

## Enabling Technologies for Health Care... What's **HOT** in 2016-17!

The NE LHIN continues to leverage technological solutions to strengthen the continuum of care for Northerners. Technology is helping to equalize the delivery of quality care across our hospitals, notably our smaller ones which are able to more easily access expertise that allows for real-time diagnosis, treatment, and follow-up.



In this update, we share three of the areas we'll focus on this year to enhance care for patients optimizing the use of technology, while also streamlining your work.

### 1. eNotification for Hospitals and Primary Care

eNotification enables information sharing between 23 of the region's hospitals and the NE CCAC and informs:

- CCAC Case Managers, or other staff, when a patient on CCAC services presents to the hospital ED, is admitted, or discharged from hospital
- Hospital ED clinicians and staff that a patient is receiving, or has recently received, support from the CCAC.



Implementation is underway to send notifications to primary care EMRs.

### 2. eConsultation

An eConsult occurs when a requesting clinician electronically sends a question to a specialist. This can be a simple question (e.g., about a drug dosage) or a more complex question following an initial assessment by the requesting clinician. These eConsults avoid the need to physically send a patient to a specialist for diagnosis or treatment.

The NE LHIN continues to actively participate in the provincial eConsultation program and is focused on wider deployment and adoption. It has proven to improve timely access to specialist advice and even prevent some unnecessary referrals.

### 3. Patient Order Sets

Patient Order Sets (POS) are evidence-based checklists that drive best practice to optimize patient care and safety. Each order set is designed to facilitate patient care for a particular disease or condition.



To date, **11 hospitals** have implemented electronic POS and others will do so within months. During 2016-17, the NE LHIN will support enhancement of POS and implement POS for Quality-Based Procedures (QBPs).

### Recent Accomplishments

**Resource Matching and Referral (RM&R)** refers to a system that enables seamless transitions from one sector to another. The NE LHIN has been rolling out RM&R in a series of stages that began with acute care patients to the most appropriate level of care, through a standardized provincial electronic referral form. During the past year, 22 hospitals belonging to a consortium known as NEON (North Eastern Ontario Network), successfully implemented this eReferral solution for patients moving from acute to CCAC.

**Physician Office Integration (POI)** sends patient reports including discharges, diagnostics and laboratory results. Almost 550 providers are using POI and nearly 3.5 million reports submitted.

**Telehomecare** links patients with chronic conditions to Registered Nurses who provide remote monitoring and regular health coaching sessions. Over 1,900 people have been enrolled in the program to become partners in their own care, right in their own home. The NE LHIN is beginning work with EMS providers to include their expertise in patient referral, assessment, enrolment, and home visits during enrolment.

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