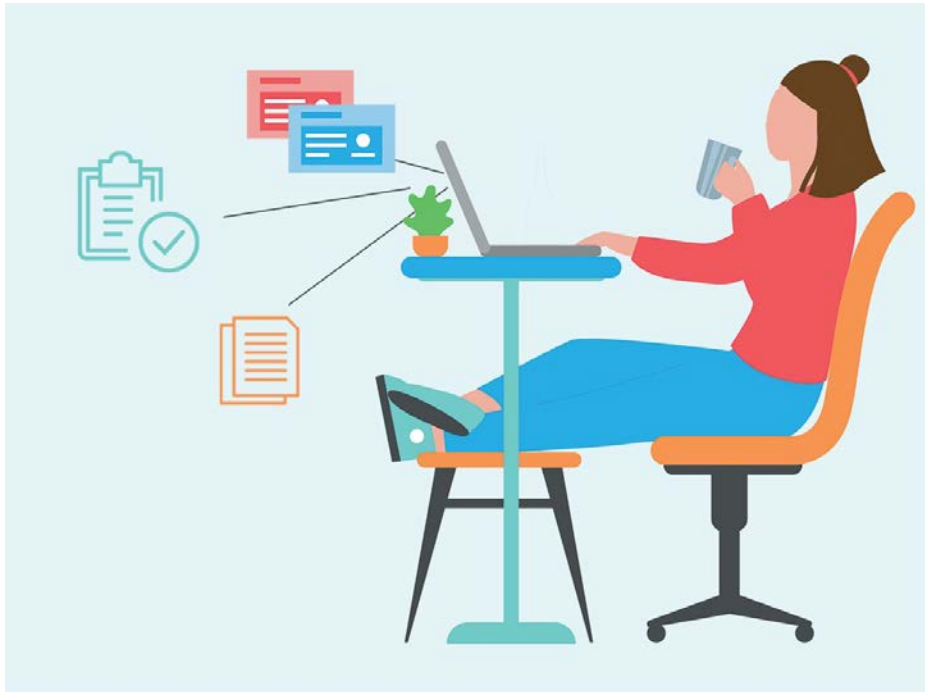Over 50% said **7 or higher** (10= "completely burned out").
The <u>top five causes of their burnout</u>?
- Inbox and administration
- Integration and compatibility of tools
- Time and speed
- Duplication
- Documentation

How would you rate your level of burnout associated with digital health technology, on a scale of 1-10 where 1 is no burnout and 10 is completely burned out?

Rating	Percentage
1	9.6%
2	5.9%
3	8.1%
4	4.7%
5	10.8%
6	9.6%
7	16.6%
8	17.2%
9	8.5%
10	9.0%

50% of respondents | 50% of respondents

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What is OntarioMD doing about it?

- Physician practice optimization:
  - Standardized businesses processes
  - Guided by better and better technology
  - Training physicians and their staff on how to be more efficient and/or effective
  - Centralized solutions (business and technology) that doctors can count on from OMD and OMA and partners

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OUR PRODUCTS AND SERVICES

Our Partners:

- OTN
- eConsult
- Ontario Local Health Integration Network
- Ontario Health Shared Services Ontario
- Ontario Health Quality Ontario
- Canada Health Infoway / Inforoute Santé du Canada
- eHealth Ontario

Partnered Initiatives:

- eCONSULT DEPLOYMENT AND EMR INTEGRATION
- HEALTH REPORT MANAGER
- eNOTIFICATIONS
- DIGITAL HEALTH SERVICES BUNDLE
- OLIS DEPLOYMENT
- eHealth Ontario ONE ID
- eHealth Ontario ConnectingOntario
- eHealth Ontario ONE Mail

OntarioMD Initiatives:

- OMD CERTIFICATION PROGRAM
- INSIGHTS4CARE i4C
- i4C DASHBOARD
- i4C ADVISORY SERVICE
- PEER LEADERS
- PRIVACY AND SECURITY TRAINING AND RESOURCES
- EMR PROGRESS ASSESSMENT TOOL
- EMR: EVERY STEP CONFERENCE
- DIGITAL HEALTH AND VIRTUAL CARE DAY
- eAGREEMENTS
- OMD EDUCATES
- OMD CONNECTS
- OMD PARTNERS
- VIRTUAL CARE

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Digital Practice Optimization Plan

- Create a comprehensive plan that is physician focused designed to:
  - Relieve existing pain points
    - Too many clicks
    - Issues with EMRs
  - Optimize current initiatives -PB4P
    - HRM
    - E Referral
  - Advance underutilized opportunities – PB4P
    - ePrescribeIT
    - BOTs
  - Advance clinical quality supports
    - E2P
    - Clinical decision support tools
  - Introduce new technologies – beyond PB4P
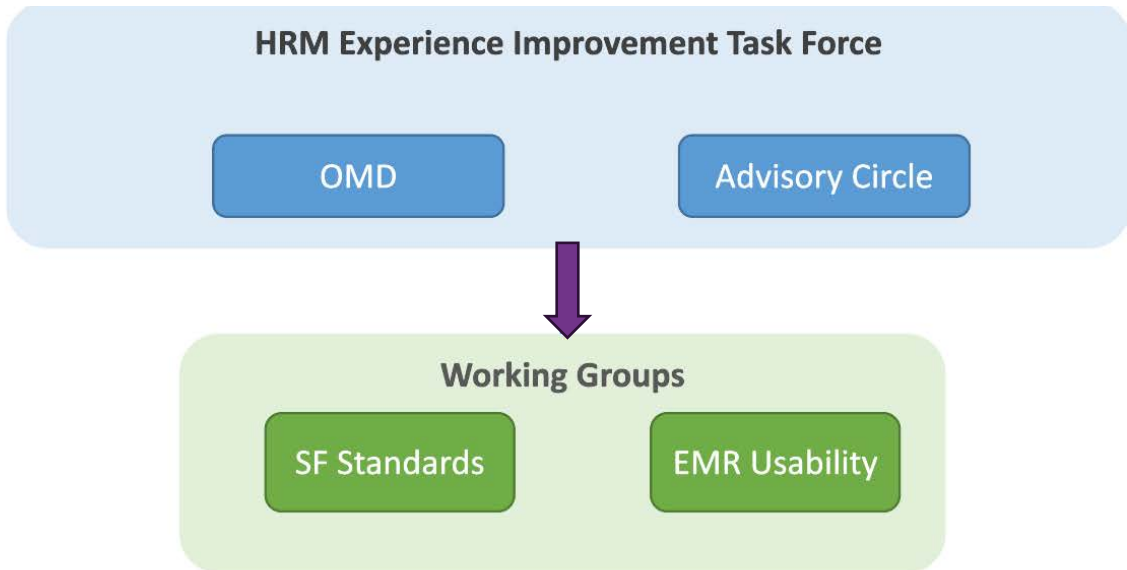   - AI – consortia of solutions
    - Cybersecurity standards

Top five digital priorities for physician practice:
- AI solutions
- Secure Messaging
- Cyber security
- Billing solutions
- Virtual Access to Care

*as per needs assessment survey

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HRM Task Force

Increase in PDF reports
Fax duplicates   Lengthy reports
High volume of reports
Non-standardized report categories
Draft and final duplicates
Generic report categories
Multiple locations

HRM Experience Improvement Task Force

OMD   Advisory Circle

Working Groups

SF Standards   EMR Usability

Key Activities - Timeline

- Current State Assessment — June 2022
- Standards & Recommendations — Dec-Jan 2023
- Execution Plan — March 2023
- Final Report — Sept 2023

The multi-pronged strategy to improve HRM experience relies on engagement and collaboration across different stakeholders.

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The future of AI in Primary Care

AI as an Assistant

"...the ability to have all of the data about a person assimilated and analyzed, to have scans and slides read ... liberates doctors from keyboards so they can look patients in the eye."

Eric Topol, MD and Medical Futurist

AND reduce your workload and give time back to you!

Our Vision of AI-Enabled Primary Care

Advancing the provincial/national agenda

- Supporting the Ontario Health, Ministry of Health Roadmap/Strategy/Priorities
  - Patient Summary
  - Primary Care Information Exchange

- Patients Before Paperwork (Ontario)
  - Change management and adoption
    - Peer leaders
    - Practice advisors
    - EMR specialist
    - Practice specialists
  - Leverage existing and emerging technologies to reduce Administrative Burden
  - Accelerated adoption of technology solutions to end the use of faxes
  - Alignment, prioritization, optimization

- AI and Cybersecurity in the community

- Development and adoption of national data and interoperability standards
  - CHI & CIHI

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It takes collaboration, not silos, for success

OntarioMD partners with many public and private sector stakeholders to work together on many digital initiatives

- Make technology work for primary care, not the other way around

- Interoperability, connecting clinicians to more data seamlessly

- Economies of scale, cost efficiency

- Is the system getting value for money?

- Align strategies, incentives and agendas

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Thank You!

Questions and Discussion

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