

Thoughts on the E-Consult journey and highlights from recent publications

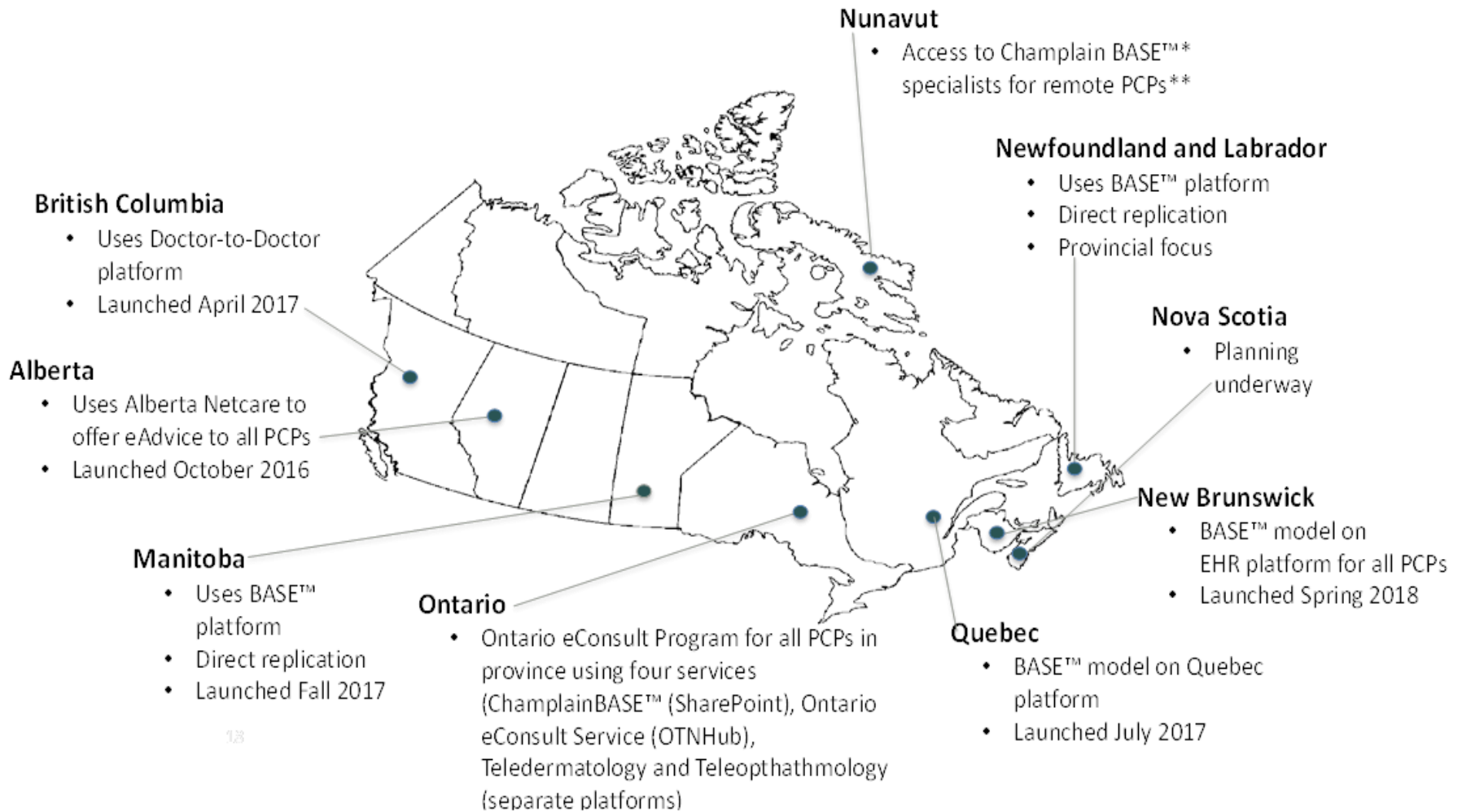
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Overview of eConsult



eConsult National Updates – October 2019



138

Snapshot of Provincial eConsult Services

Province	# eConsults Sent	# Primary Care Providers	# Specialists	# Specialty Services Available	Notes
British Columbia					
Data	>1000	621	102	19	~60/case per month currently
Data Reporting Period	April 2017 – October 2019				
Alberta					
Data	14,672	1448	249	23	
	We started actively promoting Advice Request in October 2016 and majority of requests were received after December 2016.	Primary care providers do not need to register to use the service. We only capture number of providers who submitted a request.			
Data Reporting Period	January 2014 - March 2018				
Manitoba					
Data	797	182	45	35	
Data Reporting Period	13 Dec 17 - 30 Sep 19	25 Sep 15 - 30 Sep 19	19 Nov 17 - 22 Oct 19		
Ontario					
Data	52,346	2042	694	228	Ontario is reporting active users only, meaning the provider has submitted 3 or more eConsults in the last 6 months and includes three services under the Ontario eConsult Program: Champlain BASE™, Ontario eConsult Service and Tele dermatology
Data Reporting Period	Oct 18 - 30 Sep 19				
Québec					
Data	2463	197	54	26	
Data Reporting Period	4 Jul 17 - 16 Oct 19				
New Brunswick					
Data	314	84	23	8	
		1056 represents all primary care physicians in the province who were given access within the provincial HER. Currently there are 84 unique users	System update will increase # of specialists by 16 - 1 Nov 19	System update will increase # specialty services by 3 - 1 Nov 19	Access was given to all Primary Care physicians within the EHR. All physicians in the province have the ability to access the EHR but must make a request and complete some privacy training. NP's currently do not have access but should within the calendar year.
Data Reporting Period	8 May 18 - 10 Oct 19	10-Oct-19	as of October 2019		
Newfoundland & Labrador					
Data	4069				
Data Reporting Period	as of 27 Sep 19				

2019-11-06

< 75,000 eConsults nationally

On the Horizon

National eConsult expansion

- Talks underway with Saskatchewan
- Planning for new discussions with the territories and PEI

eConsult/eReferral Integration

- Alberta has an integrated eConsult/eReferral system (NetCare)
- Ontario has a pilot underway
- Newfoundland and Labrador is in the planning stages
- A national working group has been established to look into three major areas of interest:
 - Developing national strategies
 - Developing strategies for providers
 - Influencing eConsult/eReferral integration

Harnessing Practice Based eHealth Technologies and Assessments to Improve Feedback and Promote Reflection



***THE EDWARD J. STEMMLER, MD
MEDICAL EDUCATION RESEARCH FUND***

Project Team

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Purpose

Develop and pilot two eConsult reflective learning tools for PCPs and specialists that:

1. Document and reflect on their learning from eConsults
2. Provide specialists with feedback on their consultative responses

Study Objectives

1. Develop two tools to assess reflective learning in eConsult services
2. Ensure the tools allow clinicians to document their learning
3. Pilot the tools
4. Identify elements and processes to inform how learning from eConsults may be incorporated into MOC programs

Methods



1. Subject Matter Experts Meeting



2. Delphi Method



3. Testing



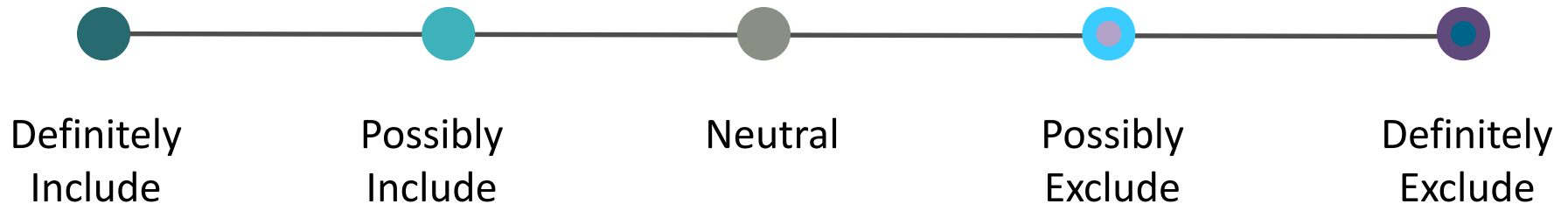
4. Pilot

1. Subject Matter Experts Meeting

- 6 subject matter experts
- Explored existing reflective practice tools
- Decided to modify two validated tools:¹
 - IAM Push
 - IAM Search

2. Delphi Method

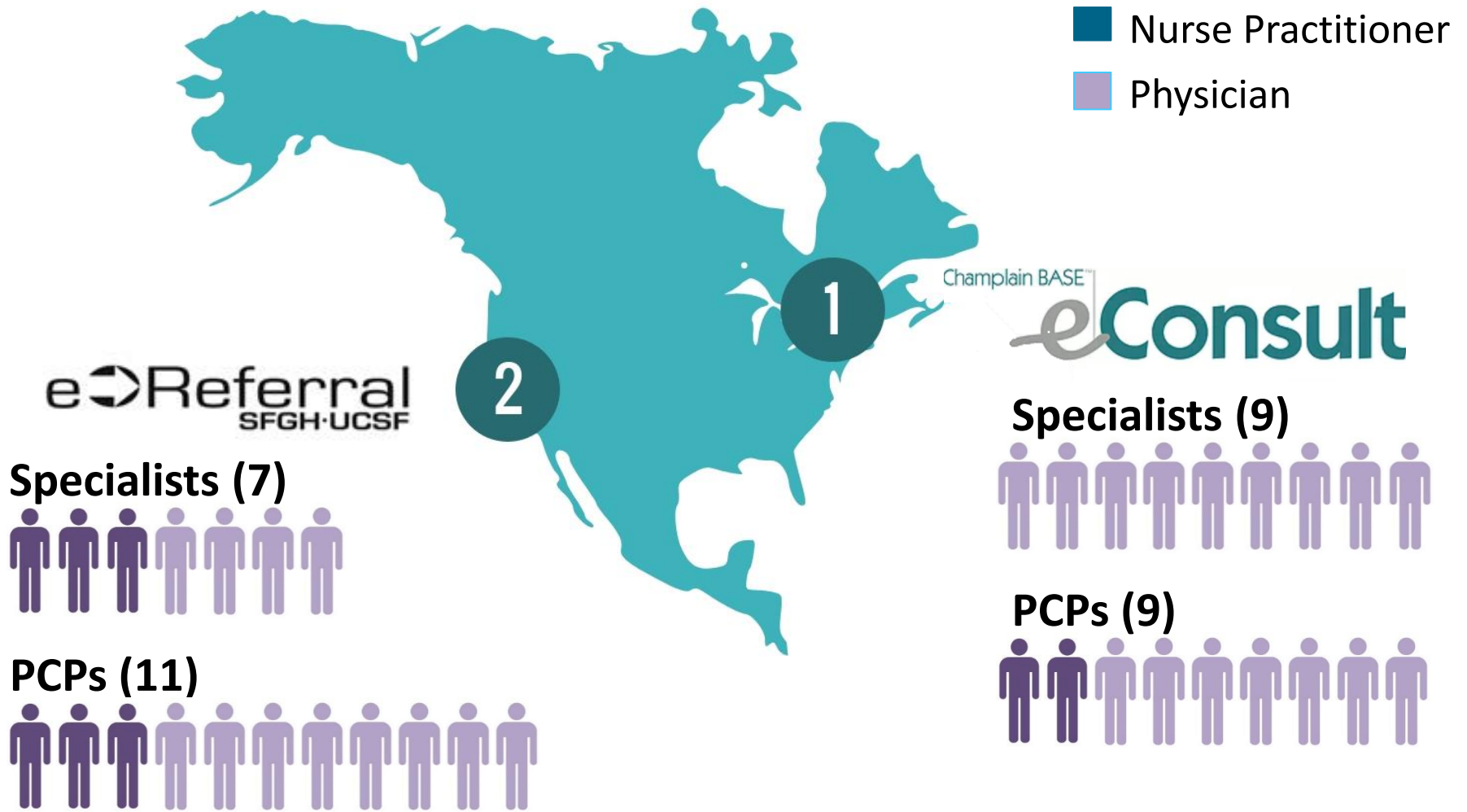
Consensus technique; uses iterative surveys to reach consensus



Consensus:

- 70% on a single item, or
- $\geq 80\%$ on adjacent items

Delphi Participants



3. Testing

- Users apply the RLT to at least 3 of their own eConsult/eReferral cases
- Conducted in-person or via telephone

Primary Care Providers

Country	NP	MD	TOTAL
American	0	2	2
Canadian	0	1	1
TOTAL	0	3	3

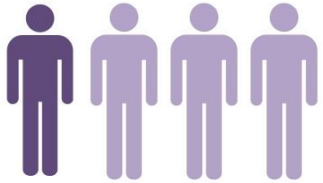
Specialists

Country	NP	MD	TOTAL
American	1	1	2
Canadian	0	3	3
TOTAL	1	4	5

PCP Pilot Participants



SFHN eReferral (4)

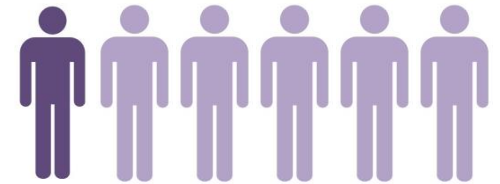


RLTs submitted:
31

Advanced Care Providers

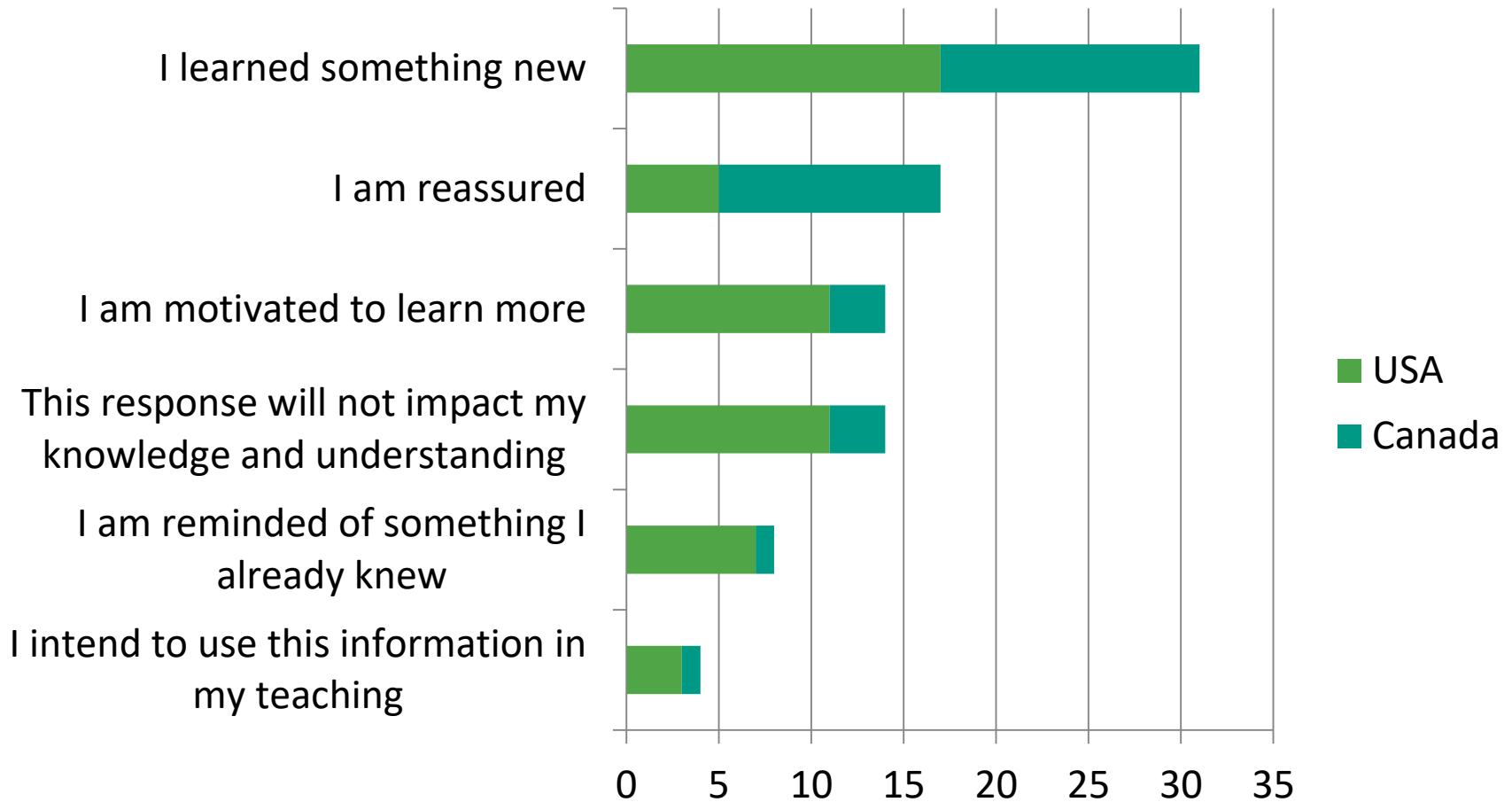
Physician

Champlain BASE (6)



RLTs submitted:
29

Impact on Knowledge/Understanding



Examples of Learning Points:

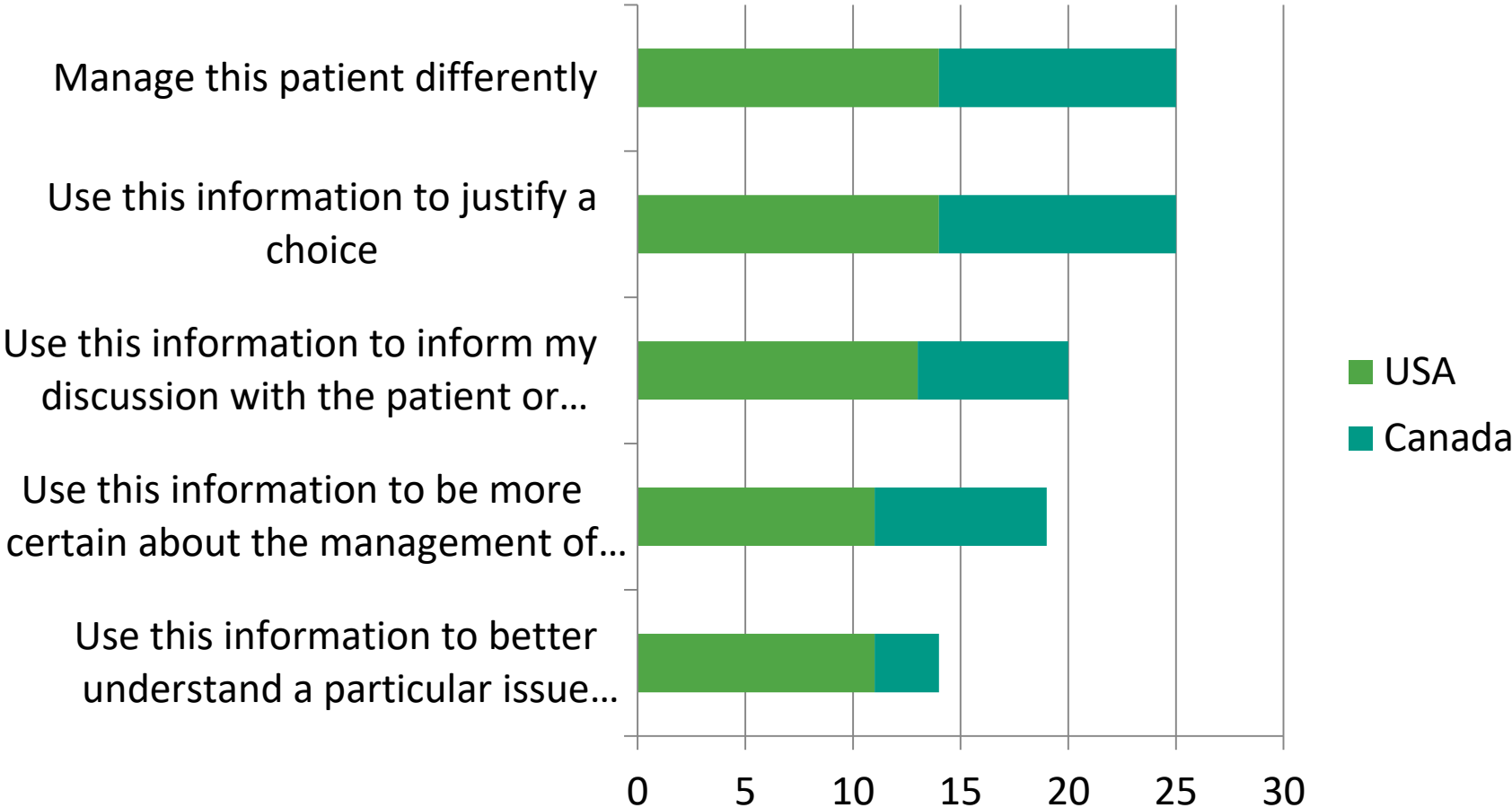
“I was unwilling to consider the treatment recommendation when I read it in Up to Date as it seemed to aggressive. This consult confirmed that it was the next best treatment option.”

(Canadian MD)

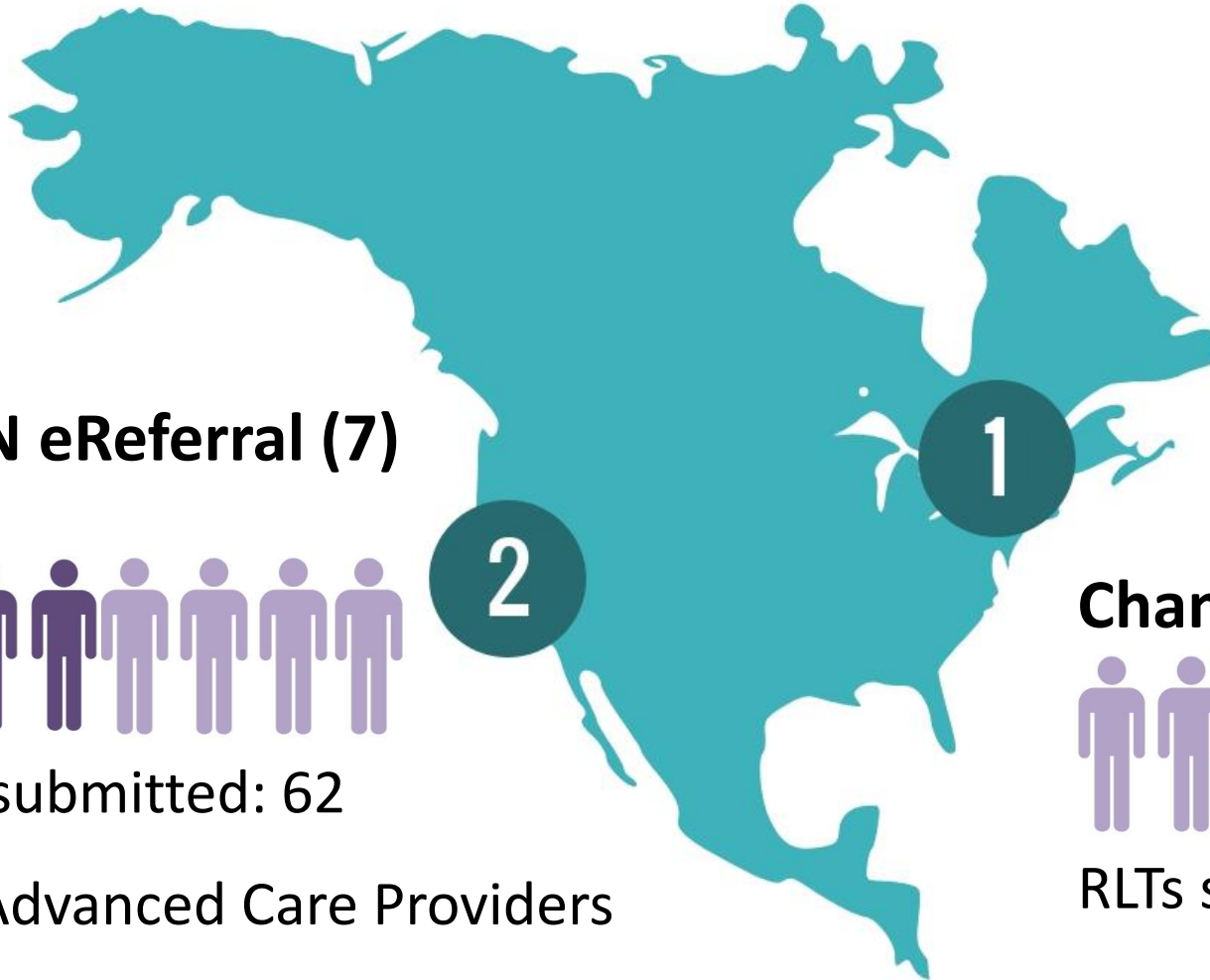
“Gastric resection can have an impact on iron stores that may contribute to his anemia.”

(American MD)

Application to Practice



Specialist Pilot Participants



SFHN eReferral (7)

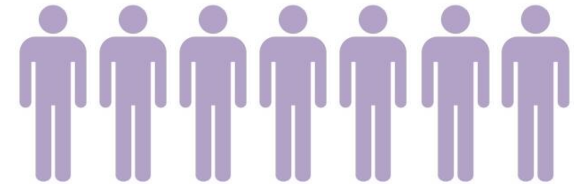


RLTs submitted: 62

 Advanced Care Providers

 Physician

Champlain BASE (7)



RLTs submitted: 58

Specialist RLT: Results Overview

- American MDs more likely to seek additional information from the PCP (78.9%) compared to Canadian (8.6%)
- Overall, 26.1% of RLTs submitted indicated they had learned something from the eConsult
 - Canadian MDs: 29.3%
 - American MDs: 10.5%
 - American ACPs: 47.4%

Examples of Learning Points

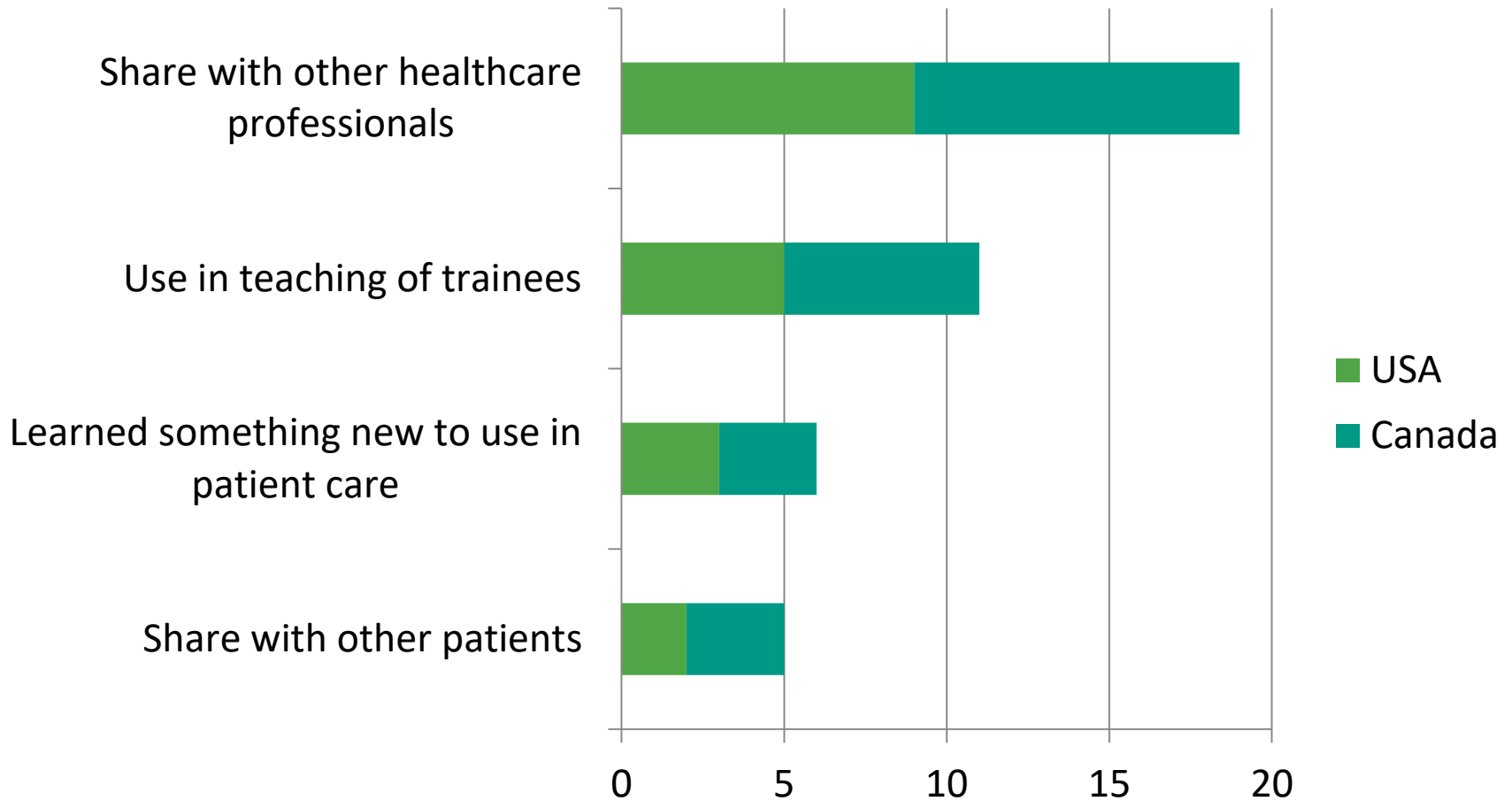
“Assessment of undifferentiated CKD [chronic kidney disease] in the young person”

(Canadian MD)

“Use of pure sliding scale insulin is still in use even though we’re trying to get away from this practice inpatient and outpatient. PCP also expressed other misconceptions about insulin regimens which are common, and we can work on provider education around this”

(American ACP)

Application to Practice



Interviews

- 12 semi-structured interviews conducted with RLT pilot participants
 - 3 PCPs
 - 9 specialists
- The research team has developed an initial coding framework.

Coding Framework

