



COVID-19: Cross-Provincial Collaboration & Innovation in Digital Health

October 6, 2020

Thank you to our Visionary Sponsors



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, multi-jurisdictional 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
I&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*



Bob ... what do you think?

Bob ... Are you on Mute?

Oh! Sorry ☹️ The double mute got me again"

Can everyone please make sure they have muted while others are presenting

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

Objective

Solutions

AHS Pandemic Response

3 themes with permanent impact to Digital Health

Consumer-facing Self-Service

- On-line COVID self-assessment and self-scheduling
- 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

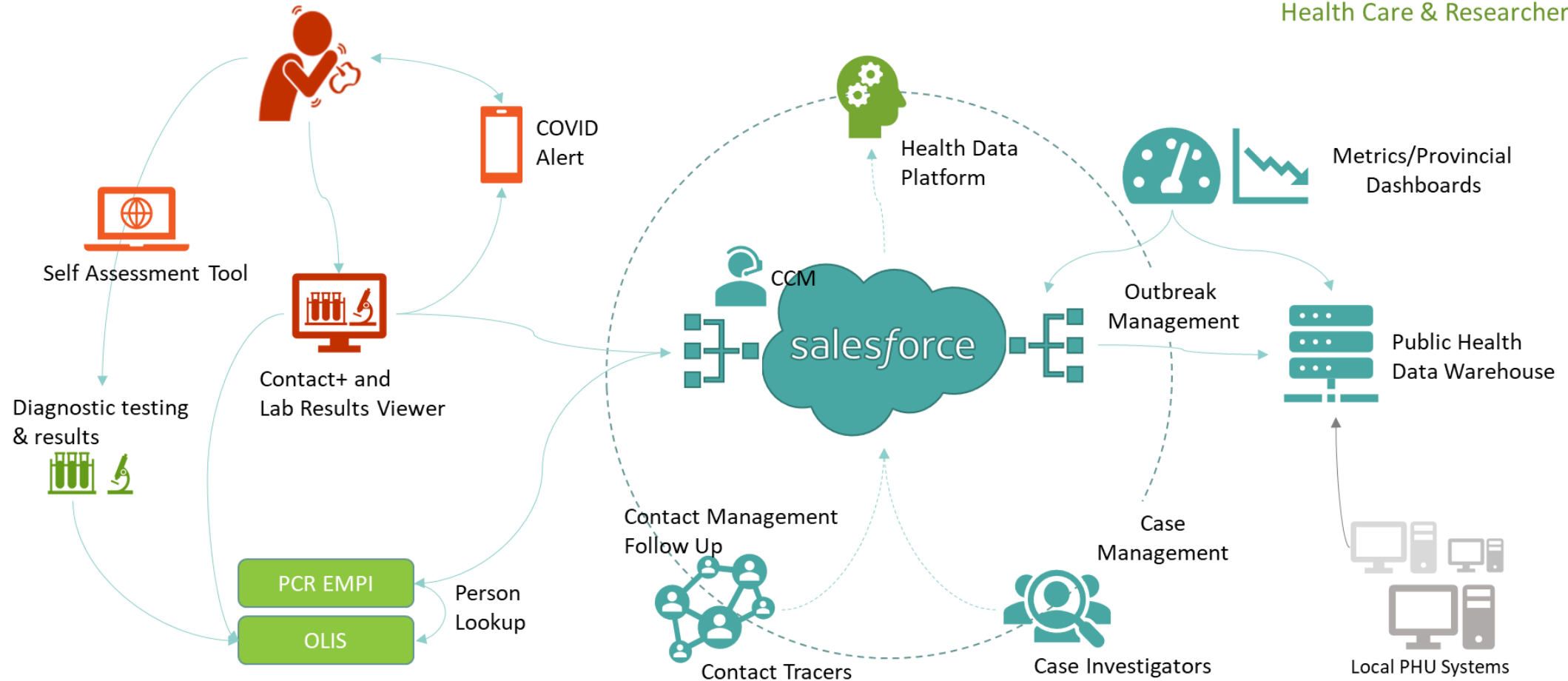
Work/Care From Home

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

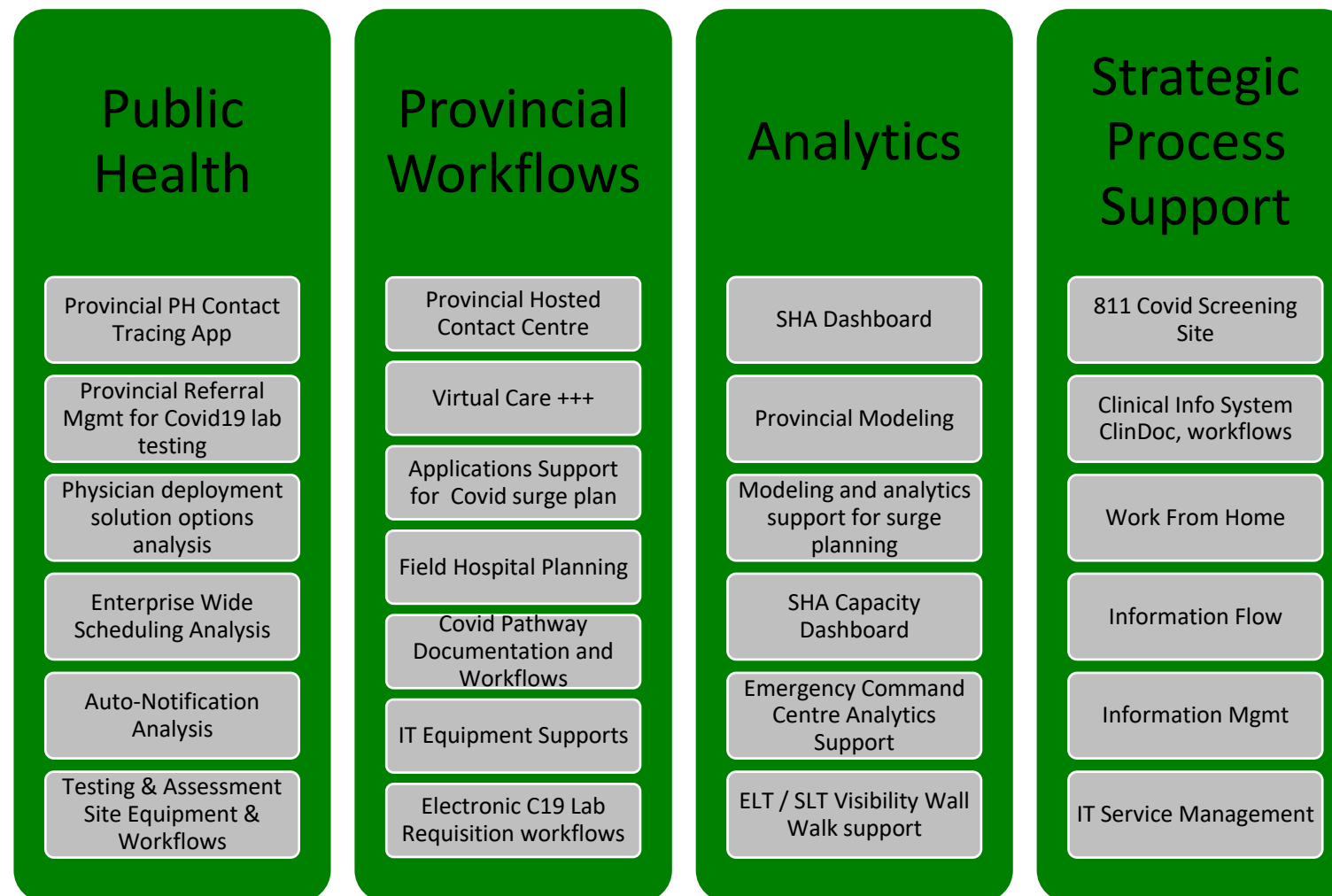


Ontario Public Health Digital Pandemic Response

Consumers
Public Health
Health Care & Researchers



SHA Digital Health Pandemic Response



Which relationship would benefit the most from more collaboration? (e.g. provider/patient, inter-provincial, Prov/federal, etc.)

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