Innovation in the Time of COVID and Beyond – Perspectives from Ontario

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Overview

Ontario Health - OTN – who are we?
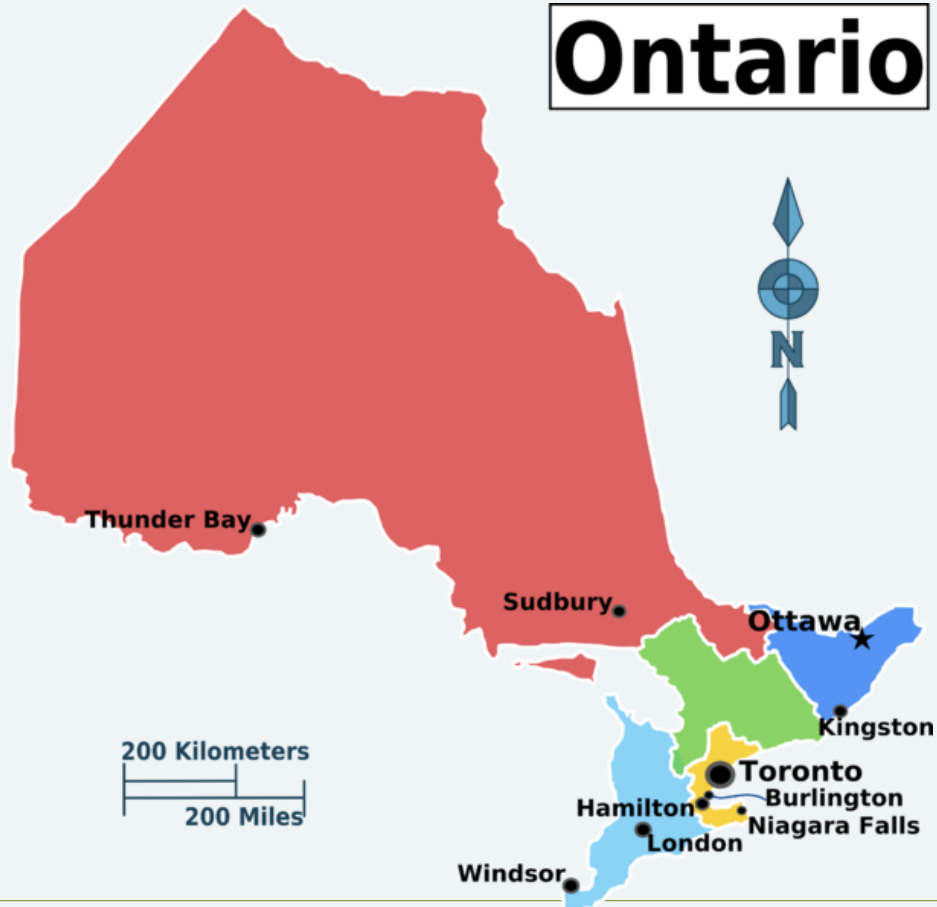
Our experience during the COVID 19 Pandemic

Examples of virtual care innovation during COVID

Where do we go from here?

Questions

Ontario

Ontario is Canada's second largest province, covering more than 1 million square kilometers (415,000 square miles) - an area larger than France and Spain combined. With a population of more than 13.5 million, Ontario is home to about 2 in 5 Canadians. More than 85% live in urban centres, largely in cities on the shores of the Great Lakes.

Thunder Bay

Sudbury

Ottawa

Kingston

200 Kilometers

200 Miles

Toronto
Burlington
Hamilton
Niagara Falls
London

Windsor

Mid-Atlantic
Telehealth
Resource Center

TRC **TELEHEALTH**
RESOURCE CENTERS

NORTHEAST
TELEHEALTH
RESOURCE CENTER

Our Vision

Every Ontarian has access to the best health care, when and where they need it.

Our Mission

Partnering to inspire and accelerate virtual care solutions that better connect people and care across Ontario's health care system.

OTN was formed in 2006 by merging three regional telemedicine networks, in collaboration with the Ontario Ministry of Health.

On April 1, 2020, OTN transitioned into Ontario Health – a new government agency that was established in June 2019 (~12,000 employees). Our new name is Ontario Health – OTN.

Virtual Care (also known as telehealth or telemedicin

- **Is the delivery of health care over a distance**

- **Includes video, audio and secure messaging, mon**

- **Goal: better patient experience & outcomes, better**

- **Virtual care is a service - not a technology**

- **Technology is the "enabler"**

Strategic Goals

Every Ontarian has access to the best health care, when and where they need it

Improve Access to Specialized Care

- Optimize access to specialized care
- Reduce wait times
- Reduce costs of specialized care

Reduce Pressure on Hospitals

- Prevent avoidable admissions
- Improve transitions in care
- Move more hospital care to the home

Modernize Consumer Access to Care

- Modernize primary care access
- Provide simple single point of access to innovative mental health supports

Provincial Platform   Thought Leadership   Partnerships   Data & Intelligence   Transformation Strategy

Enablers

OTN is a catalyst for Virtual Care in Ontario

Improve Access to Specialized Care

Optimize access to specialists

Reduce wait times

Reduce cost of specialty care

Reduce Pressure on Hospitals

Prevent avoidable admissions

Improve transitions in care

Move hospital care to the home

Modernize Consumer Access to Care

Modernize primary care access

Enhance access to innovative mental health

Video Visits

- Connecting providers and patients by video using using OTN or third party video, for Direct-to-Patient video visits using patient device and location of choice, or hosted video visits at a health care facility

Provincial Directory

- Enabling health care providers to find the practitioners and organizations using Virtual Care

Digital Self-Care: Telehomecare

- Six-month intensive, customized coaching and home monitoring
- Self-management strategies for patients with chronic conditions

eVisit Primary Care

- Patient-initiated rapid access to family physicians via secure messaging/video/audio
- Care Now Model – On Demand Care

Online consultation: (eConsult)

- Online tool for primary care providers to access specialist advice
- Reduces wait from average of 53 days to 2 days
- Avoids in-person patient referrals

Vendor of Record arrangements: Procurement

- Home-based palliative care
- Wound management
- Surgical Transitions
- Substance Use Disorder
- Mood & anxiety

Online Mental Health

- Big White Wall: Online self-management tool offering real-time peer support and resource access
- Internet based Cognitive behavioural therapy

Ontario Health – OTN – a provincial telemedicine network

The provincial network enables people to access the care they need, no matter where they live in the province (focus on equity and access).

This is made possible through a combination of people, standardized process and technology that enables health care providers in disparate organizations to collaborate effectively to organize and deliver care.

OTN defines the process through a universal membership agreement and provides supporting online tools in the **OTNhub** - including a directory, a scheduling process, video service, eConsult and other products and services.

The process is further supported by hundreds of patient host sites at local health facilities across the province, which enables patients to get the care they need in their own community.

OTN Members: ➢ 1,751 health care organizations ➢ 38,107 OTNhub users, including 14,759 physicians ➢ 32,911 video users

Video Programs – Core and Partner Video

Last year, OTN facilitated over **1M video visits** with over 125,000 video visits into patients' home

1 **Core Video Program**: OHIP-reimbursable program, which enables healthcare providers to connect with patients at home or location of choice through video by using OTN's provincial telemedicine network

2 **Partner Video Program**: OTN program enabling interested organizations to use non-OTN third-party video videoconferencing services

290M kms

of patient travel saved in Ontario
over last fiscal through OTN's video program

OTN Video Programs Survey

Video Care Uses	**30%** Follow-up care	**24%** Re-assessment	**11%** Initial assessment
Provider Feedback	**76%** Satisfied providers	**33%** Patients don't need follow-up	**30%** of all patient visits could be done via video

Based on an OTN Video Visits Survey (Nov 2017-Sept 2018)

OTN.

Video Visits to the Home

- Prior to the pandemic, most video consultations in the province occurred with the patient attending at a local health facility, often with the support of a nurse (There are over 2,000 Telemedicine Coordinators in the province that support patients at remote sites, which includes hospitals, primary care and a number of community settings).

- Home video visits (direct to patients in their homes) started to grow in 2018 largely due to an OTN pilot that enabled nearly 600 physicians to begin to bill for these visits. In these cases, patients use their own device (tablet, PC, mobile).

- In 2019, there were 125,194 home video visits, with patients using their own smartphone, tablet or computer. This included both physician and non physician (i.e. nurse practitioners & allied health professionals).

- In November 2019, the government announced a Digital First for Health Strategy. A new fee code was introduced which allowed all physicians to bill for direct to patient home video visits using the OTN software.

COVID 19 Pandemic in Ontario

- **The Ontario Government announced a declaration of emergency on March 17, 2020 to help stop the spread of the Corona Virus and keep people safe (announced following Ontario's March Break). The declaration remains in place and the province is gradually re-opening using a regional approach.**

- **As of July 11, the total number of COVID cases in Ontario stands at 36,723 (Canada: 107,347)**

- **Total number of deaths in Ontario: 2,719 (Canada: 8,773). 64% of the deaths in Ontario occurred in long term care homes. 8 long term care workers (personal support workers) have died of the virus.**

- **Ontario continues to struggle with outbreaks in the southwestern part of the province due to the living and working situation related to seasonal migrant workers.**

OTN's COVID Response in Numbers:

- In fiscal year 2018/19, OTN supported 1.1 million virtual video visits with over 125,000 visits into the patient's home.

- Between March 1 and June 30, 2020, OTN supported 736,598 virtual video visits; 74% of these visits were direct to patients in their homes.

- Over the course of the last 6 months (Jan-June), OTN has onboarded 10,000 additional physicians and 17,000 RNs and AHPs

- OTN's current volumes are ~12,000 video visits/day compared to 1,000/day pre-COVID. We are not expecting volumes to decrease.

- In late March, the Ontario Ministry of Health announced temporary fee codes for non OTN solutions. Physicians are able to bill for audio and video visits using technologies of their choice.

- Provincial figures are not yet known; however, the majority of physicians that are using non OTN solutions are using a combination of audio and video.

Virtual Care for Mental Health & Addictions During the COVID-19 Pandemic

Accessible Directly by Patients

Big White Wall

Online peer support and self-management tool for people experiencing symptoms of mild to moderate depression and anxiety.

Increase in activity during the pandemic in Ontario (Jan & Feb vs. Mar & Apr 2020)

↑120% Member Registrations	↑81% Member Engagement	↑54% Member Logins

Registration – Free for Ontarians

BigWhiteWall.com

For Youth 16+ and Adults – Available in English

iCBT

Internet-based cognitive behavioral therapy (iCBT) to address symptoms of mild to moderate anxiety and depression.

Available for frontline health care workers and the public, as well as at:

9 Campuses College and University	**4 Hospital Hubs** CAMH, Ontario Shores, Waypoint, The Royal

Registration – Free for Ontarians

AbilitiCBT   **MindBeacon**

For Youth 16+ and Adults – English and French

Ontario Virtual Care Clinic

Free online service that provides access to a family doctor for non-COVID-19 related issues during the crisis.

Intended for people who don't have a physician or cannot access their own.

Covered by OHIP

SeeTheDoctor.ca

Available in English

Additional Resources

BounceBack® reclaim your health

Kids Help Phone 😊

WELLNESS TOGETHER Canada | Mental Health and Substance Use Support

Ontario MH&A Support

All Available in English and French

Referral from Provider Required

Clinical MH&A Consults

Providers registered on the OTNhub can offer virtual MH&A services directly to patients or refer them to someone who can help.

Utilization of direct to patient MH&A Consults via OTNhub (Apr 2019 – Feb 2020)

413,573 Visits From All Users/Orgs	**70 Orgs** Make up 80% of All Activity

Health Care Organization Registration

Sign-Up Link

Can be Used by English and French Organizations

Child and Youth TeleMental Health

Telepsychiatry by allied health providers for children, youth, and their families, in remote and rural communities using PCVC OTNInvite.

Patients are to referred by providers to the 3 hubs: SickKids, CHEO, CPRI

63 Sites Providing access to TeleMental Health	↑**47%** PCVC usage since 2017

Accessing TeleMental Health

Referral Form

Available in English and French

Virtual Care for Substance Use Disorder (also accessible directly by patients)

Solutions that assist with early intervention, prevention, and rehab, using electronic behavior management. Providers can contact the vendors to activate special offers for patients during the pandemic:

BREAKING FREE™ Free registration until July 31st for 1 year of access	**FeelingBetterNow®** Free usage of the solution for 90-days	**wagon** Online programs & support groups for frontline workers

Learn More and Contact Vendors

For Youth 16+ and Adults – English and French

Breaking Free in Ontario (Apr 17 – May 27, 2020)

308 + Patient Activations

86% User Retention

51% After-Hours Activity

This is a summary of the COVID-19 virtual care offerings that Ontario Health (OTN) is currently supporting. There are other initiatives supported by various MH&A organizations in Ontario. For more information, please email info@otn.ca.

Ontario Health OTN

Optimizing Elective Surgery: Virtual Care Supports in the COVID-19 Context

The Opportunity:

As the health system begins resumption of elective surgery during the COVID-19 pandemic, virtually enabled models of care can help streamline pre and post surgical delivery and processes while minimizing in-person contact.

Virtual and digital tools enable more efficient and effective ways for teams of providers to work together to support patients.


Benefits of an enhanced virtual approach:
- ✓ improved coordination of care
- ✓ streamlined throughput
- ✓ improved patient experience
- ✓ reduced length of stay
- ✓ minimized re-admission

Surgical Process Management

Tools are being used by 30 hospitals to organize and balance surgical case load, regionally in some cases.

Example: novari ATC™

The platform is available via standing procurement through Thunder Bay Regional Health Sciences Centre at (807) 684-6000.

For assistance, please contact us at info@otn.ca

Ontario Health OTN
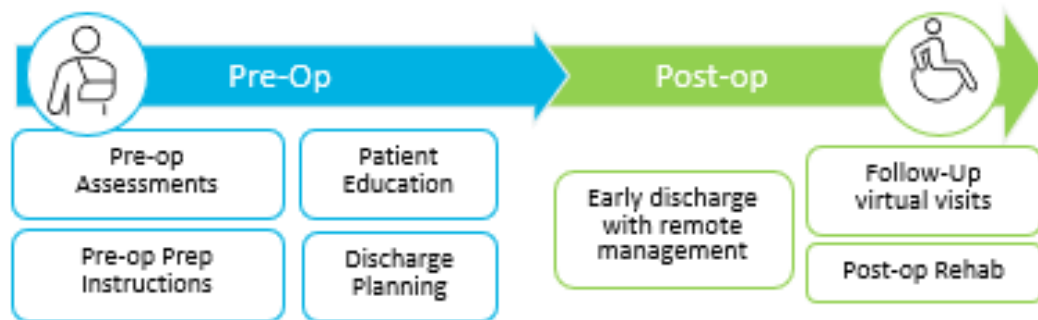
Home Video Visits: Can be used for pre-anaesthetic assessment, pre-op surgical re-assessment and post-op follow-up. St. Joseph's Healthcare Hamilton pioneered a model that keeps the surgical team connected to the patient and home care staff using telephone, video and the hospital portal.

St. Joseph's Healthcare Hamilton

Click to Read More

Integrated Multi-feature Platforms to Support the Surgical Journey

A surgical transitions solution can help standardize surgical pathways and improve patient engagement and support before, during, and after surgery. Three solutions that leverage the patient's **own device** are available on Ontario Health (OTN)'s VoR for purchase. All solutions are available in English and French.

Click to Read More

SeamlessMD

Engage, monitor patients through entire care pathway, before and after surgery

Vivifyhealth™

Care plans, biometric data monitoring, multi-channel patient education, virtual visits

InTouch Health

Integrates symptoms, safety and advanced clinical alert algorithms, improves outcomes and efficiency

Users: William Osler Health System

UHN

Click to Read More

SHN SCARBOROUGH HEALTH NETWORK

Earlier Discharge with RPM

More intensive remote monitoring can assist in earlier discharge and improved post-operative care. OH (OTN) currently offers an RPM platform with protocols available to support post-acute care. Monitoring technology can be delivered to patient's homes and managed by the Telehomecare nurses regionally.

Click to Read More

Other similar models are also available.
Example: SMArTVIEW

Click to Read More

Support for Primary Care

The Ontario eConsult Program enables primary care clinicians to access specialist advice online to help manage patients post-operatively. Using this solution, they can more easily request timely advice from the patient's surgeon in their community.

eConsult

Click to Read More

Providing Local Virtual Access to Emergency Services

Challenge

Emergency departments in Ontario have seen **significant reductions in utilization** since the pandemic began and there are **fewer patients presenting with serious issues** including heart attack and stroke. People who should be seeking care are not, likely due to fear of acquiring COVID-19.

Opportunity

There is an opportunity to **use a virtual approach to support patient-initiated requests for clinical assessment on demand**. Virtual models of care can assist in providing access to assessment, providing self-care advice, and directing patients to the appropriate care setting.

Benefits

- Improves access to care
- Helps patients make best choices for their health needs
- Uses health system resources appropriately
- Provides more convenient care with minimal disruption to the patient/family members

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Ontarian seeks medical care and/or advice

Hospital webpage includes ED info plus ability for patient to initiate a virtual visit from their own device.

Virtual Triage Options

Direct contact
Physician assesses all patients virtually (by telephone or video).

Triage model
A nurse virtually triages the patient request to the appropriate level. eCTAS could be used.

Fully automated
A chatbot (or similar)/digital clinical algorithms triage the patient before a clinician is involved.

Virtual Visit Model

The patient is placed in a queue to virtually visit with the next available physician
OR
Is sent a scheduled time for the video or audio call.

Assessment completed with advice provided (e.g. prescription, lab test)

OR

In-person ED visit recommended

Ontario-Based Examples

CHEO becomes Canada's first pediatric hospital offering a virtual Emergency Department

Click to Learn More

RC VTAC
Renfrew County Virtual Triage and Assessment Centre

Renfrew County Virtual Triage and Assessment Centre

Click to Learn More

eCTAS

Electronic Canadian Triage Acuity Scale

Ontario hospitals have implemented the provincial Ontario Health (Cancer Care Ontario) eCTAS tool to capture accurate CTAS scores for patients. It has been shown to improve the consistency and quality of patient care and could be utilized in a **pre-hospital context** including a virtual model of care that promotes access to on-demand services.

Click To Learn More

International Examples

Click to read more

NHS England

Sutter Health

Allina Health

Bryan Health

Ontario Health OTN

For assistance, please contact us at info@otn.ca

What's Next:

Months of service reductions, delayed elective procedures, routine screenings and clinic and physician office closures will undoubtedly result in untoward outcomes for many. However, Ontarians will reap the benefits of a silver lining from this crisis.

- Prepare for the next wave of COVID in collaboration with the MOH and Ontario Health partners.

- We expect that several health care providers will continue to use their preferred solution for direct to patient visits in the home; however, sustaining our provincial network is critical to ensure equity and access.

- Work with external partners to promote the emerging models of care: home and community care; long term care, virtual ERs.

- Modernize consumer access to care – more and more care will be delivered in the home and community, Health Care Navigation Service.

- Leverage our expertise in virtual care to support scale and spread.

Broader health care system Lessons

- Tighter alignment needed between **health care and public health**

- **Long-term care crisis** needs urgent attention to fix staffing issues, personal support worker pay, structural problems.

- Health system needs to focus on **integrated home care delivery** and address failures of service delivery during the pandemic.

- **Virtual care** should be expanded and supported as a key tool to address health equity and improve the client experience.

- Health system needs **greater transparency, better access to data,** including more public reporting, insights.