

Dialogue Summary: Planning Now for the Future of Technology-enabled Healthcare Work in Ontario (7 & 8 March 2023)

Context

Evidence brief and stakeholder dialogue

- Pre-circulated evidence brief
 - Opportunities exist to plan now for the future, but taking advantage of them is challenging
 - Four elements of a potentially comprehensive approach
 - Key implementation considerations
- Virtual stakeholder dialogue spread over two afternoons



Three health-system leaders



Three citizen/patient leaders



Six organizational leaders

(two CEOs of health organizations, one COO of a health technology company, and three technology leaders in health organizations)



Two academic leaders



Five professional leaders

(nursing, medicine and paramedicine)

Thinking very broadly about technology

<p>Wearable technology and 'smart homes'</p>	<p>Digital execution of administrative tasks</p> <ul style="list-style-type: none"> • e.g., e-prescribing & digital lab requisitions, documentation & billing
<p>Personalized patient decision support</p> <ul style="list-style-type: none"> • based on 'best evidence' as well as personalized peer support, coaching and other patient-targeted interventions 	<p style="text-align: center;"></p> <p>Voice recognition to enable some or all of the above</p>
<p style="text-align: center;"></p> <p>Self-scheduling tools</p>	<p style="text-align: center;"></p> <p>Artificial intelligence (AI)/machine learning</p> <ul style="list-style-type: none"> • to provide clinical decision support, reduce administrative tasks like documentation and billing, and predict available staffing pools and emergency-department patient flows
<p style="text-align: center;"></p> <p>Virtual-care technology</p> <ul style="list-style-type: none"> • ranging from patient portal messages to tele- and video-consultations and virtual wards 	<p style="text-align: center;"></p> <p>Autonomous transportation</p>
<p style="text-align: center;"></p> <p>Predictive analytics</p>	<p style="text-align: center;"></p> <p>Population-level manifestations of the above</p> <ul style="list-style-type: none"> • e.g., early warning systems based on wastewater
<p style="text-align: center;"></p> <p>Personalized clinical decision support</p>	

Three contributors to kick-start planning right now



1) Political and technical leadership to drive health-system transformation



2) Attention to getting the 'what' right for health-system transformation



3) Attention to positioning technology as a key part of the 'how' for health-system transformation

Four ways to plan now for the future of technology-enabled healthcare work



Key implementation considerations

Barriers



Facilitators



Next steps

