

Ministry of Health

# Ontario Health Teams Virtual Engagement Series

## Digital Health and Virtual Care Funding Opportunities

August 18, 2021

# Land Acknowledgement

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We gather today virtually from many parts of what is now called Ontario.

I acknowledge I am joining this meeting from the area covered by Treaty 13, also known as the Toronto Purchase.

Traditionally, Toronto was a gathering place for many nations including the Anishnaabeg, the Haudenosaunee and the Wendat peoples, and we pay respects to the Mississaugas of the Credit.

We are grateful for the opportunity to live, meet and work on this territory, we reflect on the principles of reconciliation and strive to incorporate them in our work.



# OHT Virtual Engagement Series - Webinar Participant Instructions

The *OHT Virtual Engagement Series* is an opportunity for teams to learn and ask questions about areas of common interest. We encourage active participation throughout the webinar.

Ministry of Health

## Ontario Health Teams Virtual Engagement Series

Recording...

Ontario

### Webinar Controls

#### Desktop Device

- click meeting controls at the top/bottom of your screen

#### Mobile Device

- Tap your screen for controls to appear

Chat Participants

## Chat Box

From Me to **Everyone**

Great representation from all regions here today!

I would be very interested to hear how other OHTs have managed during Covid-19; any lessons learned from others would be valuable

From Me to **Host**

I am having trouble hearing the current presenter.

Is there a number I can use to dial in?

 Please remain muted in the large group session and use the chat box to ask questions.

**Trouble Shooting during the event message the Host.**

# Today's Discussion

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## AGENDA

01

### Introduction:

- Welcome and introductions

02

### Ministry update:

- Digital First for Health update
- Broader Health Sector Initiatives

03

### Ontario Health

- OHT Funding opportunities and application process

04

### Q&A session

05

### Wrap Up:

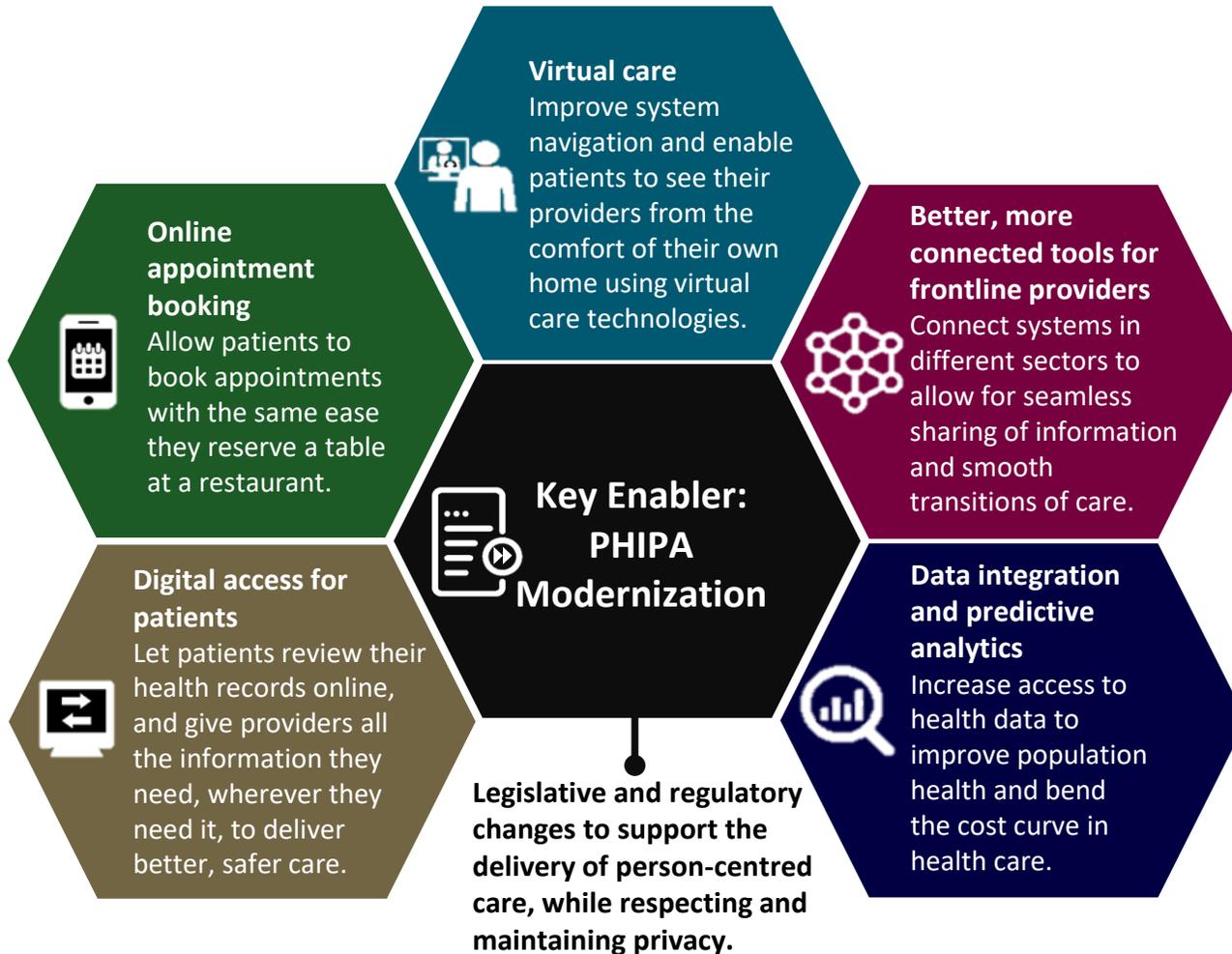
- Wrap Up
- Upcoming OHT Supports Activities
- Survey

# 1. Ministry update: Digital First for Health

- Overview of the Digital First for Health Strategy and Ministry Updates
  - *Greg Hein, Assistant Deputy Ministry, Digital Health Division*
  - *Evan Mills, Director, Digital Health Program Branch*

# The Digital First for Health Strategy

Digital First for Health (DFFH) is central to the government's efforts to transform the health care system so that it is integrated, sustainable, and patient-centred. Strong digital capabilities are critical for OHTs to enable system integration and the sharing of information throughout the health care system so that patients receive seamless care.



## Benefits



**For patients and caregivers**, this means having access to a trusted digital identity, their personal health information (PHI) and the choice to engage with providers in-person or via digital tools, such as video visits and secure messaging.



**For providers**, digitally-enabled OHTs offer clinicians and health service providers access to the information they need, when they need it, and better channels for delivering services.



**For organizations**, this means equipping teams with tools that allow them to focus their efforts on providing care directly to patients while minimizing time lost to inefficient and redundant reporting activities.

# Digital Health Playbook Update

The Digital Health Playbook is undergoing an interim update to ensure that OHTs have the most up-to-date on the provincial digital health landscape. The upcoming update aims to be a useful and authoritative guide for OHTs seeking advice on how to build and implement their digital health plans, and provide OHTs with advice that is easy to understand and actionable.

A summary of changes to the various parts of the Digital Health Playbook is below.

Section	Summary of Changes
<b>Playbook</b>	<ul style="list-style-type: none"><li>✓ <b>Streamlined the content</b> within the Playbook for improved navigation, accessibility, and user experience.</li><li>✓ <b>New content</b> includes:<ul style="list-style-type: none"><li>➤ A general overview of the Digital First for Health strategy;</li><li>➤ Digital Health Maturity Objectives; and</li><li>➤ Guidance for developing Digital Health Plans and Harmonized Information Management Plans (HIMPs).</li></ul></li></ul>
<b>Digital Health Catalogue</b>	<ul style="list-style-type: none"><li>✓ <b>Updates</b> to improve navigation, user experience, and alignment with the Digital Health Maturity Objectives.</li><li>✓ <b>Additional information on the digital health assets</b> have been included in each entry, such as:<ul style="list-style-type: none"><li>○ A more comprehensive description of each digital health asset;</li><li>○ Availability of the asset by region and sector; and</li><li>○ More information on implementation considerations.</li></ul></li></ul>
<b>Digital Health Provincial Guidance Document</b>	<ul style="list-style-type: none"><li>✓ <b>Renamed to from the Digital Health Policy Guidance Document to the Digital Health Provincial Guidance Document</b> to better reflect how some of the policies have evolved from draft guidance to provincial direction on digital health.</li><li>✓ <b>General format updates</b> to improve navigation, user experience, and alignment with the Digital Health Maturity Objectives.</li><li>✓ Updates to the policies to reflect the <b>most current guidelines, and advice on implementation approaches</b> that OHTs should follow when developing their digital health plans.</li><li>✓ <b>Additional information and a link to the HIMP Guidance Document</b> to support OHTs in developing their HIMPs.</li></ul>

# Digital Health Maturity

The Digital Health Maturity Objectives allows OHTs to assess their current state and collectively address their digital health gaps. The objectives below provide a vision for digital health to guide OHTs in the development and implementation of their digital health plans.



Key Objective:  
**Patient  
Access and  
Choice**

In the ideal state, OHTs can deliver care in a more patient-centred way by leveraging the use of digital and virtual tools. Patients have choice in how and when they navigate the system and access their care, manage their health status, and view their personal health information to better meet their needs.



Key Objective:  
**Connected  
Frontline  
Providers**

In the ideal state, frontline providers communicate and share information and clinical data in a manner that enables improved collaboration and efficiency in care planning and provision. Care is highly efficient and transitions are seamless. Shared instances of digital tools and digital tools that are connected and integrated and built on common standards enable real-time, team-based care.



Key Objective:  
**System  
Self-  
Management**

In the ideal state, OHTs have the ability to manage themselves and improve their performance through advanced predictive analytics and strong information-management practices. They have the information to facilitate population health management, and optimize measurement and efficiency of reporting.

# Introduction to Digital Health and Virtual Care Funding

The Ministry and Ontario Health have announced funding supports and process improvements to the application process that are intended to help drive the Digital First for Health strategy forward and help OHTs solidify their digital health foundations and accelerate their path towards maturity.

OHT Maturity Objectives	Funding Opportunity	Digital First for Health Pillar
Key Objective: Patient Access and Choice	Virtual care	Virtual care and patient navigation
	Online Appointment Booking	Online appointment booking
	Patient digital access to health information	Digital access for patients
Key Objective: Connected Frontline Providers	Hospital Information Systems (HIS) Standardization <sup>1</sup>	Better, more connected tools for frontline providers
	Ontario Standards for Care (OSC) <sup>1</sup>	
	Centralized Waitlist Management <sup>1</sup>	
All Digital Health Maturity Objectives	Tests of Change	All Digital First for Health Pillars
Digital Health Enabler	Regional Security Operation Centres (RSOCs) <sup>1</sup>	Digital Health Enabler



# Broader Health Sector Initiatives (1/2)

## Regional Security Operations Centres (RSOC) Pilots

- The ministry and Ontario Health are working to establish up to three pilots to test the Regional Security Operation Centres (RSOCs) shared service model, to help identify and address gaps in cyber security maturity and decrease duplication of efforts across healthcare provider organizations.
- The RSOCs' goals are to help perform centralized security oversight; provide critical cyber capabilities across Ontario healthcare regions making health systems more resilient to cyberattacks; and inform provincial cyber security planning and implementation.
- The ministry and OH jointly issued a call for applications to the sector which closed August 6, 2021, and the evaluation of responses is underway.

## Ontario Standards for Care (OSC) Program

- This program aims to take standardized, evidence-based clinical content and translate it into decision-support tools and templates that could be embedded into frontline clinical systems.
- OSC would thereby provide a conduit to bring provincially-endorsed clinical content (including clinical standards, protocols and guidelines) to the point of care in alignment with provincial clinical priorities.
- In June, the ministry and Ontario Health jointly issued a Call for Applications, to identify a delivery partner to lead the establishment of the OSC program. This application closed August 12, 2021.

# Broader Health Sector Initiatives (2/2)

## An Initiative to Align and Standardize HIS Implementations

- One approach to advancing clinical and data standardization involves supporting hospitals to embed the latest standards and best practices into their Hospital Information Systems (HIS). The goal of this Project is to support Ontario hospitals using Epic, MEDITECH and Cerner HISs to more closely align their HIS implementations.
- Work completed through this project will support OHTs to achieve their clinical and digital health objectives such as better patient and population health outcomes, and seamless sharing of information.
- Each of the three identified hospital vendor groups will submit a proposal to the Ministry that identifies the key activities they would focus on to support Ontario's efforts of a more standardized provincial HIS landscape. The call for proposals closes August 23, 2021.

## Centralized Waitlist Management – Regional eReferral Adoption

- As part of the health system recovery from the COVID-19 pandemic, clearing the surgical backlog is a top priority. One project contributing to surgical backlog reduction is the development of a centralized surgical waitlist management program and increasing the use of eReferrals across the province.
- The ministry and Ontario Health have recently issued a call to receive proposals from the regions that will increase the uptake of eReferrals and ensuring alignment to the provincial eServices Program. The call for proposals closes on September 17, 2021.

## 2. OHT Funding Opportunities and Application Process

- Overview of Digital and Virtual Care Funding Opportunities and Application Process
  - *Angela Tibando, Digital Excellence in Health Executive, Ontario Health*
  - *Ian Cummins, Strategy Manager, Population Health and Value-Based Care Systems, Ontario Health*

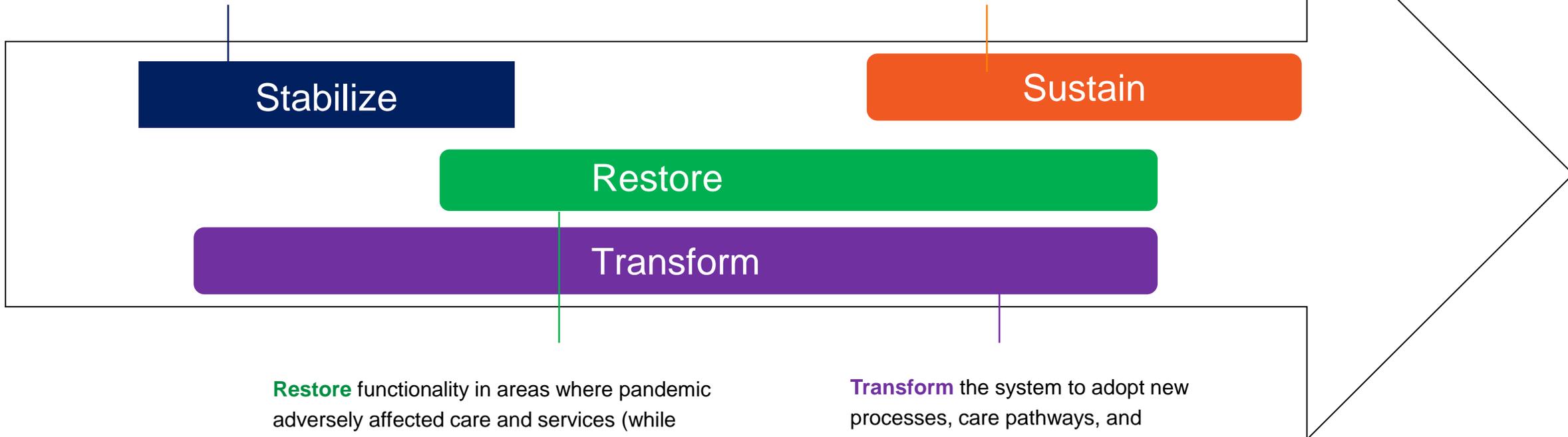
# Summary of Funding

- Last year, Ontario Health (OH) provided funding to 98 virtual care projects that enabled access to care during the COVID-19 pandemic.
- This year, additional digital and virtual care funding is available to support health system recovery, accelerate health system transformation, and build OHT digital maturity.
- Funding is being administered by OH through a criteria-based proposal process. All proposals require endorsement by the OH Regions and approval by the OH Digital and Virtual Care Secretariat.
- Today, we will share more information about the application process and our progress to date.

# A Phased Approach to Health System Recovery & Transformation

**Stabilize** health system and workforce to ensure available capacity to recover from COVID-19. Lifting temporary and emergency measures in place to manage the urgent capacity needs.

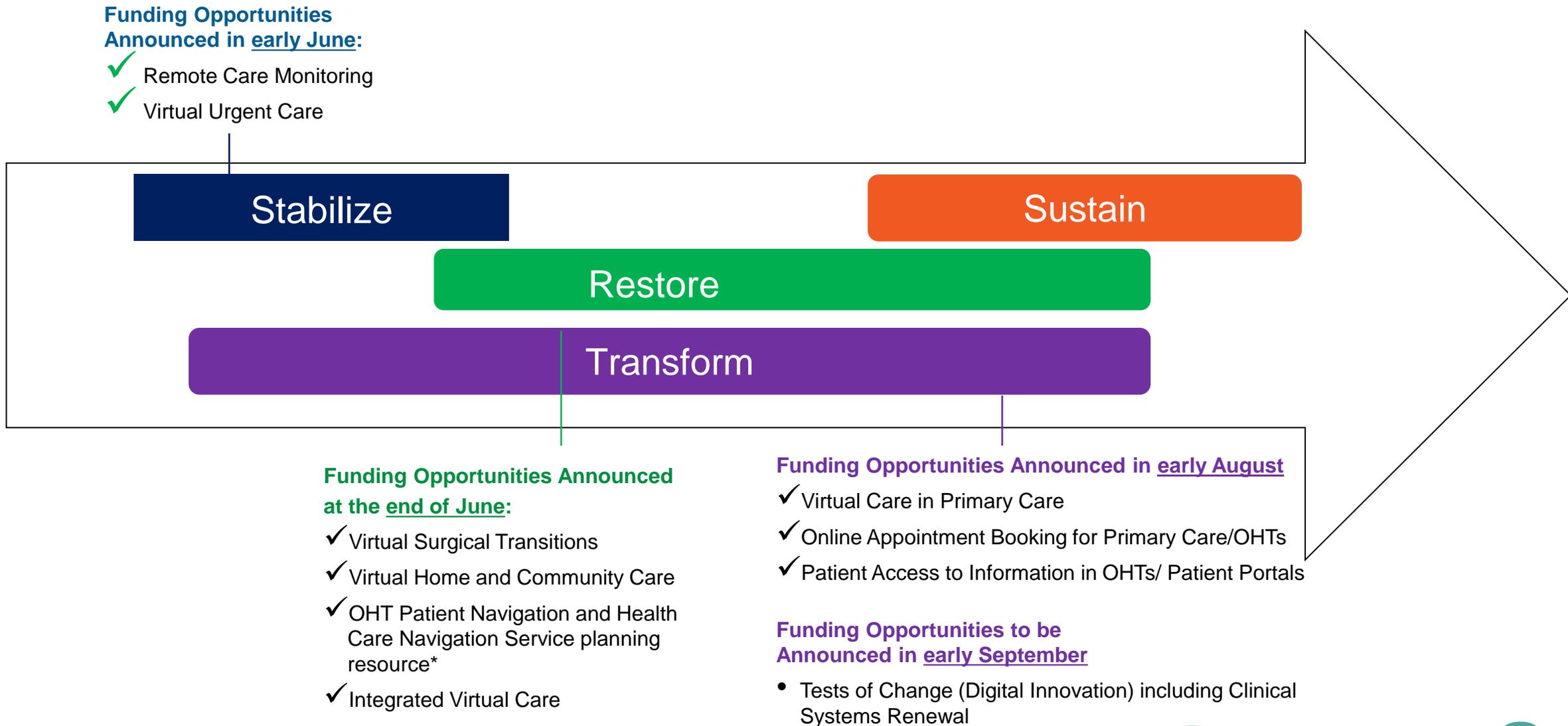
**Sustain** positive changes that have been effective.



**Restore** functionality in areas where pandemic adversely affected care and services (while addressing pre-existing health inequities, prioritizing populations and communities disproportionately impacted by COVID-19).

**Transform** the system to adopt new processes, care pathways, and structures in areas where fundamental change is required.

# A Phased Approach to Health System Recovery & Transformation



# Building OHT maturity is a key funding objective

- This year's digital and virtual care funding is targeted at Approved OHTs and In Development Teams to encourage OHT-level shared decision-making, collaboration, financial management and performance measurement.
- Health care organizations that are members of an approved OHT must submit a coordinated proposal that demonstrates alignment with the OHT model.
- In Development OHTs seeking to become approved OHTs may also submit proposals and demonstrate how their proposal aligns with the OHT model.
- Indigenous communities, including First Nations, Inuit, Metis and Urban Indigenous, are encouraged to apply for funding opportunities.

# Progress To Date

**26**

OHTs have received funding

**\$4.3M**

Has been allocated

Proposals Received To Date (By Region)

Central	East	North	Toronto	West
19	13	7	14	16

# Progress To Date

## Peterborough OHT's Talk Now Clinic

- The **Talk Now Mental Health and Addictions Virtual Clinic** was developed by 6 OHT partners as part of their efforts to improve care for their target population.
- The Clinic provides barrier-free, timely access to same day or next day single session therapy, Nurse Practitioner (NP) and Psychiatric services.
- During intake screening, system navigation and transition to other services are provided.
- To date, the Clinic has had success reducing Emergency Department visits.

# Progress To Date

## Durham OHT's Virtual Urgent Care Clinic

- Durham's **Virtual Urgent Care Clinic** launched in January 2021 by Lakeridge Hospital to provide access to care during Wave 2 and Wave 3 of the COVID-19 pandemic.
- Clinic operates 7 days a week in partnership with the Primary Care Network Durham.
- Triage nurse assesses patients and directs them to virtual primary care, virtual emergency department or in-person emergency department.
- Supports escalations for patients enrolled in regional remote monitoring programs for COVID-19 and post-operative care.
- High patient experience results (97% satisfied).

# Progress To Date

## Guelph & Area OHT's Remote Care Monitoring Program

- Guelph and Area OHT are expanding their existing **remote care monitoring program** for patients with COVID-19, COPD and CHF to include care for patients with diabetes.
- Partners include Guelph General Hospital, Family Health Teams, the Diabetes Education Centre and Community Paramedicine Teams.
- The remote monitoring solution used by the Community Paramedicine team will be expanded to monitor patients for changes in their health status and support escalations to primary care, acute care or the Diabetes Education Centre team

# Progress To Date

## Toronto Grace's Remote Monitoring Program (Mid-West Toronto and Downtown East OHTs)

- The Toronto Grace's **Remote Care Monitoring Program** supports the frail elderly and COVID-19 patients in recovery.
- The Program uses devices to monitor a client's condition and send an alert if an anomalous situation is detected, such as a fall, missed medication or wandering outside a prescribed area.
- Alerts are either escalated to a caregiver or a 24/7 call center operated by Toronto Grace.
- The Program has succeeded in placing many patients in the community, including a patient with a 12-year length of stay in hospital.

# Application Process

We have made some changes to the application process to make it easier to apply for funding which include:

- ✓ Recommended submission timelines extended to Fall 2021
- ✓ Simplified application forms introduced for new funding streams
- ✓ Flexible submission options, including “bundling” two or more submissions

# Recommended Submission Timelines

- Proposals for FY2021-22 funding will be received on a rolling basis until the end of December 2021.
- The following recommended submission targets are intended to help OHTs prioritize their efforts.
- OHTs are encouraged to submit their proposals as soon as they are ready.

Funding Streams	Recommended Timelines
<ul style="list-style-type: none"> <li>• Remote Care</li> <li>• Virtual Urgent Care</li> <li>• OHT Planning Resource</li> <li>• Surgical Transitions (Sustainment)</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended target: submit by <b>early September</b></li> </ul>
<ul style="list-style-type: none"> <li>• Integrated Virtual Care</li> <li>• Virtual Home and Community Care</li> <li>• Surgical Transitions (New)</li> <li>• Virtual Primary Care</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended target: submit by <b>early October</b></li> </ul>
<ul style="list-style-type: none"> <li>• Online Appointment Booking (2 years)</li> <li>• Patient Portals (2 years)</li> <li>• Tests of Change (2 years)</li> <li>• Clinical Systems Renewal (2 years)</li> </ul>	<ul style="list-style-type: none"> <li>• Recommended target: submit by <b>early November</b> <u>or</u> wait for Year 2 funding.</li> </ul>

# Frequently Asked Questions

## **Q: How do I get started?**

A: Interested OHTs and In Development Teams should contact their Ontario Health Regional Digital Lead to discuss their project ideas and submission options. The Ontario Health Regions are available to support the proposal development process.

## **Q: Can I apply to multiple funding streams?**

A: Yes. Ontario Health will monitor funding allocation across OHTs and In Development Teams to ensure it is equitable.

## **Q: If approved for a 2-year funding opportunity, will I have to reapply in Year 2 for funding?**

A: Recipients of patient portal, online appointment booking or innovation funding that complete their FY2021-22 deliverables will be eligible for funding in FY2022-22. OHTs will not need to re-submit a proposal, but Ontario Health will ask for a re-baselined budget and implementation plan.

## **Q: What does the Secretariat consider when reviewing proposals?**

A: The Secretariat considers several factors when reviewing a proposal, including completeness, eligibility, alignment with the OHT model, equity, cost justification and the strength of the implementation plan and clinical model.

# Key Take-Aways

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 OHTs and health care providers should consider the breadth of opportunities and focus their efforts applying for those that are most relevant to their OHT priorities, the needs of their population, and the challenges they face.

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 For more information on these funding opportunities please contact your regional digital health leads:

Central	<a href="mailto:OH-Central_DigitalVirtual@ontariohealth.ca">OH-Central_DigitalVirtual@ontariohealth.ca</a>
East	<a href="mailto:OH-East_DigitalVirtual@ontariohealth.ca">OH-East_DigitalVirtual@ontariohealth.ca</a>
North	<a href="mailto:OH-North_DigitalVirtual@ontariohealth.ca">OH-North_DigitalVirtual@ontariohealth.ca</a>
Toronto	<a href="mailto:OH-Toronto_DigitalVirtual@ontariohealth.ca">OH-Toronto_DigitalVirtual@ontariohealth.ca</a>
West	<a href="mailto:OH-West_DigitalVirtual@ontariohealth.ca">OH-West_DigitalVirtual@ontariohealth.ca</a>



# Questions?



# Key Take-Aways

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North	<a href="mailto:OH-North_DigitalVirtual@ontariohealth.ca">OH-North_DigitalVirtual@ontariohealth.ca</a>
Toronto	<a href="mailto:OH-Toronto_DigitalVirtual@ontariohealth.ca">OH-Toronto_DigitalVirtual@ontariohealth.ca</a>
West	<a href="mailto:OH-West_DigitalVirtual@ontariohealth.ca">OH-West_DigitalVirtual@ontariohealth.ca</a>

# Highlights of Upcoming OHT Central Program of Supports Activities



**September 8<sup>th</sup> (10:00am – 12:00pm): Digital Health and Virtual Care Community of Practice Information Session – Online Appointment Booking**

**September 16<sup>th</sup> (10:00am 12:00pm): Digital Health and Virtual Care Community of Practice Information Session – Patient Portals.**

**Other upcoming / planned events:**

- **OHT's Patient Declaration of Values**
- **Home and Community Care**

**OHT Shared Space:** OHTs are encouraged to join and actively participate in the OHT Shared Space hosted by Rapid Improvement Support & Exchange (RISE) and Ontario Health. Current **Communities of Practice** are focused on patient, family and caregiver partners; evaluation and performance improvement for OHTs; digital health; as well as one for teams in development. (<https://quorum.hqontario.ca/oht-collaboratives/en-us>)

## Wrap up and Next Steps

# Survey

Please take a few moments to complete the survey that follows. Your feedback will help inform how best the ministry and partners can support you in your OHT work.

**Thank you for joining us today!**