ClinicalConnect: A Year in Review

Semi-Annual Attestations Almost Complete

Welcome to New ClinicalConnect Participating Organizations!

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Welcome to New ClinicalConnect Participating Organizations!

Congratulations to the following healthcare organizations that were approved to become ClinicalConnect Participant Organizations in November 2018:

- The Corporation of the County of Lambton [Erie St. Clair LHIN]
- Tenzer and Primeau Physiotherapy Professional Corporation o/a Robs Whole Health Pharmacy [Erie St. Clair LHIN]
- 788826 Ontario Inc. o/a Matheson Pharmacy [HNHB LHIN]
- Boggio Niagara Falls Pharmacy Ltd. o/a Boggio & MacKinnon Pharmacy [HNHB LHIN]
- Boggio Pharmacy Ltd. o/a Boggio Pharmacy [HNHB LHIN]
- Family First Pharmacy Limited o/a Ontario Street Pharmacy - Pharmasave [HNHB LHIN]
- Fonthill Pharmacy Ltd. o/a Boggio Fonthill Pharmacy I.D.A. [HNHB LHIN]
- Mountain Midwifery Care [HNHB LHIN]
- Mount Royal Pharmacy Limited o/a Mount Royal IDA Pharmacy [HNHB

ClinicalConnect: A Year in Review

It's been just over a year since ClinicalConnect underwent a major upgrade. The HITS eHealth Office at Hamilton Health Sciences, responsible for operating ClinicalConnect, wanted to highlight all that's been done to respond to feedback and continuously improve the system's performance for end users.

Since the November 2017 launch, a number of new features have been very well received including the new Patient Dashboard, smart filtering functionality that allows users to more quickly identify what data they need, the Patient Visits Timeline, and also the ability to change where data displays, from the traditional 'top-bottom view' to the new 'side-by side view'.

Concurrently optimizing the speed at which data is retrieved, while maximizing the amount of data that is available from otherwise disparate sources, and providing the right mix of features and functionality - major components of overall system performance - has not been without its challenges.

One particular aspect - that's now well in hand - was what appeared to be a great variance in system 'speed' amongst the broad user community. ClinicalConnect is a web-based portal that runs on 'today's supported standards', and as such, how quickly it responds to queries is most definitely impacted by the internet browser used. As an example, ClinicalConnect will perform 30% - 70% faster when using a recommended, current internet browser, versus Microsoft's Internet Explorer (IE), even at its most recent version 11 (note that this version is now outdated and has been superseded by the company's Edge browser). Even in large hospitals where Citrix environments are often used, it has been determined that when using a recommended browser (Google Chrome in this example), ClinicalConnect operates four times faster than with IE. As such, based on demand from their physicians and staff, hospitals have, or continue to look at, upgrading the internet browser used within their Citrix environments. Given how current internet browsers so significantly improve system speed, numerous communications have been issued reminding users where possible, to use Google Chrome, Microsoft Edge, MacOS Safari or Mozilla Firefox; all these browsers will yield better performance over any version of IE, and Google Chrome is currently recognized to yield the best performance.

Furthermore, in an effort to pinpoint the root cause of this varied system speed, the HITS eHealth Office commissioned a third-party to conduct a

- Port Dalhousie Health Inc. o/a Port Health Pharmacy [HNHB LHIN]
- 22 physicians approved to access ClinicalConnect as Sole Practitioner Health Information Custodian Participants

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current state performance analysis of ClinicalConnect. The assessment looked at the time to search for patient, open the patient's visit, and then open a Lab record. Results of this study, captured between June 27 and July 5, 2018, confirmed that ClinicalConnect performs faster now, and with significantly fewer timeouts, than it did immediately following the launch when similar tests were run by the same company. Current usage reports support this study; how quickly ClinicalConnect retrieves data is relatively consistent month-over-month, and is very much in line with the previous release.

In terms of the features and functionality, updates to the portal have been made roughly twice a month, users were notified of how these updates improve system performance, and the HITS Health Office team, together with ClinicalConnect's vendor, will continue to make tweaks in an effort to consistently improve the end user experience. Users too can enhance their ClinicalConnect experience by setting their preferences to best align with clinical needs. Taking a few minutes to set module-based and functionality preferences can significantly improve system performance. As an example, if a user has their preferences set to retrieve data for "All Days Back", ClinicalConnect will perform slower since it's retrieving all their patient's related data from all source systems, and it's quite possible the user doesn't even need that volume of data. Within each module, click the 'gear' icon to set that module's preferences, or to set them all at once, just click "Global Preferences" from the top right hand corner of ClinicalConnect. In addition, 15-second 'how to' videos, plus related training materials, are available for most modules and functionality. Have a look at those most relevant to your job by visiting the [ClinicalConnect Resource Centre](#).

Semi-Annual Attestations Almost Complete

The semi-annual attestation process for Participant Organizations began on November 1. To date, attestations are close to being completed. Thank you to all the participant organizations that have completed their attestations ahead of the December 27 deadline.

As a reminder, the purpose of attestations is to periodically check and certify that only the individuals who need certain access privileges to ClinicalConnect and/or the Access Governance System (AGS) have those privileges.

Any questions regarding attestations from ClinicalConnect Participant Organizations can be directed to support@clinicalconnect.ca or to your local cSWO Change Management & Adoption Delivery Partner.

For general inquiries, please email info@clinicalconnect.ca
For technical support, please email helpd@hhsc.ca or call
the HITS Helpdesk: (905) 521-2100 ext 43000

For more information,
visit info.clinicalconnect.ca

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ClinicalConnect is the Regional Clinical Viewer for the connecting South West Ontario (cSWO) Program, funded by eHealth Ontario. Health Information Technology Services (HITS), a division of Hamilton Health Sciences, is the solution provider deploying ClinicalConnect across the four south west LHINs. The cSWO Program is foundational to eHealth Ontario's commitment to integrate electronic health information for all Ontarians.