Champlain BASE™ eConsult Service: Facilitating Intra-professional communication between HIV specialist and Primary Care

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Presenter Disclosure

• Relationships with commercial interests
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  • Speakers Honoraria: nil
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Session Goals

• To demonstrate the innovative use of the Champlain BASE™ eConsult service to:
  • Improve communication between HIV specialists and Primary Care Providers (PCPs)
  • Develop new clinic workflows to improve linkages with PCPs
  • Facilitate the transfer and integration of care for people living with HIV
Background

• Advancing Primary Healthcare for Persons Living with HIV in Canada (LHIV) is a multijurisdictional team funded by a CIHR team grant (2013-2018)
• Improvements in management and treatment have led to longer life spans for people with HIV.
• Result is increased comorbid chronic conditions associated with HIV, its treatment, and aging.
• Care is increasingly suited to the primary health care system with co-management and integration across providers and professions.
Research Question

Can the Champlain BASE™ eConsult service be used to help integrate specialty and primary care for people living with HIV?
What is the Champlain BASE™ eConsult Service?

A collaboration between:
- The Champlain Local Health Integration Network
- The Ottawa Hospital
- Bruyère Research Institute
- Winchester District Memorial

Initial Seed Funding
- TOHAMO AFP Innovation Fund
- eHealth Ontario

Service Sustainability Funding
- Champlain Local Health Integration Network
- Ontario Ministry of Health and Long-term Care

Current Research Funding
- Canadian Institutes of Health Research
- Bruyère Research Institute

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eConsult – How It Works

• Asynchronous, electronic communication between providers

• Patient-specific question directed to a specialist

• May result in patient not needing a face-to-face visit with a specialist
eConsult – How It Works

PCP logs onto secure webpage

Completes simple form to submit to a “specialty”

Assigned to an appropriate specialist (availability/rotation)

Response received within 7 days; back and forth communication can occur between PCP and specialist

PCP closes eConsult and completes survey
Inverse & Innovative Use of eConsult

- eConsult was developed to improve access to specialist care, given the lengthy wait time experienced by most patients.

- However, at The Ottawa Hospital Immunodeficiency Clinic, the average wait time to see a specialist is roughly 2 weeks, so patient access is not a critical problem.
Our challenge was...

Retention of stable patients within the specialty clinic

Could stable patients be transitioned to primary care?

Is this feasible and acceptable?

Could eConsult support the process?
Inverse & Innovative Use of eConsult
Current Status in the Clinic

61 people with HIV now see their PCP regularly and their HIV specialist once a year

162 people with HIV now see their PCP regularly and their HIV specialist more than once a year
Changes in Clinic Workflow

• Clinic routine is changed and linking people living with HIV to primary care is now a standard practice

• Structures now in place to support the transition
  • Regular review of cases
  • Use of eConsult
  • Comprehensive primary care package
What’s Included in the Care Management Package?

- A management package, along with information about the patient, is sent to the PCP to facilitate cooperation, which includes:
  - Comprehensive referral letter
  - Collaborative care form
  - PCP HIV billing code information
  - Primary Care Guidelines (developed from the HIV Medicine Association of the Infectious Diseases Society of America)
  - Routine maintenance schedule
  - List of local labs that perform viral load and CD4 tests
  - Information on how to sign up (if needed) and use the Champlain BASE™ eConsult service to facilitate communication
  - Clinician Access information and other key contact information
Impact of eConsultation on Referrals

N=23

1. Referral was originally contemplated but now avoided at this stage
2. Referral was originally contemplated and is still needed - this eConsult likely leads to a more effective visit
3. Referral was not originally contemplated and is still not needed - this eConsult provided useful feedback/information
4. Referral was not originally contemplated, but eConsult process resulted in a referral being initiated
5. There was no particular benefit to using eConsult in this case
6. Other (please comment)

Over 70% of cases did not require a face-to-face visit with the specialist following an eConsult; in fact, in 22% of cases, an unnecessary referral was avoided
eConsult Patient Value

- Eliminates travel to specialist
- Dramatically reduces wait time
- Appropriate treatment starts quickly, avoids deterioration
- Reduced anxiety
- 93% rated this as high or very high value for their patient

Overall value of the eConsult service in this case for patient
(23 Completed Cases) AVG.: 4.73/5
eConsult Clinical Value

(from PCP survey responses completed for each case)

1. I was able to confirm a course of action that I originally had in mind
2. I got good advice for a new or additional course of action
3. I did not find the response very useful
4. None of the above (please comment)

Overall Value of the eConsult Service
(AVG.: 4.73/5)

1: Minimal
2: Average
3: Good
4: Very Good
5: Excellent
Impact

• Use of the BASE™ eConsult service has helped:
  • Integrate primary and specialist health care for people living with HIV
  • Free up specialist clinic time
  • Better incorporate allied health professionals into the circle of care
  • Improve intraprofessional communication
For more information

www.champlainbaseeconsult.ca

To see a demo:
www.youtube.com/watch?v=xRu1RGDJt74

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