



# Overview of ConnectMyHealth

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# ConnectMyHealth Overview

# ConnectMyHealth

## Project Overview & Background

- ConnectMyHealth (CMH) is a patient-facing version of ClinicalConnect<sup>®</sup>, OH West's designated clinical viewer, used by health services providers at your OHT member organizations
  - Neither ConnectMyHealth, nor ClinicalConnect, are data repositories; they aggregate data from source systems in real-time
- ConnectMyHealth got its start in limited Proof of Concept project, led by the HITS eHealth Office, in March 2021
- Proposal submitted to OH in Nov 2021 by OH West, in collaboration with Region's OHTs, to support patients' online access to their PHI using CMH
- Project approval received Dec 2021, and from there funding and vendor agreements were put in place, technical work was completed to productionize CMH, and collaboration with OHTs has begun from a deployment perspective
- ConnectMyHealth registration is open for OH West for users who are 16+ years old. Users will only see data from current contributors

# What ConnectMyHealth Looks Like

Records grouped by category

View New Results from past 72 hours

View scheduled hospital visits

Sort & filter how records display

Subscribe to be notified of new results

View diagnostic images

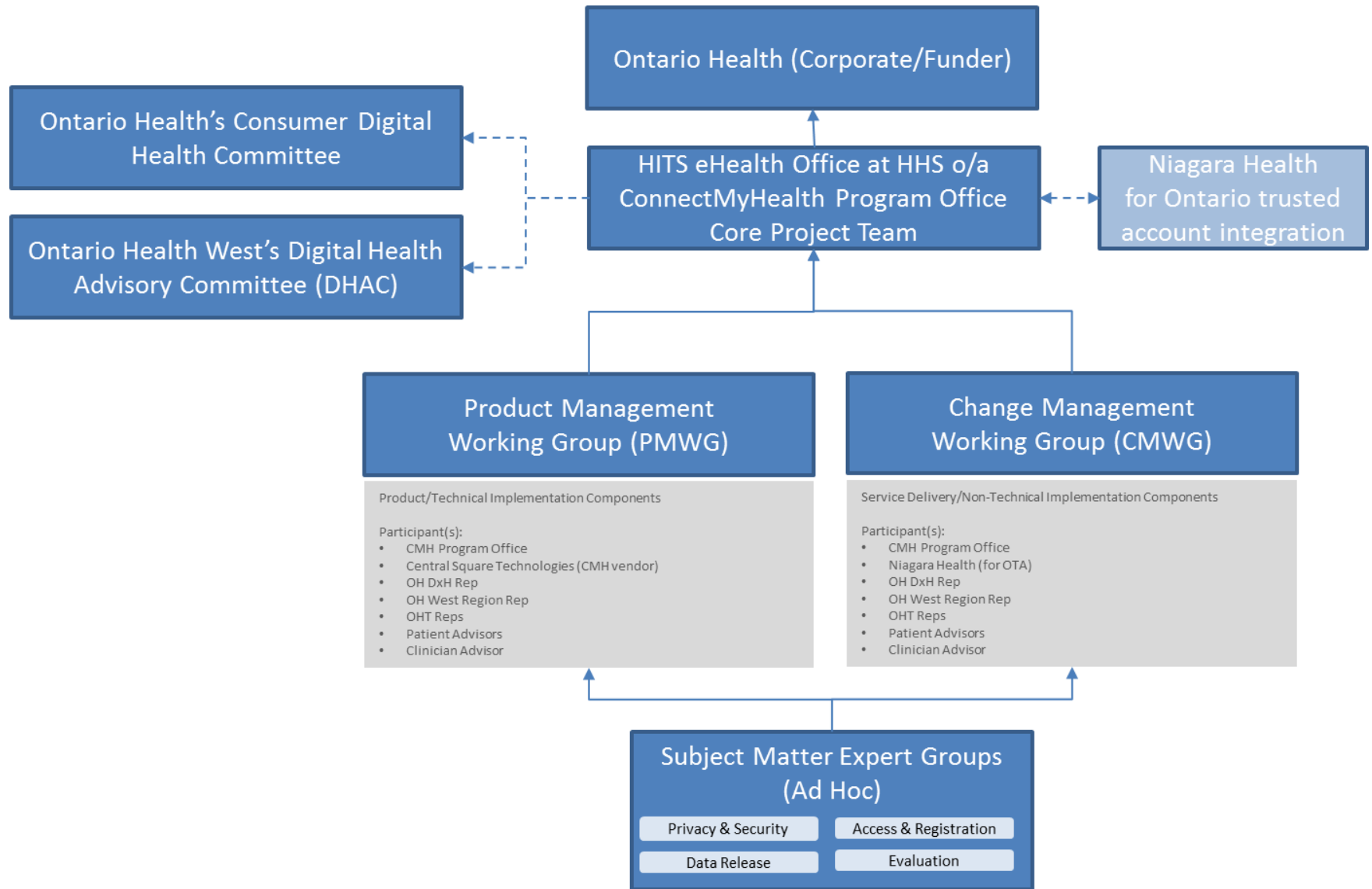
Access records from various sources in one view

Print your records

This is a Test Patient's Record



# Project's Governance Framework



# ConnectMyHealth Data Release

# Data Release Guiding Principles

- A common and unified data release model will continue to guide process to ensure patients have consistent user experience when accessing their aggregated records from any contributing source system, grounded in patient portal best practices, legislative requirements, lived experiences and patients' advocacy to liberate health records in real-time
- Data Release Model applies to hospitals within OH West region and will expand to apply to provincial repositories, noting repository data contains information on a go-forward basis based on when an organization began contributing
- Updated data release rules will be reviewed and updated according to the Project's Governance Framework and CMH Addendum to the ClinicalConnect Participation Agreement which includes advance notification to data contributors of pending changes
- Any results are effective from the day the results are signed/final
- Any data release exclusions will be applied globally within ConnectMyHealth for all data contributing source systems to maintain a consistent user experience

# Current Data Release Model

- CMH's data type is configured with the same report filtering that was in place in SWO MyChart
- Goal is to release data in real-time, as many community-based portal and hospital-based tethered solutions are

Data Type	Delay <i>(calendar days)</i>	Data Type	Delay <i>(calendar days)</i>
Allergies	0	Clinical Reports <i>(Discharge Summaries ONLY – as of October 1, 2018)</i>	0
Labs	0	Diagnostic Imaging/ Cardiology <i>(reports and images)</i>	0*
Microbiology	0	Pathology/Genetics	0*
Blood Bank	0	Medication <i>(hospital-based)</i>	0

\*Changed to 0 days March 30, 2023



# Current Data Release Model – cont'd

- The following information is restricted for:

## Patients under 16

- HIV
- Gonorrhoea
- Syphilis
- Hepatitis B & C
- Chlamydia
- Herpes
- b-HCG

## All Users

- HLA typing
- Forensic reports
- Autopsy
- Toxicology (relating to autopsy)

# ConnectMyHealth Data Contributors



# CMH Data Contribution

- Summary of Data Availability/Timeframes:

## Current Contributors

- Hamilton Health Sciences
  - Data prior to June 4, 2022
- St. Joseph's Healthcare Hamilton
  - Laboratory reports/results only pre-June 4, 2022
- West Haldimand General Hospital
- Haldimand War Memorial Hospital
- Brant Community Healthcare System
- Huron Perth Healthcare Alliance
- Alexandra Marine & General Hospital
- Cambridge Memorial Hospital
- South Bruce Grey Health Centre
- Grey Bruce Health Services
- Hanover & District Hospital
- Hotel Dieu Shaver Health & Rehabilitation Centre
- London & Region Hospitals
  - London Health Sciences Centre
  - London Regional Cancer Program
  - St. Joseph's Health Care London
  - St. Thomas Elgin General Hospital
  - Tillsonburg District Memorial Hospital
  - Woodstock Hospital
  - Alexandra Hospital
  - Strathroy Middlesex General Hospital
  - Four Counties Health Services
  - South Huron Hospital Association
  - Wingham and District Hospital
  - Listowel Memorial Hospital
- Niagara Health
- Norfolk General Hospital

# CMH Data Contribution

## Expected Spring 2023 Go-Live

- Joseph Brant Hospital
- Bluewater Health
- ESC Hub
  - Chatham-Kent Health Alliance
  - Windsor Regional Hospital
  - Hotel Dieu Grace Healthcare
  - Erie Shores HealthCare
- Wellington Health Information Network
  - Guelph General Hospital
  - North Wellington Healthcare
  - Groves Community Memorial Hospital

## Remaining Ontario Health West Region Organizations

- Hamilton Health Sciences
  - Data after June 4, 2022
- St. Joseph's Healthcare Hamilton
  - Historical, non-lab data, plus lab data post June 4, 2022
- WW Hub
  - Grand River Hospital
  - St. Mary's General Hospital
- Home and Community Care Support Services - West Region
  - Erie St. Clair
  - South West
  - Waterloo Wellington
  - Hamilton Niagara Haldimand Brant

# Tips for Providers



## Quick Tips: For Health Providers to Partner with Patients who use ConnectMyHealth

Patients in Ontario Health West have access to their electronic health records through the ConnectMyHealth patient portal. This digital health solution provides a free single access channel for patients to view their health records from many healthcare facilities across the region.

This document provides an overview of key features and functions of ConnectMyHealth including tips to support health care providers with patient communication and clinical documentation.

- Evidence indicates that patients having access to their results improves their understanding of their health conditions, increases engagement in their care, and builds stronger relationships with their health care providers. Patient access to their health records supports transparent communication, can improve health outcomes and enhance care planning conversations between patients and their providers.
- ConnectMyHealth provides patients with access to their health information in near real time from participating healthcare organizations. This may include:
  - Radiology reports, and where available, their corresponding images
  - Laboratory test results
  - Hospital Discharge Summaries
  - Hospital medications and allergies
  - Pathology and Genetics reports
  - Details of past and upcoming hospital visits
- To view the most up to date list of health information available using ConnectMyHealth visit <https://info.connectmyhealth.ca/data-availability>
- The patient's record contains aggregated reports and results from contributing facilities. Depending on the type of result/report, and the associated clinical practices at these facilities, patients may access their results before you have seen them. Patients may choose to use ConnectMyHealth to view their reports/results once they are made Final/Completed/Amended by the contributing facilities. They will also be able to sign up to be notified of new results. This is important for health care providers to know as it may affect how you have conversations with patients, such as when ordering tests.

In jurisdictions where real time clinical results are available, clinicians report that, in general, there is not a significant net increase in workload related to patients' access to real time results and patients' ability to view their record can result in a more efficient and focused visit with the provider and improved patient experience.

### Tips for Conversations about Access to Patient Portals

Prepare your patients by:

- Talking to them about the CMH patient portal, how to access their health records, and what information they may have access to in real time.
- Reminding them that it's their choice not to access their records if they prefer to review their reports or results with their care team at their next appointment.
- Checking with them to see if they have questions about the information they see in their record. This can promote mutual understanding and allow you to gauge the level of understanding of the care plan.



## Quick Tips: Information for Primary Care Providers about ConnectMyHealth

Patients in Ontario Health West have access to their electronic health records through the ConnectMyHealth patient portal. This digital health solution provides a free online single access channel for patients to view their health records from many health care facilities in Ontario Health West. Here are a few highlights about ConnectMyHealth that you may find helpful:

- It replaces the previous South West Ontario MyChart, available from Sunnybrook, that many patients have previously had access to since 2018.
- Evidence indicates that, in general, patients having access to their results has improved their understanding of their health conditions, increased engagement in their care, and built stronger relationships with their providers. Patient access to their health records supports transparent communication, can improve health outcomes and enhance care-planning conversations between patients and their providers.
- ConnectMyHealth is a web-based digital solution that leverages [ClinicalConnect](#) to provide patients with the ability to view certain parts of their health records in real time from participating healthcare organizations. Clinicians will continue to use [ClinicalConnect](#) to view health information from participating healthcare organizations.
- The most up to date list of what is viewable in ConnectMyHealth [can be found at https://info.connectmyhealth.ca](https://info.connectmyhealth.ca)
- The patient's record contains aggregated reports and results from many contributing facilities. Depending on the type of result/report, and the associated clinical practices at these facilities, patients may access their results before you have seen them. Patients may choose to use ConnectMyHealth to view their reports/results once they are made Final/Completed/Amended by the contributing facilities. They will also be able to sign up for notifications when new results are added to their record. This is important for you to know as it may affect how you have conversations with patients, for instance, when ordering tests.
- ConnectMyHealth can be an ideal complement to in-person or virtual visits by providing patients with easy access to some of their health information that can help them better prepare for visits.
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### Stay Up to Date

For the most up to date information and FAQ's about ConnectMyHealth, or for patients to register, please visit: <https://info.connectmyhealth.ca/home>

If you would like information to provide to patients about ConnectMyHealth, please contact your local Ontario Health Team or email [cht@connectmyhealth.ca](mailto:cht@connectmyhealth.ca).

# Experience of Others

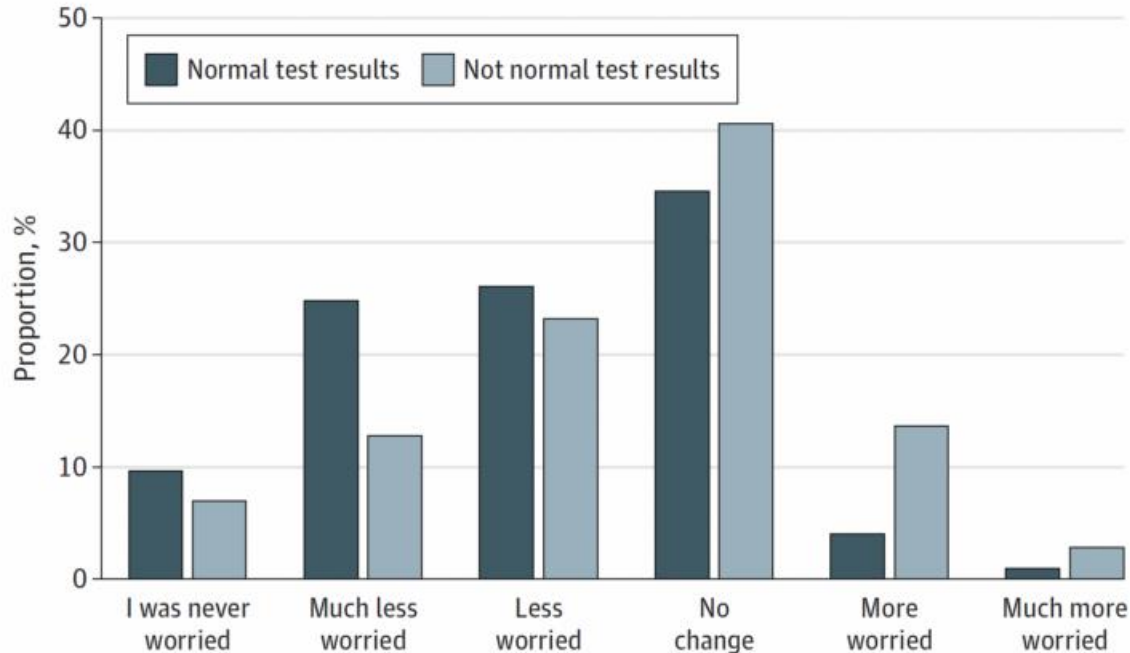
# 2022 Canada Health Infoway Survey

- 80% respondents were interested in accessing own PHI electronically
- 36% of respondents have accessed PHI electronically in the past (29% in the past 12 months)
- 89% feel more informed about their health as a result of accessing their PHI online
- 41% were able to avoid an in-person visit to an ED at least once because they were able to access their PHI electronically
- 53% were able to avoid an in person visit with their family doctor/regular place of care or a walk-in clinic at least once because they were able to access their PHI electronically

<https://insights.infoway-inforoute.ca/2022-digital-health-survey>

# Immediate Access to Test Results in Online Patient Portals

Figure 1. Percentage of Patients at Each Level of Worry, Stratified by Normal vs Not Normal Test Results



95.3% of individuals who received non normal results, preferred to immediately receive test results through the portal

Steitz, B. et al., JAMA 2023



# Association of Immediate Release of Test Results to Patients with Implications for Clinical Workflow

- January 2020, teaching hospital in US measured pre and post transition to removing delays for test results
- 294,799 patients
- 90% reviewed their results

From the 265,923 patients who viewed their results	Delayed Results	No Delays
Patients who viewed results before clinicians	10.4%	40.3%
Median number of daily messages sent to clinician by patient within 6 hours of reviewing their results	77.5	146

Steitz, Bryan D. et al, JAMA 2021

# Open Notes

- In the US, none of the more than 250 organizations that implemented open notes prior to November 2020 reported a significant increase in visit time with patients, or in e-mail traffic. In fact, some organizations reported a decrease in e-mail, quite possibly because patients are able to resolve confusion or forgetfulness by reading their notes.

Open Notes, <https://www.opennotes.org/>

# Patient Feedback Survey

- **South West Ontario surveys** - Approximately 9,000 surveys were distributed in July 2020, with an additional 16,000 surveys distributed to all users again in November 2020, for a collective 25,000 total surveys distributed, with 3,201 surveys returned.
- *Reoccurring Themes:* Three reoccurring themes presented themselves throughout the qualitative feedback provided within the survey by patient portal users.
  - 1. Knowing More**
    - Access to more health information
    - Reduced delays enabling more real-time access to data
  - 2. Feeling Empowered**
    - Increased confidence in self-managing care
    - Decreased anxiety/ concern
  - 3. Difficulty Navigating MyChart**
    - Difficulty Creating MyChart Account
    - Difficulty Finding Test Results

# The Views and Experiences of Clinicians Sharing Medical Record Notes with Patients

- In a 2020 survey of clinicians (outpatient hospital)
- Most viewed note sharing positively
- Q: In the past 12 months how often did a patient contact you or your practice with questions about your note?

	No. (%)	Physician	APN or PA	Other
1-3 time/month	187 (14)	131 (16)	23 (14)	32 (10)
Less than monthly or never	1112 (86)	665 (84)	150 (86)	297 (90)

DesRoches, C.M., JAMA 2020

# Q & A