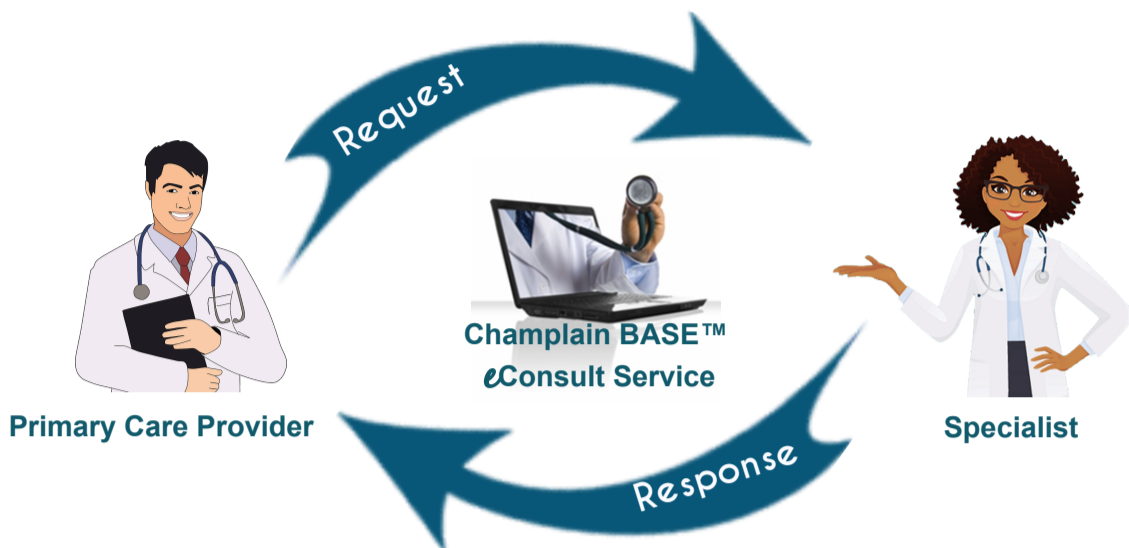


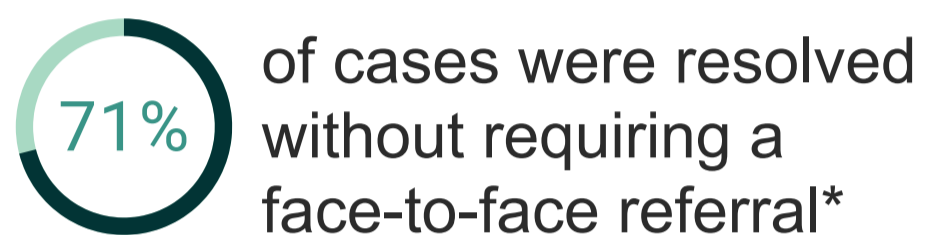
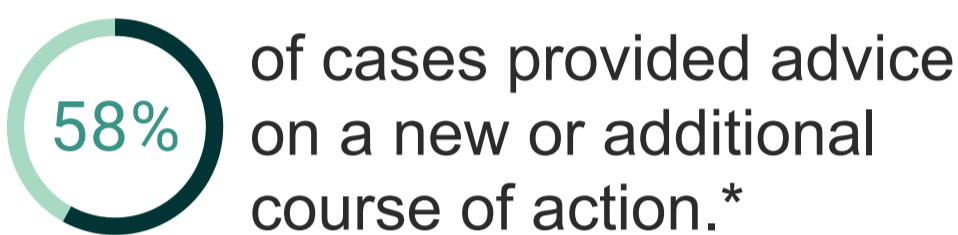
Using the Quadruple Aim Framework to Measure Impact of Health Technology Implementation: A Case Study of eConsult

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



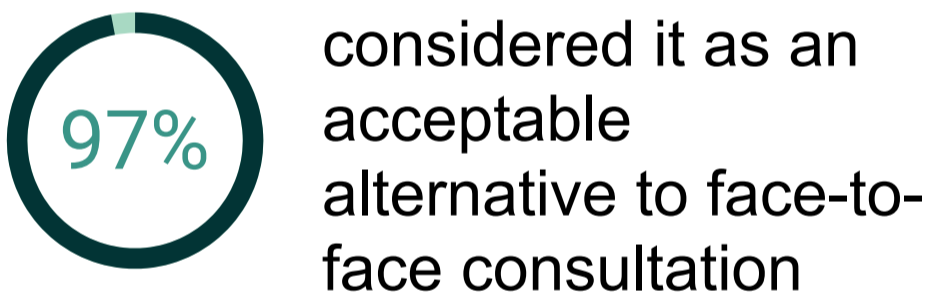
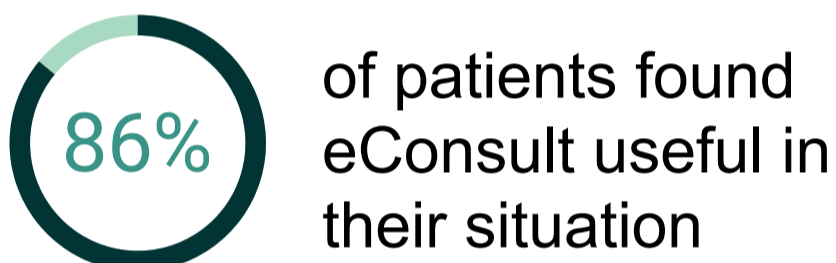
From 2011 to 2017

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



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

Patient Experience



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."



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

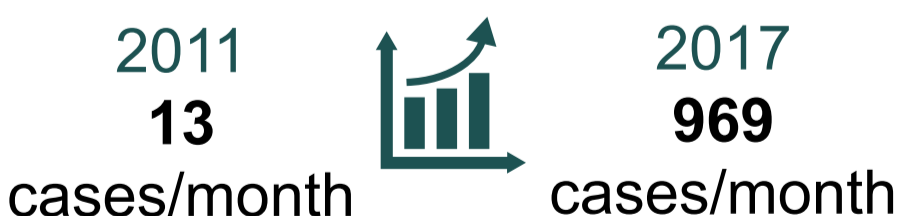


Specialists indicated that eConsult...

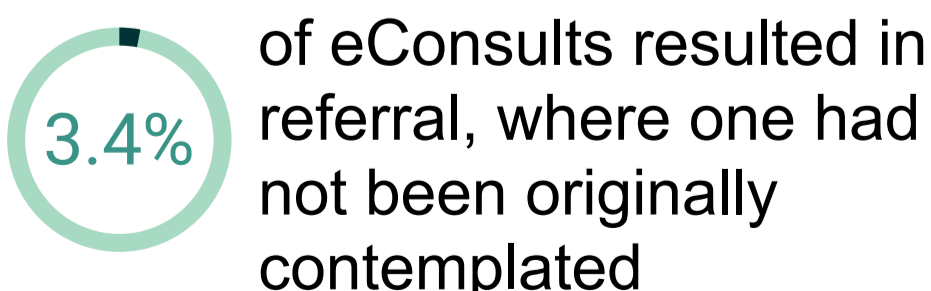
- is a feasible way to improve access to specialist care and communication (94%)
- has educational value for PCPs (91%)
- is user friendly (82%)

Population Health

Monthly Case Volume



Increasing Patient Safety



Cost Analysis

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



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