



## ***eHealth: a Key Enabler for Achieving System Transformation***

**A**s you may know the Toronto Central LHIN has recently completed its second three-year strategic plan - Integrated Health Service Plan (IHSP) 2010-2013 or "IHSP-2". eHealth is a key enabler that is inherent to all IHSP priorities of Emergency Room Wait Times, Alternative Level of Care Days, Diabetes, Mental Health and Addictions, and Value and Affordability, and to overall system transformation. Many of you were directly involved in the IHSP refresh process, either through participation in engagement sessions or by completing the consultation survey for Health Service Providers and Health Professionals. In fact, 78% of Health Service Providers who participated in the IHSP-2 survey agreed or strongly agreed that eHealth is an essential enabler to achieving IHSP-2 goals. With this great level of support, the local health care system is well positioned to make significant gains with its key eHealth initiatives over the next few years: Resource Matching and Referral (RM&R), ConnectingGTA, GTA West Diagnostic Imaging, Diabetes Registry Repository, and a Patient Portal pilot.

This eHealth Bulletin provides you with updates on several of these initiatives, as well as others. Since our last eHealth update in June, several exciting developments have taken place such as implementing the Resource Matching and Referral program into the Long Term Care sector, and receiving support from eHealth Ontario to proceed with the implementation of the ConnectingGTA initiative. Please take a moment to review the recent local eHealth successes. These achievements are the result of the commitment and leadership of you and your colleagues and reflect a strong spirit of collaboration among health services providers in the Toronto Central LHIN.

As always, please feel free to contact the Joint eHealth Office of the Central and Toronto Central LHINs if you have any questions.

Have a safe and happy holiday season!

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## *Local Initiatives:* Resource Matching and Referral

Resource Matching and Referral (RM&R) is an electronic information and referral system that contributes to the Toronto Central LHIN and provincial strategies of reducing ER wait times and ALC days and improving health equity within the health care system. This is made possible by improving workflow and communication during the referral process, matching patients/clients to earliest available and most appropriate care/support setting, and delivering the right level of service at the right time. The Toronto Central LHIN has implemented the Strata Pathways solution.

### **Toronto Central LHIN Implementation Status:**

As of November 16<sup>th</sup>, 100% of participating Acute (medical/surgical units) and Rehab/Complex Continuing Care (CCC) Health Service Providers in the Toronto Central LHIN are sending Community Care Access Centre (CCAC) and Long Term Care referrals through RM&R. This concludes the current implementations of the Toronto Central LHIN RM&R program, which has become one of the fastest-moving regional eHealth implementations in Ontario. In just 12 months, RM&R is live in 53 Health Service Providers organizations, facilitating Rehab/CCC, LTC (via the CCAC), and Toronto Central CCAC in home service referrals electronically. This success was highly dependent upon the level of

collaboration from every participating Health Service Provider. With your support, the project has not only grown in size, but it has continuously evolved into a solution that meets the business needs of providers. Congratulations to all participating organizations for contributing to this ground-breaking activity!

The Toronto Central LHIN continues to plan for the future implementations of RM&R, including bed-level matching for the Long Term Care referrals, and Emergency Department to Community referrals (both pending funding approval).

### **Seven LHIN RM&R:**

The Toronto Central LHIN and 6 other LHINs (Central, Central East, Central West, Mississauga Halton, North Simcoe Muskoka, and South East LHINs) have agreed to work together to understand referral business processes and information flow within and across multiple LHINs. The initiation of this work is being made possible through a funding opportunity from eHealth Ontario due to its alignment with the Provincial Reference Model for RM&R (the

Toronto Central LHIN participated in development of this model).

The Toronto Central LHIN will contribute to the seven LHIN initiative by providing the other LHINs with our lessons learned, and also by contributing to the development a current state assessment of referral activity between LHINs. This work is scheduled to be complete by the end of the 2009/2010 fiscal year.

For more information on Resource Matching and Referral, please contact Shiran Isaacksz at [isaacksz.shiran@torontorehab.on.ca](mailto:isaacksz.shiran@torontorehab.on.ca).

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## Community Support Services IM/IT Environmental Scan

Thirty-four Community Support Services agencies in the Toronto Central LHIN have organized to form the Community Navigation and Access Project (CNAP).

The CNAP network is working to consolidate and standardize business processes for the community support services sector and implement a hub model to facilitate referrals and enhance access to service. The IM/IT Environmental Scan is a key component of this work, which is identifying opportunities to address the fragmented and aging information technology (IT) infrastructure within the CNAP network in order to prepare for eHealth initiatives such as Resource Matching and Referral.

### **Status:**

Beginning in late October, all CNAP agencies were asked to participate in a survey aimed at gaining a better understanding of the IT applications, hardware, networks, web, security, IT support, IT budgets, and IT strategic plans within the CNAP agencies.

The survey was developed in partnership with the CNAP leadership as well as through the contribution of several CNAP agencies through participated in a preliminary 'Question and Answer' session for the survey. The surveys were submitted on November 16<sup>th</sup> with a 79% response rate. Thank you to all of those who participated during this busy time.

The next steps for the initiative include completing an analysis of the survey responses and visiting several of the CNAP agencies to gain a more detailed understanding of the survey results. These components will assist in determining highest priority IM/IT opportunities across the network.

The outcomes of this initiative are scheduled to be complete by the end of this fiscal year.

*For more information on the Community Support Services IM/IT Environmental Scan, please contact Kendyl Dobbin at [Kendyl.Dobbin@lhins.on.ca](mailto:Kendyl.Dobbin@lhins.on.ca).*

## *Regional Initiatives:* ConnectingGTA

ConnectingGTA (cGTA) is an eHealth program that will enable the exchange of clinical information across the continuum of care in the Greater Toronto Area. By the end of the 3 year workplan for cGTA, the project aims to capture approximately 65% of identified healthcare data from participating healthcare organizations. The program includes the following components:

- **Provider Portal and Portlets:** This will allow healthcare information available via cGTA to be securely accessed and displayed in a customizable way;
- **Health Information Access Layer (HIAL):** This is the foundational infrastructure that will securely integrate existing information systems and link them to the provider portal, to allow for quick and easy viewing of clinical data;
- **Clinical Document Repository:** This will store commonly needed patient data elements such as discharge summaries, visit/encounters, emergency department reports and CCAC reports. The HIAL will draw upon the CDR to maximize system performance.

Many provincial registries and repositories will be leveraged by the cGTA project and made available to GTA users. This includes data from the Ontario Laboratory Information System (OLIS), which will store patient lab results from all Ontario hospital and community labs.

### **Status:**

We are excited to report that on September 24th, 2009, the eHealth Ontario Board acknowledged its support and funding for Year 1 activities for cGTA (fiscal year 2009/2010).

With this recent support from eHealth Ontario, lots of activity will be taking place in the upcoming months. Before the end of this fiscal year, the project team will continue to work to accelerate the population of the OLIS repository with lab data from participating hospitals. Currently, 6 hospitals in the GTA (including Sunnybrook Health Sciences Centre, St. Michael's Hospital, and Mount Sinai Hospital in the Toronto Central LHIN) are working with the cGTA project team to feed their biochemistry results into OLIS by Spring 2010. Furthermore,

the Provincial OLIS Team is engaging an additional 5 hospitals in the Central East LHIN to populate OLIS. The cGTA initiative also plans to pilot the viewing of OLIS data at one hospital site by Spring 2010. A Request for Proposals (RFP) will be released in the next few months for the required foundational components of the solution (the HIAL and CDR components).

Clinicians from acute, primary care and community care settings will continue to be engaged throughout the implementation of the project and a clinical working group will commence in the new year which will provide clinical and business input for cGTA program planning and implementation processes.

For more information on ConnectingGTA, please contact [ConnectingGTA@uhn.on.ca](mailto:ConnectingGTA@uhn.on.ca).



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## GTA West Diagnostic Imaging Repository (DI-r)

A Diagnostic Imaging Repository is a collection of patients' diagnostic imaging results in a single, standards-based repository that supports sharing of images locally, regionally, provincially, and on a pan-Canadian basis.

This project was initiated in early 2008 and builds on the lessons learned from previous DI-r projects in Canada. The GTA West project will leverage other projects' experiences and architecture components thus contributing to its success and facilitating adoption. Major benefits of the GTA West DI-r are that Participating Organizations can leverage their prior investments in Picture Archiving and Communication System (PACS) technology, and it will also provide "Any Place, Anywhere" viewing of diagnostic images through a standardized DI-r viewing application.

Once implemented, the project has the potential to: Improve patient flow, reduce medical errors, improve quality of care in diagnosis and treatment, decrease patient transfer and wait times, and enhance clinical collaboration.

Twenty-three hospitals and five LHINs (including the Toronto Central LHIN) are currently involved.

### **Status:**

Over the past few months the project has gained a great deal of momentum. Contract negotiations are currently taking place with its preferred vendor. Negotiations are scheduled for completion by the end of the calendar year.

The project is currently conducting site visits where the project status, estimated operational costs, as well as the letter of intent to join the project are discussed and questions answered.

The site visits have been going well and are scheduled to be completed in the next couple of months. The LHIN CEOs, the GTA West DI-r Executive and the GTA West DI-r Steering Committee are currently finalizing the oversight structure that will set governance and participation rules for the implementation and operations. Please stay tuned in the upcoming months for more updates.

For more information on the GTA West DI-r initiative, please contact Sonali Kohli at [Sonali.Kohli@uhn.on.ca](mailto:Sonali.Kohli@uhn.on.ca).

## *Provincial Initiatives:* eHealth Ontario Call for Proposals

In late August, eHealth Ontario announced that it would be providing funding to the LHINs to guide and lead activities in support of the provincial eHealth Strategy. Specifically, eHealth Ontario highlighted 4 key areas to which the LHINs could submit proposals for funding opportunities: Integration Services, ALC Resource Matching and Referral (RM&R), Physician eHealth, and Implementation and Adoption (LHIN eHealth Readiness). The goal was to identify and fund activities to be implemented over 6 to 12 months that would align with the following principles: alignment with and support of Ontario's eHealth Strategy, add value to eHealth Ontario and the participating health care organizations, further the progress of local LHIN eHealth plans, reusability (e.g. lessons learned), sustainability, building on existing investments, and engagement and support of clinicians.

### **Status:**

The Toronto Central LHIN submitted 6 proposals to eHealth Ontario for consideration, some in partnership with other LHINs. Currently, the LHINs are awaiting funding decisions from eHealth Ontario. Once decisions have been made, project activities will commence.

The Joint eHealth Council of the Central and Toronto Central LHINs assisted the Joint eHealth Office in facilitating a transparent process for identifying and selecting proposals for submission. Many Toronto Central LHIN Health Service Providers were instrumental in the development of the following proposals, which were submitted on September 18, 2009:

- ALC Resource Matching & Referral funding stream:
  - 7-LHIN RM&R Proposal, as mentioned in the above Resource Matching and Referral update (Mississauga-Halton, Central West, Central, Toronto Central, Central East, South East, and North Simcoe Muskoka LHINs).
- Implementation & Adoption (LHIN eHealth Readiness) funding stream:
  - Privacy Readiness for the Community sector (Central and Toronto Central LHINs);
  - Connectivity Readiness for the Community sector (Toronto Central LHIN); and
  - Shared Information Network Early Adoption Project – North York General Hospital, Central CCAC, Sunnybrook Health Sciences Centre (Central and Toronto Central LHINs).
- Physician eHealth funding Stream:
  - Primary Care Electronic Medical Record (EMR) Integration Project – North York General Hospital and Sunnybrook Health Science Centre (Central and Toronto Central LHINs); and
  - Patient Results Online Expansion (Toronto Central LHIN).

For more information on these proposals, please contact Kendyl Dobbin at [Kendyl.Dobbin@lhins.on.ca](mailto:Kendyl.Dobbin@lhins.on.ca).