

Using the Quadruple Aim Framework to Measure Impact of **Health Technology Implementation:** A Case Study of eConsult

The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists

From 2011 to 2017

- 28,838 cases were completed
- 105 specialty groups available



of cases provided advice on a new or additional course of action.*



of cases were resolved without requiring a faceto-face referral*

The eConsult service has demonstrated its effectiveness in the following 4 dimensions:

Patient Experience



of patients found eConsult useful in their situation



considered it as an acceptable alternative to face-to-face consultation

Patients valued improved access, care quality, and the strengthened role of the PCP

"What a great and efficient way to do something versus continually going back to the office."



Population Health

Monthly Case Volume

cases/month



cases/month

Increasing Patient Safety



of eConsults resulted in referral, where one had not been originally contemplated

Provider Experience

PCPs' Experience



94% of PCPs rated the service as having high or very high value

Stated benefits: speed and quality of responses, capacity for improving patient care, and educational opportunities

Specialists' Experience



Specialists indicated that eConsult...

- is a feasible way to improve access to specialist care and communication (94%)
- has educational value for PCPs (91%)
- is user friendly (82%)

Cost Analysis

eConsult	Traditional
Service	Referral
\$47.35/case	\$133.60/case



Accounting for societal factors nets an additional savings of \$11/eConsult

www.ChamplainBASEeConsult.com



