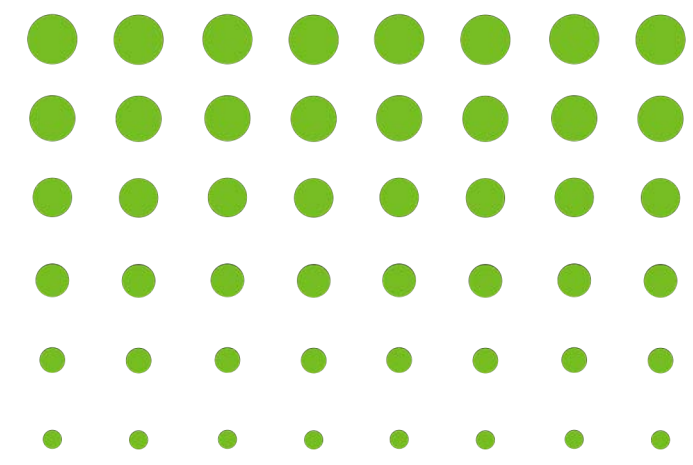# UPDATE ON DIGITAL HEALTH FROM THE eHEALTH CENTRE OF EXCELLENCE

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CEO, eHealth Centre of Excellence

ABOUT THE eHEALTH CENTRE OF EXCELLENCE

The eHealth Centre of Excellence is a not-for-profit organization established to assist clinicians and organizations with the meaningful and sustainable adoption of digital health tools. We have supported clinicians across Ontario with over 97% satisfaction.
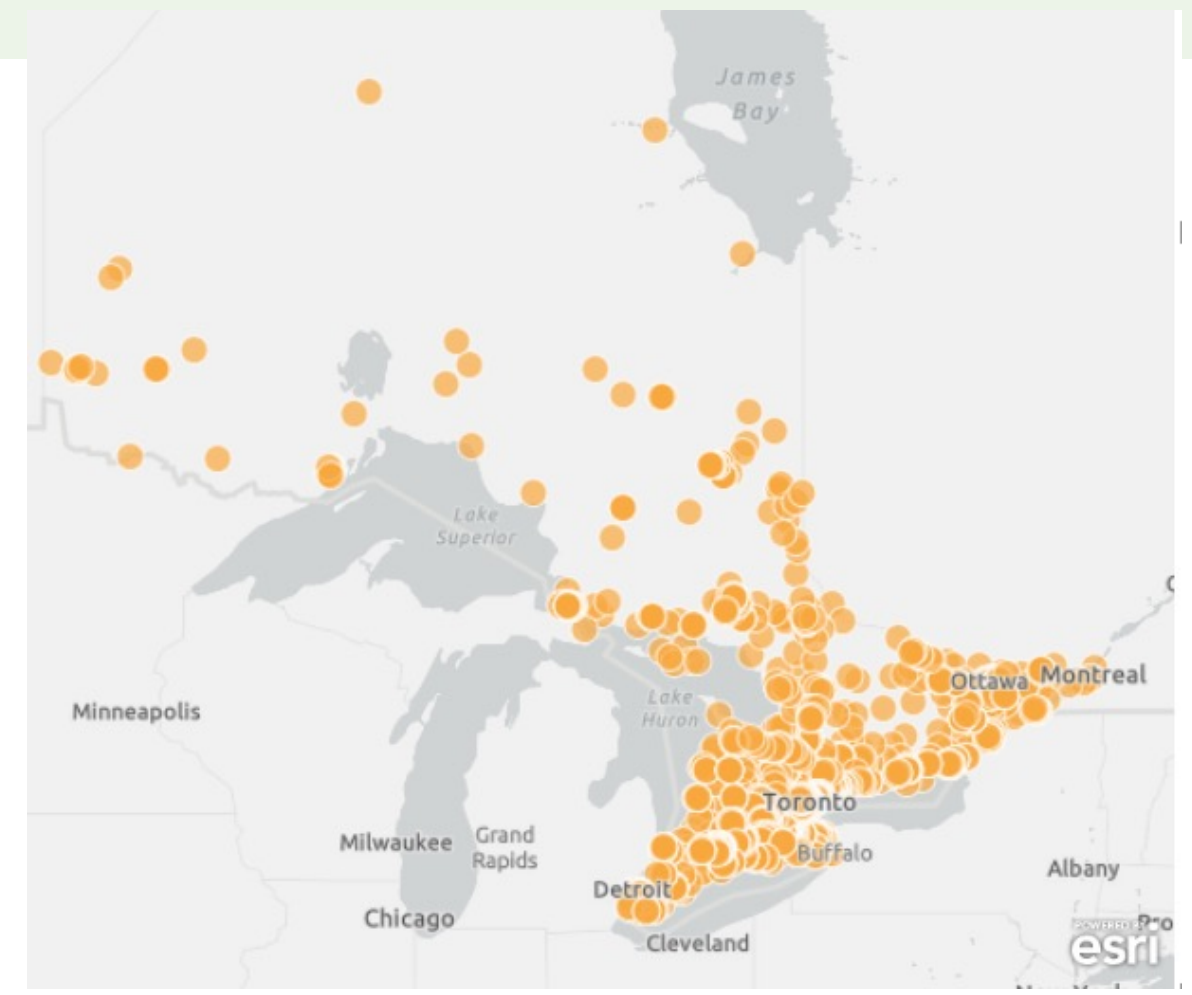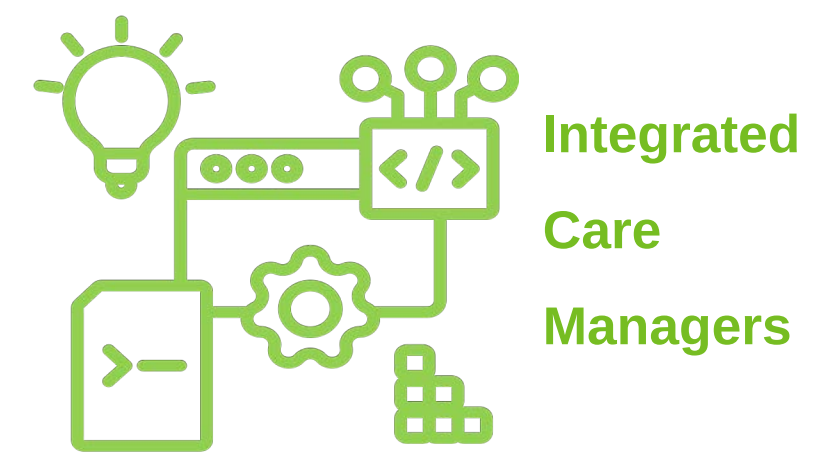
Clinician Burnout: Administrative Burden

Family doctors are spending up to **19 hours a week on administrative work**, which is one of the main contributing factors to burnout.

The NHS in the UK is moving forward with reducing administrative work **to a maximum of 10% of a clinician's week**. The Nova Scotia government set a target to **reduce the physician administrative burden by 10% by 2024**. In Ontario, we have the **Patients Before Paperwork initiative.**

Patients Before Paperwork

Healthcare Report

Did you know doctors spend an estimated 18.5 million hours on unnecessary paperwork every year? Reducing that burden by just 10% would free up the equivalent of 5.5 million patient visits! Check out our groundbreaking report Patients over Paperwork for more on cutting red tape in the healthcare system.

CO-DESIGN

Our clinician experience lab explores:

- Current pain points in clinical workflows
- Enhancements needed to ensure efficiency
- A future state where there is reduced administrative burden

Clinician input leads to real, tangible solutions:

As a result of workshops that took place with clinicians across Ontario, we are progressing on ways to improve inbox management – stay tuned! We are also looking at different ways to leverage AI.

To learn more about opportunities to participate in future HEAL workshops, please visit:

www.ehealthce.ca/HEAL

CHANGE MANAGEMENT

Change Management and **Knowledge Translation and Evaluation** are critical to our ethos.

1. Alexander, T., Huebner, L-A., Alarakhia, M. et al. (2017). F. Lau et al. (Eds.) Building capacity for health informatics in the future. IOS Press. Doi: 10.3233/978-1-61499-742-9-6.
2. Prosci (2023). https://www.prosci.com/blog/the-correlation-between-change-management-and-project-success
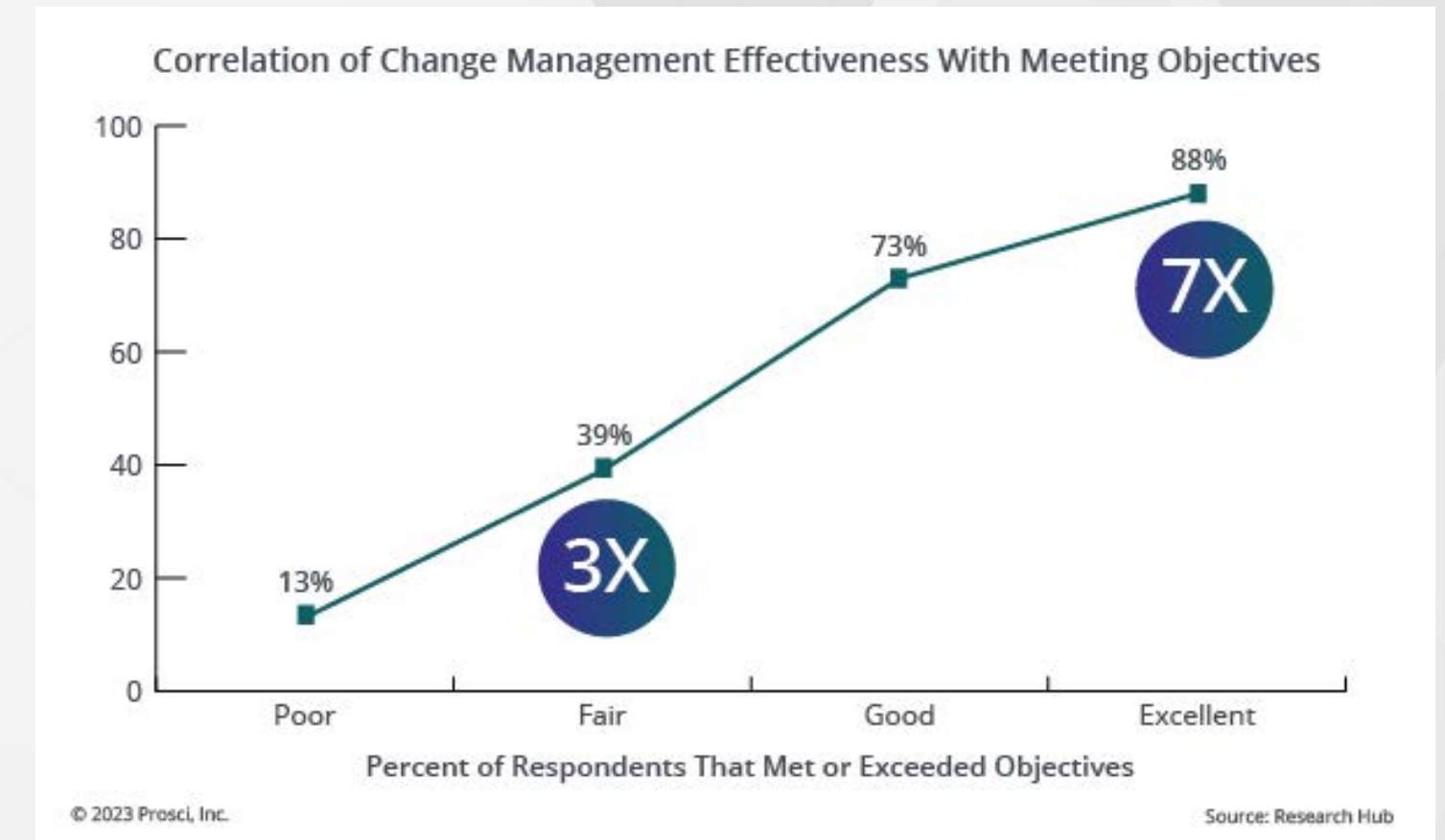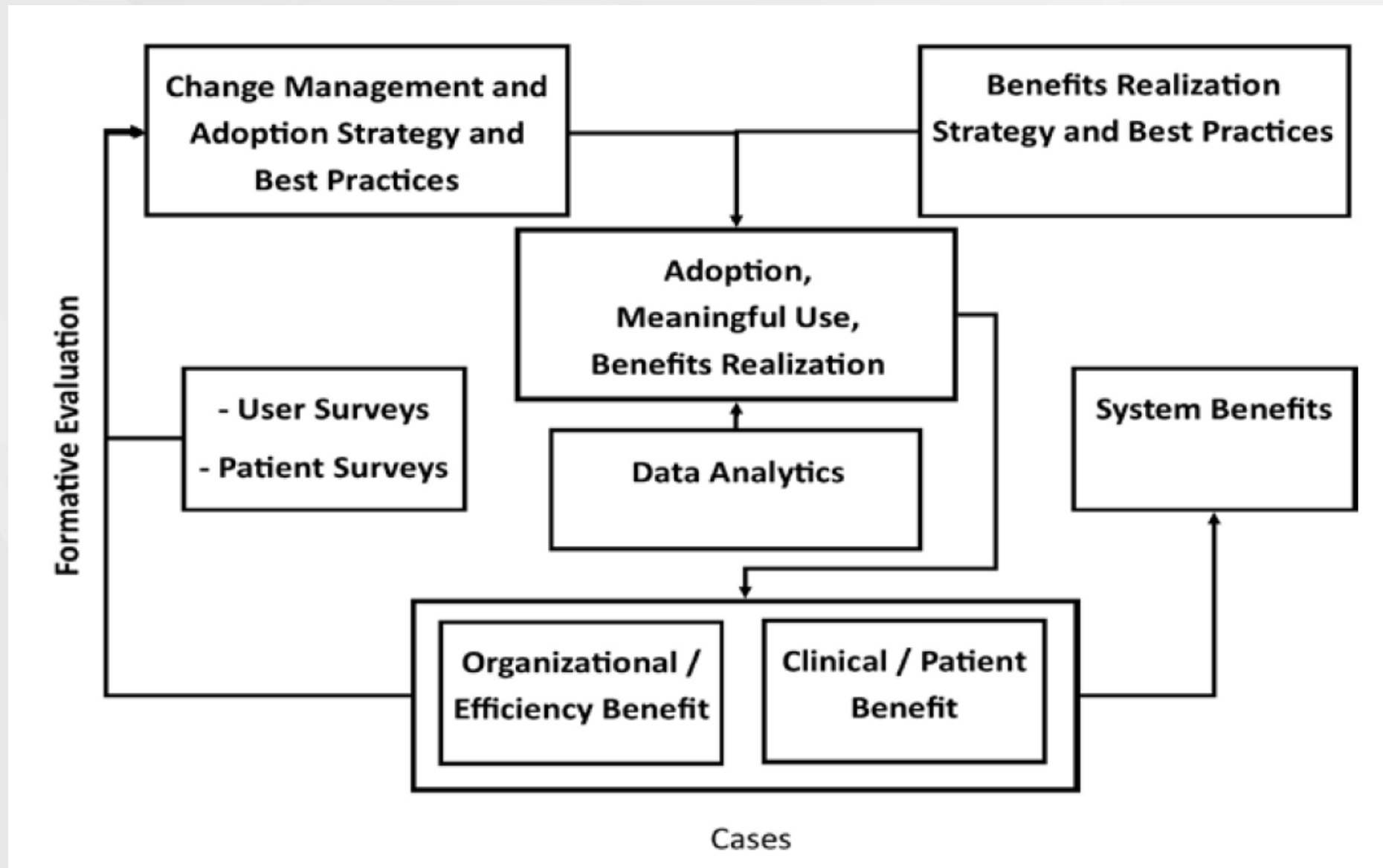
We support Primary Care to Improve Care

Reduced Wait Times

12% reduction in unnecessary MRIs

$13 M in savings

Clinicians are able to see 2 to 4 more patients per day by using secure messaging and video/audio visits

Ontario eServices Program

E2P Evidence 2 Practice Ontario

BIC Supporting Care

eCE Automates

Primary Care

There has been an 18% increase in Pneumococcal immunization and a 19% increase in influenza immunization

There has been an 87% increase in appropriate therapy for CHF

$5.4 M of savings

20% to 30% time savings in primary care by reducing administrative burden

400 more appointments available per primary care clinician per year

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Supporting Patients Before Paperwork

Funded by Ontario Health, the eHealth Centre of Excellence and the eConsult Centre of Excellence are co-leading the Ontario eServices Program

 eConsult

 eOrdering

 Triaging eReferral to eConsult (TReC)

 eReferral

 eForms

 Single Entry Models

 eReferral via eFax

 Forms Standardization

 Central Waitlist Management

eReferral Results

+2,005,000 eReferrals

87% Patient Satisfaction

96% Clinician Satisfaction with Training

Wait Time Reduction

Ortho – **30.15 days saved**

- Average days using eReferral 130.32
- Average days using Fax 160.47

Cataract – **14.35 days saved**

- Average days using eReferral 135.87
- Average days using Fax 150.22

*Wait Time data as of February 28, 2024

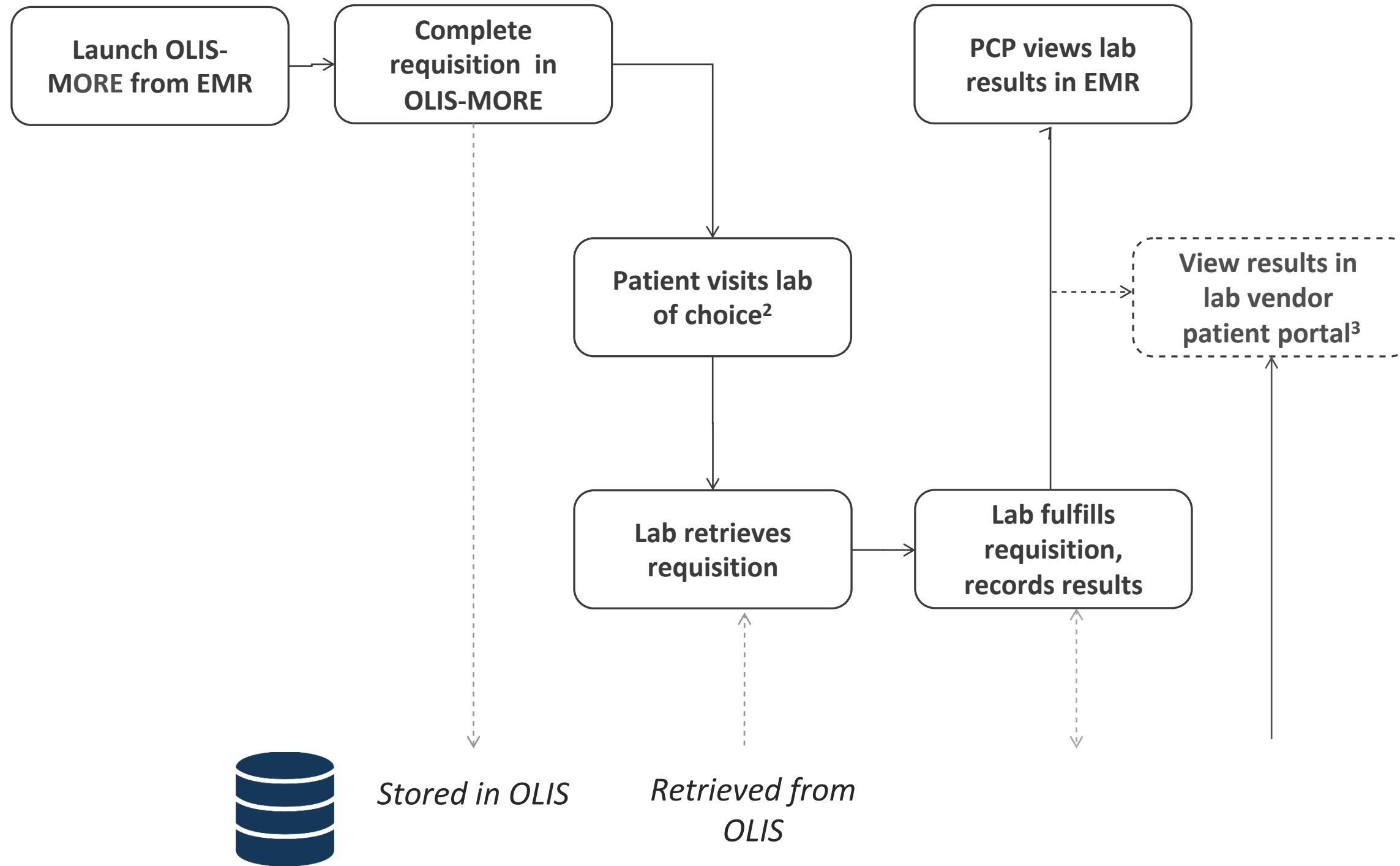eHealth

eOrdering – Limited Production Release

Clinician

Launch OLIS-MORE from EMR → Complete requisition in OLIS-MORE

PCP views lab results in EMR

Patient

Patient visits lab of choice[2]

View results in lab vendor patient portal[3]

Laboratory

Lab retrieves requisition → Lab fulfills requisition, records results

Stored in OLIS *Retrieved from OLIS*

- Consistent ordering experience
- Order/result matching
- Visibility into req. status[1]

- Choice of lab protected
- No lost requisitions
- Printed requisition is accessible[2]

- No order ambiguity, tampering
- No transcription errors
- Alignment to current workflow

- Standardized data, analytics
- Longitudinal record, auditing
- Foundation for decision support, duplicate order alerts, etc.

[1]Ability to view detailed statuses in the LPR may vary by lab integration
[2]Printed requisition will be provided to patients during LPR to support freedom of laboratory choice. Future process expected to be paperless.
[3]Possibility if patient portal is available from vendor, and account is created.

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Evidence2Practice Ontario (E2P)

Evidence2Practice Ontario's vision is a future where people get the best evidence-based care by supporting clinicians with easy-to-use tools & supports at the point of care.

Ensure clinicians have access to best practice tools & supports
Increasing use of practices and pathways that improve health outcomes

Reduce the effort required by individuals and organizations
Synthesizing information, translating it into clinical systems, realizing consistencies and economies of scale through implementation at the provincial level

Improve patient and caregiver experience
Through supporting the delivery of best practices and consistent quality of care across the province

Available Tools in Primary Care
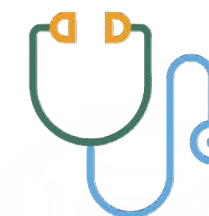
	Heart failure	Anxiety disorders and depression in adults	Diabetes management	COPD
TELUS PS Suite	✓	✓	✓	✓
OSCAR Pro	✓	✓	✓	*Coming soon*
Accuro QHR	✓	✓	✓	*Coming soon*

Supporting Clinicians with RPA (Robotic Process Automation)

Our eCE Automates team has been hard at work developing a suite of **virtual assistants**, designed to reduce burnout, enhance patient care, increase efficiency, and get maximum value out of the EMR.

A Family of Virtual Assistants

Cody   Bernie   Sharon   Poppy

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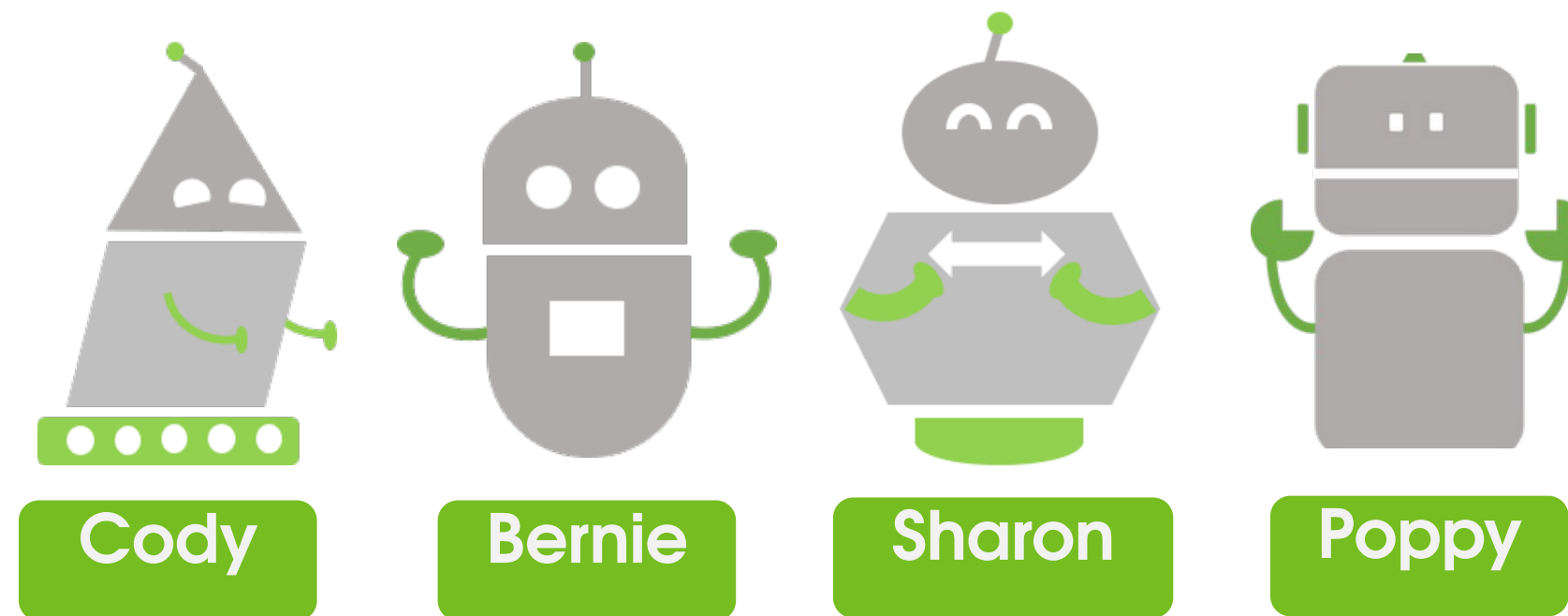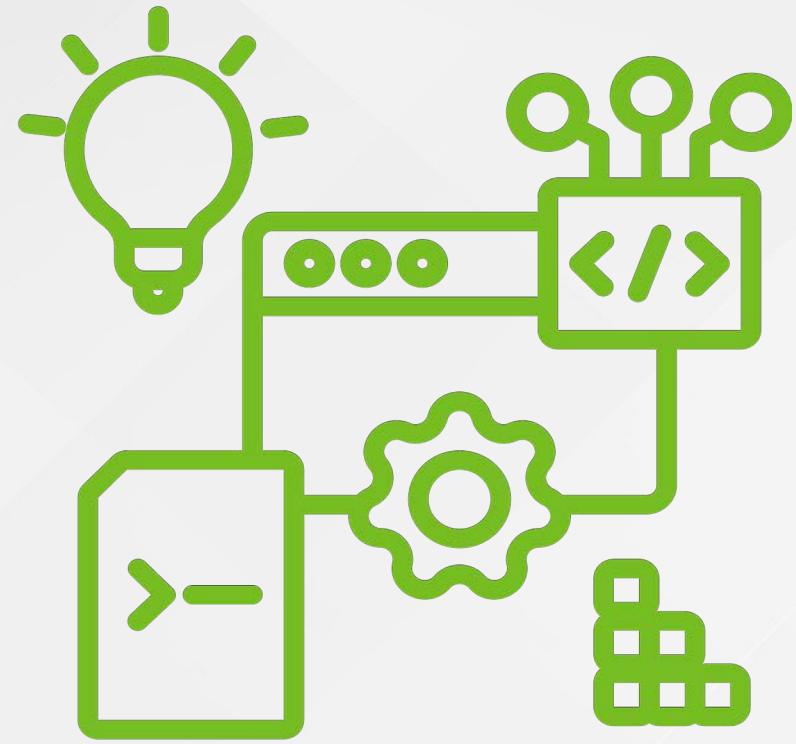
Integrated Care Managers

We support Primary Care Networks within Ontario Health Teams

OHT

Panel Management & Population Health

Connection to Specialists, Community Programs & Home Care

Access to Care

Primary Care Network

Care Plan & Management

Assessment & Diagnosis

Learning Health System

- Identifying Complex Patients including SDOH
- Learning with Artificial Intelligence
- Proactive outreach for screening or intervention

- eReferral/eConsult
- SCOPE
- Secure Messaging between Clinicians

- Online Appointment Booking
- Virtual Care

- Evidence2Practice tools
- Automated Care Plan Sharing (Sharon Bot)

- Validated Questionnaires and Digital Forms
- Evidence2Practice tools
- eOrdering

Knowledge Translation & Evaluation

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Integrated Care Managers

Embedding digital health support for Ontario Health Teams:

- Provide expertise regarding the digital health landscape in Ontario to support the planning, refinement and implementation of the OHT's Digital Health Strategy

- Support integrated care pathway development and implementation

- Support primary care network development and the engagement of members in digital health

- Support initiatives and tools offered not only by our organization, but also other tools in alignment with the OHT's specific goals

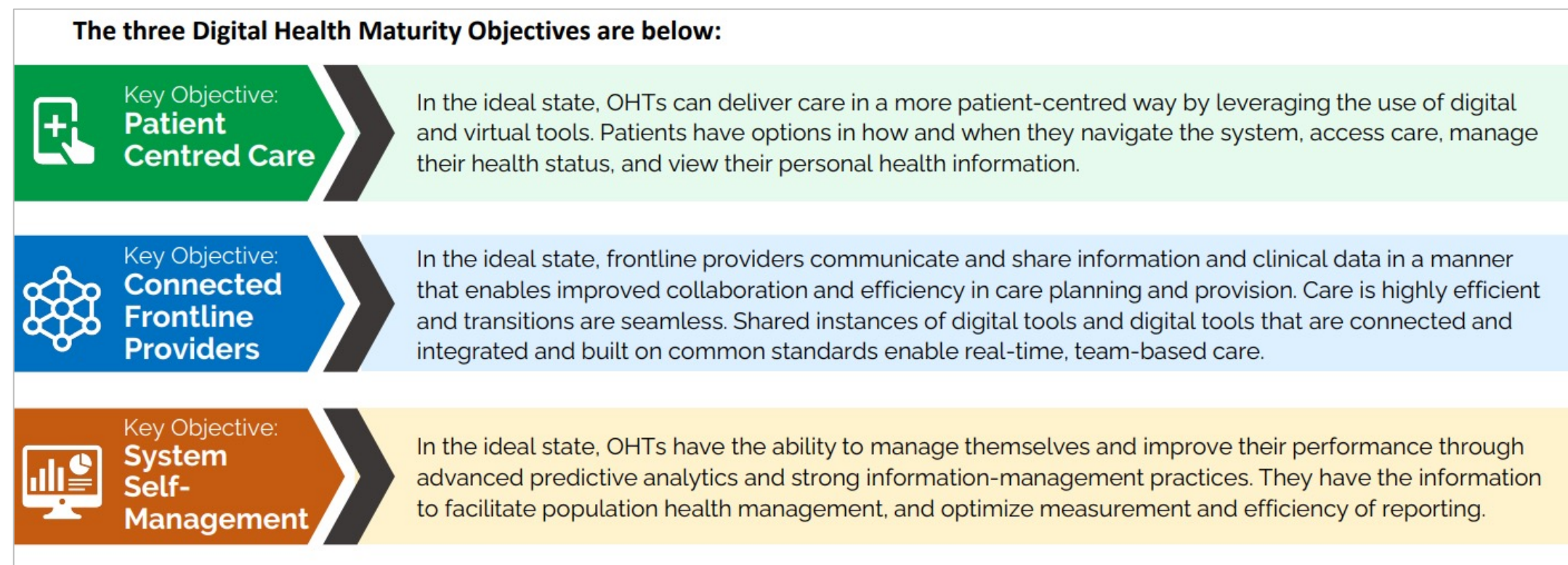 - Examples include: Online Appointment Booking, Secure Messaging, Patient Navigation, etc.
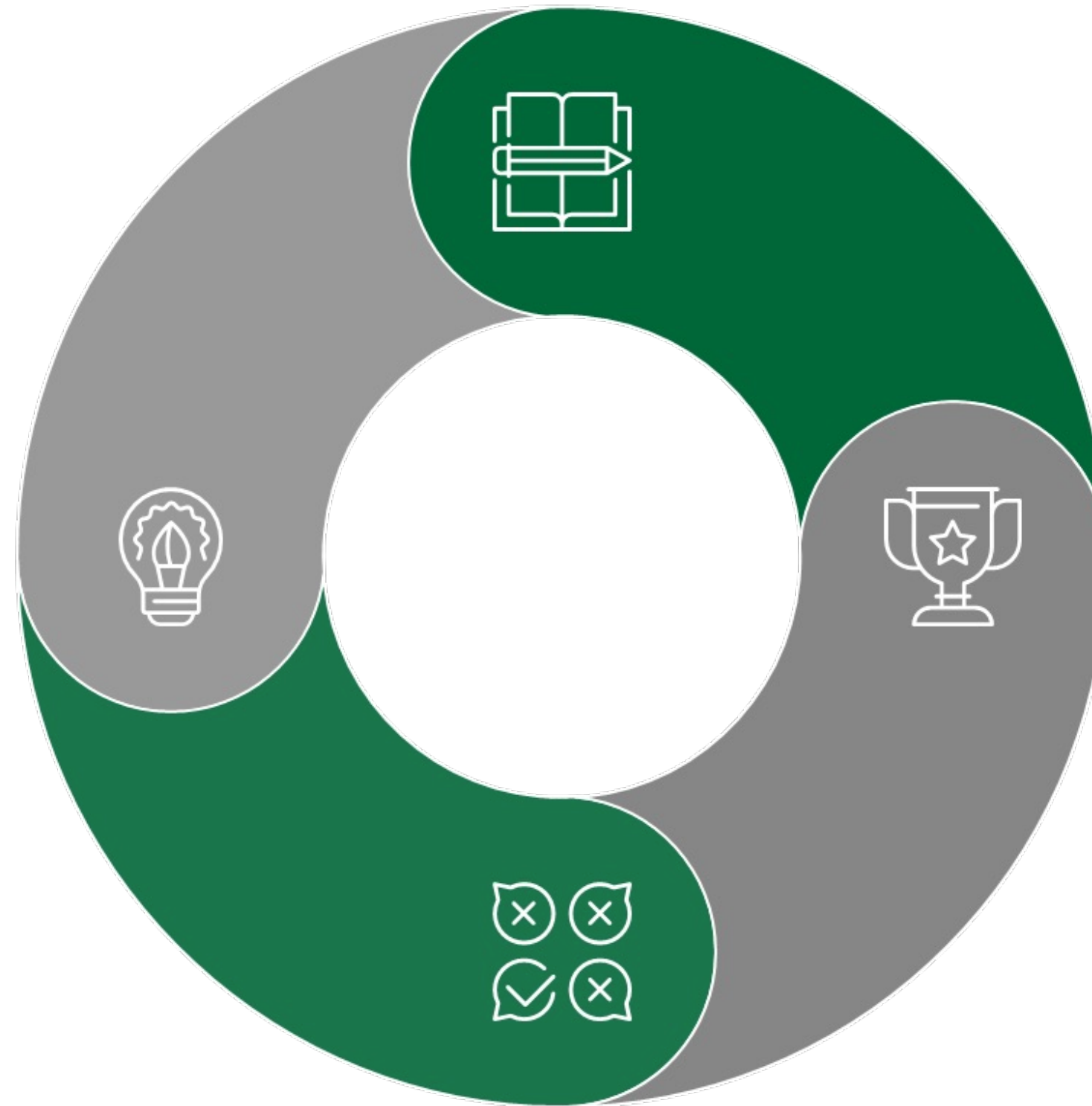
From Ontario's Digital Health Playbook

The three Digital Health Maturity Objectives are below:

Key Objective:
Patient Centred Care
In the ideal state, OHTs can deliver care in a more patient-centred way by leveraging the use of digital and virtual tools. Patients have options in how and when they navigate the system, access care, manage their health status, and view their personal health information.

Key Objective:
Connected Frontline Providers
In the ideal state, frontline providers communicate and share information and clinical data in a manner that enables improved collaboration and efficiency in care planning and provision. Care is highly efficient and transitions are seamless. Shared instances of digital tools and digital tools that are connected and integrated and built on common standards enable real-time, team-based care.

Key Objective:
System Self-Management
In the ideal state, OHTs have the ability to manage themselves and improve their performance through advanced predictive analytics and strong information-management practices. They have the information to facilitate population health management, and optimize measurement and efficiency of reporting.

eCE Shield

Designed by physicians, nurses, and security experts for people working in healthcare.

Cybersecurity & Privacy self-Learning program, providing 7.5 MainPro+ Credits. *(approx. 2 hours to complete credit requirements.)*

Leverages a user-friendly, interactive platform that can be accessed whenever, wherever a learner has internet. Available in English and French.

Educates and empowers physicians, healthcare professionals, clinic staff and privacy officers, to understand the cybersecurity landscape and make more informed decisions.

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eCE Shield

eCE Shield Content Overview

7.5 MainPro+ Credits

Cybersecurity Modules

- Introduction to Cybersecurity in Healthcare
- Safe Cybersecurity Habits
- Password Security
- Deep Dive into Phishing
- Clinical Cyber Hygiene

Privacy Modules

- Managing a Privacy Breach
- Personal Health Information (PHI) Obligations
- Electronic Communication & Protection of PHI
- Privacy and the Right to Access PHI

Supplemental Modules

- Privacy Officer Fundamentals Pt.1
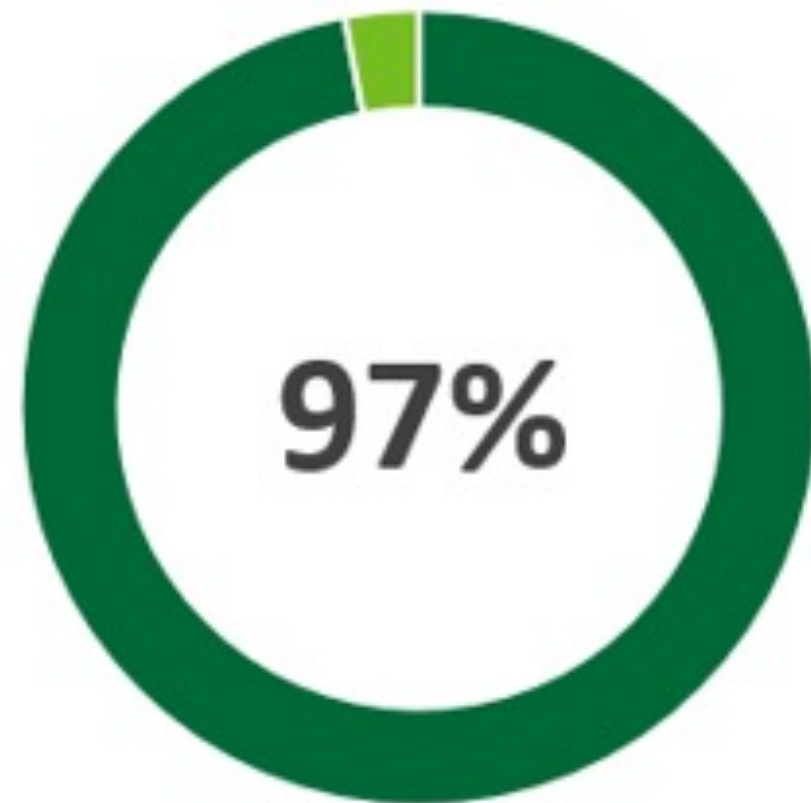- Privacy Officer Fundamentals Pt. 2
- Social Media for Healthcare Professionals

+ Monthly Phishing Challenges

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Evidence-Based Success
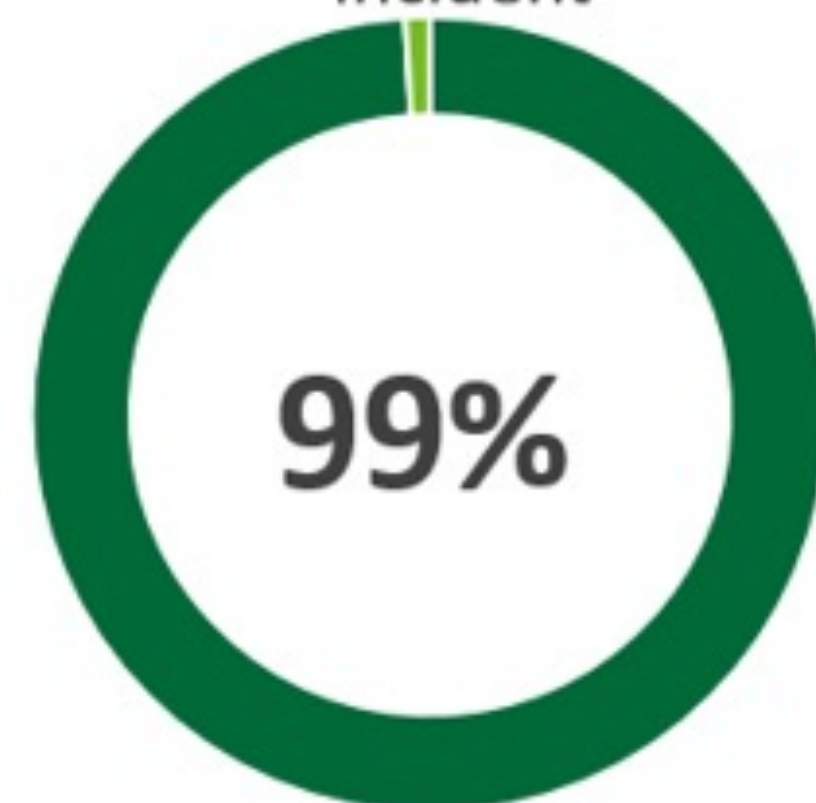
Overall Program Satisfaction

97%

■ Satisfied + Very Satisfied   ■ Other

Relevant to Potential Threats

99%

■ Strongly Agree + Agree   ■ Other

Know How to Respond to a Cybersecurity Incident

99%

■ Yes   ■ No

N=379

[1](2023, May 2). *eCE Supports: A Summary of Saegis Shield Cybersecurity Training for Ontario Health Teams (OHTs)*. Kitchener; eHealth Centre of Excellence, https://ehealthce.ca/userContent/documents/Shield/A%20Summary%20of%20How%20We%20Supported%20Saegis%20Shield%20Cybersecurity%20Training%20for%20Ontario%20Health%20Teams%20(OHTs).pdf
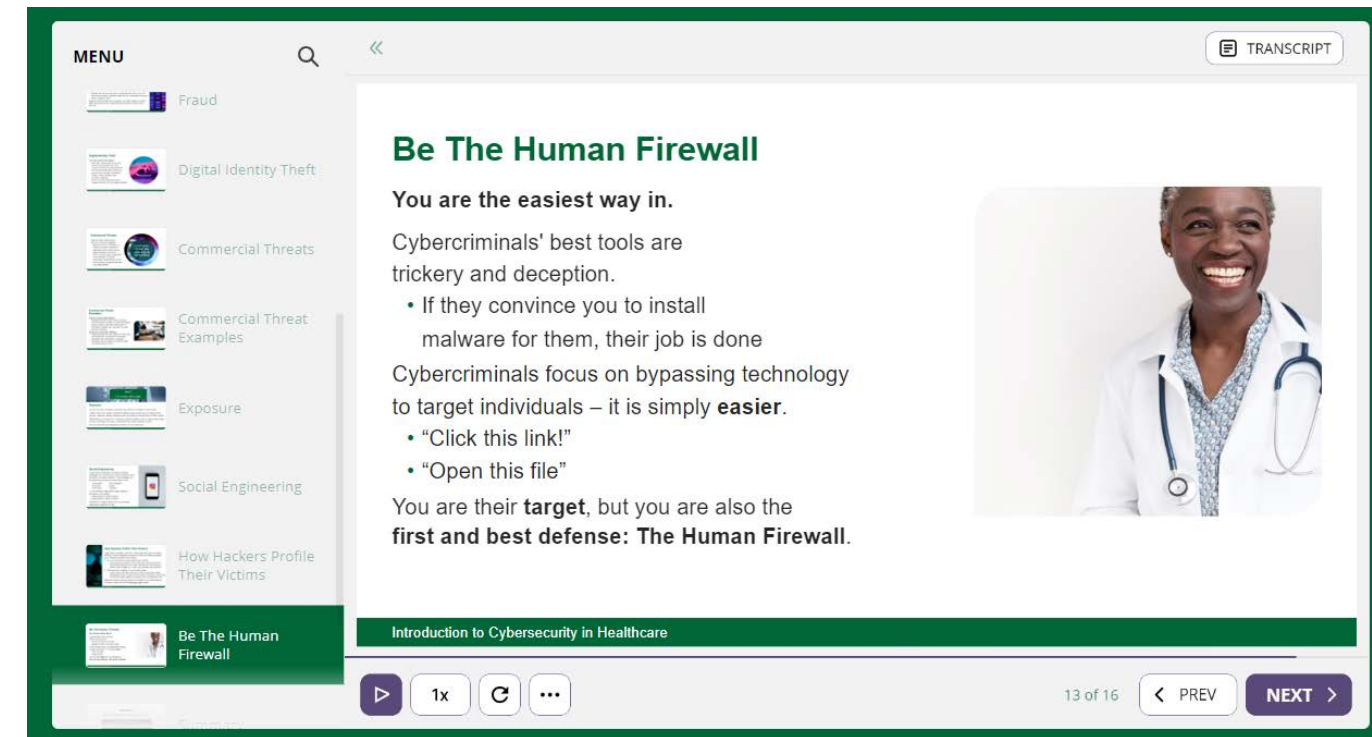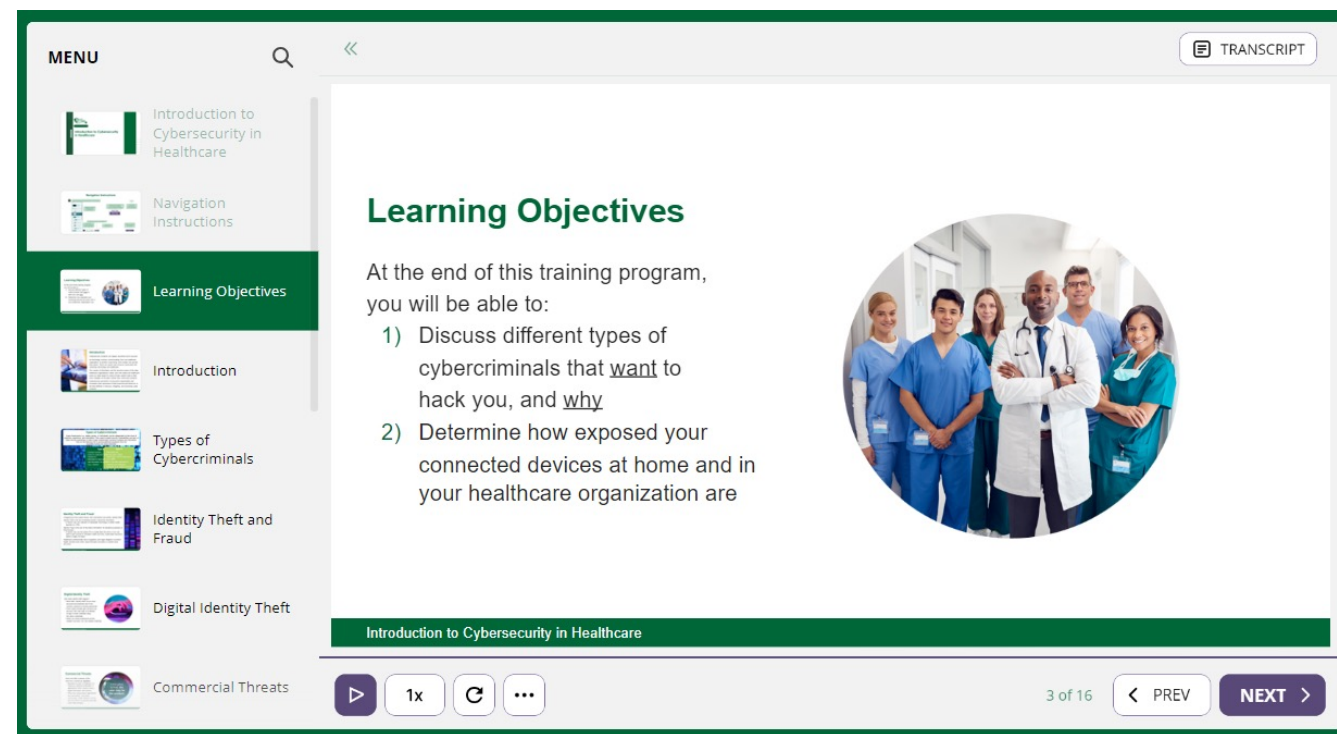
Evidence-Based Success

11% experienced an increased awareness of their responsibilities and roles in preventing cybersecurity and privacy breaches after completion of Shield modules.

30% experienced an increase in the confidence and ability to recognize a cybersecurity breach after completion of Shield modules.

N=512

[1](2023, May 2). *eCE Supports: A Summary of Saegis Shield Cybersecurity Training for Ontario Health Teams (OHTs)*. Kitchener; eHealth Centre of Excellence, https://ehealthce.ca/userContent/documents/Shield/A%20Summary%20of%20How%20We%20Supported%20Saegis%20Shield%20Cybersecurity%20Training%20for%20Ontario%20Health%20Teams%20(OHTs).pdf
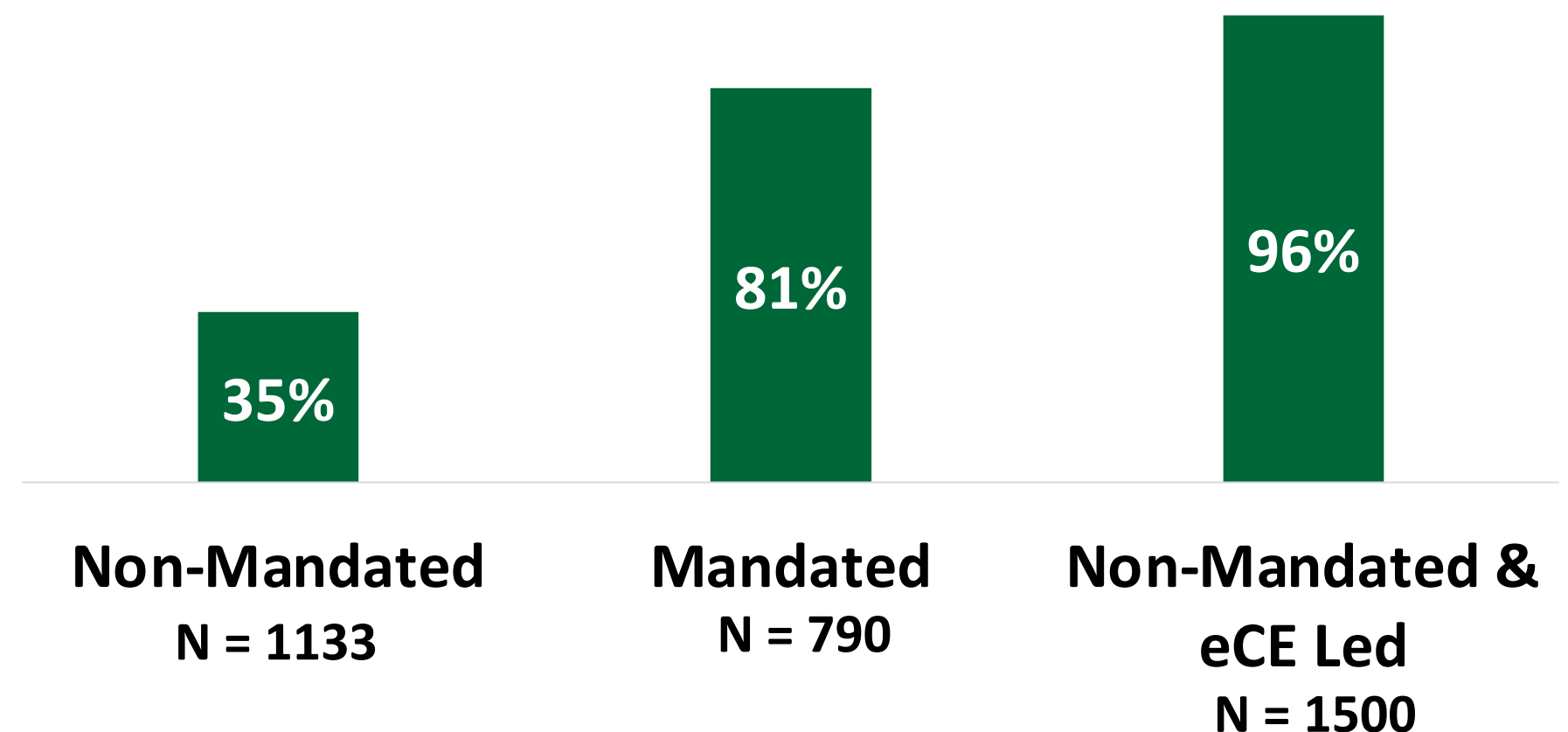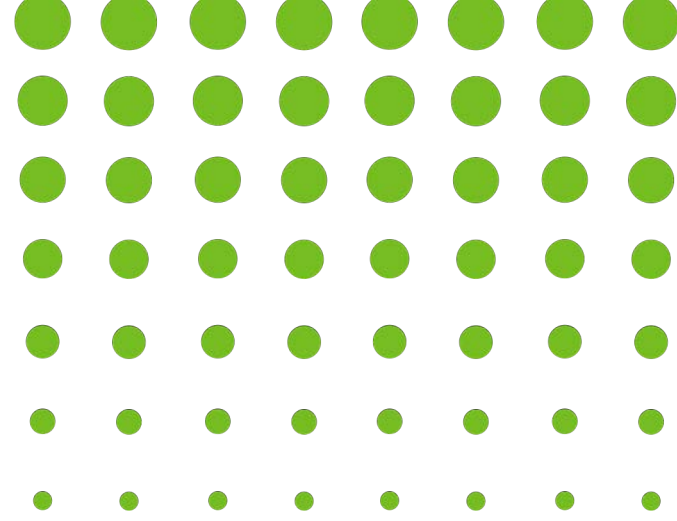
Evidence-Based Success

A hands-on approach with the implementation of the program has led to significantly higher completion rates, as compared to the delivery of the program without support.

The eHealth Centre of Excellence's involvement is crucial in helping teams prioritize training, address cyber risk and increase engagement with the OHTs [Ontario Health Teams].[1]

- Healthcare Stakeholder

Training Completion Rates

Non-Mandated N = 1133	Mandated N = 790	Non-Mandated & eCE Led N = 1500
35%	81%	96%

[1](2023, May 2). *eCE Supports: A Summary of Saegis Shield Cybersecurity Training for Ontario Health Teams (OHTs)*. Kitchener; eHealth Centre of Excellence, https://ehealthce.ca/userContent/documents/Shield/A%20Summary%20of%20How%20We%20Supported%20Saegis%20Shield%20Cybersecurity%20Training%20for%20Ontario%20Health%20Teams%20(OHTs).pdf

THANK YOU!

For more information, please visit our website at **www.ehealthce.ca** or contact **info@ehealthce.ca**.

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Interested in getting started with any of our tools?

Complete the sign-up form by clicking this link or scanning the QR code:

www.ehealthce.ca   @ehealthce   ehealth-centre-of-excellence