

Welcome to Outreach, the South East eHealth newsletter. We aim to ensure effective delivery of updates as they pertain to you on a regular basis. We encourage you to contact us with any questions.

eHealth Project Update

Resource Matching & Referral Project— The “Fuzion” Sessions

The Resource Matching & Referral (RM&R) project is part of the Provinces Emergency Rooms/Alternate Level Care (ER/ALC) Wait Times Strategy. Over the last few months RM&R tools and activities have been used to assess current state referral processes for specific patient referral pathways within the LHIN.

To guide the RM&R project the following Implementation Funding Model (IFM) has been developed to define the specific criteria and outcomes that LHIN's must demonstrate in order to qualify for funding the RM&R solution described in the Provincial Reference Model.

Early funding stages must be completed by end of fiscal year 2009/10.

Implementation funding stages must be completed by end of fiscal year 2011/12.

1. RM&R project establishment & current state assessment (LHINs with new initiatives only)
2. Project advancing the provincial RM&R agenda (Early adopters only)

3. Future State Definition

4. Design & Implementation Planning

5. Deployment & Adoption

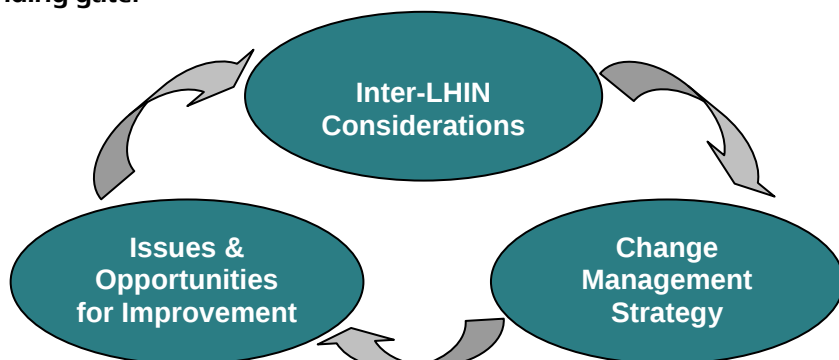
6. Post-Deployment & Transition

7 LHINs have clustered and will collaborate on these first two phases: *Project Establishment and Current State Assessment*

To culminate the first stage of the RM&R project, the eHealth department at the South East LHIN will be conducting 3 Fuzion sessions over a three week period. The meeting dates are as follows:

- ◇ Session 1- February 26, 2010
- ◇ Session 2- March 5, 2010
- ◇ Session 3- March 11, 2010

The objectives of the Fuzion sessions are to bring together a cross-section of project stakeholders to review and validate the current state referral processes mapped to date based on the RM&R tools and activities. As well, to discuss future state considerations in order to bridge the next phase of the project and move into the next funding gate.



Future State Considerations will include thoughts on:

- ◇ Inter-LHIN Considerations
- ◇ Issues & Opportunities for Improvement
- ◇ Change Management Strategy

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A South East LHIN eHealth Success Story

The South East LHIN recently received a thank you letter written by Dr. Veronica Mohr of Queens Family Health regarding our involvement in the EMR Integration Project.

"I would like to thank you, the LHIN, KGH, HDH, and Xwave for having piloted the new link to KGH. This is an invaluable asset and makes communication so much faster. With clinic notes and radiology reports arriving on my computer in such a timely fashion I have been able to inform cancer patients of good results even before their appointments, which they greatly appreciate. I also sent someone to emerge with a medical problem and the next day I had the consultant's report on my computer so I was able to follow up immediately. This is one of the few innovations that has really impacted me by easing my workload in not having to chase down results and improving my care for patients in having up to date information at the time of their appointments. So thanks again for all the hard work in initiating this program"

-Dr. Veronica Mohr

Community Project Update Long Term Care Homes OTN Project

20 homes across Ontario are participating in the Ontario Telemedicine Network's Long-Term Care Emergency Expansion Project which creates telemedicine links for urgent, unscheduled telemedicine consultations between long-term care homes and acute care emergency departments and consultant providers.

Within the South East, the Fairmount Home, Rideaucrest Home and Providence Manor have been accepted to the program and are utilizing the OTN for urgent consultations between Nurse Practitioners, Physician's and Mental Health Specialists. The project will help support the LHINs Integrated Health Service Plan (IHSP) in reducing Emergency Room visits and hospital admissions.

For further information about the OTN or Telemedicine services please contact:

Shelley Huffman at (613)536-3540 ext. 3546.

Questions? Comments?

Do you have a story you would like to share with the community?

We want to hear it all! Please send your feedback to

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