

eConsult Services A Worldwide Environmental Scan

The eConsultBASE™ service improves access to specialist care for patients by facilitating electronic communication between primary care providers and specialists



A total of **53 services** were identified in the literature



Respondents representing **10 services** participated in telephone interviews



We conducted a literature search in April 2017 to identify existing eConsult services around the world

Methods

- We conducted an environmental scan with three stages: literature review; grey literature search; and targeted, semi-structured key informant interviews
- We generated a list of potential interview candidates from among the stakeholders identified
- We conducted semi-structured interviews by telephone using an interview guide based on the RE-AIM framework

Themes

Team members followed the thematic synthesis approach outlined by Thomas and Harden (2018) Emerging themes were agreed upon by consensus and amended as needed based on new data



Service Structure

- Implementation
- Payment
- Platform
- Usage



Benefits

- Avoiding Visits
- Cost Savings
- Managing Wait Times
- Improving Care
- Building Relationships
- Streamlining Referrals



Implementation Challenges

- Articulating Value
- Minimizing Burden
- Scale-Up
- Financial Barriers
- Technology Challenges
- Care Delivery



Implementation Enablers

- Embedding in Workflows
- Addressing Concerns
- Building on Infrastructure
- Engaging Champions
- Responding to Need



eConsult services worldwide consistently demonstrated improved access to specialists and high levels of satisfaction by providers



Services vary in scope, technology platform, financial structure and engagement strategy



Services emerged as private companies, research pilots, government initiatives and extensions of existing hospitals or healthcare clinics



Respondents identified similar barriers and enablers to implementation of electronic consultation services