



Change Management & Adoption

Creating
a streamlined experience



Faculty/Presenter Disclosure

- **Presenter: Knut Rødne & Cynthia MacWilliam**
- **Relationships with commercial interests: NA**



Disclosure of Commercial Support

- No Commercial Support
- Potential for conflict(s) of interest:
 - None



Mitigating Potential Bias

- Content of this presentation has been reviewed by a panel of physician and nurse peers to ensure that it remains unbiased and has no commercial representation



Digital Health Partner Consortium

OntarioMD, in collaboration with Digital Health Partners (DHPs), is developing a coordinated change management model for consideration to test with the first wave of OHT candidates. This model would respond to implementation requirements and support Ontario Health Team (OHT) leadership with digital health service adoption activities for tools/assets/services listed in the Digital Health Service Catalogue.

Activities may include the following:

- Client Engagement
- Agreements Bundling
- Privacy and Security Assessments
- User Credentialing
- Client-side Technical Integration





Testing a Coordinated Approach to Change Management & Adoption (CM&A) for first wave OHTs

In support of Ontario Health Teams' successful adoption of digital health technology, change management and adoption (CM&A) is defined as:

“ A coordinated and streamlined approach developed by the DHP Consortium to support the deployment, adoption, and proficient use of digital health assets by OHTs from engagement, to education, and post-go live support in coordination with ONE Support service for technical support. ”

A coordinated CM&A approach would aim to accomplish this by:

- Working collaboratively across DHPs and programs to streamline activities where possible;
- Planning coordinated deployment of services in the Digital Health Service Catalogue (DHSC) by supporting OHTs to create a CM&A plan to guide deployment activities across regional and provincial digital health delivery partners and programs in cases where a request is made by the OHT through their assigned ministry relationship lead;
- Assessing the success of the CM&A approach to create value and improve the service delivery to OHTs.



Key Principles



01

Advance a coordinated change management approach to create a streamlined experience for OHTs

02

Leverage and offer leading change management strategies and self-serve tools available to all digital health partners and OHTs

03

Support all existing services in the Digital Health Service Catalogue

04

Facilitate more effective use of existing change management capacity while ensuring a coordinated approach to support digital health service implementation by working with local and regional change management resources



OHT CM&A Model

Work is underway with a Consortium of DHPs to draft a coordinated CM&A model outlining a more streamlined approach to support the deployment, adoption, and proficient use of digital health assets to test with first wave OHT candidates.

Design

Working collaboratively across DHPs and programs to streamline activities where possible.

Engage

Planning the deployment of DHSC services by creating a CM&A plan to guide the implementation efforts of regional and provincial delivery partners and programs.

Adopt

Deploying DHSC services to OHTs using a streamlined and coordinated approach

Sustain.

Assessing the success of the coordinated CM&A approach to support continuous improvement of the approach.





CM&A Benefits

Digital Health Partners

- Capitalize on the unique skills of each group to increase our collective impact
- Build on the efficiencies and collaboration we've already attained together
- Enable easy access to information to facilitate coordination of change management services
- Maximize the value of our investments in digital health assets

Ontario Health Teams

- Prioritize access to the contents of the DHSC
- Reduce the complexity of digital service adoption with a streamlined approach
- Enable client-centric engagement to reduce barriers to adoption
- Enhanced patient and clinician experience

Clinicians

- Provide education and awareness about the digital health assets
- Support adoption of digital health products and services
- Provide on site advisory, training and support services
- Support seamless integration of new digital health assets within the health service organization



Accessing ministry support

The ministry is the one window of support for Ontario Health Teams at all stages of the application process:

- All questions related to the process, including questions regarding the application, should be directed to the ministry.
- In providing comprehensive support, the ministry will regularly engage with key provincial delivery partners (Cancer Care Ontario, eHealth Ontario, Health Shared Services Ontario, OntarioMD, the Ontario Telemedicine Network, Ontario Health).
- Digital health questions, including questions related to OHT digital supports, can be directed to the Digital Health Division directly at OHTdigital@ontario.ca.



Thank You!

Questions and Discussion



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