CCHP E-Consult Workgroup Webinar
February 28, 2018

Webinar: https://zoom.us/j/573891924
Dial in: 16465588656,,573891924##
## Agenda

<table>
<thead>
<tr>
<th>Agenda Topic</th>
<th>Speaker</th>
<th>Time (min)</th>
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<tbody>
<tr>
<td>Welcome, Recent and Upcoming Activities</td>
<td>Clare Liddy, MD, Bruyere Institute</td>
<td>10 minutes</td>
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<td>Chris Perrone, CHCF</td>
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<td>BSCF Grantees</td>
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<td>Recent Publications on E-Consult</td>
<td>All</td>
<td>5 minutes</td>
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<tr>
<td>Waiver Programs and E-Consult Reporting</td>
<td>All</td>
<td>5 minutes</td>
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<td>E-Consult Payer Subgroup Meeting Recap</td>
<td>Timi Leslie</td>
<td>30 minutes</td>
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<td>E-Consult Toolkit Feedback and Enhancements</td>
<td>Libby Sagara</td>
<td>5 minutes</td>
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<td>Wrap-up and Next Steps</td>
<td>All</td>
<td>5 minutes</td>
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CCHP work-group meeting
Dr. Clare Liddy
University of Ottawa, Canada
So where are we now in our region?

- >33,000 patients have had an eConsult
- >1,300 primary care providers (80%) using the system in our region
- 107 different specialities
- 1 day average response time
- High user and patient satisfaction
Spread and scale-up: pilot to program

- Our own MOH in Ontario announced program funding for eConsult in 2017 budget\(^1\)
- Partnership with other regions of Canada to implement our model through research grants (Newfoundland, Quebec, Manitoba)
- Country wide learning collaborative to spread the model sponsored by our national partners (CFHI, CHI, CFPC, RCPSC)\(^2\)

\(^2\)http://www.canhealth.com/blog/connected-medicine-aims-to-improve-access-to-specialists/
Publications

- **42 publications** in peer-reviewed journals, with 5 more accepted and **14 submitted**

- **Recent Highlights:**
  - *Examining the sustainability* of a primary care driven eConsult service. *Annals of Family Medicine* [in press-]
  - Using Clinical Questions through eConsults to Inform *Continuing Professional Development*. *Journal of Continuing Education in the Health Professions* 2018
  - Just a click away: exploring *patients’ perspectives* on receiving care through the Champlain BASE™ eConsult service. *Family Practice* 2018
  - The impact of electronic consultation on a Canadian tertiary care *pediatric specialty referral system*: A prospective single-center observational study. *PLoS ONE* 2018
The eConsult Team

A collaboration between:
• The Champlain Local Health Integration Network
• The Ottawa Hospital
• Bruyère Research Institute
• Winchester District Memorial Hospital

Service Funding
• Champlain Local Health Integration Network
• Ontario Ministry of Health and Long-term Care

Current Research Funding
• Canadian Institutes of Health Research
• Bruyère Research Institute

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In 2012–15, the system experienced a rapid increase in the use of anesthesiology e-consults: 5,023 were sent in 2015, compared with 103 in 2012. Uptake across sites varied from near-universal use of e-consults for preoperative assessment to use for only selected low-risk patients or no use. Interviews with stakeholders revealed considerable differences...Clinicians at sites with high use of e-consults noted that they improved workflow efficiency. In comparison, clinicians at sites with low use preferentially valued face-to-face visits for some or all patients.
DHCS Waiver Programs and E-Consult Reporting

▪ What are workgroup members’ early findings in e-consult reporting for waiver programs?
▪ What challenges and/or best practices can you share?

Global Payment Program (GPP)
- Improved access to services for remaining uninsured
- Outpatient encounters include provider-to-provider e-consults for specialty care
- Over 17,000 e-consults delivered as part of GPP in 2017 (1)

Public Hospital Redesign in Medi-Cal (PRIME)
E-Consult data captured:
- Referral reply turnaround rate
- Specialty Care Touches managed via non-face to face specialty encounters
- Closing the referral loop: receipt of specialist report
- 21 public health care systems participate in PRIME (2)

Whole Person Care Pilots
- Coordinated, targeted care for high risk, high utilizers of multiple systems
- County-wide data sharing requirement
- 22 of 24 approved WPC pilots have begun e-consult efforts (3)

1. CAPH, 2018
3. DHCS, 2018
E-Consult Payer Subgroup Meeting: planning for sharing payer-supported e-consult programs with DMHC

**Objective:**
Determine data requested from managed care plans seeking to use e-consult to meet network adequacy requirements, e.g.

- Where will services be provided? (e.g. emergency department, inpatient setting, outpatient setting)
- Service areas
- Providers and provider capacity
- Geographic access
- Provider contracts and payment structure
- Cost sharing and other disclosures
- Integration into overall plan quality assurance process
- Grievance process

**Discussion topics:**
- What data are needed from DMHC to demonstrate that MCOs are using e-consult to meet network adequacy and timely access requirements?
- What questions do MCOs have for DMHC with regard to the data requested?
Frequently Asked Questions

**Is e-consult mandated as the first step to a referral?**

**How do you address the inability to see a patient in person when FTF is needed?**

**What if the PCP is unsure of the specialist’s advice?**

**How do you manage increase in demand or overuse of e-consults?**

**What if a patient doesn’t like it or has a grievance?**

**Is this required of a specialist and are they given protected time?**

**How do you assess quality of care?**

**How do you determine if the opinion was appropriate?**
Use Case: Addressing a Specialty Access Challenge

**Presenter**: Managed care plan regulated by DMHC

**Objective**: Strategy for improving access to a selected specialty

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<th>Access</th>
<th>Network</th>
<th>Quality</th>
<th>Effectiveness</th>
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<td>• How does e-consult result improved timely access rates of compliance for the patients who receive FTF visits?</td>
<td>• How do you show that use of e-consult does not result in a narrower network (fewer local specialists for FTF)?</td>
<td>• How do you demonstrate that e-consult improves the quality of care delivered to the patient?</td>
<td>• How do you determine which specialty care needs are effectively addressed via e-consult?</td>
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E-Consult Toolkit Feedback and Ongoing Enhancements

Test site - http://econsulttoolkit.apps-1and1.com/

- Experienced Users – Which tools did you find most helpful during your implementations?
- New Users – What resources do you need at your current stage of implementation?
Next Steps

- Upcoming Managed Care Plan Network Adequacy Subgroup meeting at DMHC
- Input to E-Consult Toolkit
- Next E-Consult Workgroup – April 5, 12-1 PM