



ClinicalConnect™

Connect to your Patients



Improving Health Care Safety and Efficiency

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Conflict of Interest

Speakers deny any real or apparent
Conflict of Interest
related to the content of
this presentation.

Accessibility of Information

- ✓ No matter where patients are, their health information must be accessible
- ✓ Health systems need to exchange information
- ✓ Even minor delays can compromise patient safety and quality of care
- ✓ Healthcare decisions are complex with high “information density”
- ✓ Better communication with regional care providers is vital

Accessibility of Information

...“look into the windows of 28 Hospitals, *Oncology and CCAC across 2 LHINs* and view patient information and create a complete patient story to provide appropriate treatment in a timely manner”

Margaret MacLennan, RN,
Senior Project Manager, Info Services,
St. Joseph Healthcare System, Hamilton



What is ClinicalConnect?

- ✓ Secure Virtual Health Record
- ✓ Aggregates essential electronic
- ✓ patient care data from 28 Hospitals, CCAC, Oncology
- ✓ Care providers access comprehensive data in seconds
- ✓ Over 4000 users across 2 LHINs



Features of ClinicalConnect

- ✓ Real Time, web, **mobile**
- ✓ Electronically delivers labs & reports to physicians' Electronic Medical Record (EMRs)
- ✓ Easy to use
- ✓ Private, audited
- ✓ User customizable
- ✓ Work underway to integration
- ✓ OLIS, DI-r, HOBIC Nursing Assessments



“Cards, Computers, Confidentiality / Catastrophe & ClinicalConnect”

- ❖ Add another “C” - Communication
- ❖ Lack of common terminology within and between organizations
- ❖ ClinicalConnect provides consistent communication between organizations
- ❖ Numerous patient safety benefits
- ❖ Enhanced health care provider efficiency/ work flow

Special Information Wallet Cards

- ❖ Patients encouraged to carry special needs wallet cards e.g. antibody cards
- ❖ Inconsistent adoption by patients
- ❖ Hospital staff not aware to inquire or what to do with the information
- ❖ Impact on patient safety – significant

Computers

- ✓ ClinicalConnect provides immediate, real time secure access to patient information from 28 hospitals in 2 LHINs and soon to integrate OLIS data
- ✓ Desktop
- ✓ Mobile devices (bedside, office, home)
- ✓ Real time, any time, any where

Confidentiality

- ❖ Secure
- ❖ Audited
- ❖ Organizations required by PHIPA to protect patient privacy and security of information viewed
- ❖ Health care providers required by law and professional code of conduct to only use information for authorized purposes “Circle of Care”

Catastrophe

- Denise case study “Strange case of Norma Shore”
- Increase Health Care Provider efficiency with immediate access to patient information 28 regional hospitals
- Appreciate impact on patient safety – avoid catastrophe



Improving Patient Care & Safety

- ✓ Access **Labs**, transcriptions, oncology reports and CCAC information for a more complete patient picture
- ✓ **Reduce repeat tests** and speed treatment by referencing regional investigations in seconds
- ✓ Accurate and concise electronic information to reduce **miscommunication**
- ✓ Improves **patient transition** across continuum of care
- ✓ Less reliance on patient / family recall

Improving Patient Care & Safety

- ✓ Reduced inconvenience, travel, discomfort (emotional & physical, cost, patient time)
- ✓ **Screen patients** from any regional hospital with Infectious Diseases so appropriate precautions can be taken to protect patients and staff.
- ✓ **Fewer medical errors** since information is electronic
- ✓ Less exposure to diagnostic imaging **radiation**

Future?

- OLIS private lab integration – in testing – live June 2013
- HOBIC Nursing Assessment – live May/June 2013
- Diagnostic Imaging Repository (DI-r)
- Contextual launch from host system
- E-referral pilot leveraging ClinicalConnect and CCAC CHRIS system
- Expansion to cSWO

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