# Ontario eServices Program Evaluation Summary Report

FY 23-24

This newsletter provides a highlight of the evaluation Ontario eServices Program activities within fiscal year 23-24. Our program evaluation is based on the **Quintuple Aim Framework**. The Quintuple Aim offers a 5-pronged framework for assessing healthcare and addressing system-level challenges, including; *Better Population Health, Improved Patient Experience, Equity of Access, Improved Provider Experience, and Lower Costs.*

Discover how our Program is reducing the administrative burden
for clinicians and improving health care delivery for patients across Ontario:

## Better Population Health

**923,787 eReferrals** and **90,657 eConsults** were sent on behalf of patients

**27%** of eConsults were sent through EMR & Ocean

**7.45 per 1000** people had an eConsult sent

The **top five eConsult** specialties were: Dermatology, OB/GYN, Hematology, Internal Medicine & Endocrinology

The **top five eReferral** destinations were: Diagnostic Imaging, Orthopedics, Mental Health & Addictions and Cardiology & Dermatology

**3,029 TReC cases** in FY23-24 at the Ottawa Hospital

## Improved Patient Experience

**69%** had a referral avoided after an eConsult

**88% of patients** were satisfied with their eReferral experience

**540,000+** unique patients were referred through eReferral

**61%** of referring physicians and **62%** of patients agree that after TReC, a referral is no longer needed and that they feel confident in their care

## Equity of Access

6 out of 6 Ontario Health Regions have reported more than **4 eConsults per 1,000 people**

**11%** of eConsults are from referrers in a rural location

eConsult evaluation efforts focused on **patients with complex circumstances** (e.g., older adults with dementia and frailty)

eReferral evaluation activities included **DEI-based analysis** to lead and inform future work

## Improved Provider Experience

Access to **133** Provincial eConsult BASE™ Managed Specialty groups provincially

**4,393** active eConsult Senders and **1,231** active eConsult Specialists provincially

**89% of eConsults** resulted in received good advice or confirmed course of action

**12,000 eReferral Senders** have access to the eReferral network

**96%** of eReferral users were **satisfied** with the training provided by the deployment teams

## Lower Costs

The median eConsult cost remained consistent at **$55 per case**

Median eConsult Specialist self-reported billing time is **15 minutes**

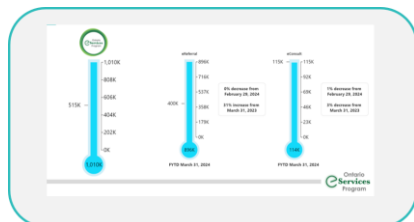Median eConsult response time has remained consistent at **1 day**

eReferral cost per transaction **dropped from $10.89** in the previous Fiscal Year **to $6.84** at the end of FY 23-24

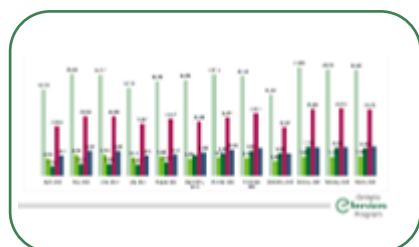# Ontario eServices Program Evaluation Newsletter

FY 23-24

Discover how our program is using advanced analytics tools like PowerBI to track our progress.
eServices FY 23-24 Dashboard



Click image to view

*Our dashboard is refreshed monthly and provides an overview of eConsult & eReferrals in Ontario by month as well as progress to date in the fiscal year.*



Click image to view

*Our dashboard also provides more details on each of the five domains of the Quintuple Aim Framework: Better Population Health, Improved Patient Experience, Equity of Access, Improved Provider Experience, and Lower Costs.*



Click image to view

*Click the link to explore the FY 23-24 eConsult & eReferral data:*
Link: eServices FY23-24 Dashboard

## Other Highlights

- Implementation of clinician and patient surveys to evaluate the perceptions, acceptability, and feasibility of Triaging Referrals to eConsult (TReC)
- Creation of TReC PowerBI data to capture utilization and survey metrics
- Initiation of a clinician survey to evaluate the utilization of eConsult by midwives
- 11 publications and 15 conference presentations in FY 23-24 resulting from eConsult Evaluation Activities
  (See our full publication history here)
- 11 evidence briefs and case studies were published in FY 23-24 (See our full list of published case studies and evidence briefs here)

*For any issues with the dashboard, please contact Danica Goulet: dagoulet@toh.ca*