

Champlain BASE Project: Building Access to Specialists through eConsultation



Dr Clare Liddy
Sept 15, 2011
PHCS Rounds

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Project Team

- **Élisabeth-Bruyère Research Institute (EBRI)**
 - **Champlain Local Health Integration Network (LHIN)**
 - **The Ottawa Hospital (TOH)**
 - **Winchester District Memorial Hospital (WDMH)**
 - **FUNDING : The Ottawa Hospital Academic Medical Organization & eHealth Ontario**
- *Dr. Clare Liddy – Family Physician, TOH/Clinical Investigator EBRI*
 - *Dr. Erin Keely – Endocrinologist, TOH*
 - *Champlain LHIN : Amir Afkham, Senior Project Manager, Glenn Alexander – CIO, Christine Boisvert*
 - *WDMH : Sean O'Brien – CTO, Dr. Charles Adamson – Family Physician*
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 - *Other: Julie Maranger – TOH, Dr Margo Rowan*

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Go to Surgery.com and click on the "Are you totally lost"





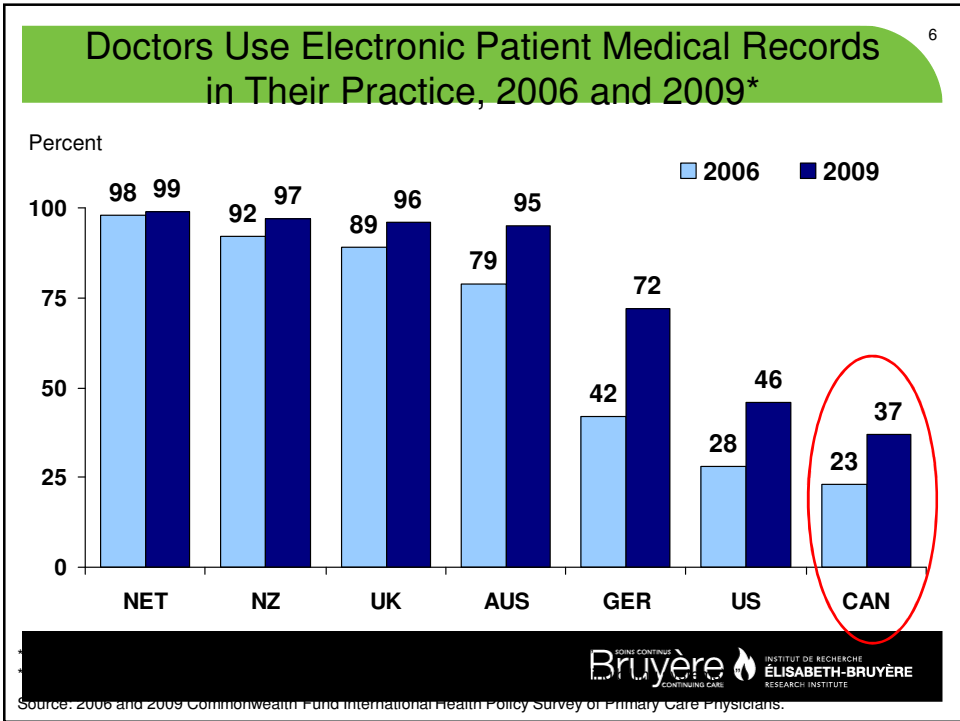
"Nurse, get on the internet, go to SURGERY.COM, scroll down and click on the 'Are you totally lost?' icon."

Key messages

Roadmap

- Introduction
- Background
- Pilot implementation
- Results-Qualitative and quantitative
- Challenges
- Moving ahead



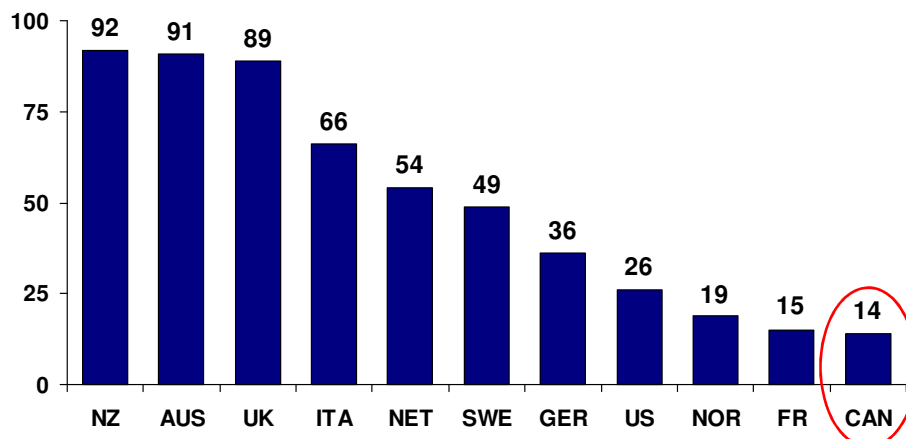
Beyond the EMR

- Electronic prescribing and Alerts
- E-ordering of tests
- E-access to test results and alerts
- Reminder systems for prevention/follow-up care
- Computerized lists by diagnosis, medications
- E-consult and e-referral?

Practices with Advanced Electronic Health Information Capacity

8

Percent reporting at least 9 of 14 clinical IT functions*



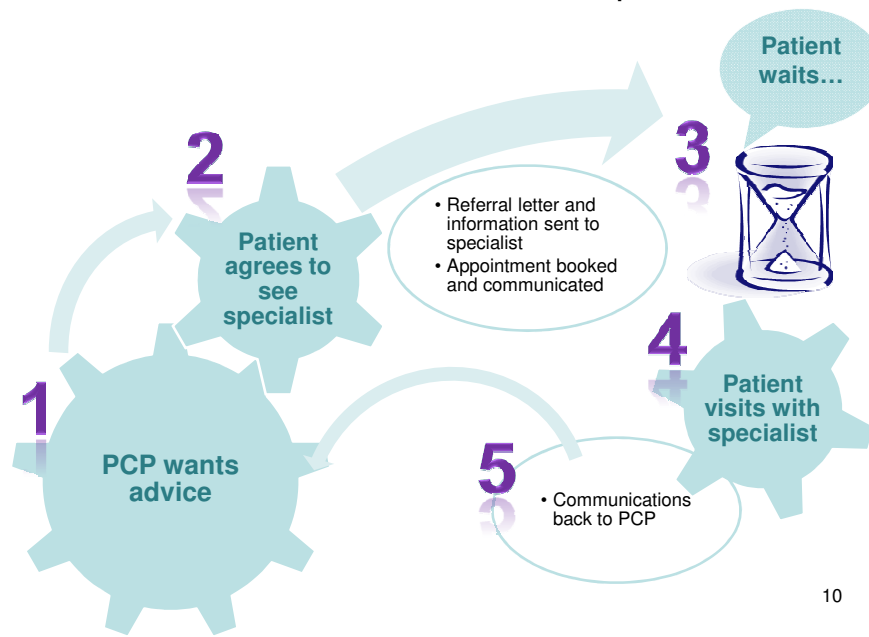
Source: 2009 Commonwealth Fund International Health Policy Survey of Primary Care Physicians.

Case Example: Mrs Honey

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- Mrs Honey has diabetes and has been well controlled until recently. She is not tolerating her oral medications and her family doctor would like to start a different one but has been hearing about issues related to the newer oral diabetic medications. She decides she needs to refer.
- Currently: Refer using own form-might be brief or detailed in terms of referral information; faxes referral to Endocrinology clinic- no news...calls and told there is a 6 month wait

Current consultation-referral process



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Consultation-referral

- The consultation-referral is complex, involving several steps:
 - PCP recognizing the need for specialist advice
 - Patient agreement on seeing the specialist
 - Referral letter and information sent to specialist
 - Appointment booked and communicated
 - Patient visit with the specialist and
 - Communication back to the PCP

Case example (6 months)

1. PCP completes referral form
2. Faxes form to Endo clinic
3. Waits
4. Waits- calls patient to check – no appt. yet
5. Patient is called directly with appt.-PCP does not get notified of appt
6. Calls pt to check- has appt in 3 months A1c is above target
7. Pt goes to appt-needs more bloodwork

Limiting factors of traditional consultations



- Inequitable access for patients and providers
- Long wait times
- Delayed communications (i.e. fax, phone)
- Mismatched consult expectations
- Transportation challenges

Possible solution: eConsult


- Leverages secure web-based technology already available in Champlain
- Primary Care Provider uses a template which prompts for key information and may attach additional information (i.e. test results, images, and even consult letter generated by EMR)
- Specialist reply within a week or less - options:
 - ✓ Specific reply to question
 - ✓ Request more information
 - ✓ Recommend a referral (along with any tests, etc., to be completed beforehand)
 - ✓ Recommend a referral but do the following tests

SharePoint vs. Email/fax/phone



<ul style="list-style-type: none"> Questions answered outside of clinic hours within a designated period of time Secure infrastructure hosted from a hospital server Guidelines/templates to properly formulate question Record of interaction and physician compensation possible 	<ul style="list-style-type: none"> Delayed communications with phone/fax (i.e. phone tag) Email not secure for transferring patient information Poorly formulated questions = less likely to be answered No record/documentation with phone conversations
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Timeline 16



Initial meeting with PCPs and develop e-form		Ongoing feedback and evaluation from users		Launch Phase 2 of e-consult in Champlain LHIN
Fall 2009	January 2010	Spring 2010	March 2011	April 2011
	Launch Phase 1 of e-consult (pilot) with 5 specialties		End of pilot: Data collection and evaluation	

E-consult homepage

Welcome PCP Test 17

This Site: eConsult

Home

- Create eConsult
- Discussion
- Winchester District Collaboration Site
- Link to logout

My eConsult forms needing my attention

To create a new item, click "New" or "Upload" above. There are no items to show in this view of the "eConsult Forms" document library.

Name	Full Patient Name	Form State
pcp.test2010-02-22T142513.xml	Test, Cardiol	Specialist: In Progress
pcp.test2010-02-22T142417.xml	Testcase, Cardiol	Specialist: In Progress

My eConsult forms in progress

Title	Full Patient Name	Form State
pcp.test2010-02-22T142513.xml	Test, Cardiol	Specialist: In Progress
pcp.test2010-02-22T142417.xml	Testcase, Cardiol	Specialist: In Progress

My completed eConsult forms

To create a new item, click "New" or "Upload" above. There are no items to show in this view of the "eConsult Forms" document library.

Supporting Documents

Name
ImpliedConsent
E-consult Specialist Training Manual v.1.1
E-consult Specialist Cheat Sheet v.2.0
E-consult Primary Care Provider Training Manual v.1.2
E-consult Primary Care Provider Cheat Sheet v.2.0

Welcome!

For questions or assistance with this module, please contact Renée Laffleur by e-mail or by telephone at (613) 562-6262 x 1542.

Announcements

How do I create an e-consult? by Renée Laffleur 2/24/2010 9:39 AM

Click on **Create e-consult**

On the form that appears:

1. Choose specialty
2. For patient consent, choose **Yes**
3. Enter **DOB, gender and name**

Note: You may also choose to attach a file to your request by choosing **Yes** to the question...

Add new announcement

Ontario
Champlain Local Health Integration Network

Pre-populated when user logs in →

Manually entered →

e-Consultation Pilot Project

State: Requester Unauthenticated Version 3.8

Primary Care Provider

Step 1 - Date

Please Select Today's Date.

March 4, 2010

Step 2 - Consultant

Please Select Consultant Specialty.

Endocrinology
Nephrology
Rheumatology
Test
Cardiology
Neurology

Does the patient consent to this e-referral? No
(for more information regarding consent, click [here](#))

Please Enter Patient Information.

Date of birth * * * * * Gender * * * * * Given Name * * * * * Surname * * * * *

Step 4 - Consultation Request

Consultation request should include the following elements (if applicable):

- Reason for consultation
- Specific treatments already prescribed
- Suggestions for possible treatments (i.e. I would like to optimize current treatment; I am inquiring about an alternative approach to the problem)

Please type request in the space provided below (field will automatically adjust to amount of text).

N.B. A clearly formulated question will assist the consultant in providing a clear recommendation.

State: Requester: Opinion given Version 3.8

e-Consultation Pilot Project

Specialist Recommendation

Step 1 - Date

Please Select Today's Date.
Friday, March 19, 2010

Step 2 - Primary Care Provider Information

Renee Lafleur
Primary Care Provider Name

43 Bruyere Street Ottawa ON K1N 6N5
Street Address City/Municipality Province Postal Code

613-562-6262 x 1542 rlafleur@bruyere.org
Telephone Facsimile E-mail

Step 3 - Patient Information

03 | 05 | 1975 | Male | James | Testcase
Date of birth Gender Given Name Surname
(dd /mm/ yyyy)

The requester has also provided the following additional information concerning the patient.

James is on drug yahoo-ol

Step 4 - Specific Question

For the question you asked:
James suffers from severe headaches, usually in the mornings, but also after sipping a slushie too quickly. What type of tests/treatments do you recommend? (ps. cherry is his favorite flavour of slushie).

Pre-populated when user logs in

Manually entered

e-Consultation Pilot Project

The specialist has provided the following recommendation:

James needs a CT scan of his head. He also needs to go on a strict No-Slushie diet. Depending on outcome of these measures, he may need to be seen in formal consultation, however, it should be noted that yahoo-ol has, as it's most significant and frequent side effect, severe morning headaches (who KNEW??) so if possible, it should be switched. Nevertheless, he needs the CT to be sure he doesn't have a giant slushie.

If this satisfies your inquiry, you can close this e-consult:

Or, if you require additional information, please pose your inquiry in the space provided below (field will automatically adjust to amount of text).

James suffers from severe headaches, usually in the mornings, but also after sipping a slushie too quickly. What type of tests/treatments do you recommend? (ps. cherry is his favorite flavour of slushie).

Satisfied with answer

Have an additional question?

Background Recap

- Pilot research project launched in January 2010, led by Dr. Keely & Dr. Liddy and funded by TOHAMO initially
- Leveraging the Champlain Collaboration Space, it provides an innovative and secure web-based approach for primary care physicians to access specialists.
- Subsequent funding proposal to eHealth Ontario was approved to extend the solution, as well as to enable integration with EMRs – work is now complete:
 - Faster form and improved process
 - More PCPs and Specialties
 - Delegate feature available
 - EMR integration using the new Provincial eReferral specification
- '11/'12 funding secured to remunerate specialists & maintain the service
- Next Steps:
 1. Stepping stone towards regional eReferral solution
 2. Position eConsult as a billable service

Current status

- System functioning well with ~ 150 consults submitted and 128 completed as of end of August 2011
- Specialties currently include: Cardiology, Dermatology, Diabetes Education, Endocrinology, ENT & Head/Neck Surgery, General Pediatrics, General Surgery, Internal Medicine, Nephrology, OB/GYN, Pediatric hematology/oncology, Thrombosis, Hematology, and Pain Medicine and Anesthesiology
- Dermatology has been the most popular eConsult specialty!
- Majority of requests have not resulted in a referral recommendation

Sample Comments from Clinicians:

- **IMPROVED ACCESS:**

- “(E-consult allowed me to) clarify the urgency with which a patient should be seen and cut down on any other forms of communications that might take longer” *sp*
- “The timeliness of the responses has been excellent, I feel I am walking the halls of a tertiary care hospital and stopping consultants at my whim” *pcp*

- **BETTER INTEGRATION:**

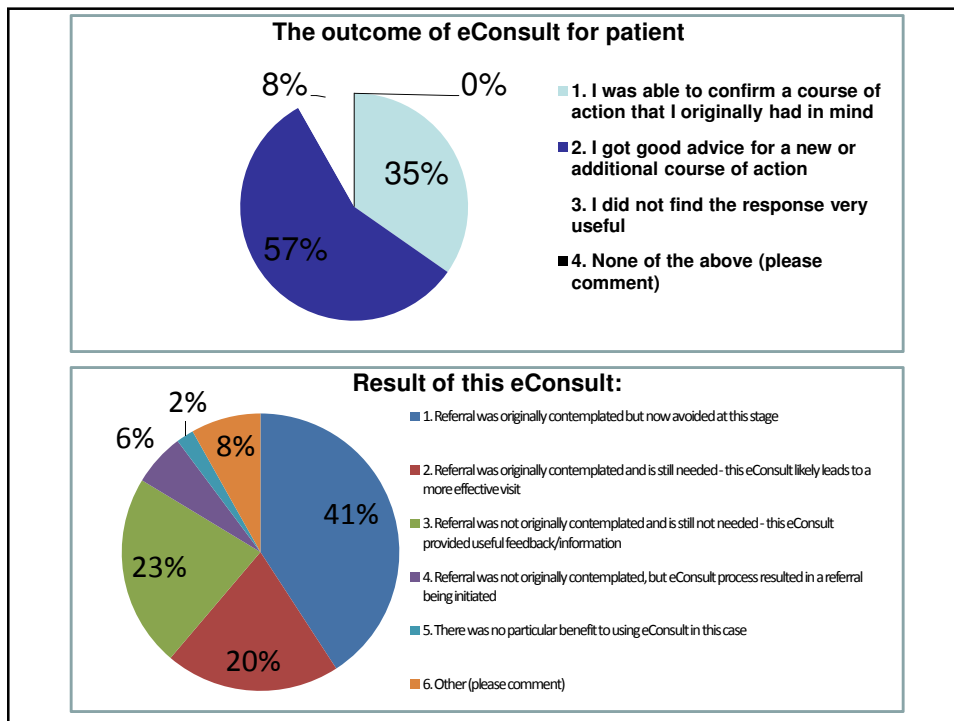
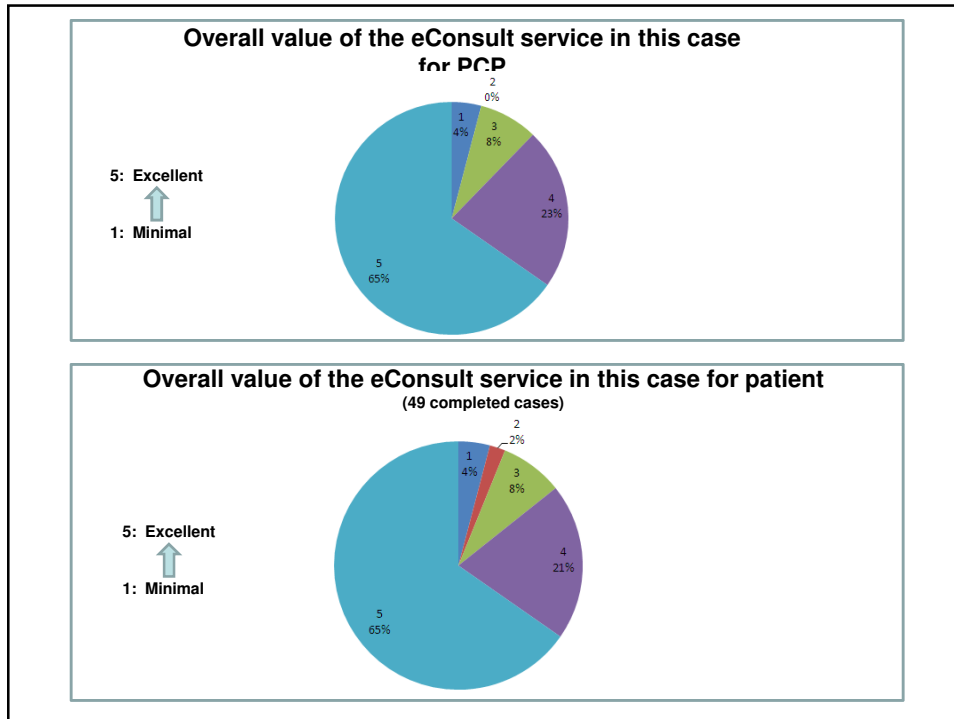
- E-consult allows you to “... communicate to the patient to bring their medication or to find out a bit about their family history (before specialist visit)” *sp*
- “the information they provided was really quite excellent” *sp*
- “I was absolutely satisfied with the type of information, the clarity of it and especially the timeliness of it” *pcp*

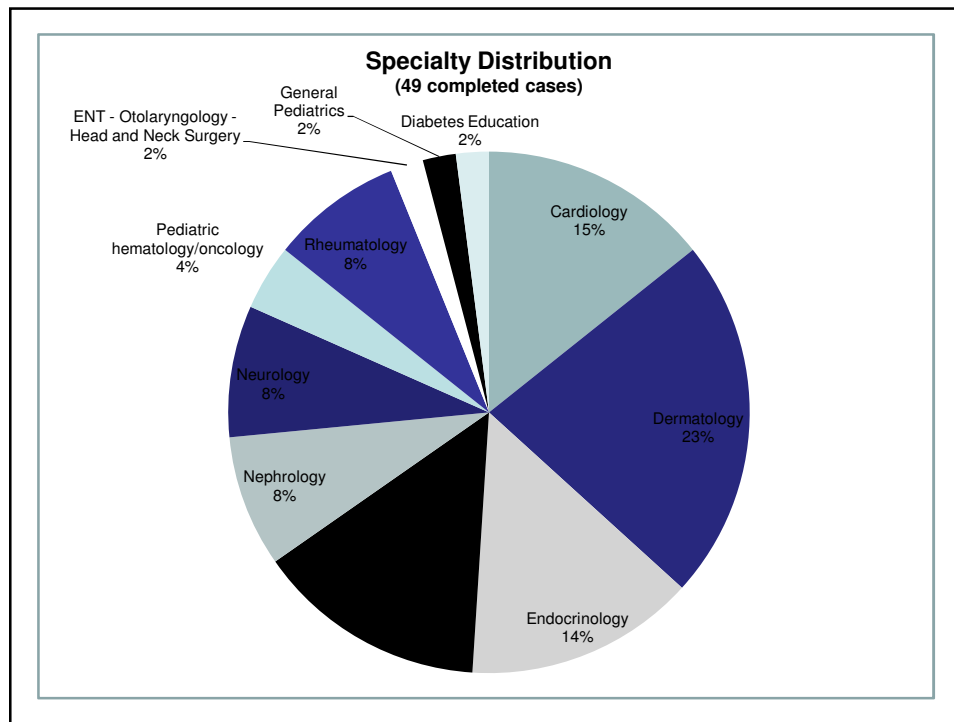
- **AVOID UNNECESSARY VISITS**

- “it’s a big advantage not having, especially the older folks, not having them have to go through the trip down to Ottawa” *pcp*
- “almost a filtering system to reassure family doctors and at the same time not burden ourselves as specialists with too many consultations that perhaps are not necessary” *sp*

Summary of PCP Responses to eConsult Surveys

**[Incorporated into the Closure process of the new
enhanced eConsult form & workflow]**





Policy Issues and challenges

- High level of support is needed for adoption of new technology in primary care
- Adoption of new work flow within practices is challenging
- Organization of care delivery amongst specialists is low
- Systems level changes in care delivery may not have existing payment structures

Next steps

- Establish billing code for e-consultation
- Expand service to more PCP's
- Ongoing integration into EMRs
- Establish PCP and specialist referral directory
- Expand to E-referral

Contact Information

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- Amir Afkham, amir.afkham@lhins.on.ca