

# ROLLING OUT THE ELECTRONIC HEALTH RECORD TO ONTARIANS

**ACHIEVING EXCELLENCE TOGETHER 2017: TRANSFORMING,  
ENGAGING, INTEGRATING**

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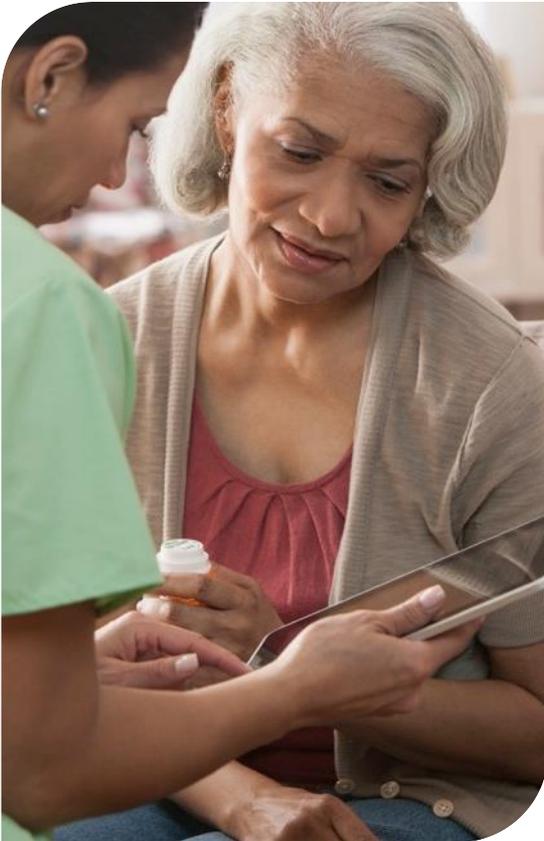


# What we do



- Our role is to deliver a **comprehensive, patient-focused, secure and private Electronic Health Record (EHR) system** for Ontarians.
- We've built a system with networks to **connect health organizations and sole practitioners across the province**, and repositories which securely store billions of records, all anchored by solid security and privacy protocols.
- Having rapid access to **complete, up-to-date and accurate information** puts clinicians in a better position to provide the best possible care.
- We work closely with health care professionals, hospitals, community-based providers, **the long term care sector** and vendors to develop the best solutions for Ontarians.

# What is an Electronic Health Record (EHR)?



EHRs are designed to:

- **Contain shareable information** from all providers involved in a patient's care
- Include all of a patient's health information: a record that is **up-to-date, complete, and accurate**
- **Enable data to be created, managed, and consulted by authorized providers** and their staff from across more than one health care organization
- **Allow a patient's health record to move with them** — to other health care providers, specialists, hospitals and home and community care
- Put **providers** in a better position to work with their patients to **make more informed decisions**

# Benefits of EHRs



- **Better coordinated care** — teams of health care providers — primary care physicians, specialists, nurses, technicians, and other clinicians can all access the same patient info
- **Eliminates the need for duplicate tests**, can prevent unnecessary admittance to the hospital, and **saves the system money**
- More complete patient information **enables clinicians to make well-informed treatment decisions more quickly and safely**
- In addition, increasingly, **EHRs encourage patients to actively participate in managing their own health**
  - Many patients now expect to see their health care information – EHRs make it possible

# Key elements of the EHR system

- In order for an EHR system to work, health care providers need to be able to contribute data, access data, and view data through various channels
- Also need secure networks, repositories to share data and an identity management programs to ensure only authorized viewers can access system

## Key elements of Ontario EHR include:

- **Connected Backbone/Health Information Access Layer (HIAL):**
  - the “highway” across which all the data from all sources flows
  - Is attached to provider and client identity and any systems that receive that patient data
- **Diagnostic Imaging (DI) Repository:**
  - radiology reports and images such as CT scans, ultrasounds, MRIs, mammograms and x-rays
  - Diagnostic Imaging Common Service gives clinicians access to DI reports from anywhere in the province through the agency portal

# Key elements of the EHR system (cont'd)

## ■ Digital Health Drug Repository:

- allows clinicians provincial access to dispensed medications paid by the Ontario Drug Benefit program, monitored drugs dispensed in Ontario (Narcotics Monitoring System) and pharmacy services
- currently available at 25 sites in South West Ontario: will be available across the province by the end of June

## ■ Drug Profile Viewer:

- care providers in acute care facilities can access the medication history of 2.2 million patients receiving drug benefits from the ODB program or Trillium Drug program

## ■ Ontario Laboratories Information System (OLIS):

- collects lab data from hospitals, community laboratories, and public health laboratories to enable the sharing of lab data across the province

# Key elements of the EHR System (cont'd)

## ■ **ConnectingOntario Program:**

- brings together local, regional and provincial assets and connects existing information technologies to provide access to patient EHRs and improve patient care. Three regional clusters: the Greater Toronto Area; South West Ontario; and the Northern and Eastern Region work with service delivery partners in their respective areas. Ultimately, ConnectingOntario will enable province-wide information sharing by linking the regions

## ■ **Clinical viewers**

- eHealth supports two web-enabled viewers that provide secure access to the EHR, Connecting Ontario viewer and Clinical Connect viewer

## ■ **ONE ID:**

- provides and manages credentials clinicians can use to access EHR services, as well as services and systems of partners such as OTN and CCO, and enables single sign-on to EHR services using providers' existing credentials

## ■ **ONE Mail:**

- health care providers can register to share patient information securely between users, including large diagnostic files

# Progress report: we are improving patient care by...

## Connecting and sharing health care data

- eHealth Ontario along with our 3 major regional partners, in southwest, central, and northern and eastern Ontario, and participating sites, is working to deliver an EHR for every patient in this province to every clinician in this province
- province-wide, 104,625 health care professionals are registered to connect to the EHR through several channels, including 89,000 through the ConnectingOntario program
- EHR partnerships were initially with hospitals but are now spreading through the community care world of LHINs/CCACs and other community-based health service providers



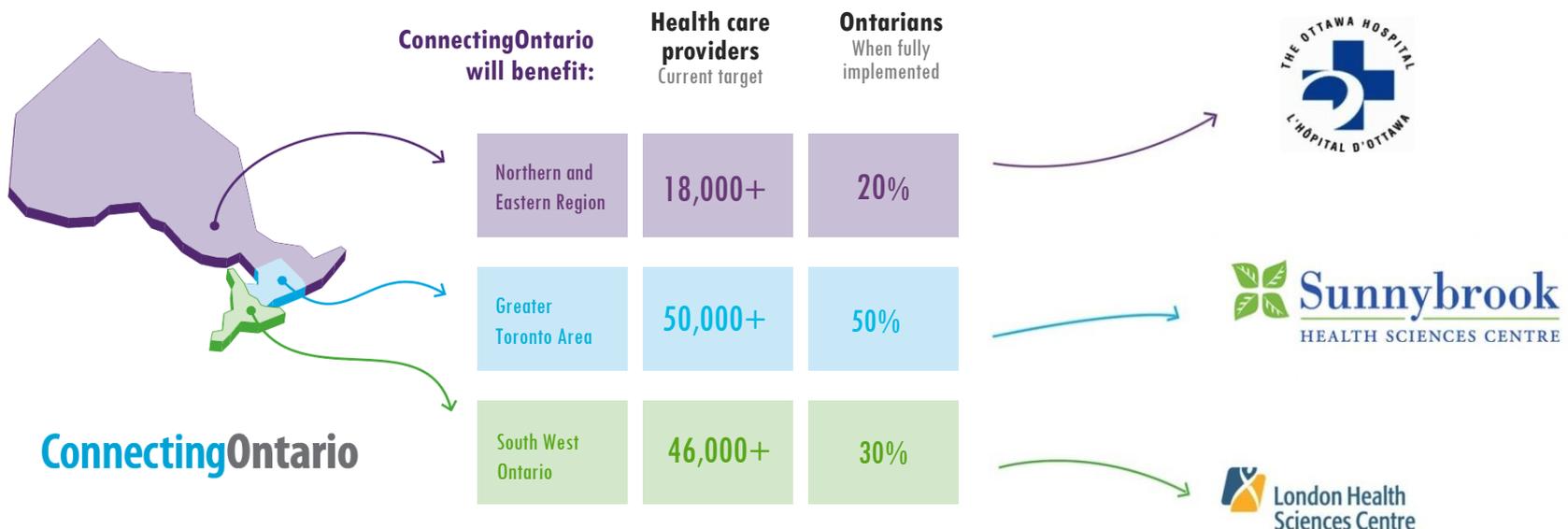
**104,625**  
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# Cont'd - Progress report: we are improving patient care by...

- working with the Ontario Long-Term Care Association (OLTCA) on the Long-Term Care (LTC) eConnect project to provide LTC homes across the province with access to Ontario EHR assets via EMRs
  - The project will provide the ~20,000 clinical users in the LTC sector with seamless access to EHR data to support care delivery and care coordination
  - The Tavistock (peopleCare) pilot site went live in March 2017 with 44 users
- working with the HSSO to integrate CHRIS data with the provincial client registry allowing for the flow of data between the two systems
  - This will result in higher quality and accuracy of patient information and the availability of all CHRIS client data in Connecting Ontario and Clinical Connect

# ConnectingOntario: A Provincial Solution

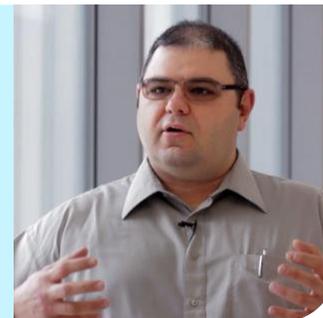
- ConnectingOntario involves the participation of three regional delivery partners – ConnectingOntario Northern and Eastern Region, ConnectingOntario Greater Toronto Area and connecting South West Ontario. The program supports clinical viewers that provide access to the EHR to thousands of health care providers across the province.
- Each regional delivery partner works with a group of local health care organizations to provide value to patients and clinicians while contributing to provincial needs.



# What Ontario Clinicians are saying

*“When I log in...I get a one-stop shop of medical records, consultation notes, labs, pathology, radiology and diagnostic imaging”*

*Dr Rafi Setrak, Niagara Health System*



*“[the viewer] allows the clinician to focus on clinical decision-making. Pulling data from a number of sources is work that would’ve taken hours to do and condensing it into seconds”*

*Dr Naresh Mohan, Rouge Valley Health System*

*“... first, ... it allows me to access information very quickly. Second, the patient has the comfort of knowing that I have the information right away”*

*Dr Upe Mehan, The Centre for Family Medicine*



# What Ontario patients are saying

*“If I have a problem and am taken to the hospital, they can diagnose right away instead of waiting for [my health information] or putting me through tests. This makes me feel very confident in my medical system”*

*Don H. patient*



*“I do feel very grateful that Ontario is connecting patient files and patient priorities for more efficient service. More timely intervention, I think, will actually give better care”*

*Miriam C, patient*

# Questions?

