

## Connecting South West Ontario Program

Connecting South West Ontario (cSWO) is a program funded by eHealth Ontario that has implemented an integrated electronic health record (EHR), giving health care professionals secure and timely access to electronic patient health information from across the continuum of care at any point of care. The cSWO Program was developed in partnership with the four Local Health Integration Networks (LHINs) of south west Ontario (SWO) and local health service providers. The cSWO Program supports and advances community health partnerships through improved access, improved value and improved safety to delivery better care throughout the health care system.

cSWO is part of eHealth Ontario's ConnectingOntario initiative. ConnectingOntario is enabling the province to achieve an EHR for Ontarians. ConnectingOntario is the platform to enable connectivity across the province to share critical medical data in a safe, secure digital format that will greatly improve patient outcomes while saving taxpayer money and improving efficiency across the system.

## Enabling Enhanced Models of Care

Traditionally, health care delivery has been managed through silos of providers and organizations with minimal integration of information or services. The delivery of health care in Ontario is changing to one that is more individual-centred and consumer driven. Care delivery models must become more accessible, integrated, community-based, multi-disciplinary and promote wellness and self-managed care.

A regional ehealth program enhances sharing of information, communications and coordination between individuals and health care partners. By enabling enhanced models of care, the implementation of the cSWO Program has resulted in significant and pervasive benefits, including improved access, improved value, and improved safety to deliver better care.

The 3.6 million residents in south west Ontario benefit from the cSWO Program. Once fully implemented, all residents (100 per cent) in SWO will have an integrated EHR. This is approximately 30 per cent of Ontario's population. Care providers across SWO have secure access to patient information, which supports quality of clinical decision making; less reliance on patient and family recall; increased engagement of patients and their families; and improved clinical outcomes.

The implementation of the cSWO Program is aligned with Ontario's Action Plan for Health Care and is key to the provincial health care transformation agenda.

### SWO health care organizations utilizing cSWO Program targets

- 69 hospitals (100 per cent)
- 4 community care access centres (100 per cent)
- 16 public health units
- 1,344 primary care providers (physician offices, community health centres, family health teams)
- 265 community health providers (mental health and addictions, long-term care homes and community support services)



## cSWO Program Success

In July 2015, the remaining six hospital sites in Erie St. Clair were successfully integrated with the Regional Clinical Viewer, ClinicalConnect™. This means that 100 per cent of the 67 acute care hospital sites in SWO now provide data as part of the integrated EHR for Ontarians. In addition, information from all four SWO community care access centres and regional cancer care programs is available. As well, lab requests and results from Ontario laboratories information system (OLIS) and diagnostic images from 56 hospital sites through Southwestern Ontario Diagnostic Imaging Network (SWODIN) are now integrated in ClinicalConnect. Data from the nursing assessment repository (Health Outcomes for Better Information & Care (HOBIC) is also available.

As of December 31, 2015, ClinicalConnect has been deployed to over 37,000 users (clinicians and health care professionals) in Erie St. Clair (ESC), South West (SW), Waterloo Wellington (WW) and Hamilton Niagara Haldimand Brant (HNHB) LHINs. The cSWO change management and adoption delivery partners (CM&A DPs) continue to work with local health service providers to facilitate the adoption of ClinicalConnect into the regular delivery of care.



## cSWO Partners

The implementation and delivery of the cSWO Program is through a centralized program management approach, with London Health Sciences Centre as the delivery partner to eHealth Ontario with accountability for the cSWO Program Management. There are delivery partners accountable for key components of the program, including regional and provincial solutions, change management and adoption, and sponsorship and registration.

The four cSWO CM&A DPs are responsible for the deployment of program services by working with participating health service providers to facilitate the business and technical adoption of cSWO EHR Program solutions and standards into the regular delivery of care. They are: ESC: TransForm Shared Service Organization WW: The Centre for Family Medicine Family Health Team SW: South West Community Care Access Centre HNHB: Hamilton Health Sciences.

### Physician testimonial:

*“ClinicalConnect has the potential to transform health care in the province. Information is a very powerful tool and bringing together all the records from hospitals, Community Care Access Centres, and the regional cancer programs, enables health care professionals to have current data. That will translate into fewer errors, better care and more positive patient outcomes.”*

*Dr. Kirk Hollohan  
Family Physician, London Family Health Team  
cSWO Program clinical lead*

## Stakeholder Engagement

To support and advance improved access, improved care and improved value in the health system, the cSWO Program supports and advances community health partnerships. Listening to health care providers and partners to design, develop and implement the best electronic health record has been foundational to the cSWO initiative. Through local clinician input, the priorities and plan have been designed to implement a robust EHR, which will provide information that doctors, nurses, therapists, dietitians, technicians – all health care professionals need to offer timely and safe care. To learn more about the cSWO Program, please visit our [website](#).

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