

Using an Integrated Knowledge Translation Approach to Enable Policy Change for eConsult

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

To support the expansion of eConsult nationally, we implemented an **Integrated Knowledge Translation (IKT) approach** to understand how policies impact the spread and scale of eConsult and strategize how to facilitate policy change and navigate systemic barriers. By leveraging a diverse group of stakeholders in strategic discussions, we identified **actionable suggestions for next steps** to inform a national implementation strategy. Stakeholders included patients, healthcare providers, and representatives from government, research institutes and a number of national organizations.

Methods

Participants broke into working groups based around **3 identified areas of focus** and employed **5 strategic planning activities** to formulate **actionable recommendations for next steps**

- 1 Delivery of service and standards
- 2 Payment
- 3 Equitable access



Outcomes



Themes that emerged from group discussion



Maintaining patient-centredness



Emphasizing eConsult's value for patients



Ensuring effective regulation



Supporting implementation



Key areas of policy development



Interjurisdictional licensing



Payment



Quality assurance



Patient privacy



Regulation

Briefing notes were developed to provide guidance on the development of policies in five key areas

Policy briefs are available at www.champlainbaseeconsult.com

