



**Message from Rob Devitt,
Interim CEO, eHealth Ontario**

As my time at eHealth Ontario winds down I would like to take this opportunity to share the developments that have taken place over the past five months. When I joined eHealth Ontario in August many positive changes to stabilize the organization were already underway, thanks in part to the great leadership of Ron Sapsford, Acting CEO, eHealth Ontario and David Hallett, Chief Operating Officer.



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**Strategy Update at OHA
HealthAchieve Conference**

eHealth Ontario connected with thousands of delegates at the Ontario Hospital Associations annual conference - OHA HealthAchieve, held at the Metro Toronto Convention Centre from November 16 to 18. eHealth Ontario exhibited its portal services at the conference and updated delegates on its ehealth implementation strategy.



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Diabetes Care Reports Coming Soon

eHealth Ontario is preparing to launch the Baseline Diabetes Dataset Initiative to primary care providers in early 2010. The initiative involves providing primary care providers with a list of patients with diabetes in their practice. Once the provider has validated the patient list they will receive a Diabetes Care Report that shows the dates the patients with diabetes last had three important tests – blood sugar test (A1C), cholesterol test (LDL) and retinal eye exam. This information will help improve care for people living with diabetes.



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in Healthcare Expo**

eHealth Ontario is proud to have been chosen to exhibit at the Celebrating Innovations in Health Care Expo for its ePrescribing initiative.



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**Information Technology
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On December 2, 2009, over 250 people attended the ITAC breakfast to hear eHealth Ontario's Interim CEO Rob Devitt and Acting SVP for Development and Implementation, Doug Tessier provide an update on Ontario's ehealth strategy.



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**Update on eHealth
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eHealth Ontario recently provided a production preview of its new portal services for use by clinicians at the OHA HealthAchieve conference.



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**eHealth Ontario
accomplishments,
a year in review**

Thanks to the dedication of staff and in collaboration with the organization's stakeholders and partners, eHealth Ontario met many significant milestones

in the past year.

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As my time at eHealth Ontario winds down I would like to take this opportunity to share the developments that have taken place over the past five months.

When I joined eHealth Ontario in August many positive changes to stabilize the organization were already underway, thanks in part to the great leadership of Ron Sapsford, Acting CEO, eHealth Ontario and David Hallett, Chief Operating Officer.

Over the last few months the organization has continued the work that had been done prior to my arrival, maintained focus on moving the organization's mandate forward and introduced new accountability measures.



The board and management of eHealth Ontario have implemented the necessary controls to ensure the prudent use of taxpayers' dollars. Activities undertaken to date include the following:

- A notice was issued to all eHealth Ontario staff regarding the need to eliminate unnecessary expenditures;
- A notice was issued to all vendors providing services to eHealth Ontario, asking them to immediately stop submitting expenses of discretionary nature;
- The finance division began applying an additional level of scrutiny to all payments;
- In support of the annual business plan, the finance division has put in place strengthened budgeting processes and financial management practices;
- The organizational structure of the procurement function has been enhanced;
- The controllership of the procurement function has been strengthened, meaning planned or pending procurements are scrutinized to ensure they are in compliance with procurement rules before they are executed;
- A new procurement directive has been finalized and approved by the board of directors;
- A new delegation of authority policy has been finalized and approved by the board of directors;
- Compliance with the Government of Ontario's "Travel, Expenses & Hospitality Directive" has

been reinforced at all staff levels; and

- A new organizational chart was implemented to streamline the senior management team and further stabilize the organization;

The agency has also taken steps to significantly reduce its reliance on fee-for-service consultants from approximately 387 in April 2009 to 160 by March 2010. As percentage of the total workforce population, fee-for-service consultants will represent 16 per cent of the population by March 2010 rather than 39 per cent as of April 2009.

In addition, the agency developed its annual business plan for 2009 – 2010 and 2010 – 2011. This plan provides the foundation that will enable the achievement of the initial 2012 ehealth strategy and subsequent 2015 ehealth strategy.

Finally, eHealth Ontario continues to make progress on its search for a permanent Chief Executive Officer. Michael Fenn has been appointed as the interim CEO until the position is filled permanently early in 2010. I know that Michael will be a great addition to eHealth Ontario's team and he will continue to move Ontario's ehealth agenda forward.

I must acknowledge the entire organization and the people who make up eHealth Ontario, as it is through their efforts that these accomplishments have been achieved and the important work of ehealth has been able to continue. ehealth is invaluable to Ontario's health care system. We must not lose sight of this as we work together to improve patient safety and the sustainability of our system.



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Strategy Update at OHA HealthAchieve Conference

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Rob Devitt, interim President and CEO of eHealth Ontario, participated in the conference's eHealth Track. He spoke to health care leaders at an eHealth Breakfast and answered their tough questions. Later that day, Rob addressed a room of approximately 300 delegates to give an update on the ehealth strategy following many challenges around the procurement of resources. Despite delays brought on by introducing new policies and procedures to improve fairness, transparency and accountability, eHealth Ontario initiatives have made noteworthy progress.

One of the most important steps forward has been with the Baseline Diabetes Dataset Initiative. For the first time in Ontario, eHealth Ontario has mined patient data from different sources to get the exact number of patients with diabetes in the province - 906,577. eHealth Ontario was also able to match these patients to their 8,977 primary care provider and determine if they received an A1C, cholesterol (LDL) or retinal test. One of the most important findings was that only 34 per cent of Ontarians with diabetes received all three tests within the Canadian Diabetes Association's best practice guidelines. Knowing the number of Ontarians living with diabetes and the test and exams they are receiving – will assist physicians to provide improved care to their patients.

eHealth Ontario is committed to continuing good work to benefit the people of Ontario. Rob also took the audience through other successes such as the ePrescribing Demonstration project, advancements in the Diagnostic Imaging and Picture Archiving Communications System and the recent Electronic Medical Record Adoption Program funding for primary care physicians and specialists. He acknowledged the limitations of the current ehealth strategy going to 2012. eHealth Ontario is working on a plan to take Ontario's ehealth strategy to 2015 and bring us closer to a comprehensive electronic health record.



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A: I have an engineering background and have always been interested in technology and health. eHealth Ontario brings the vital tools health care needs. The health care environment is not viable unless we move forward with technology. We need to get to people faster and we need the tools to do it. eHealth Ontario enables that.





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Celebrating Innovations in Healthcare Expo

eHealth Ontario is proud to have been chosen to exhibit at the Celebrating Innovations in Health Care Expo for its ePrescribing initiative.



The Expo is a showcase of initiatives that are driving health care system renewal in Ontario. eHealth Ontario submitted its application to exhibit in partnership with the Group Health Centre in Sault Ste. Marie and the Georgian Bay Family Health Team from the Collingwood area. Dr. James

Lane, one of the physicians involved in the ePrescribing Demonstration Project from the Georgian Bay Family Health Team, and recent recipient of the COACH Community-Based Physician Leader/Innovator Award, was on hand to speak to our stakeholders about the project and about the importance of ehealth for the province. Dr. Lane gave live demonstrations of his electronic medical system and the ease with which he can send his patients' prescriptions electronically to their preferred pharmacies.

Lucy Fronzi, Senior Manager, Member Services at the Group Health Centre and Elizabeth Bodnar, Senior Manager Corporate Relations & Privacy at the Group Health Centre, shared their experiences with attendees on the benefits of electronic prescribing for improving patient care and improving processes used by physicians and pharmacists. They brought the benefits home to visitors to the booth by challenging them to decipher illegible paper prescriptions. Many attempts were made to make out what was written, but only two visitors came close. Clearly, electronic prescribing takes patient safety. The ePrescribing Demonstration application to be launched in Canada and eHea success story.



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It was followed by a Vendor Information Session regarding the next steps in the development of projects to support Integration including the Health Information Access Layer.

The goal of these presentations was to disseminate information in an open and transparent way and to hear first-hand from the vendor community about interests and questions they had.

eHealth Ontario looks forward to more frequent opportunities to speak with vendors about its strategy and initiatives to support it.



