Ministry of Health

# The Digital Health Playbook for Ontario Health Teams

**Product Summary** 

September 26, 2019



### Purpose

- To provide an overview of the Ministry of Health's Digital Health Playbook for Ontario Health Teams.
- To seek feedback and comments.



### Context

- Ontario's health care system is being transformed to support seamless, integrated care.
- Digital health is at the core of a more connected and integrated health care system. Thus, Ontario Health Teams (OHTs) will become key partners in fostering local innovation and provincial digital health advancements.
- Through digitally-enabled OHTs, health care providers will have access to technologies, tools and information to better meet the needs of their patient populations, and patients will be empowered with choice in how they access their health care.
- As with any transformational process, there is an overwhelming amount of information that needs be communicated to help orient new OHTs to the provincial digital health landscape and the resources that are available to them.
- There is an opportunity for the ministry to provide clear strategic direction and guidance, in order to prevent further fragmentation in Ontario's complex digital health landscape.



## **Introducing the Digital Health Playbook**

The **Digital Health Playbook** has been created to support prospective OHTs in the development of their digital health strategy. It outlines how the adoption and use of digital health solutions can help OHTs to meet their clinical and performance objectives, and provides a general overview of the types of tools, requirements and policies that will guide the creation of digitally-enabled OHTs.

#### **Benefits of the Playbook:**

- Offers a simple overview of complex digital health concepts in one shared resource;
- Illustrates how OHTs can leverage existing digital health tools, services and programs;
- Sets clear expectations for OHTs in their use of digital services, including any required services and tools;
- Supports interoperability and comparability of technologies across the health care system;
- ✓ Increases digital readiness for future OHT applicants.



# **Overview of the Digital Health Playbook**

The Playbook is made up of **5 Simple Plays** that illustrate:

- Foundational digital health concepts;
- An overview of Ontario's digital health landscape and options available;
- Digital health requirements for OHTs;
- Digital health priorities and innovations;
- Supports available for OHT applicants and early adopters; and
- Contact information for questions and inquiries.

In addition to the Plays, readers are given access to:



#### The Digital Health Service Catalogue

A comprehensive set of digital tools, services and infrastructure assets that will assist OHTs in fulfilling digital health requirements, while balancing local health needs.



#### The Digital Health Policy Guidance Document

A set of provincial policies governing acquisition, implementation, and use of digital tools and services.





## **The Digital Health Service Catalogue**

Reading the Service Catalogue thoroughly will ensure that an OHT can leverage provincial offerings. Each item included in the Service Catalogue provides the following information:

*	A description of the tool, service or asset	
<b>, L</b>	Intended end users of the item	The Digital Health Service Catalog
<b>*</b>	The sector(s) served	BycShard** Determine Access Channel           ** Description           MyChart** Its a platent portal developed by Sumybrook Health Sciences Centre that streamlines the way health necosi floatantion is accessed and shared. Patients are key stakeholders in the delevery of care and MyChart** empowers them to manage the health through access and controlution to their persons health informatical angli dots the ability is sourcely communicate with other users (e.g. fumily, friands, healthcare providers).           Contact         For any assistance, please call 416-480-6794 or email mychart@sumybrook.ca.           End user(s)         End user(s)
$\otimes$	Whether the item is required for OHT use and rationale	Patients     Exterioria access can be granted by patients to:         Exterioria access can be granted by patients with digital choices to interact with their care         term and the includes digital access to patient health records. Charles the first access can be granted by access to patient health records. Charles the first access can be granted by access to access can be grante
<b>\$</b>	Which of the Digital Health Policies are applicable	parent acces container tak channel reants an appyor include agent access to parent harding reads. The duration end of the sense of parent population served by the Ontario Health Team shadul Inform the choice and implementation of a digital tool. Applicable Policius Digital Health Information Exchange Policy Digital Health Information Exchange Policy Privacy and Security Policy Privacy and Security Policy Patient Digital Access to Care Standard
0	Relevant contacts for additional information or support	39

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# **The Digital Health Policy Guidance Document**

In order to ensure a consistent and coordinated approach to deploying digital supports across the province, the ministry has established a set of policy documents that will guide implementation efforts and the use of digital health tools and assets.

	Guidance for digital solutions within OHTS to promote the use of		
Digital Health	modern technical approaches in order to promote efficiency and		
Information	seamless access to patient records.		
Exchange Policy			
Digital Health	Guidance to ensure that health service providers achieve value-for-		
Investment and	money from their procurement activities and that vendors are		
Value-for-Money	reimbursed for the outcomes that their products and services deliver.		
Policy		The Digi	tal Health
Digital Health	Guidance for OHTs in developing and operationalizing information	Policy G	
Privacy and	practices relating to the collection, use and disclosure of personal health	Docume	The Digital Health Policy Guidance Document
Security Policy	information (PHI).		Patient-Facing Digital Health Policy Background Historically, patients have had limited options for accessing care through digital tools, which has
Digital Health	Guidance for OHTs to ensure that their digital solutions could be used		impeded their ability to access care how and where they want it. It has also been difficult for patients too get access to their health records, which is typically paper based and offen beers a cost. This lack of digital access to care has been a significant pain point for many patients – whether it is avoiding travel
Reporting and	for providing any reporting or performance metrics required of the OHT.		and time off work by videoconferencing with providers for straightforward appointments, or patients with complex conditions who want to be more informed and proactive participants in their health care. Patient facing digital health refers to the use of digital foots that make it easier and more correvient
Performance			for patients and their caregivers to interact with Orlario's health care system, anytime and anywhere they need it. Through a patient-facing digital health policy, a wide range of health care services will be made available through digital platforms that are more convenient for patients, just as consumers have
Policy			come to expect in other industries such as beniting and travel. The objectives of patienti-facing digital health are to: • Enhance patient choice to access care how and where they want it (e.g., virtual visits enabled by
	Guidance for OHTs to ensure their clinical systems allow providers to	The Ministry of Health ar	video, audio call, electronic messaging). • Offer online appointment booking to make it easier for patients to manage the administrative aspects of getting care.
Clinical Systems	access relevant health information; enable patients to access their own	3-1-2019	<ul> <li>Empower patients with access to their own health information (e.g., information from point-of-care systems, PHI in provincial repositories), and innovative self-management tools (e.g., digital self-care, remote monitoring).</li> </ul>
Policy	personal health information; and facilitate data extraction for		The ministry is committed to making digital health options available to patients so that Onterians can mak choices about how and where to engage with the health system and be active participants in their care. Policy Statement
	performance measurement.		POLICY Statement. This policy for patient-facing digital health solution adoption guides all Ontario Health Teams (OHTs) to offer a minimum set of functionalities for their patients and also provides implementation guidance.
	Guides all OHTs to offer a minimum set of functionalities for their		Minimum Functionality Requirements: Patients and caregivers will have access to a comprehensive suite of digital health options, namely: 
Patient-Facing	patients to enhance how and when they receive care and access their		conducted through digital channels. Modalities include: a) Video visits o: includes both direct home video visits, and video visits where the patient is in a health
Digital Solutions	personal health information (including virtual care, online appointment		care or community support agency setting (i.e., telemetistine patient host site), and may be supported (e.g., by an unwel) to connect via vialeo to a dincican. b) Audio call c) Electronic messaging for bi-directional communication between patients and providers (e.g.,
Policy	booking and access to their PHI).		through email, portal, or text message)
	Guides all Ontario Health Teams to offer eServices (i.e. eConsult and	L	
eServices	eReferral) and also provides implementation guidance to enhance how		
Solutions Policy	providers communicate to support transitions in care.		
			Ontario 🕅

### How to use the Digital Health Playbook

The **Digital Health Playbook** will be a useful resource for the entire health care system. Throughout the OHT transition period, organizations will be able to refer to the Playbook to answer their digital health questions while taking a proactive approach to going digital.

#### Considering OHT Application

- What are the benefits of digital health?
- What type of digital tools, services and programs exist in Ontario?
- What is my organization's current state of digital health readiness?
- What are some key digital health priorities my organization should focus on?

#### During an OHT Application

- How do I develop a digital health strategy tailored to my OHT's needs?
- What are the digital health services that my OHT can, or should leverage?
- How do I select, procure, implement and evaluate digital health services?
- Who do I contact for support and/or questions related to digital health?

#### What are some key factors to consider before adopting a novel technology?

Post-OHT

**Application** 

- Who do I contact to get my OHT access to my selected services?
- What are upcoming digital health priorities for the ministry?



#### **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 can be directed to the Digital Health Secretariat directly at <u>OHTdigital@ontario.ca</u>.



### **For Discussion**

- Are there any initial thoughts about the content within the Playbook and/or how it is framed?
- Are there opportunities to make it more valuable to OHTs, considering they will require flexibility while still working within an integrated digital health environment?

