Ministry of Health

Digital First for Health

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Health

Ontario

Purpose

This presentation:

- Outlines key themes we've heard from Ontarians on digital health.
- Highlights opportunities for improvement through Digital First for Health in three areas:
    - Modernizing health privacy legislation (PHIPA);
    - Improving access to virtual care options; and
    - Promoting clinical systems renewal for integrated care.

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Key context: Enabling Ontario Health Teams and the Digital Health Playbook

The **Digital Health Playbook** was published on August 23rd as part of the **ministry's central program of support** for Ontario Health Teams.

The Playbook is made of 3 components:

The Digital Health Playbook explains how the adoption and use of digital health can help OHTs meet their clinical and performance objectives.

The Digital Health Service Catalogue provides a number of digital tools and services that will assist OHTs in meeting their objectives.

The Digital Health Policy Guidance Document lays out draft policy directions, including draft standards for interoperability to inform how OHTs (and the broader sector) should approach new digital health assets and services.

The Playbook sets the stage for further improvements through the Digital First for Health strategy.

Digital First for Health

Ontarians' expectations for digital health

What we heard from Ontarians...

Two thirds
of Canadians are interested in consulting with various health care providers through a virtual platform

Three quarters
of Canadians are interested in using patient portals

Six in 10
Canadians say they are excited about the impact artificial intelligence will have on health care

Patients

- Want more choices in how they interact with the health system, including virtual care
- Want to easily access and control their health information

Providers

- Want to spend less time on paperwork and searching for patient records, and more time treating patients
- Want a better work experience

Innovators

- Want the health system as an asset to support economic growth and job creation
- Want secure, responsible access to data for research and development

Government & the Broader Health System

- Want to leverage existing data to support decision making and end hallway health care
- Want more efficient and streamlined digital health delivery

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Digital First for Health would benefit health care providers

Complementing the Digital Health Playbook, a number of foundational efforts are underway which support the ministry's broader transformation initiatives including digitally enabling Ontario Health Teams.

Through Digital First for Health we intend to:

Modernize *PHIPA* to make it easier for Ontarians to access their information, streamline information-sharing processes, and support the use of data for analytics and planning.

Modernize virtual care to expand options for patients to allow them to receive care however they choose, and enable physicians to better leverage technology to enhance their practice, meet patient needs, and be appropriately compensated.

Promote Clinical Systems Renewal for Integrated Care to ensure efficient delivery of frontline clinical systems that give providers access to the information and evidence-based best practices that they need to deliver high-quality care to patients.

PHIPA Modernization

Improved integration of health information for patients, providers, health system planners and researchers across the system using any mode of communication.

Enabling data sharing and information flows that support the public interest

Leveraging data to support digital innovation

Improved patient access to their PHI

Patients would be able to access their PHI more easily, more quickly and from ANY health provider, health institution in their circle of care.

Improved health provider access to integrated health information

Providers would be able to (and would be required to) share PHI far more readily. If the patient gave consent, providers would be required to share it.

Enable establishment of OH and OHTs

OH and OHTs would have access to PHI and would be able to disclose and use PHI to support better care and support system transformation.

Enable innovators and researchers access to data

Innovators and researchers would have access to de-identified health information to stimulate research, innovation, and economic development.

Goals for PHIPA Modernization

Reducing barriers to patient access by enabling patients to more easily access, use, and share their personal health information, empowering them to better manage their health.

Enabling integrated care through data exchange by allowing providers to more easily share information with other providers to support individual patient care as well as public and population health.

Supporting digital innovation by establishing a clear framework helping them to build tools and services that work with health information to support patients and providers.

Enhancing supports for the health system by enabling government to make better decision through data-driven insights

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Expanding access to virtual care modalities

The province is committed to working to remove the barriers to the use of virtual care.

Through the modernization of the province's telemedicine program we hope to enable physicians to better leverage virtual care to enhance their practice and better accommodate patient needs.

Over the next year three main areas of modernization are being pursued:

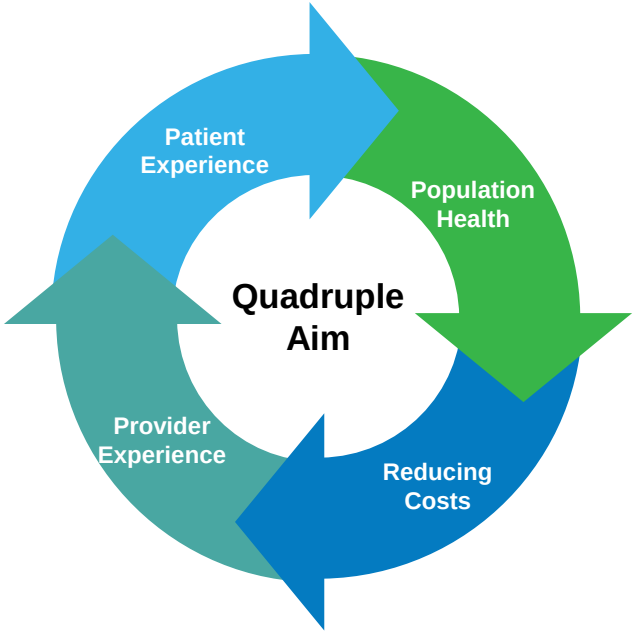
Delivery of **'home' video visits**	Use of **non-OTN technology**	Delivery of **non-video visits** (e.g. messaging, audio call)
Patients could receive a video visit from their location of choice on their own device. Telemedicine patient host sites would only need to be used when clinically necessary.	Physicians could leverage their technology of choice for video visits that meet minimum standards. Provincial remuneration for video visits would be the same as if OTN technology was used.	Physicians could manage health issues or concerns via electronic messaging or audio call. Provincial remuneration is being considered for these services.

The ministry is working to develop a renewed provincial approach for clinical systems such as EMRs

Traditionally, the ministry's clinical system strategies have been predominantly sector-based. With the advent of **OHTs,** there is a burning platform to move forward with **a harmonized provincial approach for advancing maturity of clinical systems**, which would serve as the backbone for the provision of better-connected care through high-functioning health teams.

A coordinated approach to clinical systems is being developed to support OHTs and to achieve the objectives of the 'Quadruple Aim', by ensuring:

- **Providers would have access to the information needed to provide optimal care,** leading to better outcomes and more seamless care transitions and reducing the burden on providers to search through duplicative and unformatted information.
- **Patient-facing services** (e.g. virtual care) would be able to **access and leverage the data** contained in clinical systems.
- The **latest clinical standards and best practices** would be available for providers at the point of care.
- Clinical system **data is structured** in a way that could easily be communicated between systems in a **technology-agnostic information transfer** and used for **evaluation and performance improvement** of OHTs.



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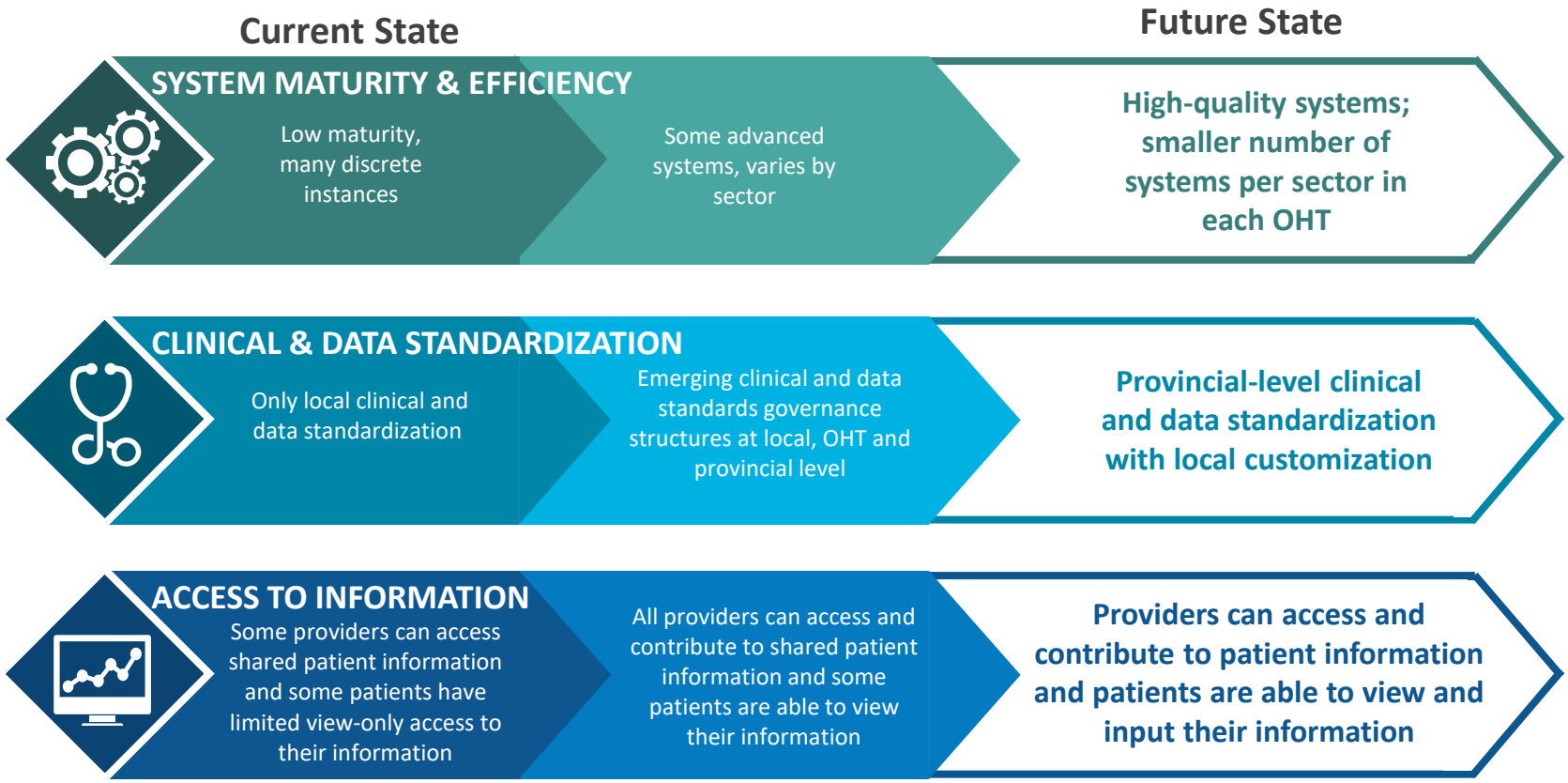
A Path to Clinical System Maturity

*By developing and implementing **strong policies and standards** we could achieve the **three objectives for clinical systems** in support of the effective and efficient adoption and use of clinical systems by OHTs and the broader health system.*



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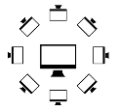
A renewed clinical systems approach would include work to address the following opportunities in the EMR sector:

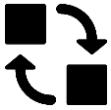


Streamlining the EMR landscape and **making it easier for clinicians to migrate to a new EMR**.

Addressing systemic barriers to realizing improvements in clinical care through **enhanced EMR use** (e.g. data quality issues; timelines to operationalize and deploy new EMR integrations).

Easing the **administrative burden** of EMR acquisition and maintenance, and preventing clinician **burnout**.

Supporting work to **bolster the clinician voice** with EMR vendors, so that vendors are more responsive to the needs of their end users.



Enabling EMR interoperability with the rest of the digital health ecosystem, to allow for **seamless exchange of data** with other members of a patient's circle of care and support effective care transitions.

Enabling patients to **access their health information**.

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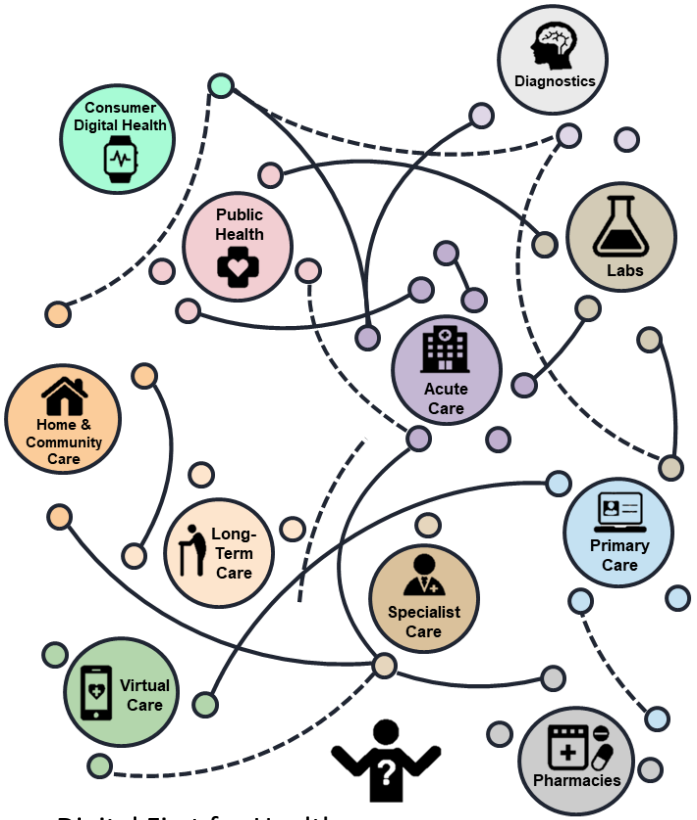
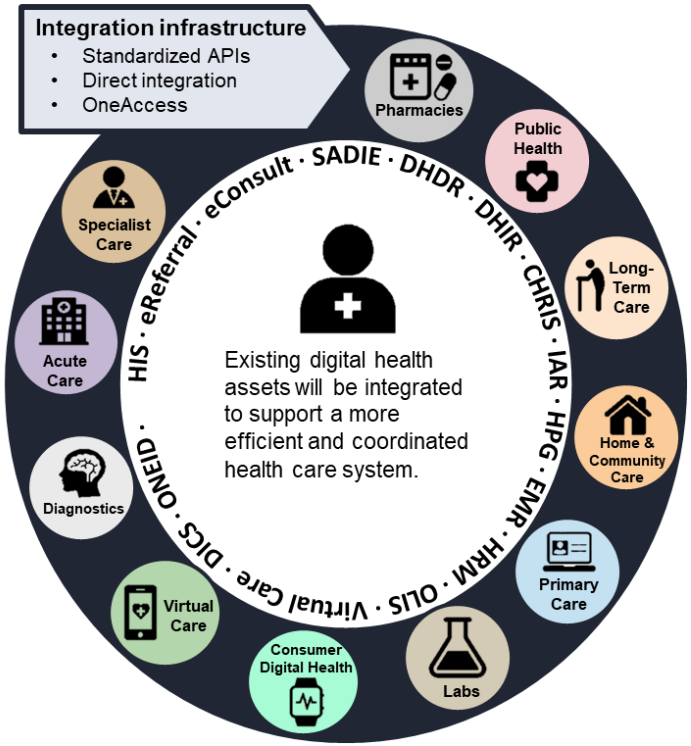
Digital First for Health would integrate Ontario's digital health landscape

Digital First for Health would streamline the province's approach to digital health delivery by moving towards a standards-based approach in support of system interoperability and reduced fragmentation and redundancy.

Current state of digital health



Future state of digital Health



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Thank you