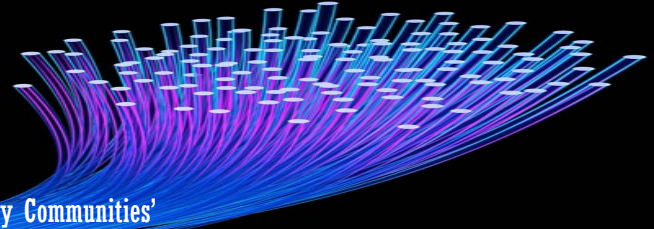


# Project Connector

The technology connection for achieving 'Care Connections — Partnering for Healthy Communities'



## ICT/eHealth captures opportunities at Symposium over two days

NSM LHIN had information technology representatives on each of the nine working groups that came together at the Care Connections Symposium. The working



*One of the three opening stories to the session as told by Kira Hamilton, "I was my own advocate from 12 years of age. Ten years later — I have the help I need because somebody finally listened."*

groups were multi-sectoral and grouped by stages along the continuum of care. The ICT/eHealth reps were gathering information on the business challenges and opportunities for technology to support or

solve that arose during discussions.

The Symposium saw over 250 people from clinicians to consumers, information technology to human resources experts as well as governance leaders come together to begin the design of a person-centric health system.

The Symposium spanned two days resulting in over 3700 person hours of workshops and discussion that is setting the foundation and priorities in the design of an integrated health system.

Designing an integrated system and the ICT/eHealth 10 year strategy is in development in 2010 will lead to implementation beginning in 2011.

The ICT/eHealth representatives came together at the end of the symposium to discuss what they had heard over the two days and identified some key themes for technology to enable change and improvements. Some of these included; greater computer networking between providers; an electronic health record accessible by all health care providers, the individual and support agencies; and that anywhere a person accesses the system can set them on the right path to the right care aided by technology.

These consultations on the integrated system design adds to the work of the 5000 people that provided input to the development of an integrated health plan as well as working groups that have been meeting to validate data on the current state and begin the process for designing an integrated system.

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*"Day one set the tone for the entire Symposium. We heard from three families touched by the healthcare system, its challenges, its successes, its shortfalls and the need to address the overall needs for the whole person and their caregivers. Technology will also play a significant role in addressing some barriers we currently have."*

**Bernie Blais, CEO**

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## Ufirst Project — electronic referral system pilot underway

The Ufirst application allows for e-referrals from physicians through their own Electronic Medical Record or Family Health Team to convey specific information for their clients care to a specialist. The pilot is using a referral system from family physicians to a psychiatrist. The tool supports timely clinical intervention when and where needed; reduces the need for office appointments and facilitates effective provider communications – eliminating repeated phone calls in reaching a colleague.

The referral project extends child and adolescent outpatient psychiatry services to approximately 37 Family Physicians in the Georgian Bay Family Health Team. The project is using an existing system currently in place with the Mental Health Services program of the Barrie and Community Family Health Team

which provides services to 67 Family Physicians as well as Physician Residents with the Fam-



ily Medicine Teaching Unit.

With added features, this tool is intended to provide an electronic means for family physicians to easily refer clients for Psychiatrist follow-up. As a patient/client joins the service he or she can privately contact the psychiatrist to talk about updates, focus on crisis management, adjust medications, note side

effects or schedule appointment times.

The objective of the program is to:

- improve the referral process;
- reduce client wait time, and
- improve the clinical collaboration between family practitioners, their patients and all the specialists involved with their care.

The pilot project will complete its review on its value and outcomes in 2010. The program will enroll an estimated 180 to 360 patients of

the Georgian Family Health Team's patient list.

Ongoing meetings will be held with the physicians to ensure both understanding and effective application of this technology.

### LSSO announces new addition

**Anu Gajeeban** has joined the LHIN Shared Services Organization (LSSO) team in the role of SharePoint Administrator. Anu brings a wealth of knowledge in SharePoint development and Business Workflows along with experience developing and maintaining web based content for multiple delivery channels. Anu holds a BSc. in Computer Science and a Master of Information Technology. Anu's priority will be the rollout of SharePoint to the 14 LHINs. as an electronic collaboration platform for the LHINs and Health Care Providers.

## Electronic Report Manager in Place

On May 26th, Aileen Carroll, MPP for Barrie joined Dr. Anne DuVall, Lead Physician at the Barrie and Community Family health team, Dr. DuVall's patient Jennifer Paradis and Project partners, Janice Skot, CEO of the Royal Victoria Hospital, Brian Forster, CEO of OntarioMD, Ruben Rose, Board Chair, for the NSM LHIN, Rod Burns, Chief Information Officer and e-Health Lead NSM LHIN and Mel Casalino, Senior Director, Physician eHealth Program at eHealth Ontario to officially launch the Hospital Report Manager tool being piloted between Royal Victoria Hospital and the Barrie and Community Family Health Team.

Hospital Report Manager is a technology tool that enables hospital reports to be transcribed and transmitted directly to family

practitioners usually the same day. The project has reduced the turnaround of these reports from up to 12 days to same day delivery.

This allows physicians to have information in hand before they see their patient again.

The early stage of this project has seen the Royal Victoria Hospital electronically sending 2,500 patient reports per week to physicians at the Barrie and Community Family Health Team (BCFHT). The reports are placed directly into the patient's Electronic Medical Record at the Barrie Family Health Team office.

"When patients come in for follow-up care after visiting Royal Victoria Hospital, I already have received an electronic copy of their report," states Dr. Anne DuVall, Lead Physician at the BCFHT.

Jennifer Paradis, a patient at the BCFHT, says: "I have experienced firsthand how this new system can speed up access to care." Adding, "After a recent trip to Royal Victoria Hospital's Emergency on a Monday, my test results

were sent back to Dr. DuVall that very same day. By the end of the week, I had a referral to another physician and a treatment

plan laid out. Knowing that the wheels were in motion so quickly greatly reduced my anxiety over having to wait for results."

This new electronic Hospital Report Manager has been developed as a computer application that can work at any hospital in Ontario to communicate

with physicians using an EMR subsidized by Ontario's EMR Adoption Program.

The partners for this project include RVH, the BCFHT, OntarioMD (a subsidiary of the Ontario



Jennifer Paradis shares her patient perspective on the value of the project.

Medical Association that manages Ontario's EMR Adoption Program), eHealth Ontario (which funded and provided network services) and the North Simcoe Muskoka Local Health Integration Network (which sponsored the proposal and coordinated the partners' participation).

The Project Connector is published every two months and available to all stakeholders. Sources for this issue include: PMO team, personal interviews and event attendance.. If you wish to subscribe to this newsletter you may register on our website at

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