

## ClinicalConnect: A Year in Review

It's been a productive year for ClinicalConnect and the Program Office, with the completion of a number of new integrations and enhancements made to the portal as well as the implementation of new tools to assist with the onboarding and compliance activities for new and existing Participant Organizations, respectively. Provincially, the healthcare landscape has also changed significantly with the introduction of Ontario Health Teams (OHTs) and ClinicalConnect being named as a clinical viewer, mandated for use by these teams in south west Ontario, to support efficient data sharing and patient care.

To facilitate the learning requirements as mandated by the ClinicalConnect Program Office, the HITS Digital Health (HDH) Learning Management System (LMS) was implemented in February to manage the completion of required eLearning as it relates to participating in ClinicalConnect, and is regularly used by ClinicalConnect Participant Organizations' Privacy Contacts, Auditors and Local Registration Authorities, plus physicians approved to access ClinicalConnect as Participants unto themselves.

Also accomplished that month was the go-live of a new Cardiology module in ClinicalConnect that helps streamline the user experience by locating cardiology-related data in one module as opposed to it being spread between either or both of ClinicalConnect's Radiology and Transcription Modules. Today, the Cardiology module includes cardiology reports and images (where available) from Alexandra Marine & General Hospital, Brant Community Healthcare System, Cambridge Memorial Hospital, Hamilton Health Sciences, Hotel Dieu Shaver Health and Rehabilitation Centre, Huron Perth Healthcare Alliance, London & Area Hospitals, Niagara Health, Norfolk General Hospital and West Haldimand General Hospital display; this type of data from all other data contributing organizations remains in either/both Radiology and Transcription Modules.

Helping the Province to achieve a complete and integrated health care record, we were pleased to begin sending Transcription reports from Hamilton Health Sciences, Haldimand War Memorial, and West Haldimand General Hospital to the [Acute and Community Clinical Data Repository \(acCCR\)](#) in March by leveraging our existing data integrations between these data-contributing organizations and ClinicalConnect.

Continuing to broaden the amount of data accessible within the portal, the existing integration between ClinicalConnect and the Province's [Diagnostic Imaging Common Service \(DI-CS\)](#) was expanded in April, such that additional diagnostic imaging data (reports and images) from various Independent Health Facilities (IHF) became viewable by users at organizations who are authorized to access this repository data within ClinicalConnect.

A new tool was implemented in the spring which provides near real-time surveillance of logged access to ClinicalConnect, and enables Participant Organizations' Privacy Contacts and Privacy Auditors to conduct their required and monitoring and auditing activities. Known as the Security Audit Manager (SAM), this online system replaced the Audit Module which had been located within ClinicalConnect and was used to perform similar audit activities. The new solution provides Participant Organizations more formal reports that are customizable as well as automated notifications and incident management.

One of the most significant upgrades of the year occurred this summer when the latest version of ClinicalConnect went live on June 15 to offer a variety of new features and functionality in an effort to continuously optimize the user experience. Included in this release was the introduction of a brand new user interface when using ClinicalConnect on mobile devices and a number of end user functionality enhancements. Feedback from users, in particularly about using ClinicalConnect on mobile devices, has

been overwhelmingly positive and all users are encouraged to check it out since it will provide 24/7, on-the-go access to their patients' electronic healthcare records from many hospitals and provincial data repositories (where applicable).

In an effort to give users and interested parties more of a view into the portal's performance metrics, also this summer the ClinicalConnect Program Office launched a Service Dashboard that provides current metrics regarding open incidents reports, the availability of the ClinicalConnect portal, and the usage of ClinicalConnect by Local Health Integration Network (LHIN).

The integration of the new Cerner Hospital Information System (HIS) at Grand River Hospital went live in September. The work was undertaken in two phases; first to integrate the majority of data now being entered into the HIS known as Prism, and then several weeks later, to integrate both additional data from GRH plus data from St. Mary's General Hospital which shares this instance of Cerner.

From an onboarding and access perspective, this year also saw a significant number of Participant Organizations, including Sole Practitioners, begin using their ONE ID credentials as their means to access ClinicalConnect. Following approval from eHealth Ontario in the fall, physicians approved as Sole Practitioner Participants in ClinicalConnect were able to gain access to view data from the available provincial repositories ([Ontario Laboratories Information System \(OLIS\)](#), DI-CS, [Digital Health Drug Repository \(DHDR\)](#), and the acCDR), assuming the necessary prerequisite agreements are in place. Enabling this large user group of solo physician practitioners to view their patients' electronic health records from these repositories represents yet another important milestone as part of the provincial initiative to build an all-encompassing electronic health record for all Ontarians.

In addition to the successful work to augment the data available for viewing in ClinicalConnect achieved this year, we have continued to expand the use of ClinicalConnect to feed Patient Access Channels, such as MyChart, providing patients with much of their hospital-based data from participating sites in south west Ontario, and therefore helping health care providers achieve this priority for their patients as outlined in Ontario's Digital Health Playbook.

ClinicalConnect also continues to be a key link for health care providers located outside the south west Ontario region as it feeds hospital-based reports to various provincial repositories, such as the acCDR and the OLIS, enabling authorized providers the ability to access a more complete patient record regardless of their jurisdiction.

We'd like to extend our sincere thanks to all our various partners who were involved in making these accomplishments a reality, enabling healthcare providers to deliver more efficient care to their patients through 24/7 online access to vital patient records. We look forward to another productive year ahead and sharing our progress as we head into 2020, particularly as ClinicalConnect becomes even more broadly used amongst OHTs in south west Ontario as a key data sharing system.

To see a summary of these accomplishments in table format, [click here](#).

From all of us at the ClinicalConnect Program Office, we wish everyone a very happy, healthy and safe holiday season!

Date: December 19, 2019