

2016-2017





WELCOME

n behalf of our staff and partners, we are pleased to bring you this summary of activities at thehealthline.ca Information Network over the

As always, it's been a busy year, filled with important initiatives. We're proud of what we have accomplished with and for our partners. We are excited by what is yet to come.

We celebrated a big milestone this year – our 15th anniversary! thehealthline.ca started as a health services website for London and Middlesex. Today we are one of the primary information providers for millions of people across Ontario. During the past year alone, we had more than six million visits to the 14 regional thehealthline.ca websites.

thehealthline.ca is more than the 14 websites. We support health care innovation and integration in many ways, using technology to make our system more effective and easier to navigate. We connect patients with the supports they need, and link health care organizations with one another and the people they serve.

Through all these activities we play a key role in implementation of the Ontario government's new vision for health care, Patients First. As part of Patients First, Ontario has committed to ensuring that "service delivery information is publicly available and easily accessible," and that "care is informed by experts and evidence."

In this report you will read about some of the many initiatives we have undertaken this year. They include a new specialist directory in the South West and an integrated platform for mental health and community support services in the North East. We were also partners in the South West Assess and Restore project, designing three online tools to support it.

Over the next year we will continue to develop new tools, expand the use of our data resources, and build deeper integration between our platform and electronic referral tools.

We end on a sad note. In February we lost a valued longterm staff member and friend, Lisa Misurak, Lisa was a founding member of thehealthline.ca. Her commitment to excellence fuelled our growth for many years. Thank-you Lisa, you are missed.

Megan Cornwell

Chair June 2015 - July 2017

Michael Robbins

Executive Director





Megan Cornwell



Mary Lynn Priestap



Jane Berardini



Alan McCafferty



Penelope Salvarakis

Board of Directors - Current

HELPING PATIENTS AND **FAMILIES ACROSS ONTARIO**

thehealthline.ca user statistics: April 1, 2016 - March 31, 2017

6.8 million visits



1 Provincial database

14 Regional health services websites

84 LHIN sub-regions

25,000 Agency service profiles

45,000 Services listed

15.3 million page views

TOP TOPICS

- Health Care Facilities 1.
- Seniors 2.
- 3. Residential Care
- Home and Community Care 4.
- 5. End-of-Life Care
- 6. People with Disabilities
- 7. Mental Health
- 8. Public Health
- 9. Children and Parenting
- 10. Youth

8.1 million health services viewed

410 thousand unique site searches

12.4 thousand visits per day

TOP SERVICES

- 1. Long-Term Care Homes
- 2. Walk-In Medical Clinics
- 3. Community Care Access Centres
- 4. Retirement Residences
- 5. Medical Laboratories
- 6. Diagnostic Imaging Clinics
- 7. Seniors' Apartments
- Dental Clinics Low Cost Programs 8.
- 9. Adult Day Programs
- 10. Supportive Housing

USFRS ACCESS THE SITE BY

57% desktop

34% mobile device

9% tablet

43 specialty resources with integrated data from thehealthline.ca

260 thousand visits 630 thousand page views

Traffic and user statistics tracked using Google Analytics.



Every year, millions of people find the health services information they need on thehealthline.ca. Here's some information about this valuable information resource.

1

Who uses thehealthline.ca?

Everyone! Patients, family members and caregivers, physicians, care providers, health system planners, and many more.

2

What do they use it for?

Information about health and community services across Ontario. We have more than 350 categories of services, and list 44,000 services. Among the top categories searched:

- Long-term care and retirement homes
- Diabetes services
- Stroke rehabilitation services
- Caregiver supports
- Social supports and basic needs
- Mental health and addiction
- Home and community care
- Services for Francophone and Indigenous people

3

How do users benefit?

Knowledge is power! Ontario's health system is complex. thehealthline.ca makes it easier for patients, caregivers, and providers to find and connect to the services they need. It also provides valuable information for planning purposes.



How do users know the information on thehealthline.ca is accurate?

All records are updated at least once a year. Organizations update their records on an ongoing basis. We use tools to ensure the information is updated, and standards to ensure it is easy to understand. All records are reviewed by trained data administrators before published live on thehealthline.ca websites.

Can thehealthline.ca be accessed from mobile devices?

Yes, our sites are available on computers, tablets, smartphones, and other mobile platforms. In fact, nearly 40% of our traffic comes from mobile users.

Who pays for thehealthline.ca?

The 14 websites are free to users and listing organizations. Our funding comes from public sector contracts, including the Local Health Integration Networks.

How does thehealthline.ca benefit the health system?

In several ways:

- By empowering patients and caregivers to manage their own care
- By helping physicians and other care providers make referrals efficiently
- By reducing duplication in data collection
- By providing accurate data for planning purposes
- By supporting collaboration and new ideas at the local level
- By enabling scale-up across the province at low cost

BETTER CARE THROUGH INNOVATION

Making Better Referrals

Thanks to a new tool, primary care providers in the South West are finding it easier to connect with and make referrals to specialists.

"Find a Specialist Physician" was developed in partnership with the South West Primary Care Network and the South West LHIN. It includes a comprehensive database that is fully searchable. Providers can look for specialists based on specialty, gender, location, and other parameters. The system is updated regularly. Providers are notified when new specialists, or specialists with new interests or expertise, are available.

"The tool has become one of my favourite resources," says Nancy Bradley, Primary Care Nurse Practitioner, Ingersoll Nurse Practitioner-Led Clinic. "I like knowing that my referral is going to the right provider, because I can search what physicians are accepting referrals and if they have special areas of expertise. It saves me a lot of time."

She adds, "I've shared it with my colleagues, who are just as enthusiastic about it."

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NANCY BRADLEY Primary Care Nurse Practitioner Ingersoll Nurse Practitioner-Led Clinic



Connecting Northerners to Care

Northeastern Ontario is an area of vast distances and thinly-spread health resources. Northerners now have a new way to find and connect to the health services they need, using specialized referral pathways. Launched in 2016, Connect.NorthEasthealthline.ca is an easy-to-use website that brings together more than 1,000 programs and services.

"While engaging with thousands of Northerners, we heard first-hand how people often have trouble finding the support services they need to stay at home," says Louise Paquette, CEO of the North East LHIN. "The LHIN was pleased to partner on this new website to help increase awareness of what's available to Northerners in their communities"

The site was created in collaboration with the North East LHIN, the North East Community Support Services Network, representatives from the mental health and addictions sector, and the North East Community Care Access Centre

Connect.NorthEasthealthline.ca lets clients and caregivers search for services, send a digital "request for contact" to service providers, share information by email. or download standardized referral forms. Also included on the site are upcoming health events, and resources for health care providers.



Celebrating Success with Assess and Restore

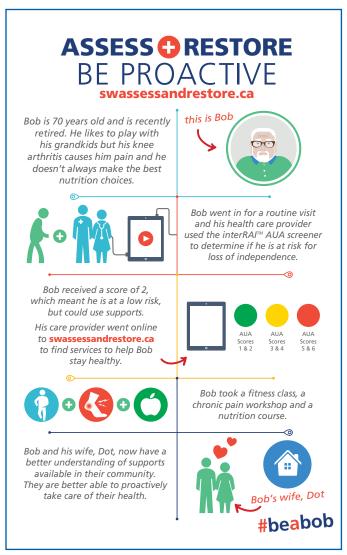
When an older person begins to decline, time is of the essence. Early identification and short-term interventions can make a real difference. The South West Assess and Restore project is focused on getting older adults the care they need quickly and easily.

thehealthline.ca Information Network worked with South West Assess and Restore to develop online resources to support the project. "Because thehealthline.ca has been involved in so many different projects in the healthcare system, they really understood what we were doing," says Kelly McIntyre Muddle, South West Assess and Restore project lead. "They were able to take our ideas and run with them."

thehealthline.ca Information Network created three tools to support the Assess and Restore project:

- swassessandrestore.ca helps providers connect their patients with community supports based on their Assessment Urgency Algorithm score.
- <u>SWHealthyAging.ca</u> helps older adults find the best services and resources to help them stay healthy and independent. The site was developed with input from older adults.
- CGAtoolkit.ca gives providers information and learning resources about comprehensive geriatric assessment.

Earlier this year, the Assess and Restore team behind the project received a South West LHIN Quality Award for their work.





The best ideas for improving health care come through collaboration. healthchat.ca is a tool developed by thehealthline.ca Information Network to help healthcare providers connect and collaborate online.

The site provides:

- A secure online meeting hub
- Private messaging
- Resource libraries
- A calendar function
- Secure data collection

For example, healthchat.ca is used by Behavioural Supports Ontario (BSO) to collect data from long-term care homes, hospitals and other locations. "healthchat.ca creates a lot more efficiency," says Faizal Dasu, Program Analyst with South West BSO. "We're able to review the data as it comes in and as a result we can better understand what's happening across the region." Having a common electronic platform also helps ensure more consistent data, he says.

healthchat.ca plays an important role in supporting innovation. We look forward to developing new features. Stay tuned!

Visit www.healthchat.ca to learn more.

