



How Can eConsult Improve My Residents' Quality of Life?

October 23rd, 5:15 pm - 6:00 pm

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2020-10-29



Introduction to Presenters



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Housekeeping: Disclosures and Acknowledgements

Disclosure of Financial Support

- The presenters have no relationships with financial sponsors to disclose.
- This work is supported in part with funding from the Government of Ontario through the Ontario Centre for Learning, Research and Innovation in Long-Term Care hosted at Bruyère. The views expressed herein do not necessarily reflect the views of the Province.
- Potential for conflict(s) of interest:**
 - Dr. Celeste Fung is the Medical Director of St. Patrick's Home of Ottawa, which received financial support to pilot the service that will be discussed. She did not receive any financial support as an individual for this pilot.
 - Dr. Celeste Fung receives a half-day salary support, as the Long-Term Care Lead for the Ontario eConsult Centre of Excellence.

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Mitigating Potential Bias

- The presentation and any recommendations made will be based in evidence.
- The objective of the presentation is to support clinical practice.
- Use of the service to be discussed by other clinicians will not personally benefit either presenter.

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Workshop Objectives

-  Learn how eConsult can impact quality of care in LTC, using case examples
-  Learn how colleagues are using eConsult to enhance their clinical decision making
-  Learn how to access eConsult and create your own eConsults for submission

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The eConsult Team

A collaboration between:

- Champlain Local Health Integration Network
- The Ottawa Hospital
- Bruyère Research Institute
- Winchester District Memorial Hospital

Program funding

- Champlain Local Health Integration Network

Current research funding

- Canadian Institutes of Health Research
- Bruyère Research Institute
- Canadian Foundation for Healthcare Improvement



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Supporting eConsult in Long-Term Care

A collaboration between:

- Ontario eConsult Centre of Excellence
- Centre for Learning, Research and Innovation in Long-term Care at Bruyère
- Bruyère Research Institute
- Champlain BASE™ eConsult service

Blended funding to support Long-Term Care adoption from eConsult Centre of Excellence and Centre for Learning, Research and Innovation in Long-term Care at Bruyère

Goal: To improve specialist access for all LTC residents across Ontario through eConsult

- Dr. Celeste Fung, Medical Director of St. Patrick's Long-Term Care Home in Ottawa is Long-Term Care clinical lead for eConsult Centre of Excellence.
 - Supports utilization of eConsult in Long-term Care Homes across Ontario.
- Long-Term Care adoption is a deliverable incorporated into all (8) regional accountability agreements across Ontario



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What is eConsult? How Does it Impact Care?



The Solution: eConsult

- A secure, **web-based tool**
- Allows doctors and nurse practitioners **timely access** to specialist advice
- Often **eliminates the need** for an in-person specialist visit
- eConsult is available in Ontario through the Ontario eConsult Program: www.eConsultOntario.ca



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Barriers to Specialist Access for Residents in Long-Term Care

- Long-term care residents experience increased need for specialist care and advice^{1,2}
- Many challenges in accessing specialist care
 - Transportation to appointment (e.g. behavioral challenges, distance to specialist)
 - Costs associated with travel to specialist appointment
 - Need for care partner, family member, or friend to accompany person to appointment
 - Specialist offices are often inaccessible/inappropriate for LTC residents
 - Clerical support needed to arrange appointments and communicate with resident/family
 - Limited access to diagnostic tools
- **Many residents are not referred for external appointments, due to these barriers and challenges**

¹Ontario Long-Term Care Association. This is Long-Term Care 2016. <https://www.oitca.com/OITCA/Documents/Reports/TLTC2016.PDF>

²Ontario Long-Term Care Association. This is Long-Term Care 2016. Toronto: Ontario Long-Term Care Association; 2019. p. 2-4. Available from: <https://www.oitca.com/OITCA/Documents/Reports/TLTC2016web.pdf>



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How does it work?

STEP 1 – Today

Your doctor or nurse practitioner sends a question to a specialist

STEP 2 – Within 1 week

The specialist responds and provides advice

OR

STEP 3 – Usually 2–4 weeks

Your doctor or nurse practitioner uses the specialist's advice to provide care to you

Your doctor or nurse practitioner refers you to the specialist



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How Are LTC Clinicians Using eConsult?

Current Status of eConsult in LTC

- **990** LTC eConsults identified across Ontario between January 01 2017 and September 30 2020¹.
 - 675 eConsults submitted on the Ontario eConsult Service
 - 315 eConsults closed on the Champlain BASE™ Service
- Approx. population rate of **5.21 eConsults per 1000 LTC residents**²

1. This data is based on cases initiated by primary care providers with an LTC home as their primary organization. 2020-10-29
2. Based on 12 month eConsult volume on Champlain BASE™ and Ontario Service (Oct 2019 to Sep 2020) and LTC population of 65,841.

A Taxonomy Study of eConsult Cases¹

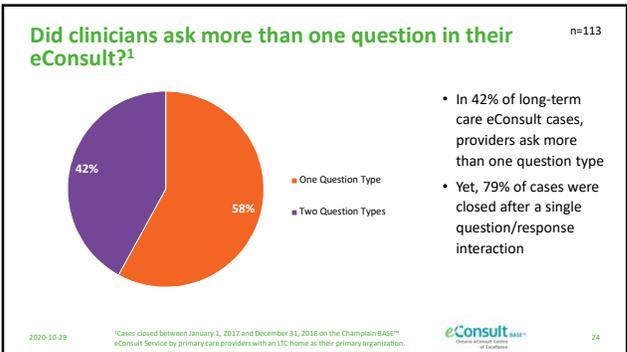
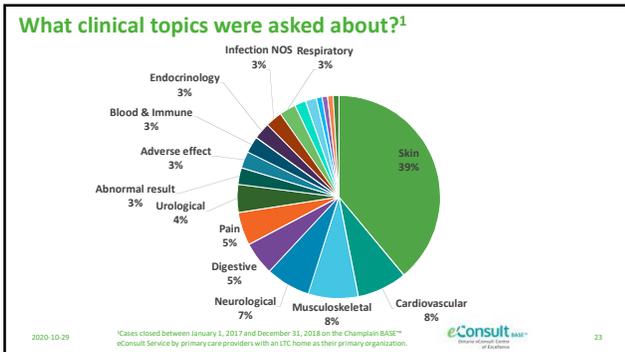
- **Objective**
 - To understand the clinical topics and types of questions asked by long-term care physicians and nurse practitioners through eConsult
- **Methodology**
 - Retrospective review of all eConsult cases submitted between **January 1, 2017 and December 31, 2018** on the Champlain BASE™ eConsult Service by PCPs in LTC (n=113)
 - Classification of cases using modified versions of the ICPC-2² and TGCCQ³
 - Descriptive statistics were generated

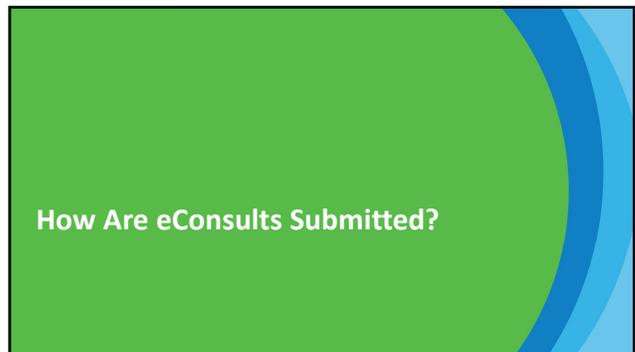
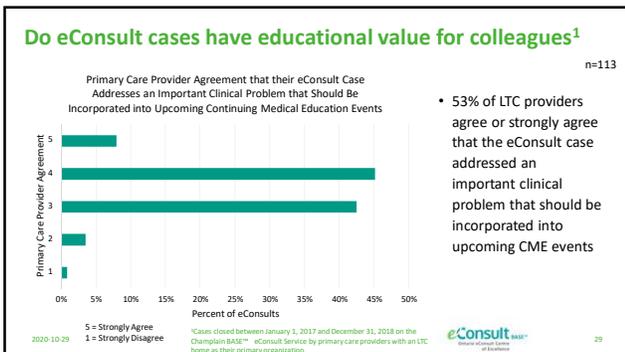
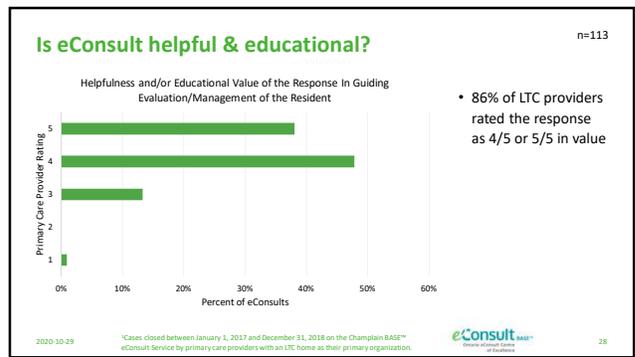
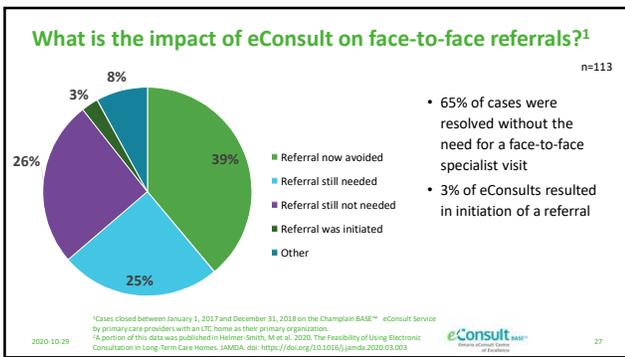
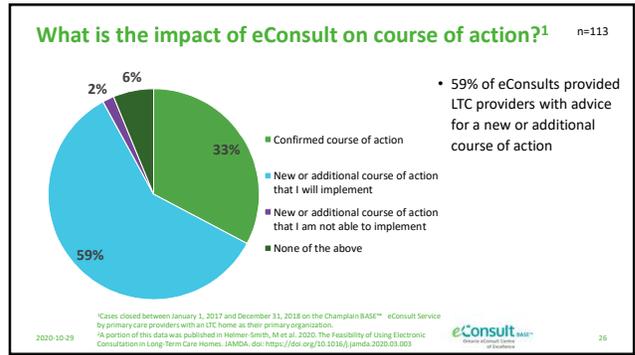
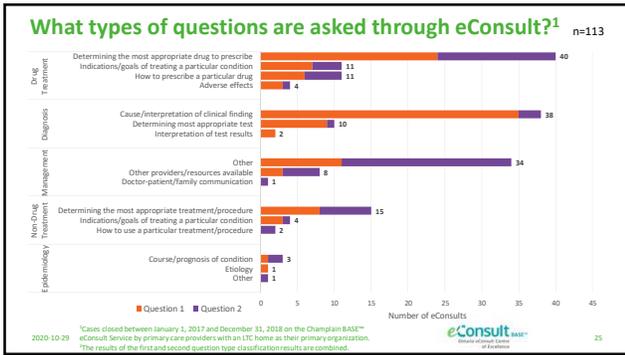
¹Manuscript for publication under development
²World Organization of National Colleges, Academies, and Academic Associations of General Practitioners/Family Physicians. (1998). ICPC-2: International classification of primary care. Oxford: Oxford University Press. Available at: <https://www.who.int/classifications/icd/adaptations/icpc2/en/>
³Byl, N.E., Chahal, S.A., Gorman, P.H., Cassell, M.J., Chaudhry, N., Pifer, E.A., et al. A taxonomy of generic clinical questions: classification study. *BMC* 2000;3:117-25(8-478-32)

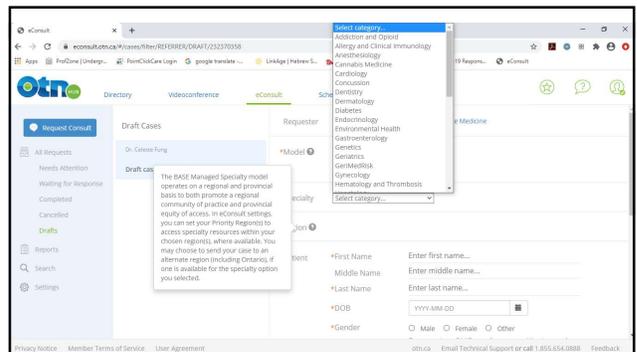
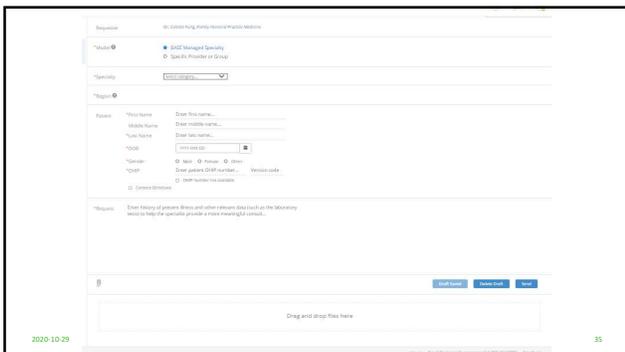
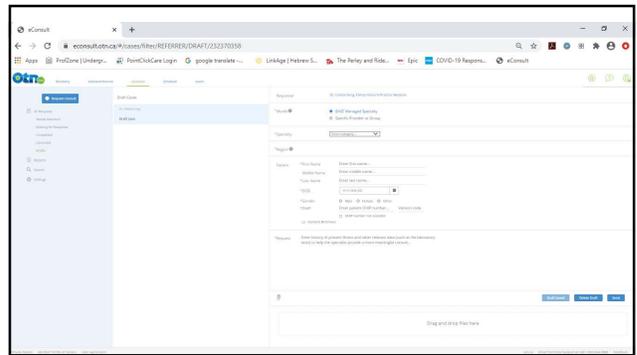
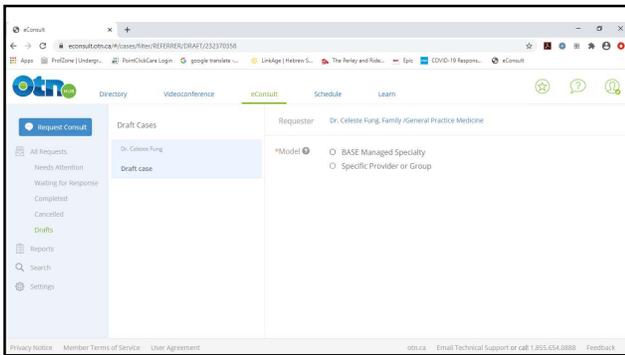
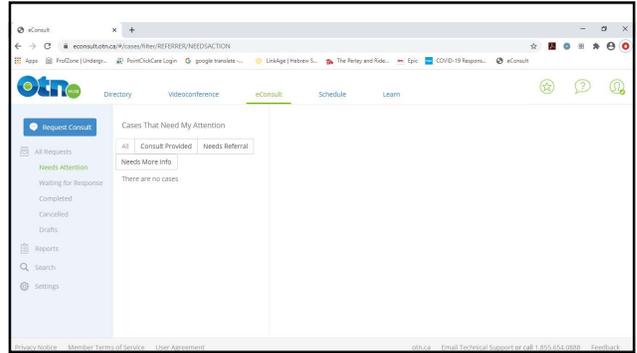
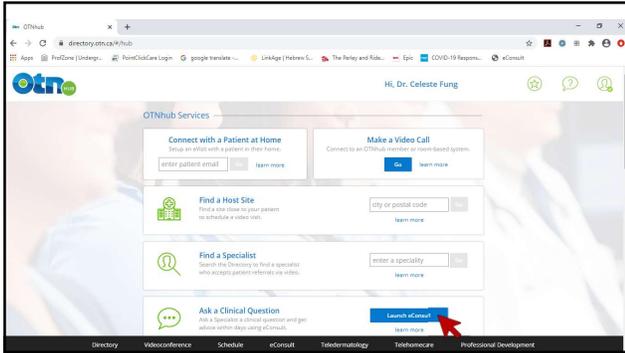
eConsult Case Utilization Data

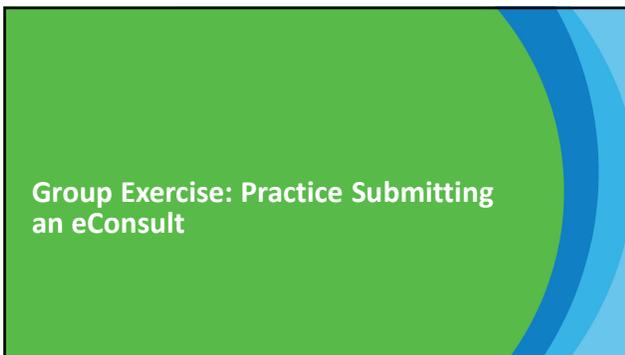
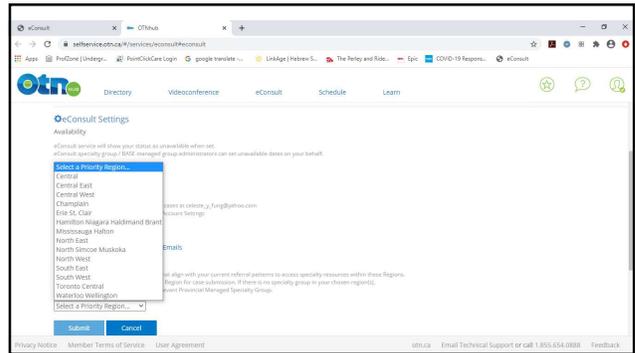
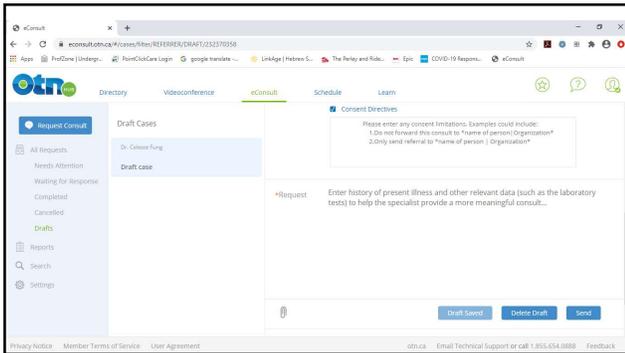
- **49%** of cases were submitted by a **nurse practitioner**
- The median **resident age** was **82 years**
- The median **response time** was **0.53 days** (IQR: 0.10 – 2.23)
- The **fastest response time** was **15 minutes**

¹Cases closed between January 1, 2017 and December 31, 2018 on the Champlain BASE™ eConsult Service by primary care providers with an LTC home as their primary organization.







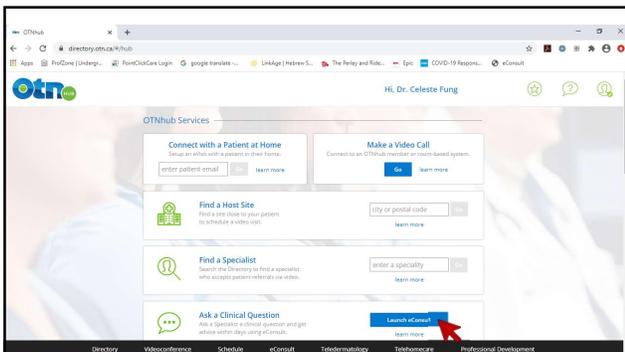


Group Exercise: Practice Submitting an eConsult

eConsult Question Prompts:

- Has a family approached you about getting a second opinion?
- Is a resident being seen in-person for routine follow-up?
- Are you wondering about when/how to discontinue medications?
- Does a resident have a mysterious skin lesion?
- Are you seeing new symptoms in an end-stage disease?
- Do you have infection control questions about cohorting?
- Do you have questions about staff redeployment or workplace restrictions?

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3. Fill-in the form

4. "Send" the eConsult

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You “submitted” an eConsult!

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...1 Week Later (or less!)

- You receive a response from the specialist and close the case
- The response allows you to provide specialist-informed care to your resident, in your long-term care home
- Your resident receives specialist-informed care, without the need for external transfer or risk of exposure

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Reflection: Practice Submitting an eConsult

Please respond via the **chat box** to answer the following questions:

1. Was it challenging to identify questions that could be addressed through eConsult?
2. Was it challenging to write a specific question that could be sent to a specialist?
3. Can you see yourself using this tool in your regular clinical practice?

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Questions?

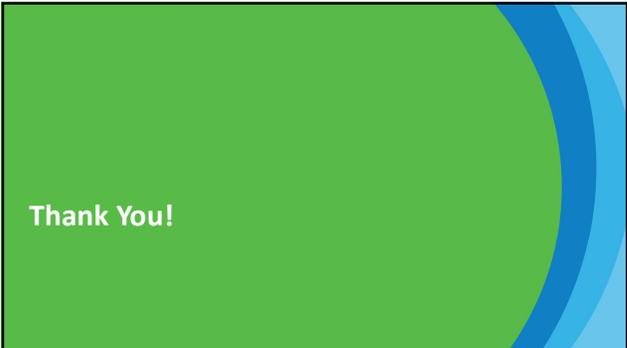


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More Information and Contacts

- For more information about the eConsult, please visit the Ontario eConsult Program website at www.eConsultOntario.ca.
- For a video overview of eConsult, please visit https://youtu.be/_olobYgiqew.
- For questions about eConsult, please contact Dr. Celeste Fung at CelesteFung@stpats.ca or Cheryl Levi at CLevi@toh.ca
- To sign up for eConsult, please contact the Ontario eConsult Centre of Excellence at eConsultCOE@toh.ca

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Thank You!