CITY OF HAMILTON
HEALTHY AND SAFE COMMUNITIES DEPARTMENT
Hamilton Paramedic Service

TO:	Chair and Members Emergency and Community Services Committee
COMMITTEE DATE:	July 13, 2020
SUBJECT/REPORT NO:	Paramedic Service Data Sharing and Network Services Agreement with Health Shared Services Ontario (HHSO) (HSC20017) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Brent McLeod (905) 973-4640
SUBMITTED BY: **SIGNATURE:**	Michael Sanderson Chief, Hamilton Paramedic Service Healthy and Safe Communities Department

RECOMMENDATION

That the Chief, Hamilton Paramedic Service be authorized to enter into and execute the agreement for participation in the Paramedic Bi-directional eNotification web-service interface with Interdev Technologies, Shared Services Ontario, and Ontario Health – West.

EXECUTIVE SUMMARY

The Paramedic Bi-directional eNotification supports seniors and adults with complex needs by increasing and improving the communication with regards to the patient's current status as well as prompting the need for a patient care plan adjustment where applicable.

The proposed Paramedic Bi-directional eNotification process is a web-service interface that sends an auto-generated electronic notification of the patient's status after a paramedic interaction to the patient's care coordinator at Home and Community Care (HCC). The Paramedic Service also receives an HCC services status update from HCC, which will help direct the paramedic's action in terms of referral pathways and increasing supports in the patient's home.

Furthermore, the Paramedic Bi-directional eNotification will also allow the Paramedic Service to send alerts to the Hamilton Public Health Unit of opioid events and COVID-19 screening results information in near real-time.

Alternatives for Consideration – Not Applicable

FINANCIAL – STAFFING – LEGAL IMPLICATIONS

Financial: None

Staffing: None

Legal: The eNotification Data Sharing Agreement and Network Sharing Agreement will be reviewed for content by Legal Services.

HISTORICAL BACKGROUND

There are currently 130 hospitals integrated with the Client Health Related Information System (CHRIS). Building on this integration, Hospital Bi-directional eNotifications have been utilized throughout the Province for approximately five years. eNotification functionality allows hospital emergency departments (ED) across the Province to know in real-time if a patient presenting is a LHIN patient, and if they have a Coordinated Care Plan (CCP) in CHRIS. The eNotifications alert LHIN Home and Community Care (HCC) coordinators when a patient presents at an emergency department and is admitted to hospital or discharged.

Building on Hospital Bi-directional eNotifications functionality, the Paramedic Bi-directional eNotifications can be leveraged to alert LHIN care coordinators if a LHIN patient has an interaction with paramedic services. The eNotification will include the following information to the LHIN HCC care coordinator:

1. Patient transported to ED
2. Patient assessed but not transported
3. Patient deceased in the community

The Paramedic Bi-directional eNotification allows CHRIS to return a verification to the paramedic service identifying the patient as a LHIN patient and if they have a Coordinated Care Plan in place or not. With the implementation of Bill 160, which now allows paramedics to transport patients to locations other than hospitals, Paramedic eNotifications (of transport vs. non-transport) complement the current Hospital Bi-directional eNotifications in tracking patients.

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In response to the Opioid Crisis in the Province, within the HNHB LHIN, an opioid event code was added to the eNotification alert in July 2019. The opioid event code is triggered when a paramedic visit is determined to be due to an opioid event, and the administration of naloxone by paramedics has taken place. The eNotification email does not contain any Personal Health Information.

The notification to Public Health in near real-time allows for early alerting, which may save lives and limit further health system usage.

Similarly, in response to the current global pandemic, a COVID-19 screener was added to the eNotification process on March 16, 2020. Similar to the opioid notification email, Hamilton Public Health will receive a notification via email that a patient has screened positive for COVID-19.

Furthermore, the Paramedic Bi-directional eNotifications are also made available in primary-care electronic medical records via Ontario MD's Hospital Report Manager (HRM). These eNotifications alert physicians when a patient of theirs (using CPSO# or CNO#) has entered the hospital or called 911.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

None

RELEVANT CONSULTATION

The Hamilton Paramedic Service, Ontario Health-West, and the HNHB Community Paramedic Strategic Lead provided input to this report.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

Participating in the eNotification process will improve the continuity of care for the residents of the City of Hamilton, specifically seniors and adults with complex needs. The Paramedic Bi-directional eNotifications improves communications and care coordination between paramedic services, HCC care coordinators, hospitals and family physicians, enabling faster and safer follow-up treatment, and potentially reducing hospital readmissions.

ALTERNATIVES FOR CONSIDERATION

None

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ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Healthy and Safe Communities
Hamilton is a safe and supportive City where people are active, healthy, and have a high quality of life.

APPENDICES AND SCHEDULES ATTACHED

None

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