

Impact of Spreading eConsult to Four Canadian Provinces

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

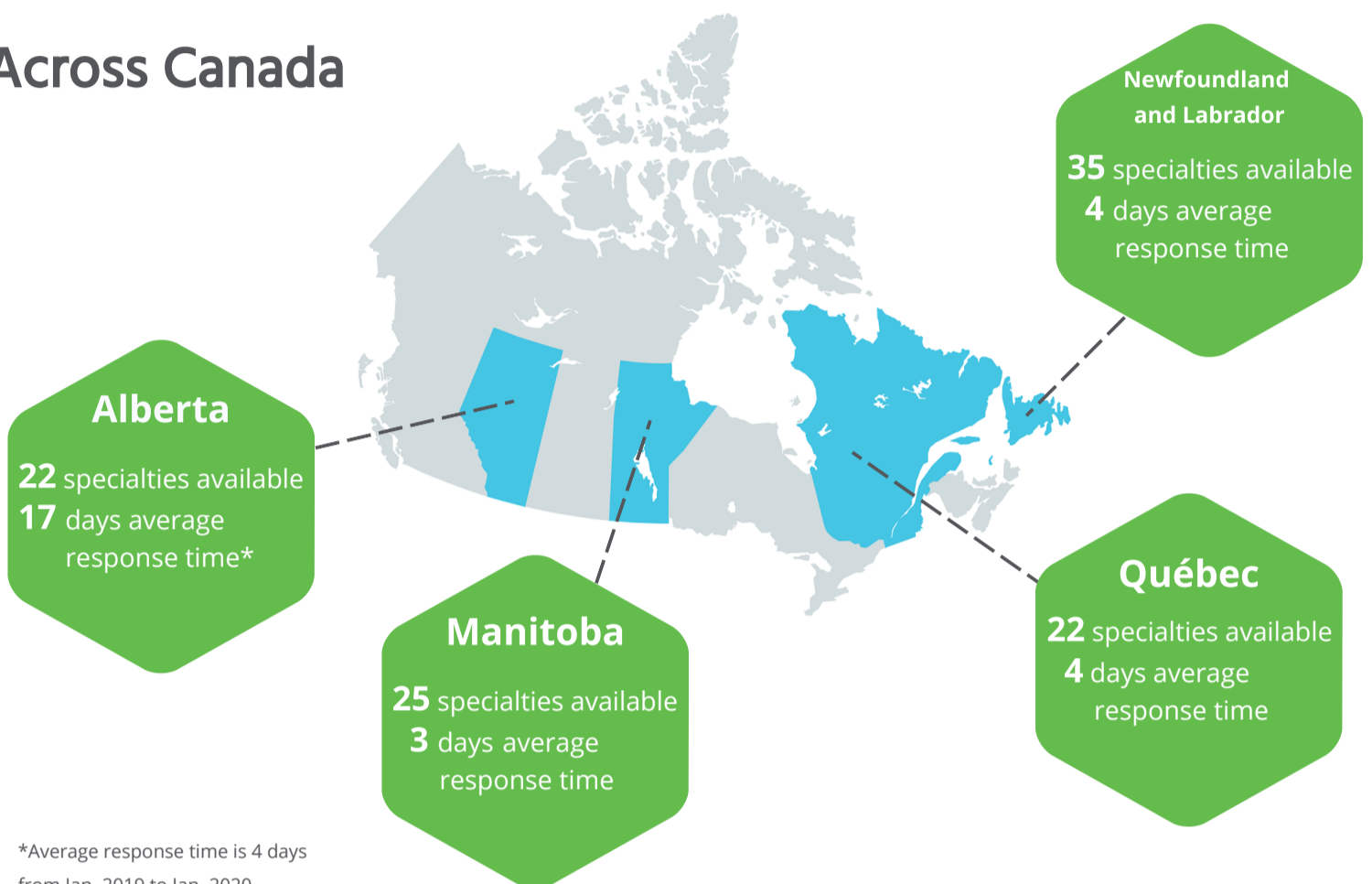
Partnering with the Canadian Foundation for Healthcare Improvement, we supported the implementation and expansion of eConsult in four provinces across Canada: Alberta, Manitoba, Quebec, and Newfoundland and Labrador

4

PROVINCES



Across Canada

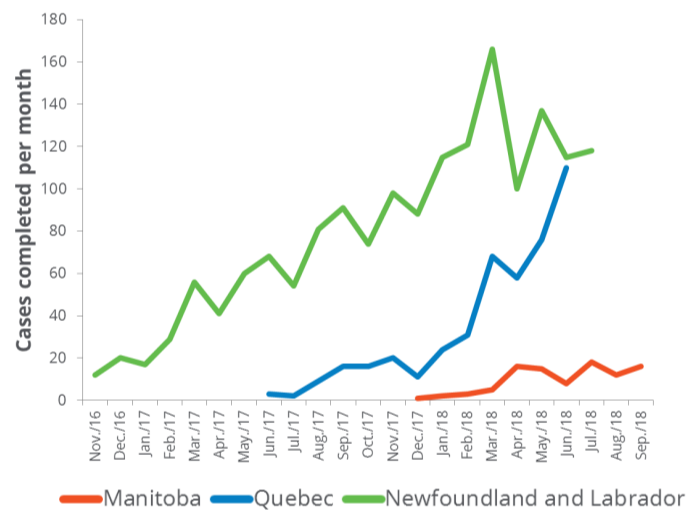
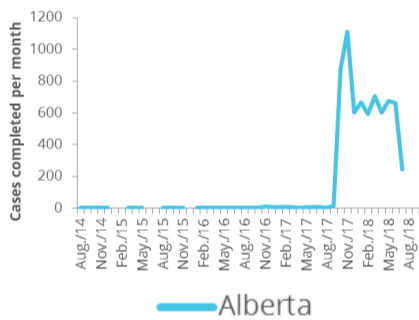


*Average response time is 4 days from Jan. 2019 to Jan. 2020

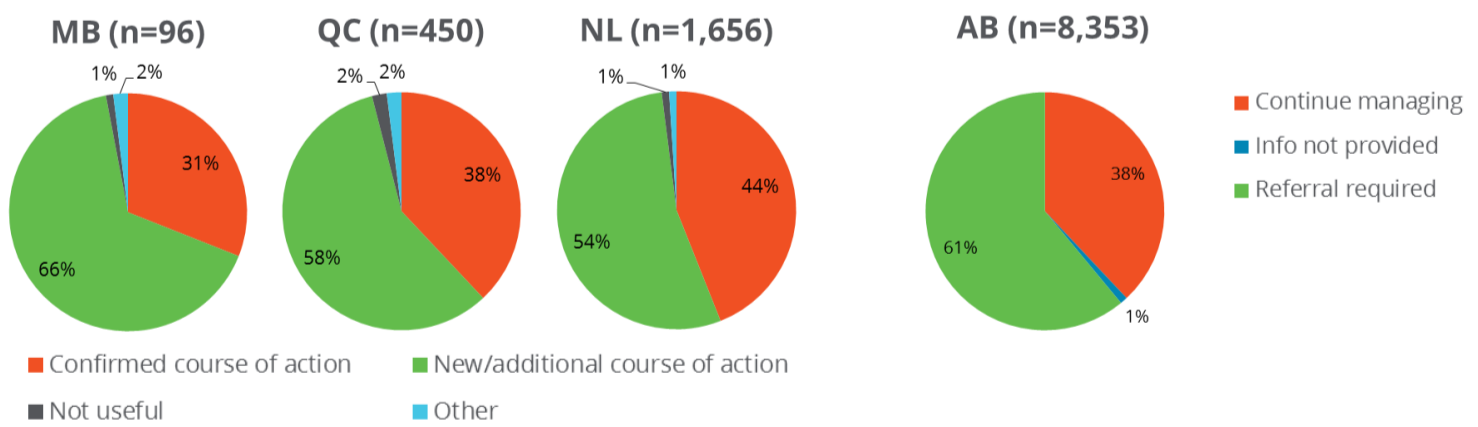
Created with mapchart.net

eConsult Usage Rates Over Time by Province

In every province, services demonstrated higher rates of usage in their last quarter of data than their first



Impact on PCP Course of Action



Outcomes



eConsult was successfully implemented in four new provinces



Consistent outcomes

Partners

Alberta Netcare eReferral
Newfoundland and Labrador eConsultBASE™

eConsultBASE™ Manitoba
eConsult Québec

Engaged National Partnerships

Canadian Foundation for Healthcare Improvement (CFHI)
College of Family Physicians of Canada (CFPC)
Canadian Medical Protective Association (CMPA)
Royal College of Physicians and Surgeons of Canada (RCPS)

Canada Health Infoway (CHI)
Canadian Nurses Association (CNA)
Canadian Patient Safety Institute (CPSI)