



# Ontario East Municipal Conference

Kathryn Crone, EOTN, Project Manager

Dr. Susan Pisterman,  
Associate V.P., Office of Learning, SCO Health Service

September 25, 2002



# Telehealth

---

- Use of information and telecommunication technology
- Assists with the delivery of health information and services
- Transmission of images, voice and other data over any distance
- A modality rather than a service itself
- A tool used to support the delivery of health services and information

# Background

---

- University of Ottawa Heart Institute - early 1990's telehealth initiatives
- Pembroke General Hospital / UOHI partnership - live link early 1997
- Positive results - developed experience  
\* over 1000 cardiology consults
- EOTN - Regional network

# Background cont'd

---

- Canadian Health Infostructure Partnership Program (CHIPP)
  - Telehealth Proposal, 2001
- CHEO, UOHI, SCO Health Service & 16 referring hospitals partnered for a regional approach
- 18-month implementation project commenced June 1, 2001
- One in four telehealth projects funded in Ontario

# Objectives of the EOTN

---

- System as integral part of current medical referral pattern
- Enhance accessibility
- Develop comprehensive and cost-efficient telehealth
  - as close to home as possible
- Provide healthcare and education at a distance ...

# Objectives cont'd...

---

- Develop services between non-tertiary hospitals
- Assist in recruitment and retention of physicians
- Work towards 24-hour emergency telehealth consultation service

# Sustainable

---

- One time funding for equipment
- In Hospitals through support of core services
  - Retention of patients
- Physician payment
- Development of competency and comfort with clinicians and staff
- Smart Systems for Health (SSH)

# Sustainable

---

- Extension of clinical expertise through rural community hospitals
- Recruitment/Retention
  - \* physicians and other staff
- Reduce inappropriate referrals/admissions
- Determine community need

# EOTN Partners



## Consulting sites

- University of Ottawa Heart Institute
- Children's Hospital of Eastern Ontario
- SCO Health Service



# EOTN Partners

## 16 Referring Sites

---



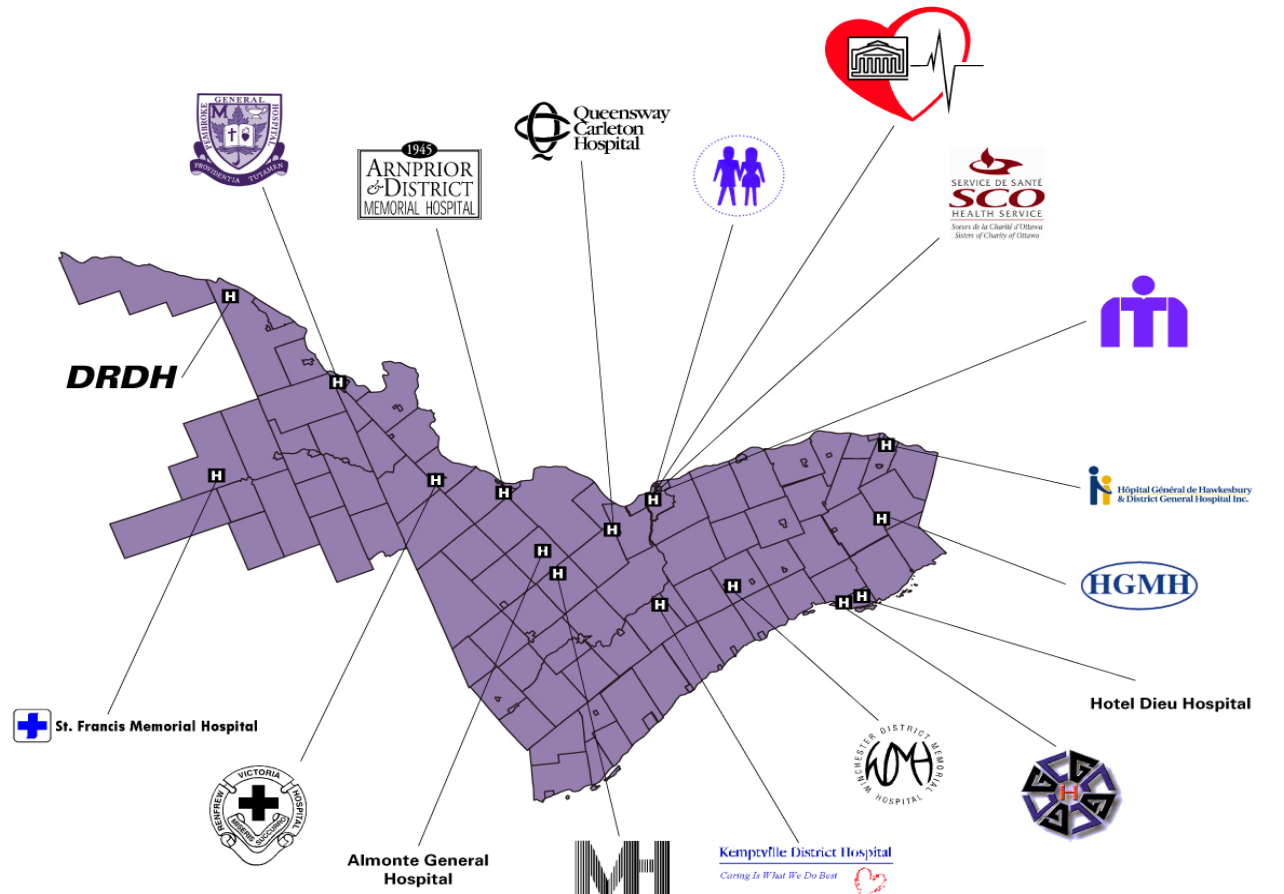
1. Almonte General Hospital
2. Arnprior and District Memorial Hospital
3. Brockville General Hospital
4. Carleton Place & District Memorial Hospital
5. Cornwall General Hospital
6. Cornwall Hotel Dieu Hospital
7. Deep River & District Hospital
8. Glengarry Memorial Hospital

## Referring Sites (cont'd.)

9. Hawkesbury & District General Hospital
10. Kemptville District Hospital
11. Montfort Hospital
12. Pembroke General Hospital
13. Renfrew Victoria Hospital
14. Barry's Bay (St. Francis Memorial Hospital)
15. Winchester District Memorial Hospital
16. Queensway-Carleton Hospital

# Eastern Ontario Telehealth Network

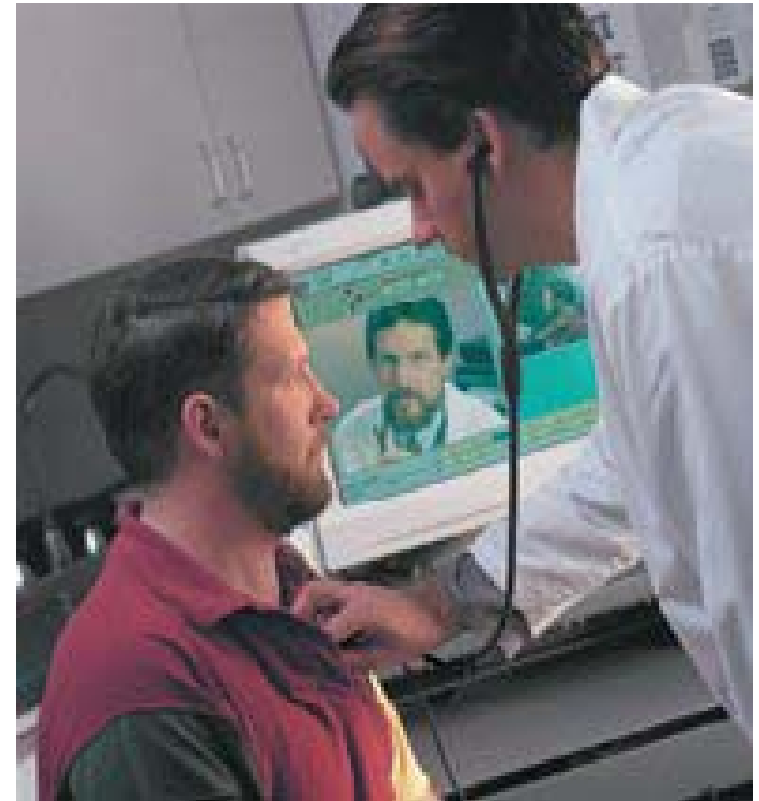
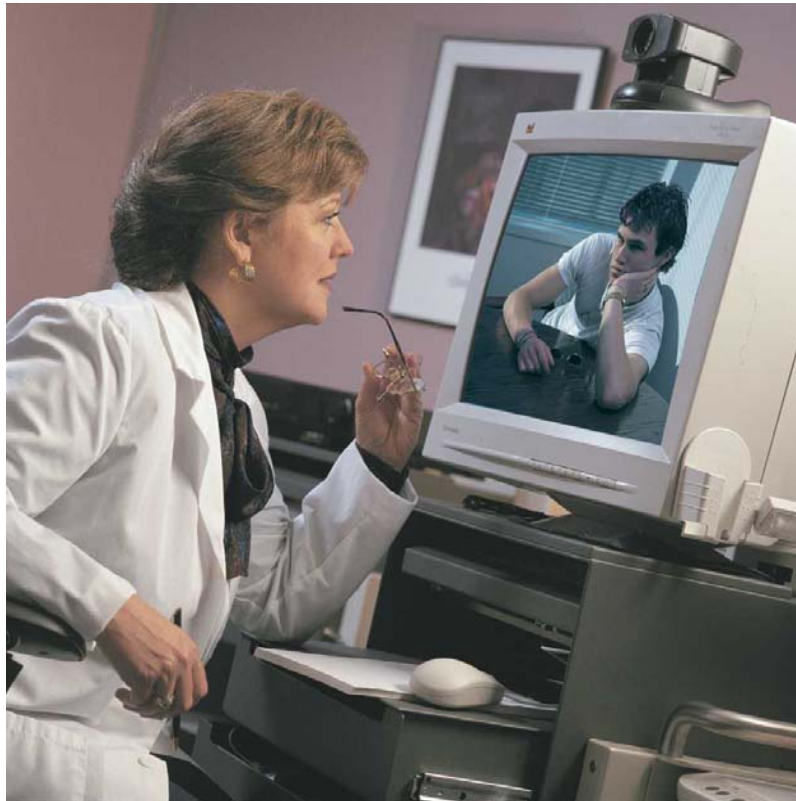
Enabling Health Care  
 "As Close to Home As Possible"



INTEGRATED TELEHEALTH SOLUTIONS

Computing Devices Canada  
 A GENERAL DYNAMICS COMPANY

# Telehealth in action.....



# Telehealth Services

---

- Cardiac (UOHI)
  - Cardiology, Pre-assessment, Post-Cardiac Surgery follow-up, Cardiac Rehabilitation
- Paediatrics (CHEO)
  - Mental Health, Developmental Paediatrics, Respiratory Medicine, Genetics, Infectious Disease, Orthopaedics, Neurology
- Long Term Care (SCO Health Service)
  - Care of the Elderly, Complex Continuing Care/LTC, Dermatology, Psychogeriatrics, Geriatric Rehabilitation, Palliative Care

# Telehealth Activities

---

- Patient-to-Physician Consultation
- Clinician-to-Clinician Consults
- Medical Procedures
- Family Visitation
- Education
  - Grand Rounds
  - CME
  - Nursing Education
  - Peer-to-Peer Consultation
  - Professional Development



# EOTN Activity

January – September 2002

---



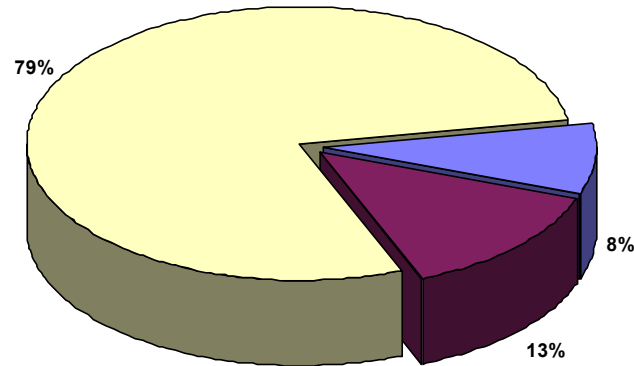
## 114 Clinical Consultations

- Neurology, Cardiology, Psychology, Dermatology

## 70 Educational Sessions

- Rounds, peer-to-peer consultations, demonstrations, education

# Consulting Site Patient/Physician Consultations

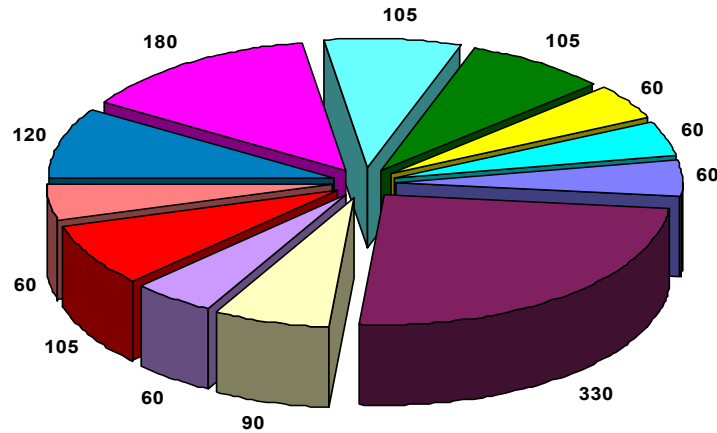


■ Children's Hospital of Eastern Ontario

■ SCO Health Service

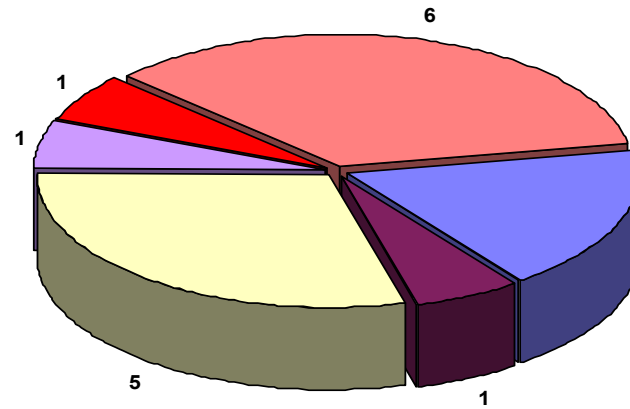
■ University of Ottawa Heart Institute

# Referring Site Activity



- Almonte General Hospital
- Arnprior and District Hospital
- Brockville General Hospital
- Carleton Place & District Memorial Hospital
- Cornwall General Hospital
- Glengarry Memorial Hospital
- Hawkesbury General Hospital
- Queensway-Carleton Hospital
- Renfrew Victoria Hospital
- SCO Health Service
- St. Francis Memorial Hospital
- Winchester District Memorial Hospital

# Education Session by Service



■ Cardiology

■ Care of the Elderly

■ Nursing

■ Palliative Care

■ Respiratory

■ Telehealth

# Preliminary Evaluative comments.....



- Saves travel time for both patients & physicians
- Patients feel at ease with this new approach
- Requires well trained RN's to work with the physician at the consulting site and the patient at the referring site
- Replicate the face to face setting as much as possible
- TH results in more appropriate referrals to consulting sites and for inpatients, dx can occur earlier

# Lessons Learned.....

---

- This is a Change Management process.....it takes time
- Must have strong senior administrative commitment from all partners
- Identify clinical leaders (MD, RN)
  - Telehealth champions to promote and facilitate activity
- Follow natural referral patterns
- Network sustainability plan
- This is more than technology
  - It is about building partnerships



# SCO Health Service Clinical Activity

---



- Dermatology- demand > supply
- Memory Disorder Clinic – added value of training for practitioners
- Pre-admission for geriatric rehab
- Parkinson's consultations
- Rehab consultations

# SCO Health Service Education Activity



- Palliative care
- Telehealth training
- Geriatric Rounds
- Research rounds and multi-site meetings
- MDS user group meetings



# Expanding to E-health at SCO

---

Aligning sustainability to strategic priorities

Incorporating financial and non-financial  
ROI

Clinical, administrative and education  
benefits

- Reduced transfers of patients
- Efficiencies through videoconferenced meetings
- Cost-effective education



# Health is an economic issue

---

- Businesses set up in communities that have strong health care services
- Healthy communities contribute to a healthy economy



# Telehealth Contributes to Community and Economic Health

---



## **Effective service delivery**

- By improving access to specialists and services
  - Better health outcomes

## **Efficient service delivery**

- By reducing time lost from work to travel
- By reducing sick leave due to better health care



# Telehealth Supports Health Infrastructure

---



- Telehealth can support recruitment and retention of health care providers and mitigate the problem of staff shortages
  - By providing specialist consultations
  - Through continuing education

# E-Health :

## A community investment



- Health information
  - Health is the most widely accessed topic on the internet
  - Services to ease access to reliable sites
  - Computer literacy
- Access to services
  - E-mail booking
  - Consultation, e.g. poison control

# E-Health :

## A community investment

---



- Effective and efficient delivery of prevention and intervention services
  - Easy access to services
  - Home care
  - In schools
  - Workplace



.....Thank you

---

Questions?????

