

# BC's Connected Health System

**CHIEF Symposium – October 18, 2023**

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Services Authority



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# DRO in the Strategic Context

## BC's Digital Health Strategy



## Connected Health System

- The Connected Health System is strategy turned to action
- Two Initiatives are underway
  - Digital Referrals & Orders (DRO)
  - Longitudinal Record Access (LRA)

# Digital Health Strategy

## Alignment to Strategic Objectives



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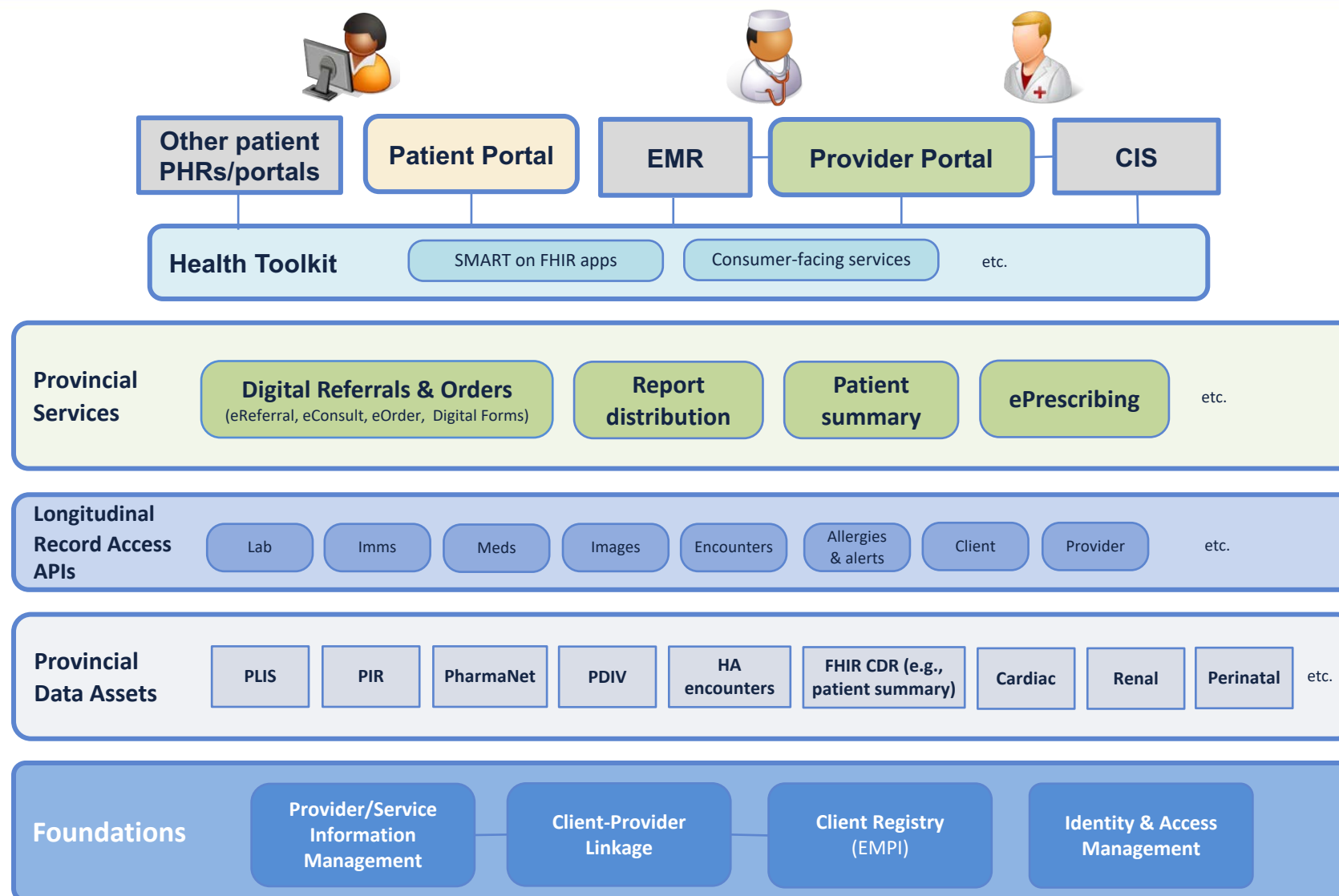


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Each of the four strategic objectives articulate a set of shared outcomes that will enable improved health care experiences for all

 <b>STRATEGIC OBJECTIVE 1</b> <b>Enable Patient Engagement</b>	 <b>STRATEGIC OBJECTIVE 2</b> <b>Improve Provider Experience</b>	 <b>STRATEGIC OBJECTIVE 3</b> <b>Establish A Connected Health System</b>	 <b>STRATEGIC OBJECTIVE 4</b> <b>Enable the Business Enterprise</b>
<p><b>OUTCOME</b></p> <p>Patients understand and <b>easily interact with the health system</b> across the continuum of care, <b>empowered by digital tools and access to information</b>, enabling them to be active participants in their health care journey with the ability to choose the time, nature, and location they receive trusted and personalized care</p>	<p><b>OUTCOME</b></p> <p>Digital tools and access to information are leveraged to improve the health provider's experience, <b>reduce administrative burden, and increase their capacity</b> to deliver efficient, trusted, high-quality, consistent care</p>	<p><b>OUTCOME</b></p> <p>Connected digital health system enables the <b>seamless and secure sharing and exchange of provincial health data</b> between all users across the care continuum</p>	<p><b>OUTCOME</b></p> <p>Fundamental <b>business infrastructure and solutions are integrated</b>, and business processes are streamlined, creating efficiencies across the system</p>
<p><b>HOW DO WE GET THERE</b></p> <ul style="list-style-type: none"> <li>• Develop a consistent approach to patient access to their health information, including family/dependents, and access to virtual care</li> <li>• Become a trusted source of digital tools and health content to support health literacy and enhance its use in health management</li> <li>• Leverage digital and virtual health within service delivery to help patients take greater control of their health system interactions and experience easier access to healthcare services</li> </ul>	<p><b>HOW DO WE GET THERE</b></p> <ul style="list-style-type: none"> <li>• Create a consistent provider experience through the deliberate integration of digital tools, systems, and data</li> <li>• Extend reach and productivity of providers by using technology to innovate workflow and redesign business processes for data collection, processing, reporting, and care delivery</li> <li>• Support education, training, change management, digital supports, and knowledge sharing across regions to promote digital literacy, adoption, as well as effective application and use of digital tools</li> </ul>	<p><b>HOW DO WE GET THERE</b></p> <ul style="list-style-type: none"> <li>• Employ a coordinated approach to supporting interoperability across regional boundaries and providers at all levels of care (i.e., primary, secondary, tertiary)</li> <li>• Follow industry wide standards and approaches to support efficient health information sharing across the province</li> <li>• Formally collaborate on provincial clinical solutions and processes to create efficiencies across the health system</li> </ul>	<p><b>HOW DO WE GET THERE</b></p> <ul style="list-style-type: none"> <li>• Collaborate provincially on integrated systems within key business areas (e.g., Human Resources, Finance, Supply Chain)</li> <li>• Leverage digital solutions to enable the modernization of BC's health care supply chain, improving data flow, asset tracking, and analytics</li> </ul>

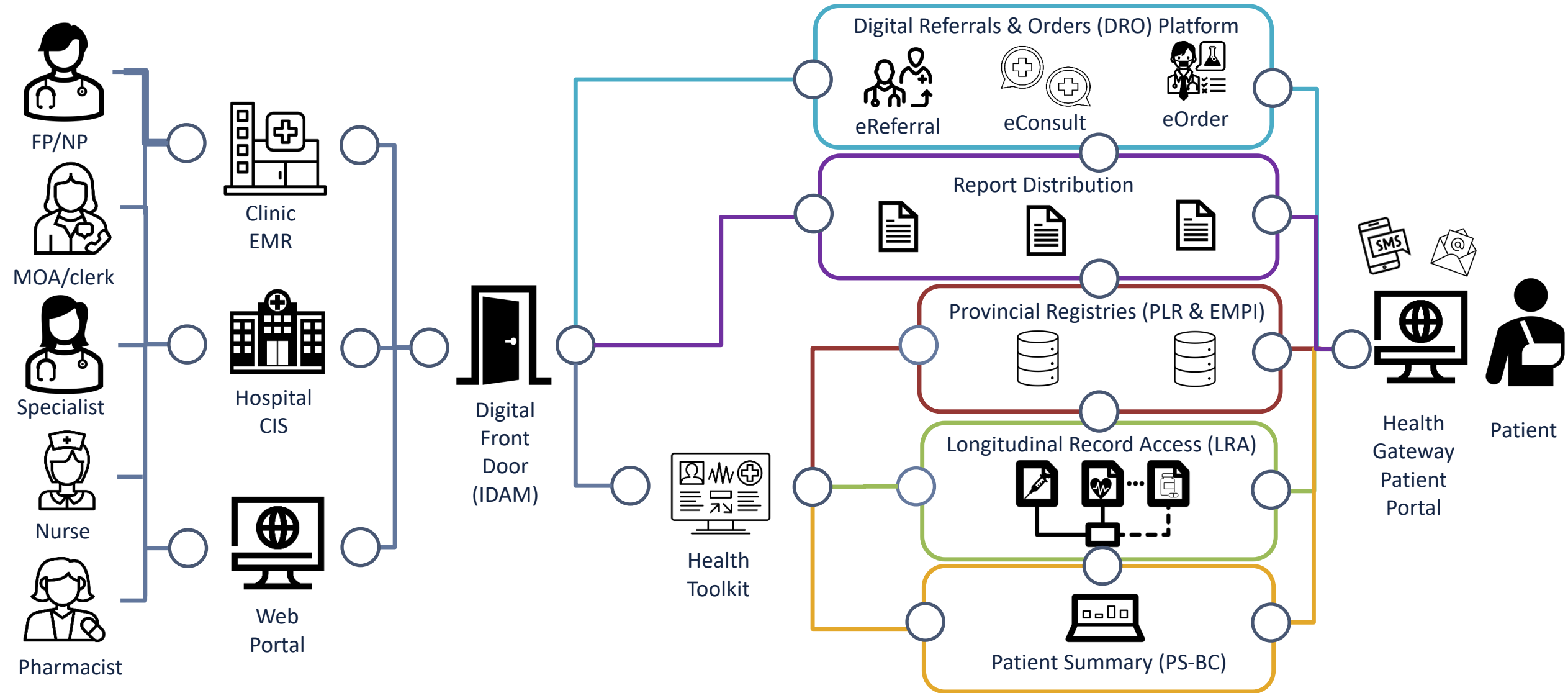
# Connected Health System Conceptual Architecture Overview



## Cross-sector architectural systems approach:

- Adopt pan-Canadian, international and industry-wide standards.
- Leverage progress made in, and assets produced by, other jurisdictions, Canada Health Infoway, and the vendor community.
- Adopt out-of-the box standards wherever possible, limit customizations.
- Accelerate EMR/CIS adoption through "loosely coupled" integration (e.g., SMART on FHIR apps).

# Enabling Providers and Patients



# Digital Health Governance

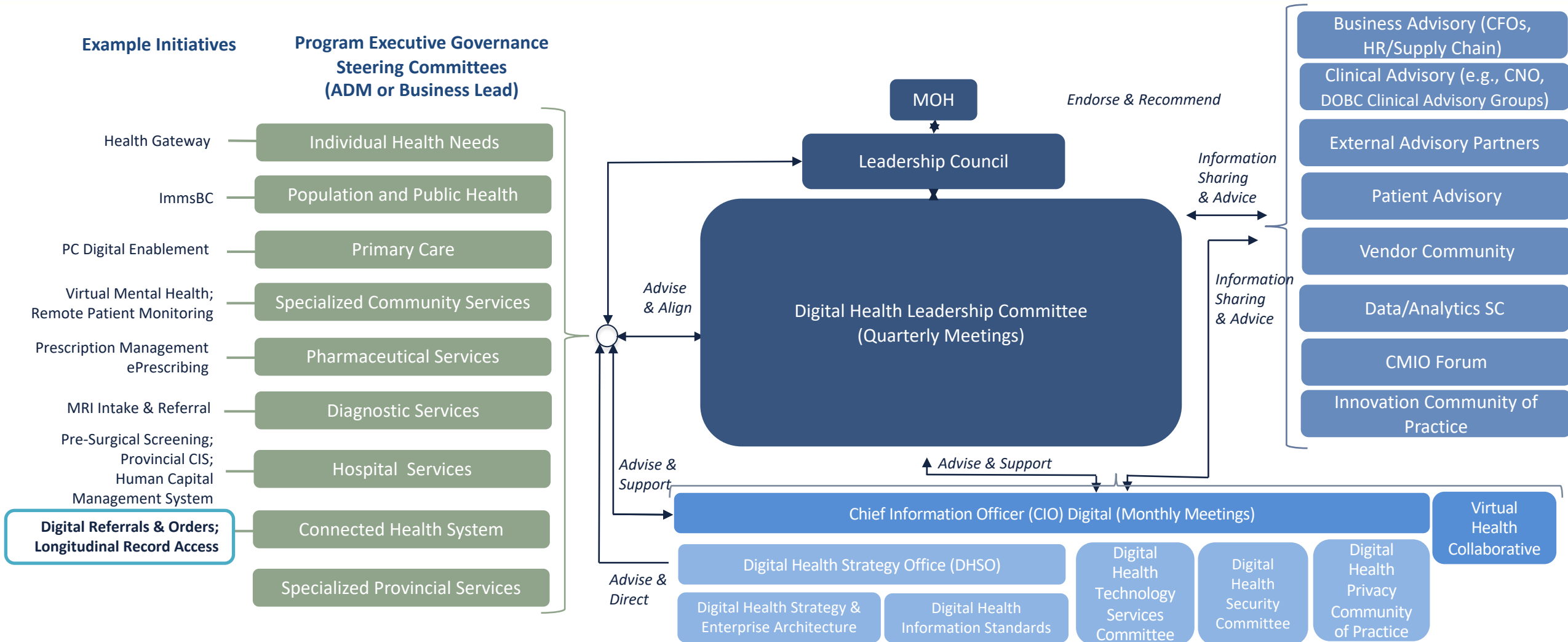


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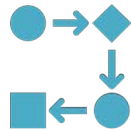
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## The role of the Clinical and Administrative Advisory Committees:



Engage clinical and administrative SMEs to inform the design, implementation and evaluation of the Connected Health System project streams and deliverables



Facilitate cross-sectoral validation of identified business requirements, use cases, workflows and user acceptance test cases & evaluation approach



Aid in the identification, contextualization and/or prioritization of identified RAID that have broader impact and provide recommendations/mitigation strategies



Provide insight and guidance in the development of implementation approach, operational support models, change management, training and sustainment plans



Additional tasks as needed to support project implementation efforts or addressing roadblocks to successful delivery, adoption and use.

# Decision Making Principles



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1. Make decisions that align with the Digital Health Strategic Objectives:

 STRATEGIC OBJECTIVE 1  
**Enable Patient Engagement**

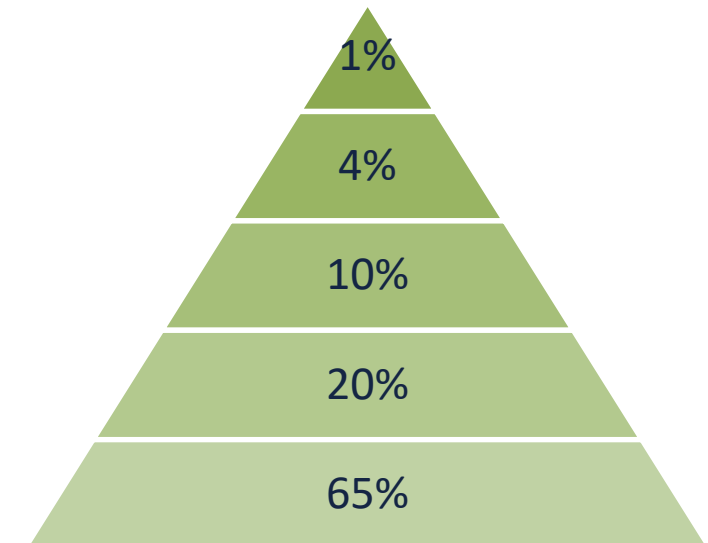
 STRATEGIC OBJECTIVE 2  
**Improve Provider Experience**

 STRATEGIC OBJECTIVE 3  
**Establish A Connected Health System**

 STRATEGIC OBJECTIVE 4  
**Enable the Business Enterprise**

2. Promote participatory decision-making to empower stakeholders within specialty workgroups.
3. Emphasize clear roles and responsibilities so that groups can act with appropriate accountability, responsibility and authority.
4. Be sensitive to intended and unintended health system impacts of decisions across Health Authorities, Ministry of Health, Drs of BC and community organizations.
5. Use consistent and existing decision-making processes, where possible, to ensure that decisions involve the right people at the right time and at the right level of authority.
6. Coordinate decision-making to support timely, transparent and unambiguous communications.

## Decision Making Proportions





# Closing

## Key Points



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- Unified governance linking the strategy to the day-to-day work.
- Ensure stakeholders are adequately represented fostering a collaborative environment.
- Investment in physician engagement/leadership
- Emphasis on knowledge translation & success metrics