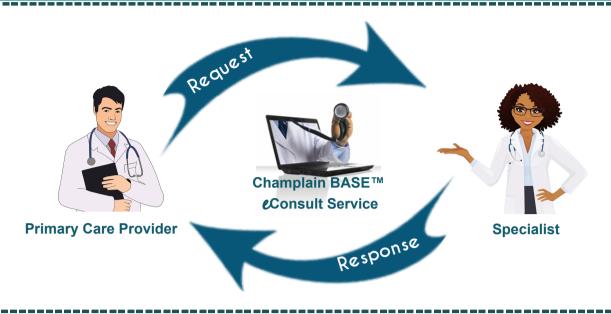
Using the Quadruple Aim Framework to Measure Impact of Health Technology Implementation: A Case Study of eConsult

Champlain BASE™ eConsult service improves access to specialist care for patients by facilitating electronic communication between Primary Care Providers (PCPs) and specialists



From 2011 to 2017

- 28,838 cases were completed
- 105 specialty groups available



of cases provided advice on a new or additional course of action.*



of cases were resolved without requiring a face-to-face referral*

The eConsult service has demonstrated its effectiveness in the following 4 dimensions:

Patient Experience



of patients found eConsult useful in their situation



considered it as an acceptable alternative to face-toface consultation

Patients valued improved access, care quality, and the strengthened role of the PCP

"What a great and efficient way to do something versus continually going back to the office."



Population Health

Monthly Case Volume

2011

cases/month

2017

cases/month

Increasing Patient Safety

eConsult. Impact of Health Technology Implementation.



of eConsults resulted in referral, where one had not been originally contemplated

Provider Experience

PCPs' Experience



94% of PCPs rated the service as having high or very high value

Stated benefits: speed and quality of responses, capacity for improving patient care, and educational opportunities

Specialists' Experience



Specialists indicated that eConsult...

- is a feasible way to improve access to specialist care and communication (94%)
- has educational value for PCPs (91%)
- is user friendly (82%)

Cost Analysis

eConsult	Traditional
Service	Referral
\$47.35/case	\$133.60/case



Accounting for societal factors nets an additional savings of \$11/eConsult

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Reference: Liddy, C., & Keely, E. (2018). Using the Quadruple Aim Framework to Measure Impact of Health Technology Implementation: A Case Study of