



# Presentation to Health and Community Services Committee of the Queensland Parliament

May 9, 2014

Dr. Edward M. Brown, Chief Executive Officer,  
Ontario Telemedicine Network

The views expressed here do not necessarily  
reflect those of the Government of Ontario

# Contents

- Comparing Australia to Canada
- Ontario's Health Care System
- OTN Overview
- OTN Service Offerings
- OTN's Role - a "Telemedicine Service Provider"
- Delivery Partners
- OTN Proprietary Applications
- Telemedicine Roadmap 2014 - 2015



MANITOBA



QUEBEC

# Comparing Australia to Canada

# Australia/Canada Comparison\*

Item	Australia	Canada
Land Mass	2.9 million square miles	3.8 million square miles
Population	22.6 million	34.57 million
GDP	1.52 trillion	1.82 trillion
GDP/capita	\$67K	\$52K
Health Care Spend/capita	\$1,714*	\$1,939 (13% more than Au)

\* Source: March 28/14 – ‘Nation Master’ [www.nationmaster.com](http://www.nationmaster.com)

# Queensland/Ontario Comparison\*

Item	Queensland	Ontario
Land Mass	1,730,648 km <sup>2</sup>	1,076,395 km <sup>2</sup>
Population	4,676,395 (est – Sept/13)	13,537,994 (July 1/13)
GDP	\$283.6 billion (2011-12)	\$674.5 billion (2012)
GDP/capita	\$60,645	\$49,823
Annual Health Expenditure (state)	\$12.326 billion operating plus 1.376 in health facility projects (budget 2013/14)	\$44.7 billion (2010/11)
Health Care Spend/capita	\$2,636 (operating only)	\$2,710
Investment in Telehealth	\$30.9 million over 4 years	\$22.5 million base funding (plus network and project costs)

\* Sources: Queensland – various; Ontario: government fact sheet



# Ontario's Health Care System

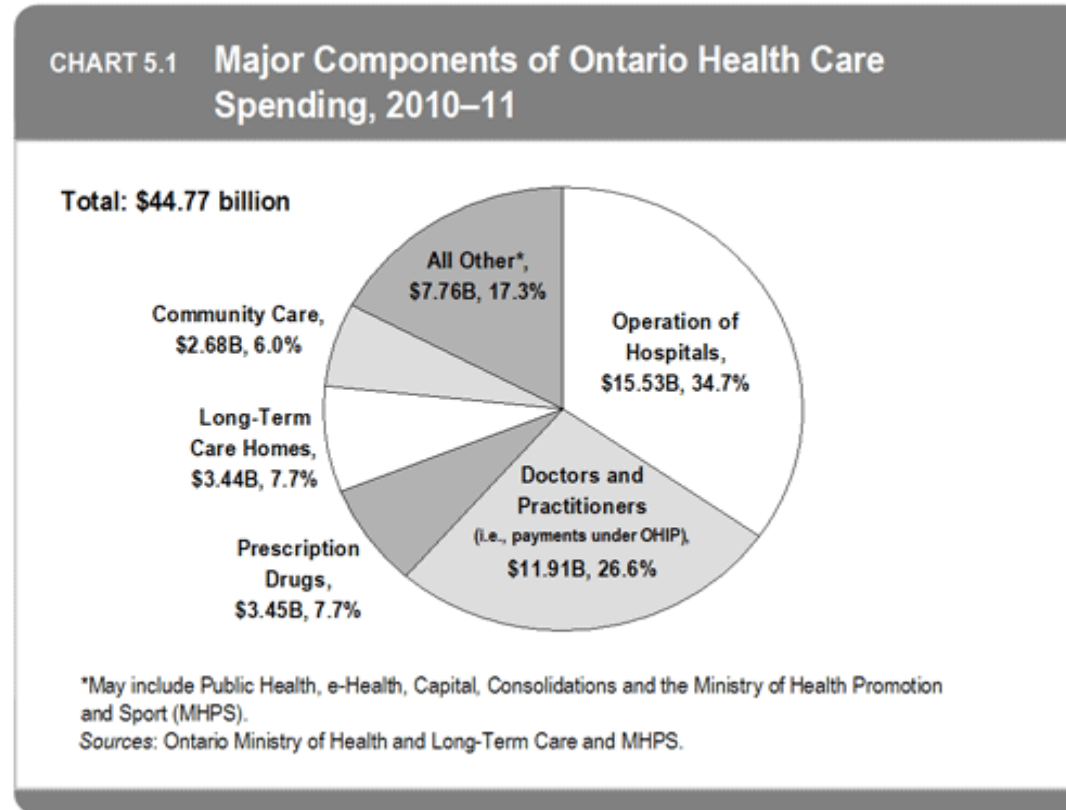
# Responsibility for Health Care Delivery

- The Canada Health Act provides high level principles for health care delivery in Canada
- However, health care is a Provincial responsibility
- The Federal Government provides transfer payments to the provinces with minimal specific accountability
- The Federal Government is responsible for delivering health care on reserve for Aboriginal peoples
- Most provinces devolve some level of control to Regional Health Authorities, known as “Local Health Integration Networks” in Ontario.

# Ontario Health Care System

- Approximately 70% of all health care expenditures are publically funded by Ontario Government
  - Single payer, universal coverage for 100% of all essential physician and hospital services (likely unique globally)
  - No dental coverage
  - Drug coverage for low income and seniors
  - Mixed coverage of allied health professional services
  - Mixed coverage of community/home services

# Ontario's Government Health Care Spend '10/11



Health Care Spend 40.3% of Ontario's total program spend (\$2,710/per capita)

# Independence of Physicians and Organizations

- Organizations

- Although there is one payer, there are more than 8,000 independent hospitals and NGOs
- Each has their own governance and management

- Physicians

- Physicians in the community are primarily fee-for-service and own their own practices
- An increasing number of primary care physicians and specialists are paid through alternate payment programs which usually combine a base salary with volume incentives

# Physician Licensure in Ontario



- CPSO maintains jurisdiction over its members wherever they may practice and will investigate all complaints
- Same standards of care for in-person and TM
- In the process of revising its TM policy – expect to see:
  - Patient should receive care using the most appropriate vehicle for providing care
  - Meets standards of care (same as for in person)
  - Must ensure that appropriate resources are available at the patient end
  - Meets privacy standards for PHI

# Hospital Credentialing in Ontario

- Public Hospitals Act outlines MD credentialing
- Labour intensive process for hospital and MDs
- The Act pre-dates virtual health care
  - The prevailing “custom” is to credential only at the hospital where the telemedicine consultant MD is located

# Physician Payment for Telemedicine in Canada

- Historically most MDs in bill fee-for-service
- There are 10 Provinces and Territories – all have their for-service plans
  - 11 of 13 enable billing for Telemedicine
  - 8 of 13 include specific Telemedicine premiums





# Ontario Telemedicine Network Overview

# OTN

- An independent not-for-profit corporation funded by the Government of Ontario and established in 2006
- Delivery partners include:
  - eHealth Ontario
  - Keewaytinook Okimakanak e-Health
  - OntarioMD
  - Canada Health Infoway
- Members include 1,350 health care and education organizations
- 230 employees in 5 offices and 25 home offices



# Governance

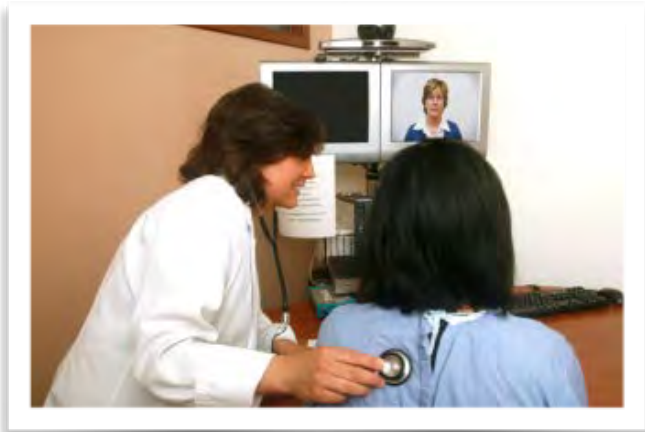
- Independent Board of Directors
- 13 sage individuals, including LHIN and hospital CEOs, health providers, educators, business leaders etc.
- A Transfer Payment Agent of the Ministry of Health and Long-term Care (MoHLTC) with base funding
- Deliverables determined annually through a standing Transfer Payment Agreement with an annually updated schedule of deliverables
- Additional revenue from non-MoHLTC ministries, Federal grants and sale of premium services.

Our vision: Telemedicine will be a **mainstream** channel for **health care delivery** and **education**.

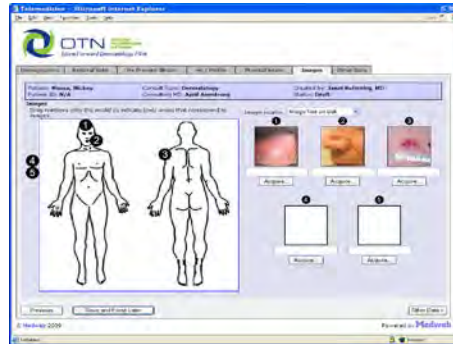


# OTN Service Offerings

# OTN Telemedicine Services



1. Clinical Videoconferencing



2. Provider eConsult



3. Acute Care

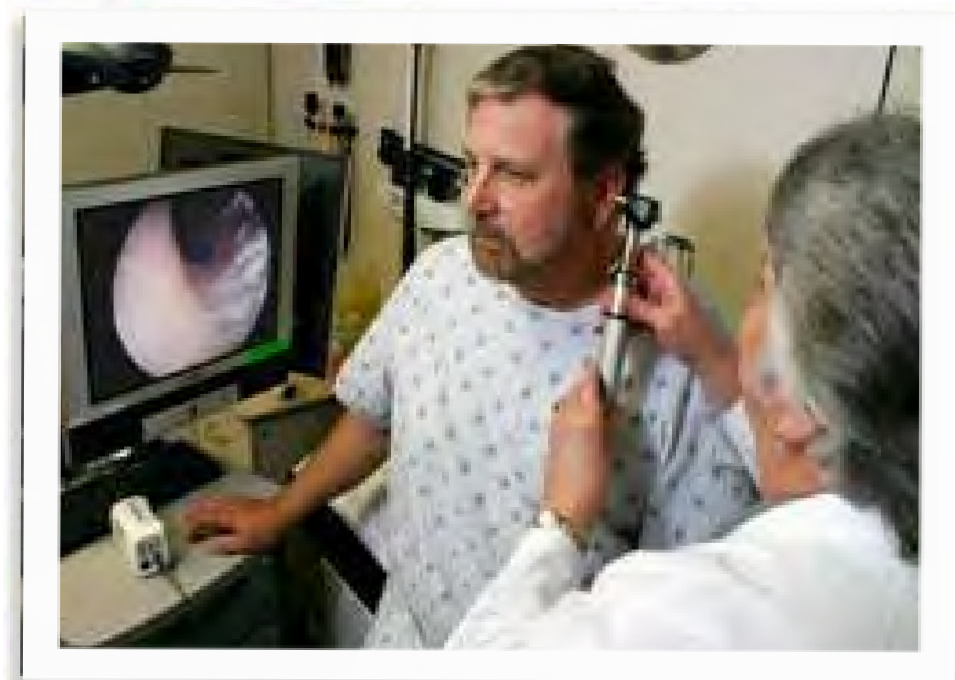


4. Learning



5. Telehomecare and  
Consumer

# 1. Clinical Videoconferencing





# Personal Videoconferencing Portal

The screenshot displays the 'Otn. Video Portal' interface. At the top right, it shows the user 'Ed Brown | Logout' and a 'Need help?' link, along with contact information: 'Email Support or call 1-866-454-OTN1'. A left-hand navigation menu includes 'Home/Calendar', 'Search', 'Schedule Event', 'Learning Centre', 'Training', 'Telemedicine Directory', and 'Help & Links'. The main area is titled 'Calendar' and shows 'Today April 20th, 2012'. Two events are listed: a green event from 0900-0930 titled 'Consult - Speech Therapy' with contact info '#123456789 - John A. Smith' and 'ed\_brown, STUDIO\_GC\_SYSTEM1'; and an orange event from 1100-1130 titled 'Learning - Auditory' with contact info '#123456789 - You, me, and telemedicine: University...' and 'ed\_brown, STUDIO\_GC\_SYSTEM1'. A 'Videoconferencing' sidebar on the right shows 'My System' with a 'Tools' button, a 'CONNECTED' status for 'ed\_brown', and a 'Favourites' list with an 'Add' button. The favourites list includes 'simon\_cheesman', 'TOR\_M\_8L\_2603\_TBIE\_01', and 'TOR\_8MH\_0228\_8MH\_01'.

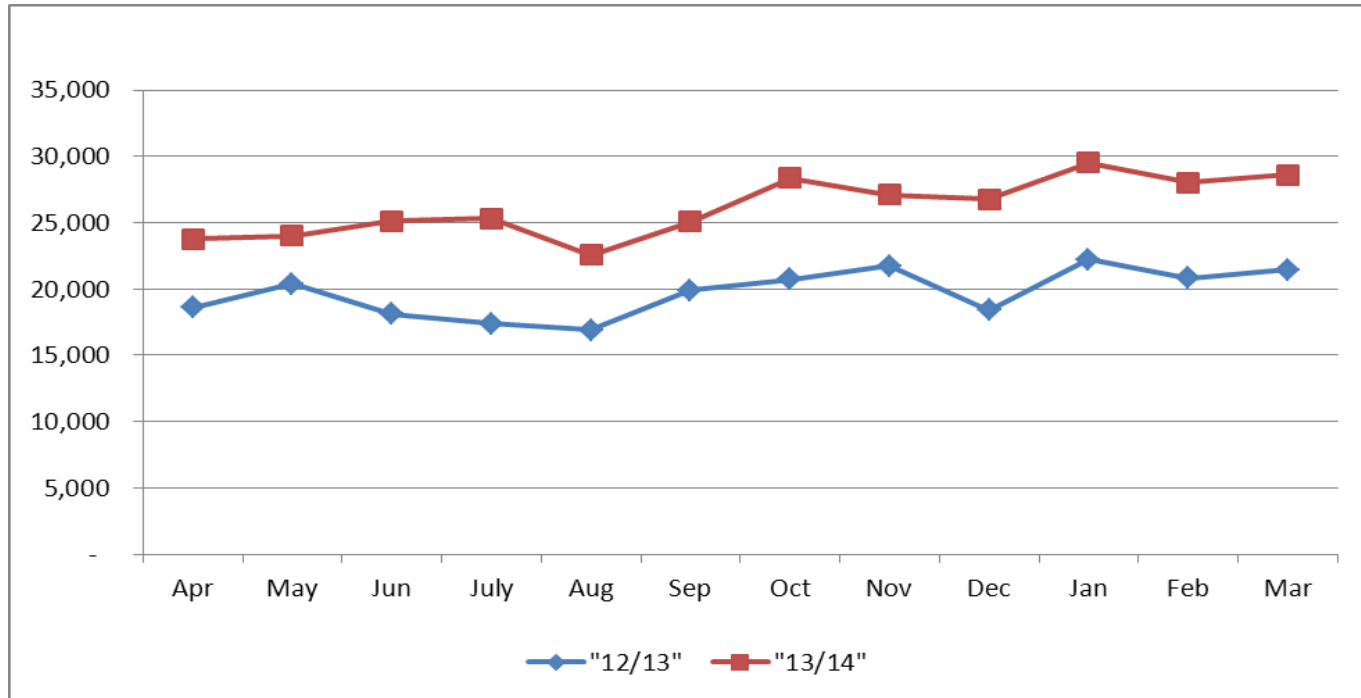
The screenshot shows a videoconferencing window titled 'Michael St. Clair'. The main video feed shows a man in a light blue shirt smiling. A smaller inset window in the bottom right corner shows a woman with blonde hair smiling. The window has a standard OS title bar and a toolbar with various icons. A timer at the bottom left shows '00:00:53'.



# Metrics – 2013/14

Performance Measure	Year Ending 2013/14
Patients Served	390,906
Clinical Events	314,153
Active Consultants	
• All	2,745
• Physician	1,852
Active Sites	1,748
Videoconferencing Systems	
• Traditional Systems	3,298
• Personal Videoconferencing	1,174

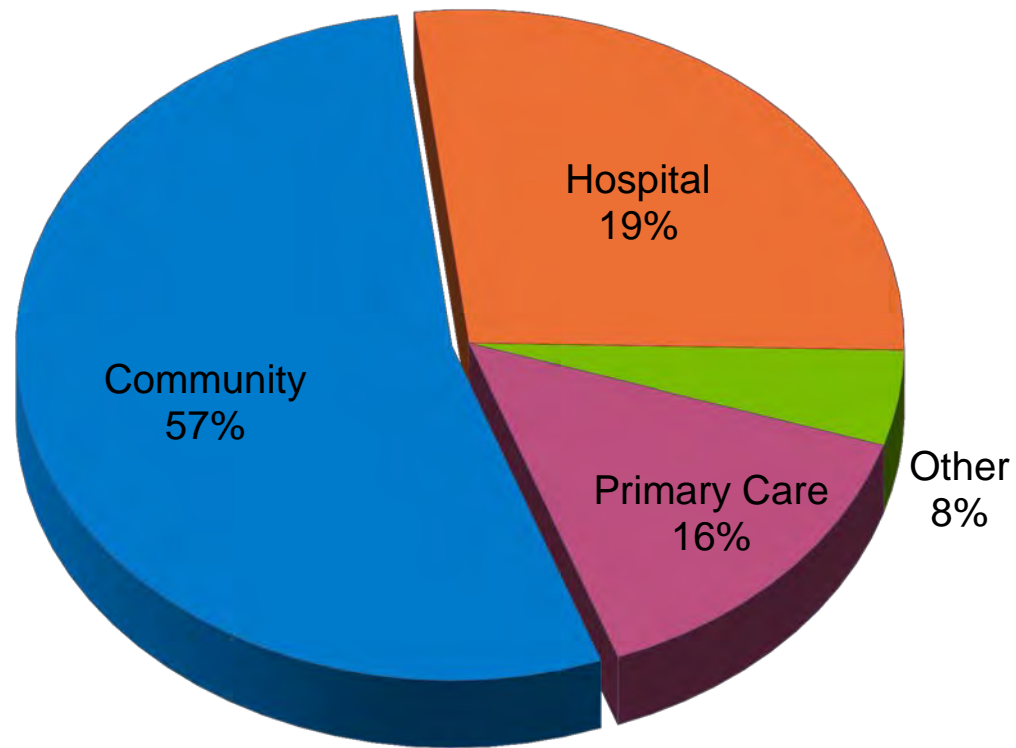
# Clinical Events 2013/14



Year over Year growth of 33%

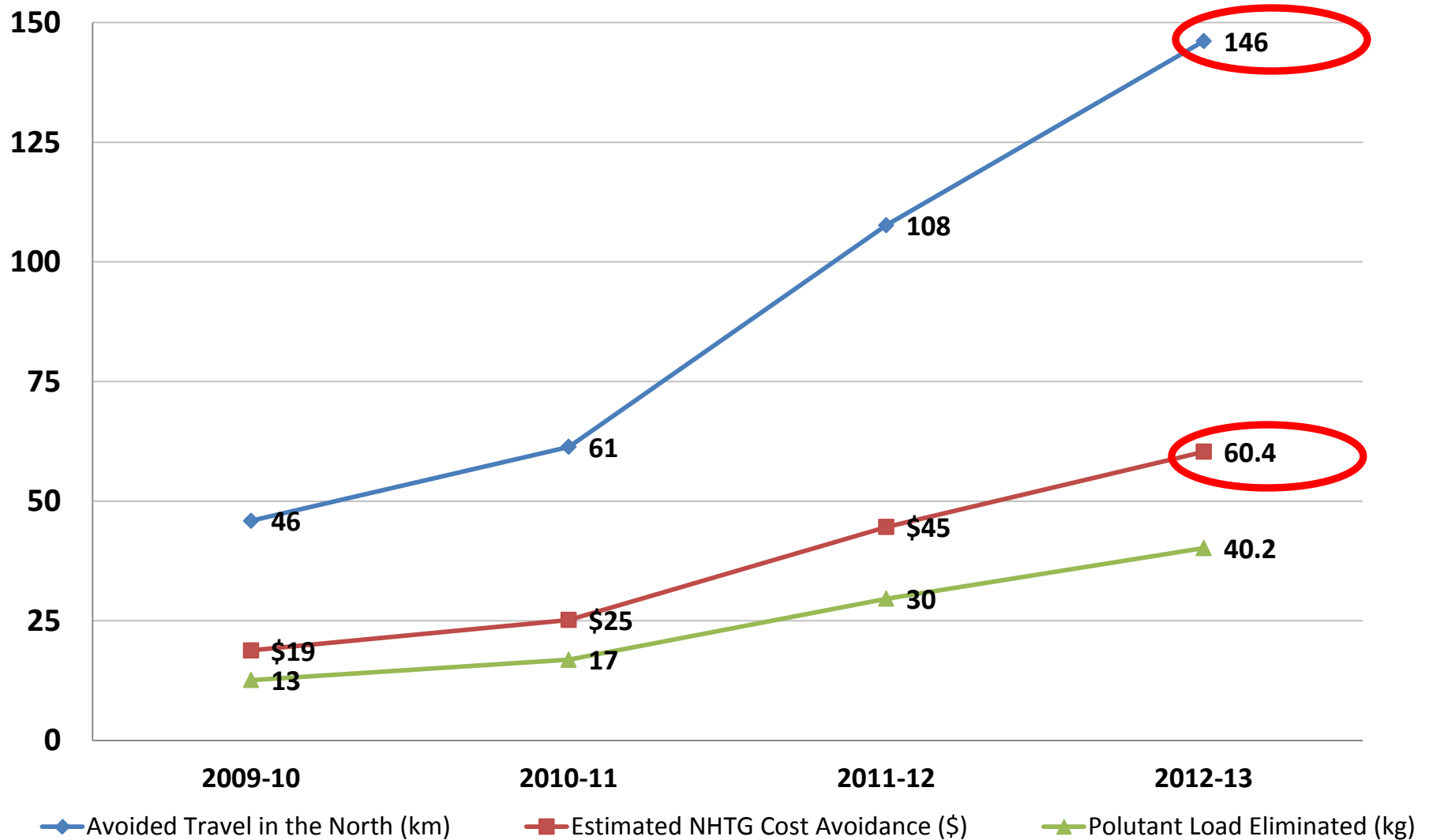
Site Type	# Active Sites	# Active Systems
Community Care Access Centre	65	108
Clinic	86	95
Clinician Office	50	50
Community Health Centre	127	179
Community Support Services	179	220
Educational Facility	23	70
Family Health Team	133	149
Government	18	24
Hospital - Academic/Teaching	50	467
Hospital - Community	117	530
Hospital - Small	67	195
Infection Control	14	19
LHIN Office	17	60
Long Term Care Facility	150	168
Mental Health/Addictions	440	653
Nursing Station	35	36
OTHER Administration	16	16
OTHER Community	1	1
OTHER Education	3	3
OTHER Healthcare	52	64
OTN Office	18	62
Professional Organization	17	22
Public Health	53	72
Rehab Facility	17	35
<b>Total</b>	<b>1,748</b>	<b>3,298</b>

# Clinical Events by Patient Host Type



# Avoided Travel in Northern Ontario

(in millions)



# Avoided Travel 2013/14

- An estimated 259 million km of patient travel was avoided across all of Ontario.
- Estimated pollutant load eliminated = 61 million kg
- Estimated liters of fuel saved = 25 million L
- An estimated 145 million km of patient travel was avoided for patients from LHINs 13 and 14 alone.
- Estimated Northern Health Travel Grant cost avoidance of **\$61,800,539.**

# Patient Survey Results

92%

were satisfied with their telemedicine visit.

91%

indicated they would use it again.

87%

felt as comfortable receiving care through telemedicine as they would have in person.

74%

saved money using telemedicine, with average savings of \$C 242.

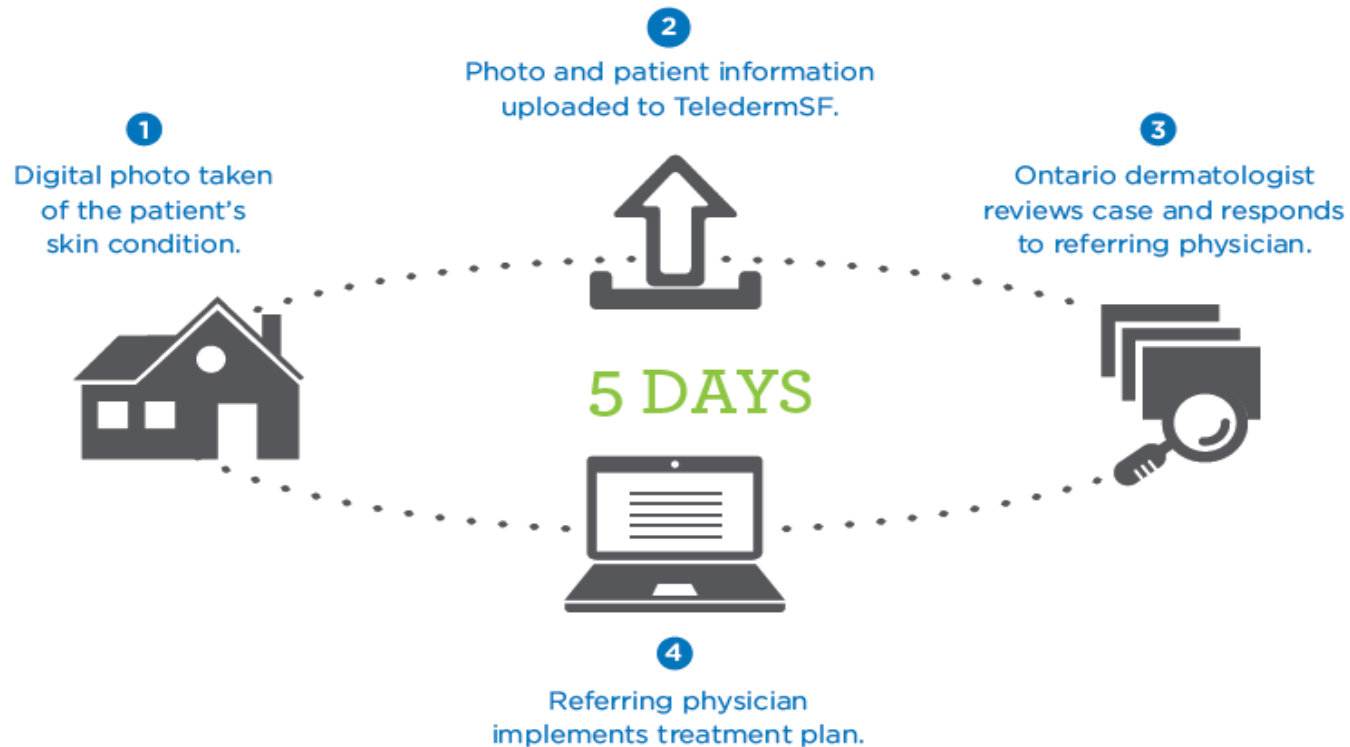
## 2. Provider to Provider eConsult (AKA 'store-forward' telemedicine)

- Current uses: dermatology, ophthalmology & retinal screening, wound care, psychiatry





# Teledermatology (eConsult)



As of March 31, 2014, 2,300 Family Physicians were using Teledermatology

# 3. Acute Care

Provincial Programs  
(24/7 On-call)

- Teletroke
- Sign language service
- Teleburn

Regional Programs:

- Crisis telepsychiatry
- Virtual critical care
- Teletrauma
- Vascular surgery emergencies



# 4. Education and Meetings

Includes:

- Multi-point videoconferences
- Webcasts
- Webconferences



21,477 Events in 2013/14



# Learning Centre

[Advanced Search](#)

Home

**Feb 2012**

**23**

**Thursday**

07:50-09:15

20037166

**learning**

[Oncology Grand Rounds](#)

**Presented By:** TOH Organizer and Coordinators: Jill Greenwood, x 73984

Event Title: Oncology Grand Rounds Speaker Name: Dr. Susan Dent

Ottawa

[Poster \(23 Feb 2012 Oncology Grand Rounds.pdf\)](#)

**Feb 2012**

**23**

**Thursday**

07:50-09:15

19944637

**learning**

[The Dean's Hour "Transforming the Health Care System to Face the Aging Population"](#)

**Presented By:** Dr. Rejean Jebert

Thunder Bay

[Poster \(Dean's Hour Poster Feb 23 2012 KL \(1\).pdf\)](#)

**Feb 2012**

[North Simcoe Muskoka Geriatric Insights: Congestive Heart Failure](#) **((( ))) WEBCAST**

February 2012						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	1	2	3
4	5	6	7	8	9	10

**Personal Learning Alerts**

[Manage](#)

[Create](#)

# OTN Webcasting Centre

## LEARNING & MEETINGS

- » [Personal Learning Alerts](#)
- » [OTN Webconferencing](#)
- » [Resource Library](#)

## CLINICAL SERVICES

- » [See your patients via OTN](#)
- » [Otn.telederm.SF](#)
- » [TM Directory](#)
- » [Telehomecare](#)

OTN's webcasting service broadcasts thousands of ongoing health professional events. You can access OTN hosted webcasts live or on-demand.

### Archived Events

View all archived events.

- [Public »](#)
- [Private »](#)

### Live Events

Participate in a live event.

- [Public »](#)
- [Private »](#)

[What's New for Webcast Organizers?](#)

[Archived Events](#)
[Live Events](#)

## Top Webcasts

[See all](#)



### Hamilton Health Sciences

by: HHSC

83

01:03:37



### ESP EFHT From Soup To Tomatoes - Basic

by: Espanola Family Health Team

52

00:48:44



### HAM SJHH The Consequences of Chlamydia

by: Rheumatology

52

00:35:34

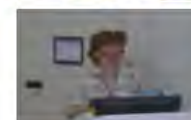


### OTN CMHA Round Table

by: OTN

49

01:20:50



### St. Michael's Hospital Occupational Medicine Rounds

by: St. Michael's Hospital

24

00:54:52





## Welcome!



"The Ontario Geriatrics Learning Centre is an innovative space where health and social care professionals are able

to share their knowledge and expertise. The goal of this important resource is to help current and future providers from Ontario and beyond to gain the knowledge and skills they need to better care for our aging population."

— *Dr. Samir K. Sinha, MD*  
*Provincial Lead, Ontario's Seniors Strategy*

"This new online library represents an important step forward in ensuring that those with knowledge of how to

Sort by



### [Aging Maintaining A Positive Attitude](#)

**Presenter(s):** David Conn

**Site:** Baycrest Centre for Geriatric Care

**Event ID:** 29682250 **Views:** 199 **Date:** 2014-01-15

**Keywords:**

[geriatrics](#) [Mood](#) [Depression](#)



### [Baycrest Geriatric Medicine Rounds](#)

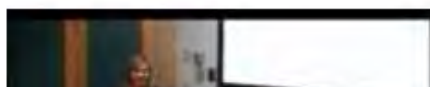
**Presenter(s):** Dr Camilla Wong

**Site:** Baycrest Centre for Geriatric Care

**Event ID:** 29144331 **Views:** 66 **Date:** 2013-12-19

**Keywords:**

[geriatrics](#) [Functional Decline](#) [Activities of Daily Living Risk Assessment](#)



### [Hearing And Aging: What Can We Do About It ?](#)

**Presenter(s):** Marilyn Reed

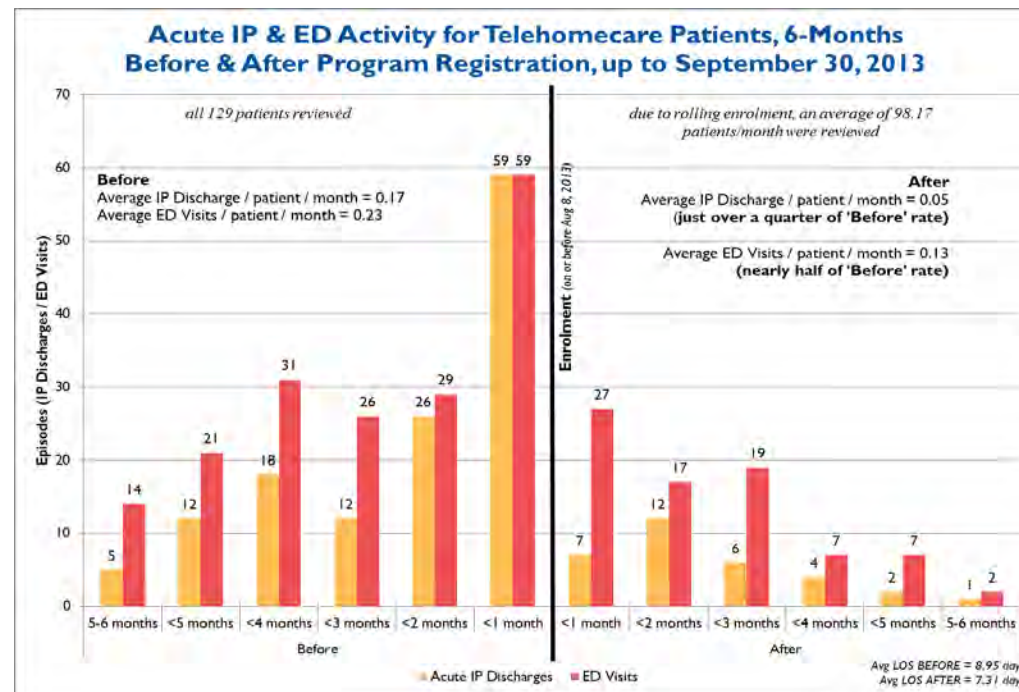
# 5. Telehomecare



*Remote Monitoring and Coaching for People with Chronic Disease*

# Telehomecare Outcomes 2013

- Results for the period April to September 30, 2013 indicate a reduction of 43% in ED visits and a reduction of 71% in hospital admissions (when compared with the pre-Telehomecare rate)\*

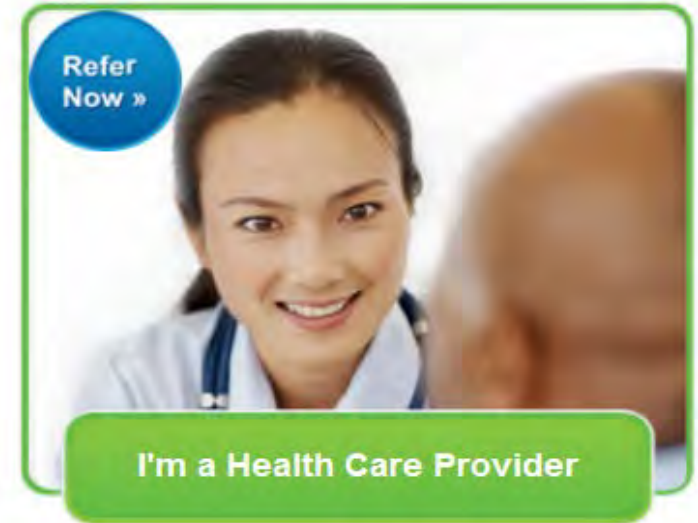


\*William Osler Health System utilization data review of first 130 patients in the Central West LHIN Telehomecare Program; September, 2013



# Telehomecare Provincial Expansion

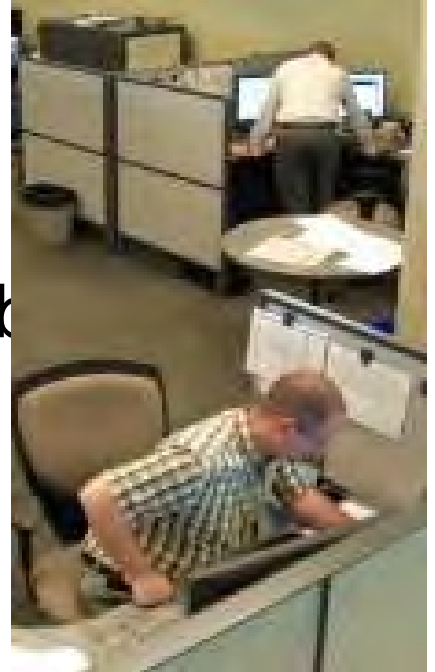
- Heart failure and chronic lung patients
- Co-morbid diabetes
- No charge to eligible patients
- Currently available in 5 LHINS and 3 more by September 2014 (8 of 14)
- Home video pilots
- Additional chronic conditions



# OTN's Role

# What Does OTN Do?

1. Support a single, harmonized, collaborative model
  - Standards & processes
  - Inclusive membership model
2. Provide a set of centralized services
  - TM Applications – Turnkey Technology Support – Training – Privacy & Security – TM Directory – Scheduling – Reporting
3. Catalyze and drive adoption
  - Providers – Organizations – Programs - Regions



Government of Ontario

Parent Brand

OTN

Master Brand

### Programs

TeleHomecare  
TeleDerm  
TeleOphthalmology  
Emergency Services  
• TeleTrauma  
• TeleBurn  
• TeleStroke  
Mental Health & Addictions  
Aboriginal Health Access Centres

### Services

OTN Consulting  
• Domestic  
• International  
• Innovation  
OTN Learning  
• Learning Centre  
• Geriatric Learning Centre

### Products & Apps

Trademarked Products  
Proprietary to OTN:  
  
OTNhub  
OTNconnect

OTN Sub-Brands

TRUST

Customers/Partners/Members

Equity Holders

General Public/Funders/Communities/System

# The Adoption Challenge

- Adoption Process
  - Building Awareness
  - Identifying the ROI
  - Technology availability
  - Building a practice or program
  - Support the process of organizing care
- Strategic Business Planning support



# Training for Telemedicine

- Leverages two on-line approaches
  - Learning Content Management System (LCMS) for complex certificate training needs (Clinical Telemedicine Certificate)
  - On-line built-in training solution within the Telemedicine Center
- Develops e-learning training for our members
- Delivers training through hybrid solution (e-learning and live training)
- Trains nearly 5,000 learners annually

# Customer Care Centre

## Technical Support

Videoconferencing support,  
service and network support

4,000 Calls / month

## Scheduling Coordination

Supporting self-schedulers  
and scheduling complex  
events

10,000 Emails / month  
8,000 Outbound Calls  
3,000 Inbound Calls

## Service Activations

Onboarding  
New customers  
New services

250 Activations / month

## Account Management

Customer Profile changes  
CRM data quality

1,500 Emails / month

## Customer Satisfaction

96% Satisfied with service  
91% Rep helpful/professional  
87% Rep knowledge/efficient

- **Service Activations:** fast, easy, security
- **Customer Care:** easy to access; Customer Satisfaction
- **Positive Change Management:** acceptance of Self Service

## Customer Self Serve

New themes :

- **OTNhub:** Profile and Account Self Management
- **Clinical Self Scheduling:** increase in HCP self scheduling
- **Event Self Management:** customer self-initiating of events

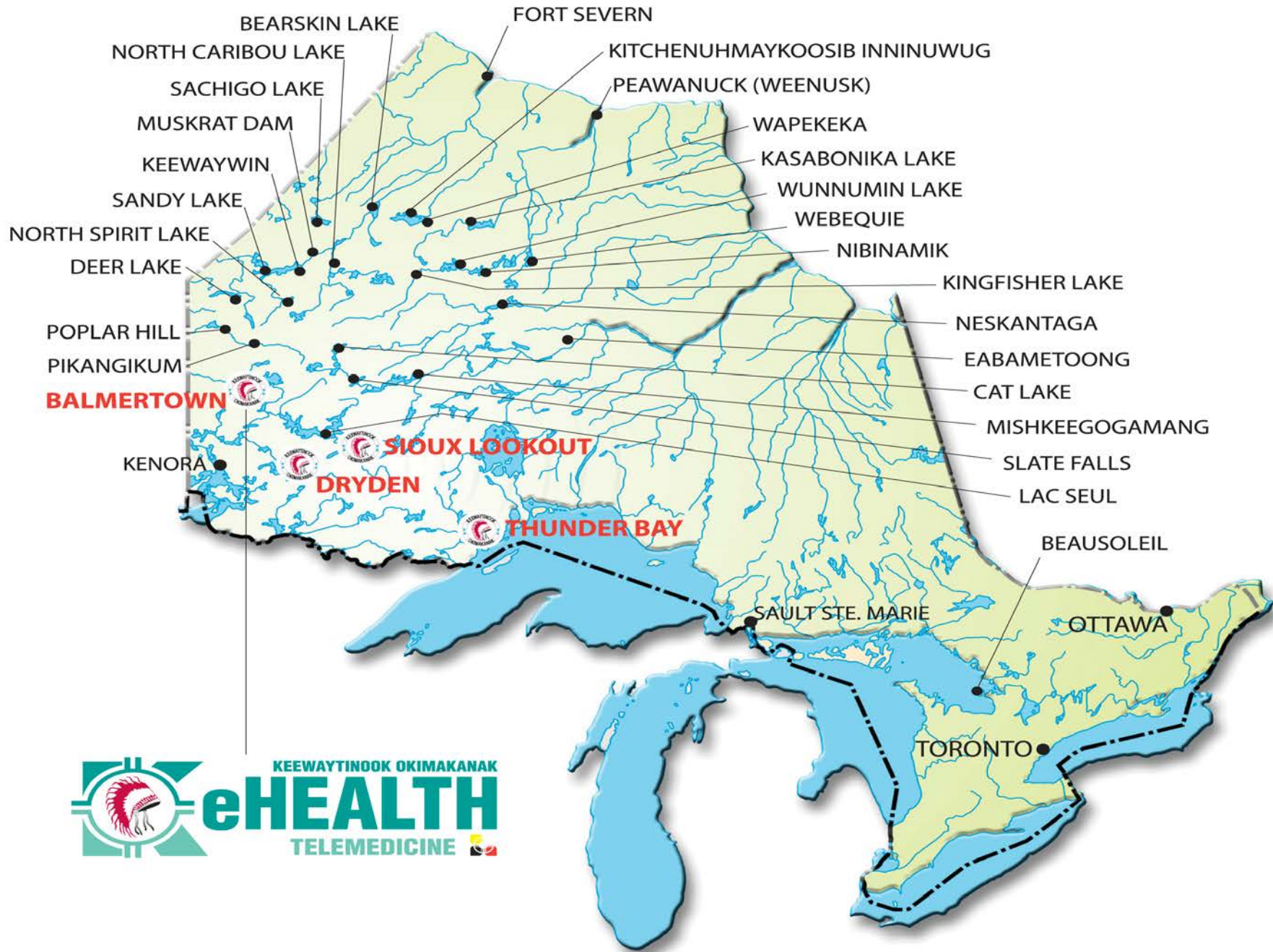
## Care Approach

New themes:

- **Collaboration with HC Providers:** to support scheduling changes
- **Training & Knowledge Management:** content at fingertips
- **Promote Self Serve:** develop consultative style & influence skills

# Delivery Partners






**KEEWAYTINOOK OKIMAKANAK**  
**eHEALTH**  
 TELEMEDICINE



# eHealth Delivery Partners

Keewatinook Okimakanak eHealth	<ul style="list-style-type: none"><li>• First Nations Telemedicine Provider</li></ul>
eHealth Ontario	<ul style="list-style-type: none"><li>• Data Centres</li><li>• Network</li><li>• Secure Authentication</li></ul>
OntarioMD	<ul style="list-style-type: none"><li>• Integration with physician EMRs</li></ul>
Canada Health Infoway (a federal agency)	<ul style="list-style-type: none"><li>• Strategic Investor</li></ul>

# OTN's Proprietary Applications

# Scheduling Tool

<https://schedule.otn.ca/tsm/portal/home/get.do>
Ontario Telemedicine Netw...

**Otn.**
NCOMPASS

[About Ncompass](#)
[Contact Us](#)
[Logout](#)

Welcome to Ncompass, Brian German

**Quick Search**

Enter Event ID

**Mon. May. 05, 2014 : All Systems**

AVAILABLE
AVAILABLE NON-CLINICAL  
NOT AVAILABLE
NOT AVAILABLE BLOCKED

12 am	
1 am	
2 am	
3 am	
4 am	
5 am	
6 am	
7 am	
8 am	
9 am	
10 am	<div style="border: 1px solid black; padding: 2px;"> <p><b>10:00 AM - 11:30 AM</b> 34023831 TOR_OTN_0099_OTN_14 <span style="float: right;"><b>Completed</b></span></p> <p>Event Category: <b>Administrative</b>      Event Type: Other (required to specify as free text)</p> <p>Event Title: <b>MANDATORY: TSD Bi-weekly Meeting</b>      Presenter: Dan Allard</p> </div>
11 am	<div style="border: 1px solid black; padding: 2px;"> <p><b>10:30 AM - 11:15 AM</b> 35464728 MVL_OTN_0724_OTN_01+ <span style="float: right;"><b>Completed</b></span></p> <p>Event Category: <b>Administrative</b>      Event Type: Other (required to specify as free text)</p> <p>Event Title: <b>Scheduling Meeting</b>      Presenter: N/A</p> </div>
12 pm	<div style="border: 1px solid black; padding: 2px;"> <p><b>12:50 PM - 3:00 PM</b> 35294608 TOR_OTN_0099_OTN_01 <span style="float: right;"><b>Completed</b></span></p> <p>Event Category: <b>Administrative</b>      Event Type: Other (required to specify as free text)</p> <p>Event Title: <b>TM Nurse HOST ORG Review Workshop</b>      Presenter: Carol Mcfarlane</p> </div>
1 pm	
2 pm	
3 pm	
4 pm	
5 pm	
6 pm	
7 pm	
8 pm	
9 pm	
10 pm	
11 pm	

**Modify View**

Select Date:

May 2014

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
→ 5	6	7	8	9	10	11
→ 12	13	14	15	16	17	18
→ 19	20	21	22	23	24	25
→ 26	27	28	29	30	31	

[Mark a Time](#)
[Print Calendar](#)

**My Systems:**

All Systems

[View](#)

**All OTN Systems:**

[View Other Systems](#)

**Calendar**

- Today
- This Week
- View My Events

**Non-Clinical Events**

- Create Multipoint
- Create Point-to-Point

**Clinical Events**

**Requests**

- Request Clinical
- Request Non-Clinical
- View Saved Requests
- View Sent Requests

**Resources**

- Public Events
- Reports
- Documents

**Message of the day**

**What's New: ALERT!**  
 The cut-off date to enter/update events for inclusion in 2013-14 Ministry, LHIN and OTN planning reports is end of day **Friday, April 11, 2014**. Data entered, updated or received after this date will not be reflected in these reports.



# Scheduling a Clinical, Educational or Administrative Video Event

- 'Ncompass'
- OTN's on-line scheduling tool
- One page

The screenshot displays the 'Create Clinic Event' page within the Ncompass system. The interface is organized into several sections:

- Header:** Features the 'Otn.' logo, 'NCOMPASS' branding, and navigation links for 'About Ncompass', 'Contact Us', and 'Logout'.
- Welcome:** A message reads 'Welcome to Ncompass, Moe Fawal'.
- Left Sidebar:** Contains navigation menus for 'Quick Search' (with an 'Enter Event ID' field), 'Calendar' (Today, This Week, View My Events), 'Non-Clinical Events' (Create Multipoint, Create Point-to-Point), 'Clinical Events' (Create Point-to-Point, Create Ncompass Clinic), 'Requests' (Request Clinical, Request Non-Clinical, View Saved Requests, View Sent Requests), 'Resources' (Public Events, Reports, Documents), and a 'Message of the day' section with an 'ALERT!' regarding a report cut-off date of Friday, April 11, 2014.
- Main Content Area:**
  - Create Clinic Event:** A title bar with a 'New (Unsaved)' indicator.
  - Participants:** Includes a 'Please select yourself as the event's requestor.' instruction, fields for 'Requestor\*' and 'Consultant\*' with 'Select' buttons, and an 'Age Group\*' selection (Paediatric (0-17), Adult (18-74), Geriatric (75+), Unknown).
  - Clinic Details:** Includes an 'Event Title' field, an 'Event Type\*' dropdown with a 'Select Type' button, an 'Other Description' field, 'Clinic Type' options (Serial, Group, Serial - Patients seen one after another), a 'Purpose\*' dropdown, a 'Priority\*' selection (Elective, Urgent/Emergent), and a 'Date of Event\*' field with a calendar icon and 'dd-mm-yyyy' format. Below this is a 'Scheduled Event' timeline with 'Start Time\*' and 'End Time\*' fields and a '24 Hour Format, HH:MM' label.
  - Start Call:** A section with 'Yes', 'No', and 'Automatically?' radio buttons, accompanied by a note: 'Note that all multipoint clinics will be initiated automatically by the bridge'.
  - Consultant System:** A section with the instruction 'You can only select systems that are not ISDN' and a 'Tel. Number' field.
- Event Tool Bar:** Located on the right, it shows 'Status: New (Unsaved)', 'Created By:', 'Creation Date:', and buttons for 'Save Draft' and 'Schedule Event'.

# OTN Telemedicine Directory

*“Find the people and places that make Telemedicine work.”*

- Easy way to get access to specialists, programs and sites;
- A place to advertise, coordinate and manage services offered via Telemedicine; and
- A launching point for telemedicine interactions.



Find the people and places that make telemedicine work!

Search for:

[Sites](#) that offer Telemedicine

Telemedicine [Programs](#)

Telemedicine [Consultants](#)



## Dr. Adam Peter Smith MD, FACC

### Cardiologist

Practice Name:	University Health Network	Accepting eConsult Referrals:	Yes
Phone:	705-522-2682	Average Response Time:	1-2 weeks
Fax:	705-522-3293	Accepting Video Referrals:	Yes
Practive Location:	208, Caswell Drive, Sudbury, P3E 2N8	Average Wait Time:	1-3 months
LHIN:	13 - North East	Offers Emergency Telemedicine Service:	No

- ★ Add to Favourites
- 📺 Videoconference
- 🗨️ eConsult



**Additional information**

Medical School:  
University of Toronto

Graduate School:

### About:

Hello, welcome to Online care. I go by Dr Manny and I look forward to being your treating physician. Some areas of my expertise are general medicine, nutrition, women's health and patient education. I am committed to provide you with the best care possible to keep you at the top of your game. I have over 20 years of community medicine and hospital experience to offer to you. Feel free to connect with me right now.

Primary Service:	Cardiology
Specialized Area of Practice:	Pediatric Cardiology
Secondary Service:	
Other Service:	
Catchment Area Served:	LHIN 13 - North East
Patient Eligibility:	
Service available in Languages:	English, Hindi, Malayalam, Tamil, Urdu

### Availability:

Dr. Manny Rodriguez is available for telemedicine video consultation with prior appointment only.

### Telemedicine Contact for booking appointments:

▲ Ms. Carol Matthewman			
Phone:	705-522-2682	Fax:	705-522-3293
Alt Phone:		Email:	carolmatthewman@hotmail.com



## Training Resource Library

*The Training Resource Library provides on-demand telemedicine training and resources that leverage: dynamic online content, informative videos and straightforward reference guides.*

[Read More](#)

### Site news

(No news has been posted yet)

### Training Resource Library



The [training resource library](#) has been designed to meet your learning needs. This library provides access to on-demand telemedicine training and resources that leverage: dynamic online content, informative videos and straightforward reference guides.



### NAVIGATION

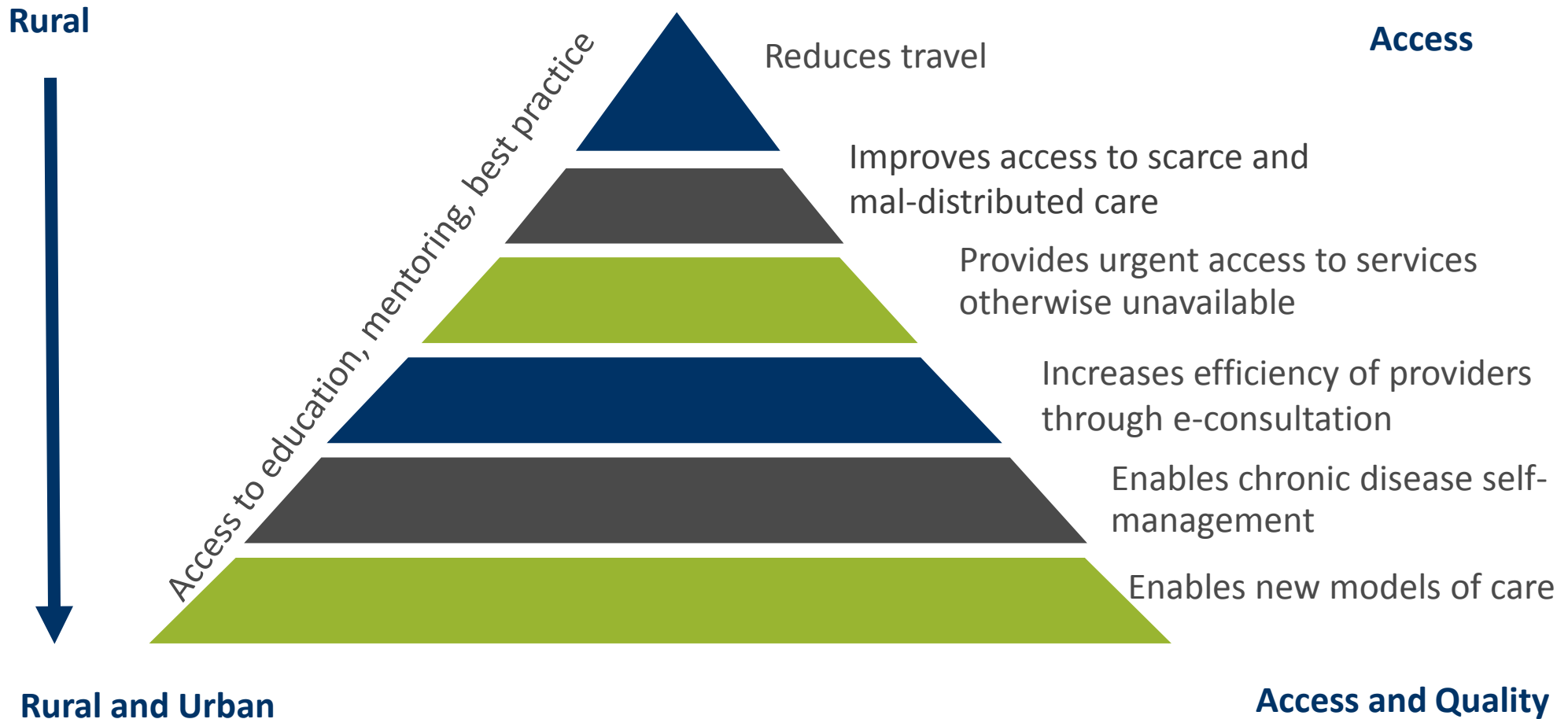
- [Home](#)
- [Site news](#)
- [Courses](#)
- [Reports](#)

### MY GRADES

There are no courses yet

# Telemedicine Roadmap 2014/15

# Goal: Better Care for Patients Better Value for Money



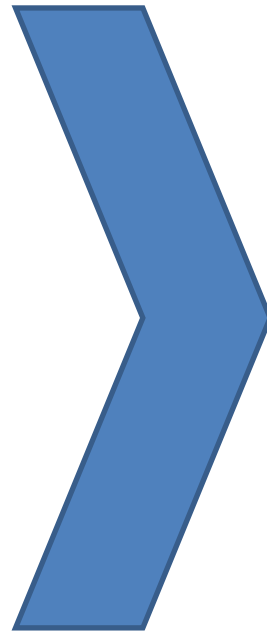
# OTN Strategic Priorities 14/15

1. Improving access to care; reducing travel for rural and northern residents and; reducing wait times through continued expansion of clinical videoconferencing and provider eConsult
2. Expansion of the consumer/CDM telemedicine strategy, including:
  - i. System-wide expansion of telehomecare (i.e. geographic reach and disease areas) to improve quality for CDM patients and reduce hospital utilization
  - ii. Create partnerships and “bundles” of telemedicine services to align, standardize and scale support for major provincial CDM initiatives, such as Health Links and diabetes
3. Ramp up telemedicine consulting services to support key health system partner organizations and regional authorities
4. Develop a scalable consumer strategy to enhance consumer and CDM services and enable innovation

# Healthcare is Undergoing a Shift

## Moving from ...

- Highly fragmented
- Episodic care
- Data repositories
  
- Passive patients
- Focus on quantity of care
- Low incentive for innovation



## ... towards

- Highly coordinated
- Patient-centered
- Information sharing and engagement
- Informed patients
- Focus on quality and improved outcomes
- Innovation to improve service, reduce costs

# Healthcare Transformation



- Chronic disease management is the challenge of our generation.
- It requires a **shift** towards a more responsive, **patient-centered** system.

*Telemedicine is the key enabler*



Care. Connected.