

Ontario eServices Program Evaluation Overview

FY 22-23

This overview provides a highlight of the evaluation activities of the Ontario eServices Program for fiscal year 2022-2023. Our program evaluation is based on the **Quintuple Aim Framework**. The Quintuple Aim offers a 5-pronged framework for assessing healthcare and addressing systems-level challenges, this includes: *Better Population Health, Improved Patient Experience, Equity of Access, Improved Provider Experience, and Lower Costs*.

Discover how our program is working to transform healthcare delivery in Ontario:



Better Population Health

573,208 eReferrals and 104,554 eConsults were sent on behalf of patients.

10% of eConsults were sent through EMR & Ocean.

6.92 per 1000 people had an eConsult sent.

The top five eConsult specialties were:

Dermatology, Hematology, OB/GYN, Endocrinology & Internal Medicine.

The top five eReferral destinations were:

Diagnostic Imaging, Cardiology, Orthopedics, Mental Health & Addictions, & Neurology.



Improved Patient Experience

72% had a referral avoided after an eConsult.

87% of patients were satisfied with their eReferral experience.

363,269 unique patients were referred through eReferral.

Survey of 293 patients across 3 clinics in London, Hamilton and Ottawa indicate patients suffering from Chronic Pain are frustrated with the wait times to see a specialist.



Equity of Access

5 of 6 Ontario Health Regions are above 4 eConsults per 1000 people.

10% of eConsults are from referrers in a rural location.

eConsult evaluation efforts focused on patients with complex circumstances (e.g., older adults with dementia & frailty).

eReferral evaluation activities included DEI based analysis to lead and inform future work.



Improved Provider Experience

Includes access to 125 Provincial eConsult BASE™ Managed Specialty groups provincially.

3,123 active eConsult senders and 953 active eConsult specialists provincially.

93% of eConsults resulted in good advice or confirmed course of action.

7,530 eReferral senders have access to the eReferral network.

93% of eReferral users were satisfied with the training provided by the deployment teams.

72% of users were satisfied with their eReferral experience.



Lower Costs

The median eConsult cost remained consistent at \$50 per case.

Median eConsult specialist self-reported billing time is 15 minutes.

Median eConsult response time has remained consistent at 1 day.

eReferral cost per transaction dropped from \$17.99 in the previous FY to \$10.89 at the end of FY 22-23.

Other Highlights

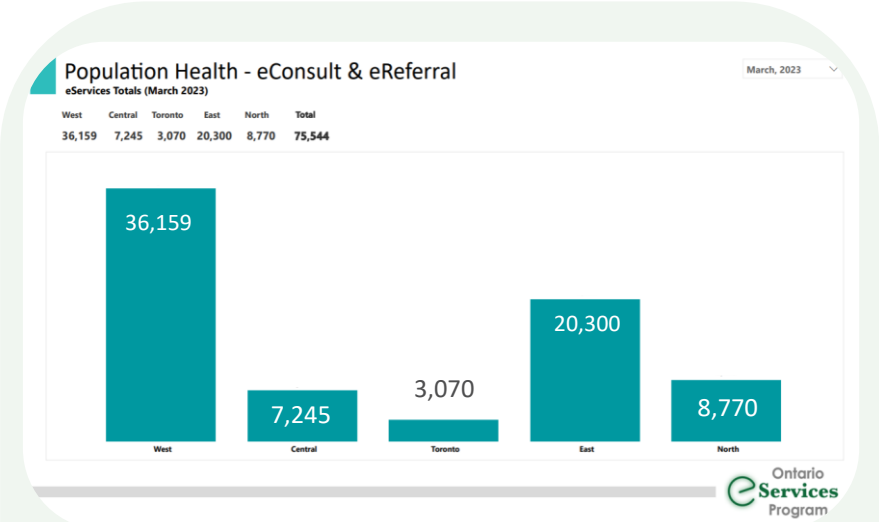
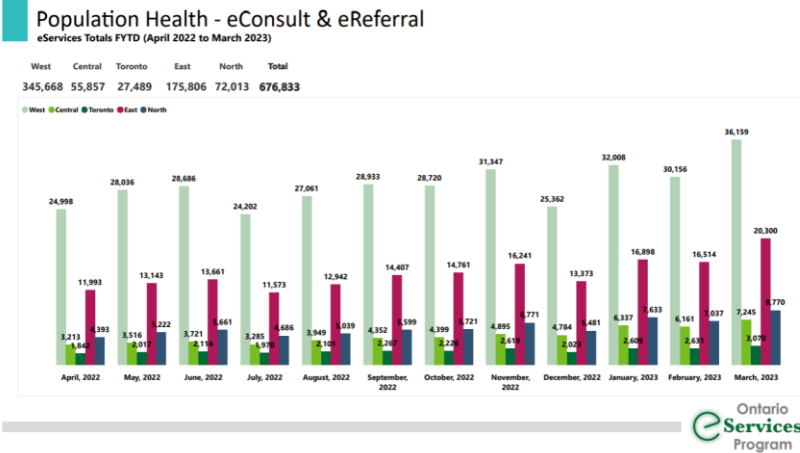
- Re-design and re-launch of ChamplainBASEeConsult.com
- Multiple Taxonomy Projects in Progress (Endocrinology, Cancer Genetics, Plastic Surgery, Addictions, COVID-19 Long Hauler)
- 10 publications and 10 conference presentations in FY 22-23 resulting from eConsult Evaluation activities. See our full publication history [here](#)
- 14 evidence briefs were published in FY 22-23. See our full list of published case studies and evidence briefs [here](#)

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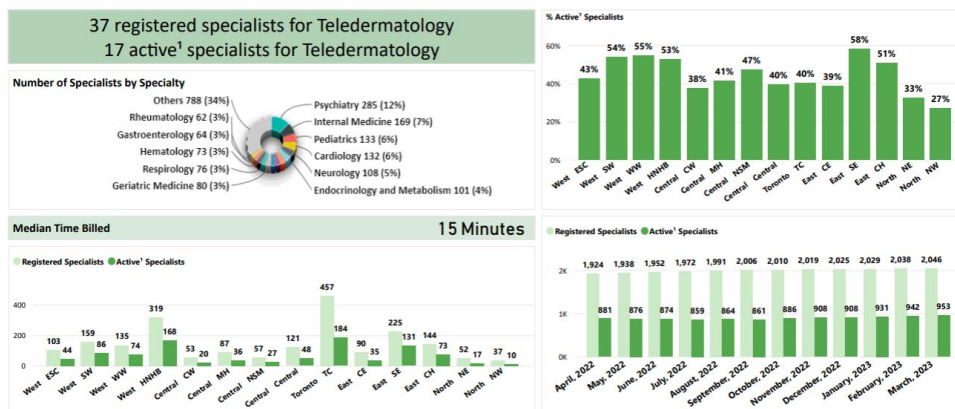
Discover how our program is using advanced analytics tools like PowerBI to track our progress. Access the dashboard today: [eServices FY22-23 Dashboard](#)

Our dashboard is refreshed monthly and provides an overview of eConsult & eReferrals in Ontario by month as well as progress to date in the fiscal year.



Our dashboard also provides more details on each of the five domains of the Quintuple Aim Framework: Better Population Health, Improved Patient Experience, Equity of Access, Improved Provider Experience, and Lower Costs.

Provider Experience - eConsult Ontario eConsult Service and Teledermatology



Click the link to explore the FY 22-23 eConsult & eReferral data:
[Link: eServices FY22-23 Dashboard](#)