



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative

Champlain BASE eConsult Service

Excessive wait times, inequitable access depending on geographic location, and poor communication between providers leads to patient anxiety, delays in diagnoses, potential further deterioration of the patient's condition, and dissatisfaction among providers.

The successful development and implementation of the Champlain Building Access to Specialist Care through eConsultation (BASE) eConsult service has improved access to specialist care and decreased wait times in the Champlain region. Through the leadership of family physician Clare Liddy and endocrinologist Erin Keely, this web-based service is making a difference by enabling the family doctor or nurse practitioner to submit a clinical question to a specialist who replies within seven days.

The service is growing and as of March 31st, 2015, over 6,381 eConsults have been answered, most within 2 days. Sixty-four different specialist services are available and 501 Primary Care Providers (PCPs), representing 50% of all PCPs in our region, are registered, including 107 nurse practitioners.

Patients are benefitting from more timely access to specialist advice and providers benefit through more efficient communication channels. Over 40% of cases resulted in avoidance of an unnecessary face-to-face referral. 2,552 patients are no longer waiting to see a specialist! 92% of cases were rated by the primary care provider as providing very good or excellent value for their patient, and in 58% of cases, primary care providers received good advice for a new or additional course of action they had not considered. Finally, 28% of patients who needed to see a specialist in person, but that specialist visit was likely more effective due to the eConsult advice.

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*The information provided above is taken directly from 2014 Minister's Medal applications –
Facts and information herein have been updated in 2015 but have not been verified for accuracy.*