

First Five Years Community of Practice

Oct 9, 2024

Speakers:

**Logan Roy & Kelly Klein
Sufyan Khatri & Ghada Youssef**

Moderators:

**Dr. Ryan Banach
Dr. Eleanor Colledge**



***Resources for a busy physician,
eConsult and SCOPE***



Family & Community Medicine
UNIVERSITY OF TORONTO

Land Acknowledgement

We acknowledge that the lands on which we are hosting this meeting include the traditional territories of many nations.

The DFCM recognizes that the many injustices experienced by the Indigenous Peoples of what we now call Canada continue to affect their health and well-being. The DFCM respects that Indigenous people have rich cultural and traditional practices that have been known to improve health outcomes.

I invite all of us to reflect on the territories you are calling in from as we commit ourselves to gaining knowledge; forging a new, culturally safe relationship; and contributing to reconciliation.

About the First Five Years Community of Practice

- Designed for you!
- Free, fun and full of answers
- Sessions are highly practical
- Tap into the expertise of both speakers and colleagues
- Tonight's snack pairing: Dark chocolate
- Fully Accredited for 1.5 Mainpro credits per session

Moderators:

- **Dr. Eleanor Colledge**, CPD Program Director, University of Toronto and Family Physician, South East Toronto Family Health Team, Toronto, ON
- **Dr. Ryan Banach**, Family Medicine Early Career Supports Lead, Office of Health System Partnership, University of Toronto and Lead Physician, Norfinch FHO, Toronto, ON



First Five Years Community of Practice

Disclosure of Financial Support

Nothing to disclose.

Potential for conflict(s) of interest:

N/A

Mitigating Potential Bias

- The Scientific Planning Committee has full control over the choice of topics/speakers.
- Content has been developed according to the standards and expectations of the Mainpro+ certification program.
- The program content was reviewed by a three-member national/scientific planning committee.



Logan Roy – Panelist

Project Manager, eConsult Toronto Region Deployment Team



Kelly Klein – Panelist

Sr. Program Manager, eConsult Toronto Region Deployment Team



Sufyan Khatri – Panelist

SCOPE Navigator, Michael Garron Hospital



Ghada Youssef – Panelist

SCOPE Project Manager, Michael Garron Hospital

Speaker Disclosure

- Name: **Logan Roy & Kelly Klein**
- Relationships with financial sponsors:
 - Grants/Research Support: N/A
 - Speakers Bureau/Honoraria: N/A
 - Others: Employees of University Health Network (UHN)

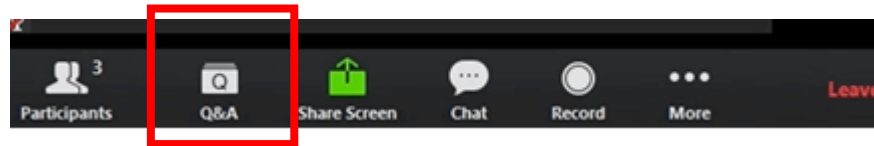
- Name: **Sufyan Khatri & Ghada Youssef**
- Relationships with financial sponsors:
 - Grants/Research Support: N/A
 - Speakers Bureau/Honoraria: N/A
 - Others: N/A

- Faculty Name: **Dr. Ryan Banach**
- Relationships with financial sponsors:
 - Grants/Research Support: N/A
 - Speakers Bureau/Honoraria: OMA – Speaker for Billing and Practice Management
 - Others: DFCM OHSP - Salary

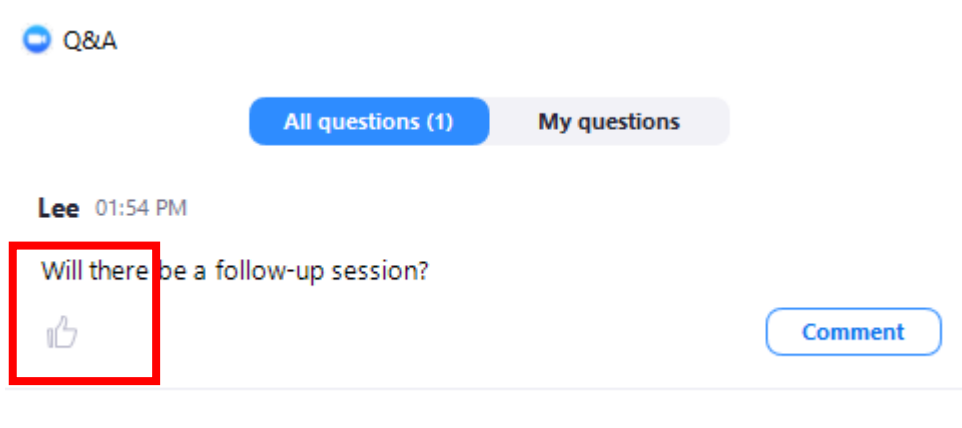
- Faculty Name: **Dr. Eleanor Colledge**
- Relationships with financial sponsors:
 - Grants/Research Support: N/A
 - Speakers Bureau/Honoraria: Ontario College of Family Physicians
 - Others: The Foundation for Medical Practice Education (McMaster University)

How to Participate

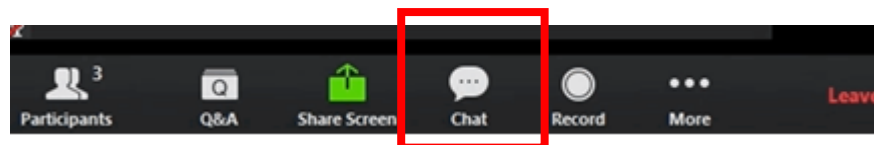
- All questions should be asked using the Q&A function at the bottom of your screen.



- Press the thumbs up button to upvote another guest's questions. Upvote a question if you want to ask a similar question or want to see a guest's question go to the top and catch the panels attention.



- Please use the chat box for networking purposes only.

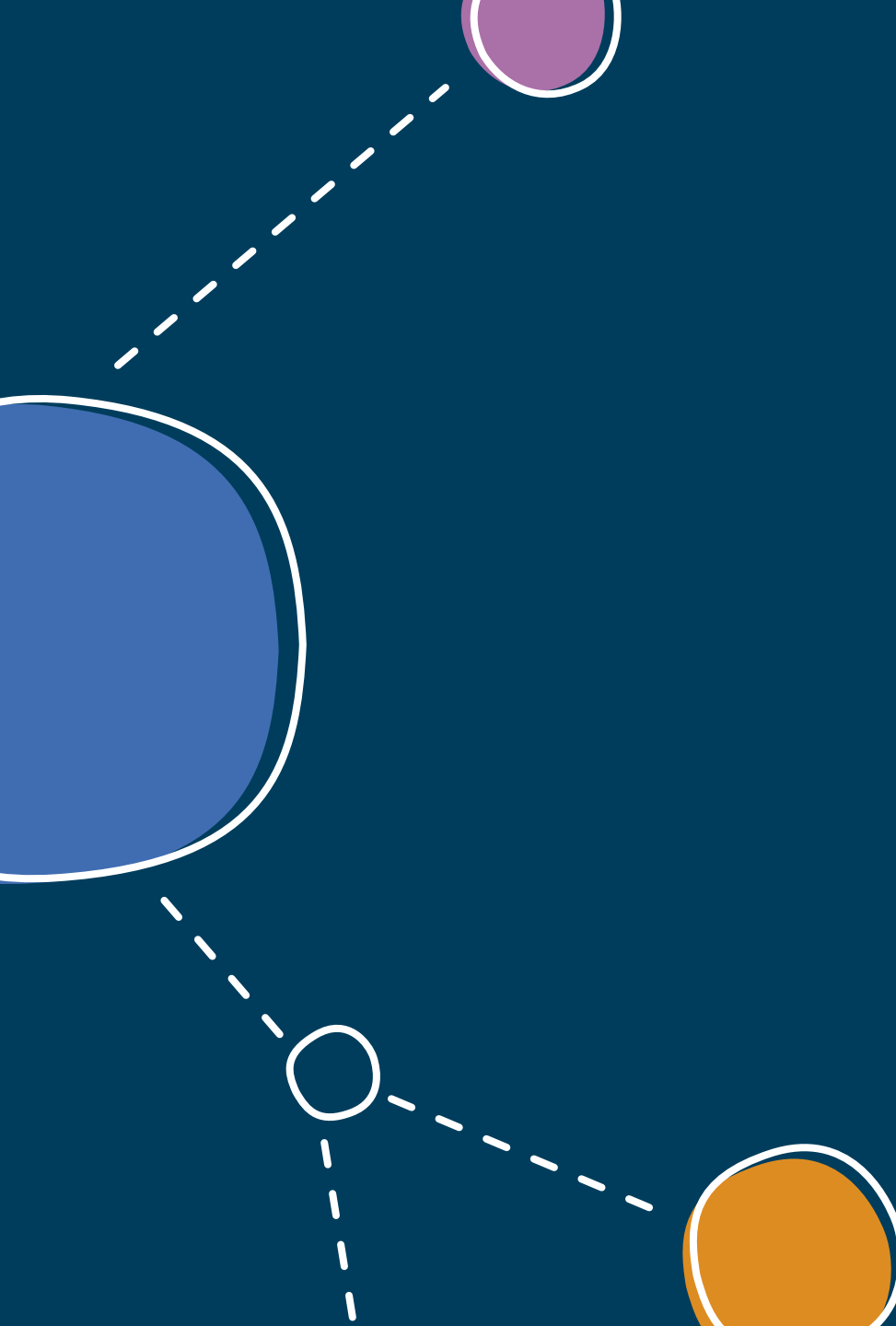


Ontario eConsult Service

DFCM Early in Practice CoP

October 9th, 2024



- 
- A decorative graphic on the left side of the slide. It features a large blue circle at the top left, a smaller purple circle at the top center, a small white circle at the bottom left, and a large orange circle at the bottom center. Dashed white lines connect these circles, forming a network-like structure.
1. Intro to UHN Connected Care
 2. Overview: Ontario eConsult Service
 3. Ways to send an eConsult
 4. Demo
 5. Onboarding support

UHN Connected Care

Toronto Region Deployment Team



In partnership with the Ontario eServices Program, we support clinicians in adopting **Ocean eReferral and eConsult** across 8 OHTs in the Toronto Region.



Central Intakes



Acute Care Institutions & Independent Health Facilities



Group & Individual Primary Care Providers



Community Health Centers & Community Support Services



A decorative graphic in the top left corner consisting of a dashed line and a teal circle.

Overview: Ontario eConsult Service

eConsult enables physicians, nurse practitioners, and midwives to ask clinical questions to a specialist electronically and receive a response within 7 days, often eliminating the need for a patient visit with a specialist.



Access to 135+ specialty services offered province-wide



Better communication and documentation than 'hallway consultations', phone calls, emails, etc.



Access eConsult **directly on the web platform** or through the following **integrations**:

- Ocean eReferral
- Direct EMR integration (select OMD certified EMRs)
- Contextual launch through viewlet (select OMD certified EMRs)

Toronto Region (Sept 23 – Aug 24):

20,742
eConsults sent

542
Active referrers¹

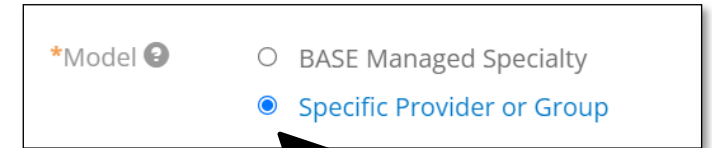
169
Active specialists¹

Last updated: August 2024 11

¹ Active means participated in at least 3 eConsults in the last 3 months (June – Aug 2024)

Ways to send an eConsult

There are **three different ways** to send an eConsult from the Toronto Region:



BASE™ Managed Specialty Groups:

- Your consult is sent to a **group of specialists across the province** who respond to consults for a given sub-specialty
- Your consult is assigned to the next available specialist

Direct-to-Specialist:

- This option allows you to submit consults **directly to a specific specialist** by searching their name (e.g., Dr. Smith)



Self-Managed Groups:

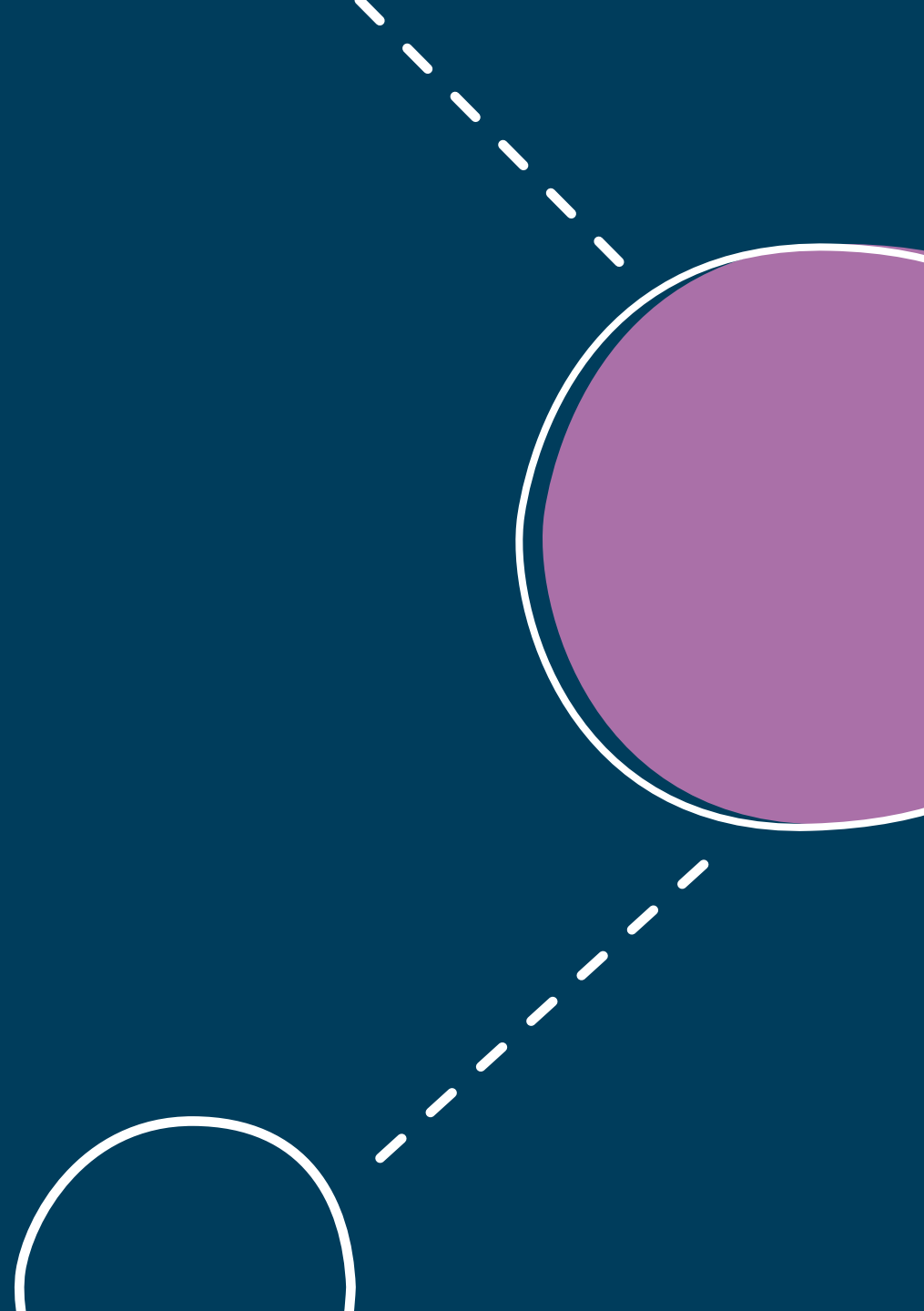
- This option allows you to submit consults to a **group of specialists** in a specific specialty who are **typically from the same organization** (e.g. UHN)
- The group's case assigner reviews your consult & assigns it to the most appropriate specialist

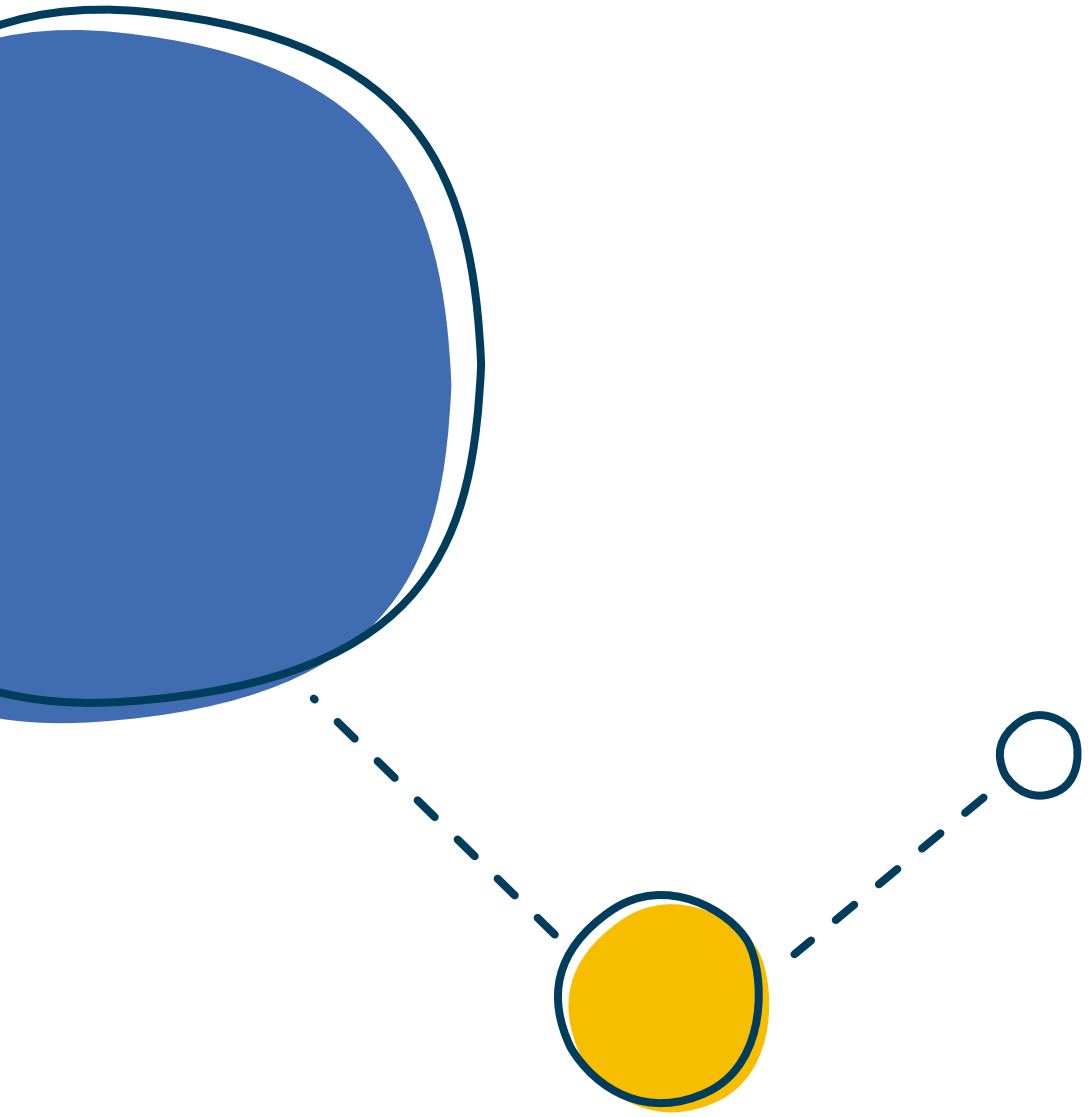
[Click here](#) to learn how to send to a **BASE™ Managed Specialty Group**

[Click here](#) to learn how to send to a search for a **specific specialist or self-managed group**

Demo

Direct-to-web (OTNhub)






Not sure who to ask your eConsult questions to?

Let's connect.

[Click here to get started!](#)



The Toronto Region is streamlining how primary care providers can access and adopt **over 15 provincially funded digital health tools** (including eConsult, eReferral, HRM, and more) with the aim of **reducing paper and fax-based workflows.** 

The Ontario eConsult Service, accessed on the OTNhub and a part of the **Ontario eServices Program**, is a secure **web-based tool**, that allows physicians and nurse practitioners timely access to specialist advice.

Sign up for an OTNhub account at www.otnhub.ca and send an eConsult today!

What do I need?



1. OneID login credentials

- If you are an MD, you can create your OneID credentials through you CPSO Member Portal
- If you are an NP, an eHealth Local Registration Authority can assist you. Contact us at eConsultCOE@toh.ca if you need assistance.



2. OTNhub account

- Account Type Options: Individual (Solo)/Private Practice or associated with an OTN Member Organization



3. Access to compatible web-browsers

- Google Chrome 72 +, Mozilla Firefox 60 + ESR, Microsoft Edge 79 +. or Apple Safari 12 +
- OTNhub allows for exporting of PDF copies of eConsults - [get Adobe Reader](#).
- [Click here for more information on system requirements and technical features](#)
- Ontario eConsult Service is integrated with some EMRs, led by OntarioMD. Contact us at eConsultCOE@toh.ca for more information.

What type of account should I get?

Are you a...

- private practice run by a physician or nurse practitioner
- provider who does not wish to have their account associated with a specific organization
- provider who changes organizations frequently (e.g. locums)
- provider who works at multiple organizations and who is not using delegate support

OR



Are you a...

- provider who works at a health care organization such as a hospital, or family health team
- provider who wishes to associate their account with their health care organization
- provider who works at a health care organization who leverages delegate support

Individual (Solo)/ Private Practice Account

Fill out the Private Practice Sign Up Form:
<https://signup.otn.ca/individual-signup/> to
get started today.

**To get an individual (solo)/private practice account you need to receive 50% or more of their annual funding through OHIP, MOH or OH (i.e. not privately funded)*

OTN Member Organizational Account

If your organization is already an OTN Member Organization, navigate to OTNhub.ca and login using your OneID credentials, to get started today.

If your organization would like to get set up as an OTN Member Organization, identify your organization's legal signing authority and click here:
<https://signup.otn.ca/org-signup/>

**To check if your organization is already set up as an OTN Member Organization, click here: <https://otnhub.ca/#org-lookup>*



A virtual team for primary care providers

East Toronto SCOPE Program

October 09, 2024



Seamless Care Optimizing the Patient Experience

What is it?

SCOPE is a virtual, interdisciplinary program connecting primary care providers (PCPs) in the community to real-time supports when they need it most. Through a single point of access, SCOPE quickly connects PCPs to local providers who can help with urgent consultations, diagnostic imaging, curated home and community care, mental health, and navigating other services available in acute care or in the community.

Why is it needed?

In Ontario, there are roughly 7,800 unaffiliated PCPs that do not have access to a multidisciplinary team. Often PCPs face difficulty navigating and connecting their patients with complex chronic conditions to the resources they require. Time spent navigating the system means that PCPs unaffiliated with teams have less support to provide direct clinical care and patients wait longer for the resources they need.



A virtual team for primary care providers



16 SCOPE sites in the province, connected community of practice shares knowledge, resources and facilitates cross-regional navigation

1. UHN
2. SMH
3. SBK
4. St. Joes
5. MGH
6. NYGH
7. HRH
8. SHN

...and many others across GTA

SCOPE Program - Services and Pathways

Pathway	Description	Partners	SCOPE Team Member
General Internal Medicine (GIM)	Physician-to-physician consult with an internist and timely appointment at Michael Garron Hospital (MGH) GIM clinic for urgent cases.	MGH General Internal Medicine Department	Nurse Navigator or Directly to the GIM on call
Ontario Health at Home	In-home assessments and access to community-based resources. Obtain updates on Primary Care Provider's (PCP) existing clients who receive these services and on those experiencing delay or disruption in services.	Central SCOPE - Ontario Health at home	Ontario Health at Home Coordinators
Nurse Navigator	Identify, connect and help PCP's navigate patient access to specialists, sub-specialists, programs, and services at MGH and throughout Ontario.	MGH	Nurse Navigator
Diagnostic Imaging	Expedited appointment at MGH diagnostic imaging for urgent cases. Physician-to-physician consult with a radiologist for report interpretation and identifying appropriate tests.	MGH Diagnostic Imaging Department	Nurse Navigator or directly to DI coordinator

SCOPE Program - Mental Health Program

Pathway	Services	Description	Partners	SCOPE Team Member/ Partners' Members
Mental Health Program	Navigation and Counseling	Identify, connect and help PCP's patients navigate, and access resources needed to support patient's mental health, including free one-on-one counseling/ short-term therapy.	Fred Victor and Woodgreen	- SCOPE MH Navigator and Clinical Counselors
	Peer to Peer with Psychiatry	Timely physician-to-physician phone consultation with a MGH psychiatrist for management of mental health in the community.	MGH Outpatient Psychiatry Division	- SCOPE Mental Health Navigator - Psychiatrist, Dr. Baruch
	Child and Adolescent Psychiatry	Rapid access to assessments by Child and Adolescent Psychiatrist.	Community Psychiatrist	- SCOPE Mental Health Navigator - Child and Adolescent Psychiatrist, Dr. Shahid
	Short Term Counseling	Free one-on-one counseling/ short-term therapy	Community Programs: Integrated Mental Health Services (IMHS) and Resilient Minds. Third party providers: Silm Centre for Mental Health and CBT Associates.	- SCOPE Mental Health Navigator - IMHS Intake Coordinator - Resilient Minds Case Manager

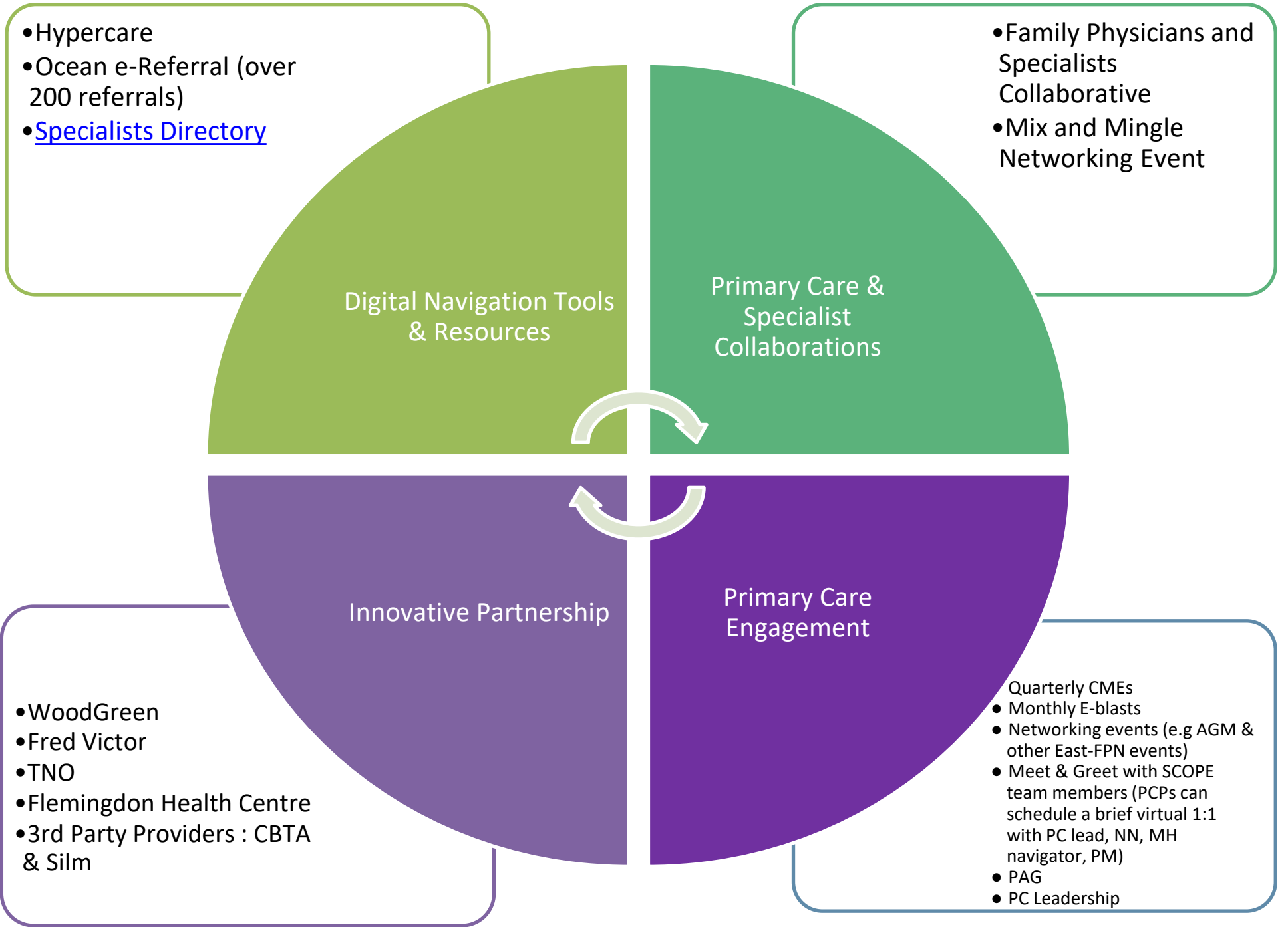
East Toronto SCOPE Program - Site Specific Pathways

- [Fracture Clinic](#)
- [ENT](#)
- [Palliative Care](#)
- [Infectious Diseases](#)
- [Toronto Hepatitis C](#)
- [Respiratory Pathway](#)

For more information about East Toronto SCOPE program, please visit

<https://eastfpn.org/scope>

Innovative Partnership and Access Models



How to reach SCOPE

- Call: 416-603-6418 x 5 x3
- Cell: 647-825-9519
- Email: SCOPE@tehn.ca
- Fax: 416-619-6612
- Ocean eReferral: SCOPE East Toronto/MGH
- Hypercare: SCOPE Nurse Navigator

How to REGISTER for SCOPE

www.scopehub.ca

Click REGISTER on the top right corner or
scan the QR code



Upcoming session

Our next First Five Years Community of Practice session:

Nov 13, 2024 at 7:00-8:30pm on the topic of AI Scribes – are they worth it? Tips for tackling the inbox.
With Dr. Ali Damji

Contact us: dfcm.quality@utoronto.ca

The First Five Years Community of Practice is a one-credit-per-hour Group Learning program that has been certified for up to a total of 13.5 Mainpro+ credits.

Evaluation

Please take a moment to complete the evaluation:



We will also email the link to you directly.

Peers for Joy in Work: Ontario Family physicians supporting each other

Sign up to reclaim **YOUR** joy at work!

You will:

- Learn skills in fostering joy in work
- Receive 1:1 peer support in joy in work through three 30-min peer support sessions from a matched fellow family physician
- OMA wants to support you in finding joy in work:
 1. Receive financial compensation (\$150)
 2. CPD credits (4.5 Mainpro+ credits for completing all three sessions)



Spots are limited, register by October 25, 2024!



Peers for Joy in Work: Family physicians supporting each other

Spots are limited! Register by October 25, 2024 to join the Peers for Joy program.

Visit dfcm.utoronto.ca/peersforjoy for more information AND scan the QR code for signing up!

“Family medicine is in the midst of challenging times. The Peers for Joy program offered me a fresh perspective, and a new opportunity to develop important skills that family physicians can use to help support each other in our careers and our personal lives outside of medicine.”

- Dr. Taylor Sedran, Family Physician, Newmarket
(Peer Guide)



“I found the program to be quite helpful, because my peer guide listened to me, and validated how I felt, and then encouraged me to turn it around. It was wonderful to have a safe space to talk to someone else about being a family doctor”

-Family Physician, (Peer Learner)

