

COVID-19: Cross-Provincial Collaboration & Innovation in

Digital Health

October 6, 2020

BCHIMSS VIRTUAL SEMINARS #BCHIMSSCOVID

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Meet Our Moderator



Marc Koehn

Chief Operating Officer, Gevity

Marc Koehn is a senior consultant with extensive experience in project leadership, management consulting and facilitation. He has large-scale project experience including working with and leading diverse, multijurisdictional and multi-disciplinary stakeholder groups. His work has spanned a broad spectrum of client organizations ranging from providers and vendors to national agencies such as Canada Health Infoway, the Canadian Institute for Health Information, the US National Cancer Institute, as well as global groups such as the International Health Standards Development Organization (IHTSDO).

Meet Our Speakers



Michael Cleghorn

I.T. Executive Director,

Alberta Health Services



Karen Hay
Director, Public Health
1&IT Solutions at Ontario
Ministry of Health



Shannon Malovec

Chief Digital
Innovation Officer,
Provincial Health
Services Authority



Michelle Mula
Executive Director,
Digital Health,
Saskatchewan
Health Authority



BC COVID-19 Digital Response

Shift 1: Patient & Caregiver Empowerment

Provide citizens with access to information & enable to self management, relieving the burden on our health system

- COVID-19 Website & App
- Virtual Agent (Chatbot)
- Access to Lab Results (Health Gateway)
- Mental Health Applications
- Lab Booking and Scheduling

October 2020

Shift 2:
The Virtualization of
Care Delivery

Sustain and integrate virtual care delivery into the fabric of day-to-day health care delivery

- COVID-19 Provider Toolkits Virtual Care Tools
- Home Health Monitoring
- Virtual Physician Pathway & Shared EMR
- Digital Signatures & Secure Texting

Shift 3: Digitally Enabled Service Delivery

Deploy digital tools that increase efficiency and capacity in the health system

- CareConnect Provider Deployment
- Pre-Appointment Assessment & Screening
- Appointment Notifications
- Clinical Case and Contact Management
- Digital Health Standards & Foundation

AHS Pandemic Response

3 themes with permanent impact to Digital Health

Consumer-facing Self-Service

- On-line COVID self-assessment and selfscheduling
- Connect Care MyChart patient portal
- Automated results delivery push notifications (auto-dialer & texting)
- Mobile Fit For Work app
- Continuing Care Visitation Self-scheduling

Healthcare Access & Capacity

- 400+ public health assessment centres
- 4x increase HealthLink 811 capacity

Work/Care From Home

- Zoom integrated with Epic CIS
- 50% ambulatory virtual visits
- Virtual Hospital Remote Patient Monitoring solution (160+ pt. kits)



Ontario Public Health Digital Pandemic Response

Public Health Health Care & Researchers COVID Health Data Metrics/Provincial Alert Platform Dashboards Self Assessment Tool CCM Outbreak Management sales*f*orce Public Health Data Warehouse Contact+ and Diagnostic testing Lab Results Viewer & results Contact Management Case Follow Up Management **PCR EMPI** Person Lookup

Contact Tracers

Case Investigators

Consumers

Local PHU Systems

OLIS

SHA Digital Health Pandemic Response

Public Health

Provincial PH Contact Tracing App

Provincial Referral Mgmt for Covid19 lab testing

Physician deployment solution options analysis

Enterprise Wide Scheduling Analysis

Auto-Notification Analysis

Testing & Assessment
Site Equipment &
Workflows

Provincial Workflows

Provincial Hosted Contact Centre

Virtual Care +++

Applications Support for Covid surge plan

Field Hospital Planning

Covid Pathway Documentation and Workflows

IT Equipment Supports

Electronic C19 Lab Requisition workflows

Analytics

SHA Dashboard

Provincial Modeling

Modeling and analytics support for surge planning

SHA Capacity Dashboard

Emergency Command Centre Analytics Support

ELT / SLT Visibility Wall Walk support

Strategic Process Support

811 Covid Screening Site

Clinical Info System ClinDoc, workflows

Work From Home

Information Flow

Information Mgmt

IT Service Management

0 4 7 Which relationship would benefit the most from more collaboration? (e.g. provider/patient, inter-provincial, Prov/federal, etc.) regional health authorities with one another Technical vendors All especially inter provincial public-private Patient/ providers public/private rural communities Inter-provincial Patient/providers Patient/provider provider/patients provider/provider provider/patient INTRAprovincial (i.e. across regions) health authority/ministry

