

G&A OHT Supplementary - TABLE B1 - Digital Health Capabilities

MEMBER	HOSPITAL INFORMATION SYSTEM INSTANCES <i>Identify vendor, version, and presence of clustering</i>	ELECTRONIC MEDICAL RECORD <i>Identify vendor and version</i>	ACCESS TO OTHER CLINICAL INFORMATION SYSTEMS <i>E.g., Other provincial systems such as CHRIS, or other systems to digitally store patient information</i>	ACCESS TO PROVINCIAL CLINICAL VIEWERS <i>ClinicalConnect or ConnectingOntario</i>	DO YOU PROVIDE ONLINE APPOINTMENT BOOKING? <i>Yes/No</i>	USE OF VIRTUAL CARE <i>Indicate type of virtual care and rate of use by patients where known</i>	PATIENT ACCESS CHANNELS <i>Indicate whether you have a patient access channel and if it is accessible by your proposed Year 1 target population</i>	Notes
Canadian Mental Health Association WW	N/A	<p>Coyote Corporation's CaseWORKS V. 4.6.3 - Moving to 4.10 shortly, 4.11 or 5 by end of year.</p> <p>Scalability – Being able to run for both large sized organizations to organizations of 4. The small organizations require the same level of features as larger organizations.</p> <p>Privacy by design – The system must have privacy and security setup at its core. CaseWORKS has been built with features which include:</p> <ul style="list-style-type: none"> - Consent Management – Establishing both the consent directive for access but also what service that a client or their decisions support consents to over time. - Release of information – Incorporate strong process to manage the requests for release of information. Tied to the consent directives and document what has been released to specific parties. - Audit Trail - A strong well-defined audit trail that states not only who and what they on time but also states their role and the actual change from what to what. - Technically Secure – Incorporating technology to ensure that the information is secure. (3 PIA/TRA/Pen Tests) One the Ministry of Ontario. - Sealing – Being able to seal enrollments, clients and programs <p>Highly Configurable – Organizations in the mental health and addictions differ in the programs they provide and how they provide it. Each organization has the capability to define their programs and how they provide it. By defining their program, where it is being provided, what services do they provide, what documentation they will capture, etc.</p> <p>One singular client record – In order to achieve the full story of a client within an organization the system must have one single client record where all services and documentation can connect to</p>	<p>Integration - CaseWORKS has the CaseWORKS Integration Engine framework (CIE) which is utilized to bi-directionally integrate systems together in a real-time transactional manner. Additional systems can be added to the Engine either built on HL7 transactions or customized transactions defined by the system CaseWORKS is interfacing with. This interface is utilized for both hospital interfaces but also interfaces to systems like OCEAN.</p> <p>Submission of Data - CaseWORKS has a submission engine to allow the system to submit data to external funder bodies. This is utilized by the BI Initiative (Children's Mental Health), OCAN, InterRAI CHA, and DATIS</p> <p>We are in late stage development of an Enterprise Master Person Index, with Consent Management, that will connect any agency using CaseWORKS, allowing the sharing of demographic information, consent, as well as program involvement and documentation, as set by partners, and according to the consent wishes of those we support. Using the foundation of the CIE with the foundational components, CaseWORKS is able to establish a highly configurable, secure, bi-directional interface between CaseWORKS and other systems.</p> <ul style="list-style-type: none"> - Each organization keeps their data configuration to the way they provide services. In order for an enterprise integration to succeed each agency must be able to track and keep their data in the format they provide services in order to maintain efficient and effect service while also ensuring that their data quality is at a high level. - Each organization maps their information to an enterprise configuration model est. by the group of orgs who are integrating their information. - Agencies can define their own data sharing/establish what information is shared from each organization, based on client consent. - Consent directives do not go back in time. As the consent directive changes it will apply the sharing of information moving forward. All agencies should have access to view the consent directive. Consent directives must be tied to the client record and must be shared across all the connected systems. - Master repository of all information shared between connected organizations within the enterprise will contain the unique client MPI record, it's information and the shared consent directive. - There is an interface to the enterprise level system that allows for data quality with regards to merging clients within the enterprise. Enterprise transactions are real time and not batched. <p>Integrated Coordinated Access and Referral System - Single access point for all Ministry-funded mental health and addiction services. Partner organizations have access to CaseWORKS portal to view service waitlists, referral documents, appointment availability & booked client appointments.</p> <p>CaseWORKS system has ability to receive referrals coming from face-to-face, fax, email, phone, electronic referral</p> <ul style="list-style-type: none"> - CMHA WW sponsors the regional Specialized Geriatric Centralized Intake for Waterloo Wellington, using CaseWORKS - as a confirmed Health Information Network Provider (HINP) with a successful PIA/TRA, we have a governance structure in place with our portal partners (Here 24/7) with shared policies and procedures (e.g. privacy breach management) HRM - sending agency (psychiatry reports) eReferral with Primary Care - development and testing almost complete launching in fall 2019 (integration with OCEAN) 	<p>Access to Clinical Connect - one way as eHealth Ontario has not accommodated our ability to post CMHA WW psychiatric assessments to Clinical Connect</p> <p>Discussion started around access to DHDR and CDR - predominantly allied health, which CDR does not easily accommodate</p>	No	<p>We utilize OTN and PCVC throughout our agency.</p> <p>In addition, through the eConsult process we have a robust GeriMedRisk (pharmacy, geriatric psychiatry, consultation) system completely enabled through CMHA WW CaseWORKS.</p>	<p>Initial start for client portal in CaseWORKS is more from the operational side of service - clients being able to get text messages or emails ab out next appointment details and then accept or cancel their appointments. Moving forward to establish a client-level portal is planned with the same foundational components - privacy by design, agency definition of what can be shared, consent directive built in.</p> <p><i>Our experience is the only way in mental health that a client portal system can be successful is if it's built with a robust consent management overlay.</i></p>	<p>Please note that our current eHealth setup does not fit well into the questions provided here.</p> <p>We do not do online appointment booking for clients, however we manage online appointment booking for initial appointments internally, as well as with partner organizations that connect to our EMR via our Partner Portal (intakes are done by Here 24/7 for these agencies). CaseWORKS has a robust scheduler with the capability of an enterprise-level booking system.</p> <p>In order to meet Accreditation Canada standards, we have developed and implemented a community-based medication reconciliation process with the lead of our in-house Pharmacists and Nurse Clinician Lead that will be showcased in our upcoming Accreditation Survey (November 2019)</p> <p>Another potential integration process - Homewood Health Centre is using CaseWORKS software and can be easily integrated with CMHA WW.</p> <p>CaseWORKS also handles payroll for CMHA WW</p> <p>CMHA WW has a formal relationship with University of Waterloo (John Hirdes, interRAI developer) to implement the interRAI standardized tool for the lifespan that will allow us to measure client outcomes across acute and community care. CaseWORKS has the ability to build eForms, which allows us to pull data from all assessments completed in this manner, reducing double documentation.</p> <p>CMHA WW has a robust ethics committee, led by an ethicist, where all program evaluation and research is vetted to meet PHIPA standards.</p>
East Wellington Family Health Team	none	TELUS PSS version 5.14.306	<p>Health Report Manager (HRM)</p> <p>Cancer Care Ontario Screening Activity Reports (SAR)</p> <p>HQO My Practice Reports</p>	<p>Clinical Connect:</p> <ul style="list-style-type: none"> - enabled for the Acute and Community Clinical Data Repository (ccDDR), the Digital Health Drug Repository (DHDR), the Digital Health Immunization Repository (DHIR), and the Ontario Laboratories Information System (OLIS) 	No	<p>Virtual care currently provided using text, audio and video through OTN, the Think Research Virtual Care Pilot Project, and an EMR integrated email server.</p> <p>OTN:</p> <ul style="list-style-type: none"> - 702 pts seen via OTN in 2018/19 <p>Think Research Virtual Care Platform:</p> <ul style="list-style-type: none"> - Completed visits: 83 - Registered patients: 24 - Total providers: 1 <p>Messaging:</p> <p>In a 6 month period, EWFHT physicians, collectively, provided clinical consultation via messaging 5643 times, averaging 513 messages sent by each of the 11 physicians.</p> <p>eConsults:</p> <p>664 eConsults done between EWFHT physicians and specialists</p> <p>eReferrals:</p> <p>EWFHT physicians each currently average 33 eReferrals/wk</p> <p>Since eReferrals go-live date</p>	No	
eHealth Centre of Excellence	None	Test Instances of Telus PSS, OSCAR, Accuro	<p>OTN Hub for eConsult, UiPath (Robotic Process Automation)</p> <p>Offers Change management and adoption, privacy supports for Ocean eReferral system with integrations to Excelsicare, Novari, Coyote Caseworks, CareDove, Primary Care EMRs TelusPSS, QHR Accuro, OSCAR complete or underway.</p>	Offers Change management and adoption, privacy supports for ClinicalConnect		Offers licenses and change management and adoption support for the adoption of the ThinkResearch VirtualCare app for text and video visits	Ability of patients to view eReferral status online and confirm appointments	
Guelph Community Health Centre	N/A (CHC MD's have access to GGH's Meditech Solution)	Practice Solutions Suite, Telus Health, Version: 5.14.305	IDS (on hold post- EMR transition)	ClinicalConnect	No	OTN (~100 services/quarter)	No	
Guelph Family Health Team	NA	TELUS PSS Version A5.14.306	<p>Access to CHRIS for some providers.</p> <p>Access to Caseworks at CMHA and Homewood for some providers.</p> <p>SAR (CANCER CARE ONTARIO).</p> <p>Practice Reports (HQO).</p> <p>HRM REPORTS (integral to TELUS PSS)</p> <p>DaisyLink (GGH Decision Support Dashboards).</p> <p>GGH/GFHT SFTP Reports Portal.</p> <p>MOHLTC Health Data Branch Web portal.</p>	Access to ClinicalConnect including enabled for the Acute and Community Clinical Data Repository (ccDDR), the Digital Health Drug Repository (DHDR), the Digital Health Immunization Repository (DHIR), and the	Yes	<p>Type is Virtual Visits</p> <p>The rate used by patients so far in this pilot is as follows.</p> <p>Completed Visits 1,235</p> <p>Registered Patients 679</p> <p>Total Providers 5</p>	Ocean (CognisantMD) Secure messaging which is available to Physicians and consenting patients	

Guelph General Hospital	<p>Clustered with Groves Memorial Community Hospital and North Wellington Healthcare</p> <p>MAIN HIS - Meditech 5.67</p> <p>MAIN HIS Clinical Systems - Admissions, Abstracting, Patient Scheduling, Radiology, Core LAB, Microbiology, Hematology, Microbiology, Pharmacy, Nursing Documentation, Order Entry, Dictated Reports,</p> <p>Fully HIS Integrated other vendor clinical applications for OR, Birthing, CPOE, PACS, Dietary, Pathology Tracking</p>	Meditech Magic, PICIS Perioperative Suite, PICIS Dietary, Phillips Perinatal, GE Centricity PACS, Philips Cardiology, PatientKeeper Clinical Viewer /CPOE System, MED2020, Nuance Digital Dictation, Nuance PowerScribe 360 RAD Dictation, Eventus Surgical Booking, OPIS, LAB Lion Pathology	<p>Access to: DHDR, DHIR, DiR, Critical</p> <p>Data Contributors to: OLIS, eCHN, EMPI, HRM, ClinicalConnect, CDR, SWODIN DiR, Grand River Hospital OPIS, WTIS, BORN, KFLA Infectious Disease Surveillance, Cancer Care Ontario, CCIS, Homewood's HIS (EMHU), HOBIC</p>	ClinicalConnect	Yes	OTN = Good penetration,	??	
Hospice Wellington		InfoAnywhere Web-based system for community client referral and service only Residence: Paper Charting process in place	HPG					
Sanguen Health Centre								
St. Joseph's Health Centre Guelph	PointClickCare (hosted)	PointClickCare (Hosted)	OSCAR McMaster 15	ClinicalConnect	No	No	No	Implementation of eOcean for electronic referrals is currently in progress.
Stonehenge Therapeutic Community	N/A	CaseWORKS by Coyote Software, v4.9.3.449 (used for our residential program and most of our community programs & services) Catalyst by DATIS/Ministry of Health, v11.4 Build 72517727. Our entries in CaseWORKS are uploaded to Catalyst nightly as it is the mandatory provincial addiction client database	PS Suite version A-5.15.103 (used for the Guelph RAAC and Rural Wellington RAAC. This is our own license but it is connected to the Guelph FHT PS Suite database. Does Here 24/7 count? We are part of the Here 24/7 Partner Portal as it provides client referrals for our residential, housing and Let's Grow Together programs.	No	No	OTN for weekly Opioid Substitution Treatment (OST) program appointments (as part of our Residential Addiction Treatment program) with out-of-area physician with opioid expertise. OTN (via laptop) is used for some other programs as well, like CWSS. Sorry, our Telemedicine Nurse is off this week and she holds the stats for usage of OTN. I can provide stats at the meeting.	No	
The Elliott Community		Point Click Care 3.7	CHRIS through HPG	Clinical Connect		OTN Vital Hub - technology used by front line staff through iphones.	N/A	
Traverse Independence	NA	NA	NO	Clinical Connect		No	No	