



**London Middlesex Primary Care Alliance**

**Wednesday November 29, 2018**

**5:30 pm dinner and socialization**

**6:00 pm -8:00 pm meeting**

**Location:  
Boardroom  
Springbank Medical Centre  
460 Springbank Drive  
London, ON**

**Please note there is a \$4.00 parking fee at the Springbank Medical Centre**

Elizabeth Smith TVFHT	Brooke Clark Middlesex-London Health Unit	Louise Moist SW LHIN	Julie Ridgewell OTN
Scott Courtice LICHC	Vineet Nair Core London FHO	Mario Elia Dr. Mario Elia	Laura Neumann LM PCA Co-Chair
Jeff Spence Old South FHO	Melissa Haylor Old South – TVFHT	Elena Matusa Department of Family Medicine	Susan Hocking cSWO
Courtney Rocca TVFHT	Gordon Schacter Clinical Lead	Natalie Lovesey Nixon Family Medical Centre	Tina Gathercole cSWO
David Cavanaugh Old South FHO	John McClelland London FHT	Mary McDonagh SJHC	Mia Segal South West LHIN
			Lisa Rigg South West LHIN

**Minutes**

<b>Topic or Subject</b>	<b>Presenter</b>	<b>Minutes/Actions</b>
Introduction, review of minutes from	Dr. Gordon Schacter & Dr. Laura Neumann,	<ul style="list-style-type: none"> <li>Dr. Schacter welcomed the group to the London Middlesex Primary Care Alliance and provided an overview of the agenda</li> </ul>

<p>previous meeting, review of agenda</p>	<p>Co-Chairs London Middlesex Pca</p>	<ul style="list-style-type: none"> <li>• Round table introductions were made including name, position/title, and location of work</li> <li>• Review of minutes (Posted on the Primary Care Alliance website alongside the presentation from the October meeting):</li> <li>• Dr. Schacter posted Ontario MRI wait times link on the South West PCA website</li> <li>• SW LHIN Medical Imaging Integrated Care project – MRI <ul style="list-style-type: none"> <li>○ New requisition form has started today along with MRI Spine and MRI knee Check list forms</li> <li>○ Created by the SW LHIN Medical Imaging Integrated Care Project (group included MRI radiologists, MRI technicians and Primary Care Physicians from the SW LHIN)</li> <li>○ Came to a standardization on MRI requisition forms and process for completing MRI’s across the South West LHIN</li> <li>○ HQO is interested in looking at spreading both the forms and the way the MRI’s are completed across the province</li> <li>○ All forms are available at the South West Primary Care Alliance website along with youtube training videos found under “EMR Resources – EMR Forms and Templates by Type – MRI Requisition”</li> <li>○ Form is available as of today, November 29 with mandatory use starting in January 31, 2018, (2 month pilot where feedback can be provided)</li> </ul> </li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• Dr. Moist, Dr. Schacter, Dr. Elia to meet offline to discuss a process of how to get new or updated referral and or requisition forms of any kind from LHSC/SJHC into an EMR Template before release to primary care.</li> <li>• More discussion offline to take place around streamlining EMR processes.</li> </ul> <p><b>Sub-region Integration Table (SRIT) – What is it?</b></p>
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Introduction to Clinical Connect	Sue Hocking and Tina Gathercole	<ul style="list-style-type: none"> <li>• Sue Hocking and Tina Gathercole came from cSWO (connecting South Western Ontario) to provide a presentation on ClinicalConnect</li> <li>• cSWO is a program funded by eHealth Ontario to implement a regional eHealth program</li> <li>• ClinicalConnect is a web based viewer providing data from 72 acute care hospitals, all 4 LHIN’s, and all 4 regional cancer care programs</li> <li>• Additional content provided in presentation slide deck</li> <li>• ClinicalConnect is now integrated with the Digital Health Drug Repository (DHDR) which contains information on medication and pharmacy professional services covered under the Ontario Drug Benefit (ODB) program as well as narcotics and other controlled drugs available in the Narcotics Monitoring System (NMS).</li> <li>• If you are interested in signing up for ClinicalConnect or have ClinicalConnect and want access to the DHDR contact Sue <a href="mailto:susan.hocking@sw.ccac-ont.ca">susan.hocking@sw.ccac-ont.ca</a> or Tina <a href="mailto:Tina.Gathercole@sw.ccac-ont.ca">Tina.Gathercole@sw.ccac-ont.ca</a></li> </ul> <p><b>Questions/Discussion:</b></p> <ul style="list-style-type: none"> <li>• Discussion around the security requirements for Clinical Connect DHDR information related to drugs and pharmacy services <ul style="list-style-type: none"> <li>○ A lot of the requirements for security are related to compliance policies</li> </ul> </li> </ul>

		<ul style="list-style-type: none"><li>○ The security requirements are out of eHealth Ontario</li><li>● Is the DHDR only for patients covered under OHIP?<ul style="list-style-type: none"><li>○ At present this is only for individuals covered under an OHIP number</li><li>○ eHealth intends to expand it to all dispensed drugs regardless of OHIP number in the next fiscal</li></ul></li><li>● If patient does not have OHIP card would their data be on ClinicalConnect (example Mennonite)?<ul style="list-style-type: none"><li>○ if the patient has presented at a hospital ED or admitted, you would view that patient (you would search by name and DOB)</li></ul></li><li>● Who can access to clinical connect – can dentists?<ul style="list-style-type: none"><li>○ At present we are trialing one dentist in Owen Sound</li><li>○ The college of Dentistry has slightly different requirements to PHIPPA</li><li>○ Clinical Connect is also working with pharmacists and oral surgeons as well</li></ul></li><li>● Privacy policy is onerous, worried that it isn't going to be practical for a community physician to get onto it<ul style="list-style-type: none"><li>○ cSWO team member comes out</li><li>○ participation agreement needs to be filled out, then a sole practitioner attestation is completed, after which training is completed. If you don't have the staff to sit and learn the process then it can be challenging</li></ul></li><li>● one of the biggest barriers getting a notary. Wondering If someone with cSWO could become a notary<ul style="list-style-type: none"><li>○ the rationale behind a notary is around credentialing.</li><li>○ cSWO is looking at the process and looking at hiring a notary on retainer</li></ul></li><li>● needs to be simpler from a security point of view, and it needs to be a simplified process of</li></ul>
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		<p>doing it once and then having access to all the tools if there is to be adoption.</p> <ul style="list-style-type: none"> <li>○ When you have hospital privileges you can view from CERNER but you can't download and put it into your EMR - in Clinical Connect you can save as a PDF to your computer</li> <li>• At present there is no way to submit hand written Emergency Department notes, but it is being tested in Hamilton</li> <li>• In Clinical Connect can you access imaging from independent health facilities (London X-Ray for example)? <ul style="list-style-type: none"> <li>○ Not at present</li> <li>○ A few coming soon – digital health immunization records (mimics Panorama) coming in the next quarter or early beginning of next fiscal, Digital Imaging Common Services from community imaging organizations into OLIS</li> </ul> </li> </ul>
<p>Introduction to OTN/e-consultation</p>	<p>Julie Ridgewell</p>	<ul style="list-style-type: none"> <li>• Dr. Neumann introduced Julie Ridgewell from Ontario Teleconference Network (OTN)</li> <li>• Julie provided an overview of current and upcoming OTN services</li> <li>• Moving to a web-based platform <ul style="list-style-type: none"> <li>○ Videoconferencing (right now it is not an OHIP billable service – but currently have a pilot project happening to eventually allow video consult to become a billable service)</li> <li>○ E-consult</li> <li>○ Telehomecare</li> </ul> </li> <li>• More detailed information provided in presentation slide deck</li> <li>• Contact information for Julie <a href="mailto:jridgewell@otn.ca">jridgewell@otn.ca</a></li> </ul> <p><b>Feedback/Questions:</b></p> <ul style="list-style-type: none"> <li>• Is there a barrier for NP's to refer? <ul style="list-style-type: none"> <li>○ No because they can apply for and have an OHIP billing number</li> </ul> </li> <li>• Can the appointment be done in the patient's home? <ul style="list-style-type: none"> <li>○ Right now due to billing requirements, the patient would have to go to an office</li> </ul> </li> <li>• Online Peer Support is for who?</li> </ul>

		<ul style="list-style-type: none"> <li>○ Will be for patients</li> <li>○ They would require use of a computer be it in the home or places like the library</li> <li>○ The program would be available through OTN but referred/managed through a community mental health and addictions agency</li> </ul> <ul style="list-style-type: none"> <li>● Apps available are quite helpful</li> </ul>
<p>What are the key issues affecting primary care in London Middlesex?  “25/10 Crowd Sourcing” exercise</p>	All	<ul style="list-style-type: none"> <li>● Group went through a crowd sourcing exercise with everyone answering two questions – a bold idea and a first step <ul style="list-style-type: none"> <li>○ Q1 – what is the biggest hurdle patients face in the London Middlesex sub-region (bold idea)</li> <li>○ Q2 – what will be the first step to improving this issue</li> <li>○ Q3 – how are “silos of care” impairing patient care in the London Middlesex Sub Region</li> <li>○ Q4 – What will be the first step to improving this lens?</li> </ul> </li> <li>● Table members read the cards/responses from highest rating to lowest rating</li> <li>● Summary of “25/10 Crowd Sourcing” attached in separate document</li> </ul>
<p>Wrap Up</p>	<p>Dr. Gordon Schacter &amp; Dr. Laura Neumann</p>	<ul style="list-style-type: none"> <li>● Dr. Schacter closed the meeting by asking participants to share the information provided at today’s meeting with their primary care partners and encourage them to attend future meetings</li> <li>● Other options for meeting dates/times were suggested including an OTN or webinar meeting potentially over a lunch hour to enable more individuals to participate</li> <li>● Would like these meetings to be beneficial and encourage participants to bring forward issues/topics that they would like to discuss at future meetings</li> </ul>