

eHealth Bulletin

A Message From Your eHealth Lead

It's hard to believe that the summer has come and gone! The past months have seen much progress on several eHealth initiatives. Please take a moment to read this issue of the Toronto Central LHIN eHealth Bulletin to learn about developments in our key eHealth initiatives, as well as updates from eHealth Ontario, the Registered Nurses Association of Ontario and the Association of Ontario Health Centres.

I want to congratulate everyone on the achievements over the past quarter. Collaboration is at the heart of our successes and I look forward to continued teamwork across sectors as we work to deliver technology solutions that help patients get treatment faster and minimize medical errors.

Rachel Solomon
Director, Decision Support and Design
Toronto Central LHIN

Toronto Central LHIN eHealth Office Update

The Toronto Central LHIN eHealth Office is excited to have a new team member, Julie Kwan, who joins us on secondment from Markham Stouffville Hospital. Julie is a registered nurse with a strong background in clinical informatics. She will be leading an upcoming initiative that assesses the eHealth readiness of all of the community-based health service providers in the LHIN.

Would you like to profile an eHealth initiative from your organization in an upcoming Toronto Central LHIN eHealth Bulletin?

Contact Kendyl Dobbin in the eHealth Office at kendyl.dobbin@lhins.on.ca

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The Toronto Central LHIN eHealth Bulletin is a knowledge exchange tool that highlights initiatives and innovations in eHealth from within our LHIN and across the province. You are encouraged to share this bulletin throughout your organization.

Client Access to Integrated Services and Information (CAISI) Improves Care for the Homeless

CAISI allows health care providers to share clinical information across organizations for those who are homeless. It is an electronic medical record that features case and bed management tools, medical record capabilities, and integration functionality. The application is tailored to the needs of shelters, drop-in centres, outreach teams, health clinics and hospitals working with homeless and at-risk populations.

The project brought together multiple stakeholder groups to build broad-based consensus to share information, and has established common guidelines and policies that govern the collection and protection of confidential patient/client data.

A small sample of providers report that full time staff using CAISI regularly save 2.7 to 3.1 hours per day compared with using paper based systems. The time savings enable providers to spend more time with patients and get them connected with the health services they need in the community.

Prior to receiving Toronto Central LHIN funding, CAISI was being used in 14 different agencies with a little over 5,000 clients registered in the system. Today CAISI is being used in 46 agencies across Toronto for more than 11,000 clients.

Toronto Central LHIN funding has helped raise the status of CAISI from a proof of concept to a robust program. Today CAISI is a free and open source integration platform that can be used by small and large community agencies alike.

While 46 agencies are now using CAISI, the process to integrate all participating agencies' systems to share clinical information across organizations is ongoing. A small sample size of providers using CAISI estimate that once full integration is achieved across all CAISI agencies, use of the system could result in a 20% reduction in the number of emergency room visits by clients and a 22% reduction of the length of time homeless patients spend in the emergency department. As well, these providers estimate an 18% increase in the annual number of appropriate community placements for those who are homeless, advancing the providers' ultimate goal to end homelessness. ■■■



"[CAISI] is a system that allows clients to choose to have their information and their services integrated electronically, and that allows them to have their care brought together across multiple organizations"

Dr. Tomislav Svoboda
CAISI Project Lead and Inner City Health Associate

What is Resource Matching and Referral (RM&R)?

RM&R is an electronic information and referral system that matches patients/clients to the earliest available services and care setting that best meets individual client needs.

Simulation Held to Test RM&R Community Model

Following the Toronto Central LHIN's extensive engagement sessions with Community Support Services (CSS) and Community Mental Health and Addictions agencies in the winter of 2010, strategic planning took place to refine an implementation model for referrals to community agencies. This work builds on the previous post-acute RM&R implementations in Rehab/CCC, CCAC in-home services and long term care, taking the RM&R program into its next chapter. The first phase of work within the community sector is the implementation of RM&R software in agencies who are part of the Community Navigation and Access Project (CNAP) network. The CNAP network is comprised of 34 CSS agencies in Toronto that are collaborating to improve access and coordination of CSS services for seniors.

The CNAP network, with the support of the Toronto Central LHIN, worked together, over several years, to integrate their referrals and to solidify the network's operating principles in preparation to implement an electronic referral system. This work included establishing and piloting common referral processes and forms, as well as defining programs, services, roles and responsibilities.

During July and August, an interdisciplinary working group was formed comprised of staff from hospitals, the Toronto Central CCAC, and CNAP to develop an implementation model for RM&R in the community. This September, a set of simulation days were held with this working group to validate and refine the model. As a result of extensive participation from emergency department, acute inpatient, CNAP and Toronto Central CCAC representatives, these simulations were successful in obtaining agreement on the

designed workflows, referral forms. Next steps in the community model design include refining matching criteria for referrals as well as the design and build of the electronic referral system guided by the results from the simulation. ■■■



Interdisciplinary Working Group Members participating in the September 15th Simulation Day for the RM&R Community Model

RM&R Bed-level Matching Slated for January 2011

The addition of long-term care (LTC) bed-level matching to RM&R will enable clients on the LTC waitlist to be matched to vacant LTC beds through RM&R as well as provide an accurate centralized database of available bed capacity.

The project continues to make progress. Technical requirements were finalized in June 2010 and the project team, along with the application vendor Strata Health Solutions, is in the process of technical code development. Over the summer months, representatives from the Toronto Central CCAC and LTC homes previewed the new system features and functionality.

Planning is currently underway for testing of the new functionality, migration of data from the Toronto Central CCAC's client information system, and implementation of the new feature. In the fall, users will have the opportunity to test the system and provide feedback. As well, Toronto Central CCAC will participate in a phased implementation of the bed-level matching functionality. Full implementation is slated for January 2011. ■■■

Assessing eHealth Environment of Community Health Service Providers

In partnership with eHealth Ontario, the Toronto Central LHIN is leading an assessment that will provide a comprehensive overview of the information management and technology environment of all Toronto Central LHIN funded community mental health and addictions agencies, community support services agencies and community health centres.

The outcome will be a documented inventory which will empower community agencies, the LHIN and eHealth Ontario by providing evidence to make decisions on potential partnership opportunities for information management and technology, and planning for future projects. Over the next several months, interviews will be conducted with each of the community health service providers to complete the assessment. To avoid duplication, responses from previous technology related surveys in the community will be consolidated.

More information will be presented at individual sector table meetings in the coming weeks. We look forward to your participation. ■■■

Patient Results Online Expands

The Toronto Central LHIN has been funded by eHealth Ontario for the expansion of Patient Results Online (PRO). PRO is a web-based application that pulls together patient results and information from various organizations' clinical information systems and presents providers with an integrated, single point of access to the patient's comprehensive medical information.

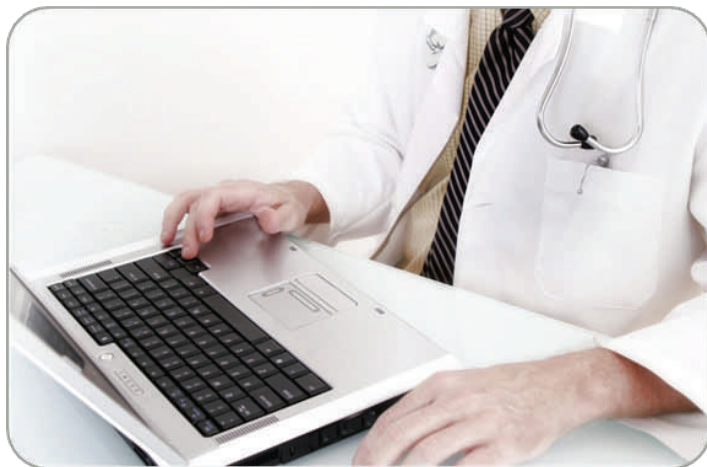
Currently, there are 17 primary care organizations

using PRO and University Health Network is working on implementation activities at eight additional organizations, including creating data sharing agreements, training users, and preparing secure internet connections in collaboration with eHealth Ontario. Several users will have a new remote way to connect to eHealth Ontario's secure ONE® Network. Clinicians will be issued SSL VPN tokens that allow them to remotely connect to the network and access patient results from multiple sites. This flexibility is especially useful for the Inner City Health Associates, who provide care to their patients in various locations across the city. Several of the new primary care sites have completed training on PRO this month and will be live using the application over the next few weeks.

In addition, Toronto East General Hospital and Sunnybrook Health Sciences Centre are contributing patients' results to PRO through back-end integration. Once completed, clinicians will be able to access patient results from a total of seven hospital organizations across Toronto. The new implementations are expected to be completed in October. ■■■

What is Patient Results Online ?

Patient Results Online (PRO) is a web-based application that gathers patient results and information from various organizations and provides a single point access to that information. The application can be remotely accessed, allowing clinicians to view comprehensive patient information from multiple sites.



In keeping with the project team's efforts to encourage collaboration among participating hospitals, each of the hospitals was invited to appoint a clinical and technical delegate to participate in a project working group. High level requirements, based on the request for proposal and the Canada Health Infoway blueprints, have been drafted. However, before these requirements are set as the baseline, certain gaps need to be addressed. This project working group will focus its efforts on closing these gaps based on their clinical and technical needs and understanding.

With a high level project plan agreed upon, and an organizational change management plan approved, the GTA West Project Team officially entered the second phase. Among the deliverables of the project plan are site capability assessments, which have been designed to help the project team identify pilot sites and propose the order of implementation among the participating organizations.

Implementation at pilot sites is scheduled for September 2011, with the remaining sites thereafter going live monthly until February 2013. ■■■

What is the GTA West Diagnostic Imaging Repository (DI-r)?

The GTA West DI-r will enhance diagnostic imaging service across the region serviced by the GTA West hospital sites by enabling an expected 10,000 clinicians to access diagnostics images between sites.

GTA West Diagnostic Imaging Repository (DI-r) Participation Agreements Signed This Fall

After securing funding from both eHealth Ontario and Canada Health Infoway and signing the vendor contract with CGI, the GTA West DI-r is now into its second phase.

A Participation Agreement working group was formed with members representing all 22 participating organizations across the five LHINs involved in the project. This working group, along with joint legal council, collaborated to draft an official Participation Agreement binding the 22 organizations and officially launching the project. The Participation Agreement is scheduled to be signed this fall.





eHealth Ontario Update

eHealth Ontario and Infrastructure Ontario announced in August that the contract for the chronic disease management system (CDMS), initially focused on Diabetes, has been awarded to CGI Information Systems and Management Consultants Inc.

The CDMS will be an interactive, real-time information tool to help providers develop care plans and monitor clinical results to improve care. It will build on the foundation of eHealth Ontario's provincial identification and access systems infrastructure to ensure the secure identification of patients, providers and relevant diabetes health care services, based on common informatics standards and access technology.

eHealth Ontario and Cancer Care Ontario are also hosting an Information Security Seminar in Toronto on October 28th. The session is free for health care providers and offers an opportunity to earn continuing professional education (CPE) credits. Please see the advertisement below for more details.

Information Security Seminar 2010

FREE TO HEALTH CARE SECTOR EMPLOYEES

Where: Toronto General Hospital (and via the Ontario Telehealth Network)

When: October 28th, 2010 – Full Day Event

Topics will include:

- Leading information security trends
- Social media and its challenges for information security
- Building collaboration between privacy and security to mitigate risk

To register and to find out more information go to:
<http://www.ehealthontario.on.ca/forms/SeminarRegistration.asp>

What is ConnectingGTA (cGTA)?

cGTA will enable the exchange of clinical information from participating organizations across the continuum of care in the Greater Toronto Area (GTA). The program includes: a portal and portlets; health information access layer (HIAL); and clinical document repository (CDR).

ConnectingGTA (cGTA)– Setting the Foundation for the Future

The cGTA project is in the midst of activities to ensure necessary people and supports are in place to move the project forward.

As such, the cGTA Steering Committee is being broadened to include members from acute care, family health teams and community care settings to provide clinical and business guidance for the project's implementation phase. With planning almost complete and continued commitment from Steering Committee member, the project team is working closely with eHealth Ontario to secure funding for future project phases.

In the interim, the project and eHealth Ontario continue to work on finalizing procurement activities for the development of the cGTA solution while also focusing on delivering early clinical value through targeted initiatives:

- The project team has been working to accelerate the population of Ontario's Laboratories Information System (OLIS) with data from the GTA. Currently, nomenclature mapping is being completed for haematology, blood bank, pathology and microbiology at five hospitals, including the following Toronto Central LHIN sites: Mount Sinai Hospital, St. Michael's and Sunnybrook Health Sciences Centre. Once complete and live, data from these hospitals, in addition to the foundation adopters, will allow OLIS to capture approximately 50% of the GTA's lab volumes.
- Three additional LHIN-based projects have also been initiated. The TC LHIN is directly involved in the "Three LHIN Health Information Exchange Expansion," which will allow clinical data from Patient Results Online (PRO) hospital source sites to be shared with an additional 1,000 users through Trillium Health Centre's iCare portal. This work will then be leveraged and expanded to benefit users across the GTA.

Stay tuned for more information in the months to come. ■■■

Fostering Greater Awareness and Understanding of eHealth among Nurses

The Registered Nurses' Association of Ontario (RNAO), Nursing and eHealth Project, funded by the Ontario Ministry of Health and Long-Term Care since 2005, facilitates the nursing profession's involvement in the Ontario eHealth agenda and supports nurses to take a leadership role in the adoption of eHealth in all health-care settings. The project connects eHealth to quality patient care and, with additional support from eHealth Ontario and Canada Health Infoway, has engaged in a number of initiatives that support nurses' involvement in eHealth.

One of these initiatives is the RNAO/Canada Health Infoway (CHI) Nursing Peer Leader Strategy that commenced in July 2009. The purpose of this strategy is to facilitate education and knowledge sharing about eHealth across the nursing community so nurses from all sectors gain a better understanding of eHealth and its relationship to quality care and client outcomes. There are 14 nurse peer leaders, each representing a LHIN in Ontario.

On June 28th, the LHIN Nurse Peer Leaders, eHealth LHIN Leads, the RNAO and CHI stakeholders met in Toronto to gain greater awareness of eHealth issues at the national, provincial and regional levels. LHIN nurse leaders also shared successes and challenges in raising awareness and engagement among nurses and discussed new and innovative ways to continue to engage nurses within each of their LHINs.

Ria Spée, an Advanced Practice Nurse at Sunnybrook Veterans Centre who represents the Toronto Central LHIN was introduced at the meeting as the newest nurse peer leader. She used the opportunity to highlight her work and some of her plans for engagement of nurses throughout the Toronto Central LHIN. Spée's role as a peer leader is to leverage RNAO's existing eHealth resources and to engage nurses in a dialogue about eHealth and nursing practice. One main goal is to have 20% of nurses (3,400) in the Toronto Central LHIN access the RNAO Nursing and eHealth online course through www.RNAO.org/eHealth_course. To date, the course has been accessed by close to 8,000 nurses and other clinicians across Canada.

At the June 28th meeting, participants had the opportunity to hear from each of the LHIN eHealth Leads about how LHIN eHealth initiatives are impacting nursing and clinical care and about how nursing can be more involved. Robert Lee, Senior Consultant and Project Management Office Lead for eHealth at the Toronto Central LHIN, shared information about a number of clinically related initiatives and how they would benefit from greater nursing input. The event provided a great opportunity for Lee to begin discussions with Spée about ways in which nurses could be more connected to the eHealth activities at the Toronto Central LHIN.



*Ria Spée RN GNC BScN MSc
Nurse Peer Leader
Toronto Central LHIN*

The meeting was well received and nurse peer leaders felt it provided them with additional strategies and resources for them to carry out their role and continue to engage and support nurses within their LHIN.



*For more information on the RNAO Nursing and eHealth Project, please email eHealth@rnao.org.
To contact Ria Spée, Nurse Peer Leader for the Toronto Central LHIN, please email Ria.Spee@sunnybrook.ca.*

Community Health Centres Implement Information Management Strategy to Improve Health Outcomes and Quality of Care

The Association of Ontario Health Centres (AOHC) is supporting a new Information Management System Committee (ISMC), which is tasked with developing and implementing a strategy for information management systems in Community Health Centres (CHCs). The strategy aims to provide better health outcomes and quality of care using information management tools and processes. In the first two years, the focus is on five inter-related work streams:

1. **Clinical Management System** – AOHC is planning to issue a request for proposal (RFP) for a next generation clinical management system for all CHCs. The RFP will be directed to the vendors who provide Application Service Provider (ASP) solutions certified by OntarioMD. The adoption of ASP technology for clinical management systems is consistent with eHealth Ontario's electronic medical record strategy, OntarioMD's processes and best practices, and the direction promoted by Canada Health Infoway.
2. **Ontario Health Reporting Standards** – The ISMC is working on the Ontario Healthcare Reporting Standards (OHRS)/Management Information System (MIS) project, and the Human Resources Information System (HRIS). Project Charters for the OHRS/MIS compliant financial software and HRIS components have been submitted for approval. The Community Care Information Management program will execute the project.
3. **Community Initiatives** – The CHCs are developing a bilingual, online, searchable inventory of community initiatives across Ontario to facilitate knowledge sharing among the CHCs. A web-enabled Reporting and Evaluation System will be pilot tested on some community initiatives in the fall.
4. **Non-Operational Reporting and Analytics** – A business case for a data warehouse is being presented to the CHC Executive Directors Network in the fall. Supplying a copy of data from the operational clinical management systems to a data warehouse will allow for historical information to be available for comparative and competitive analysis, supporting performance management and quality improvements across Ontario's CHCs.
5. **Electronic Client Record (ECR) Adoption** – AOHC is helping CHCs and Regional User Group Data Management Coordinators to develop and manage ECR Adoption plans. Tools and resources are available to help make the transition seamless. Brian Sankarsingh, Clinical Management System Lead at AOHC, has been working with several CHCs on analyzing work flows; moving from paper to electronic records; developing flow charts for training new staff; and analyzing training needs. This full service support is provided through AOHC at no cost.

