

HealthLinkBC Digital Transformation (HLBCT)

Ahead of the Curve

February 8, 2024



Provincial Health
Services Authority



Ministry of
Health



OUR GOAL

A digitally-enabled health system trusted by all who use it

OUR VISION

Digital health services, tools and processes support a connected, safe and trusted health system, empower all users and help address population health needs

STRATEGIC OBJECTIVES

Empower Patients

Improve Provider
Experience

Establish A Connected
Health System

Enable the Business
Enterprise

CRITICAL ENABLERS

Governance

Change Management

Sustainable
Funding

Policy & Regulatory
Changes

Recruitment,
Development & Retention

Process & Clinical
Standards

Strategic Partnerships

Privacy & Security

Architecture &
Infrastructure

Data & Analytics

Defining Future Vision

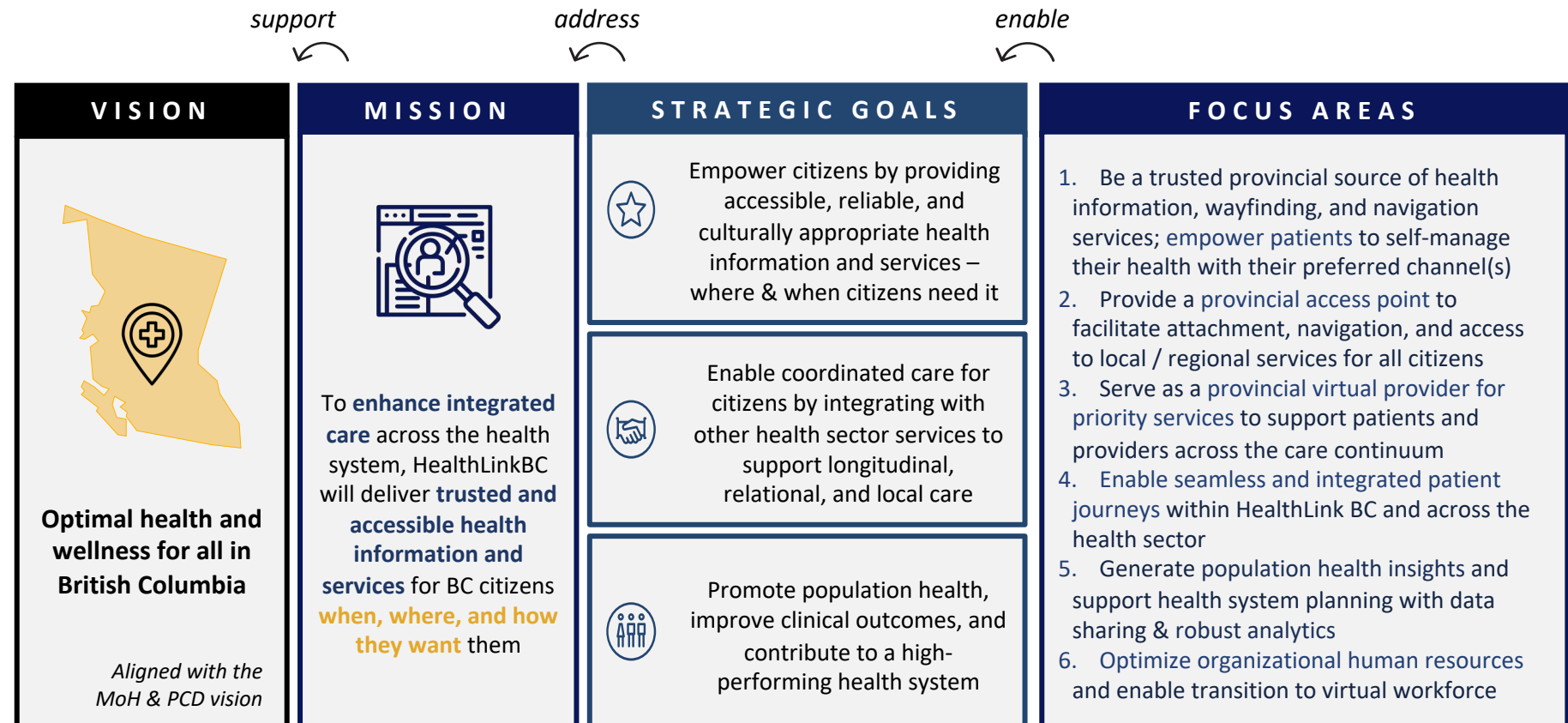
A Pivotal Time for Strategic Transformation



The pandemic highlighted HealthLink BC's critical role as the trusted source of health information and services within the Sector. It created the **momentum to reimagine HealthLink BC's future strategic priorities**, its role to support Ministry priorities, and how the organization can best prepare for future surges in demand.

HealthLink BC developed a new **Service & Business Transformation Strategy** to respond to key external forces:

- 1. Citizens' evolving needs and preferences** for how they access health information and services
- 2. The Ministry's Primary and Community Care (P&CC) Strategy** and other Sector Priorities (i.e. Digital Health Strategy, Specialized Services, Health Human Resources, Health Sector Analytics)
- 3. Leading practices and technologies** in contact centre operations



Program overview

HLBC Digital Transformation

Service Transformation

Physician
Enablement
(PE)

After
Hours Care
Program
(AHCP)

Pharmacist
Support
Services
(PPRSS,
BCPMAC)

Health
Connect
Registry (PAS)

Service &
Clinical Design,
Service
Transition, and
Process
Redesign

Digital Enablement

Patient
Health
Record
(PHR)

Omni-
Channel
(OMNI)

Knowledge
Base &
Decision
Support
(KBDS)

Primary
Care Online
& Directory
(PCOD)

Business Driver

Business Enabler

Provincial Approach

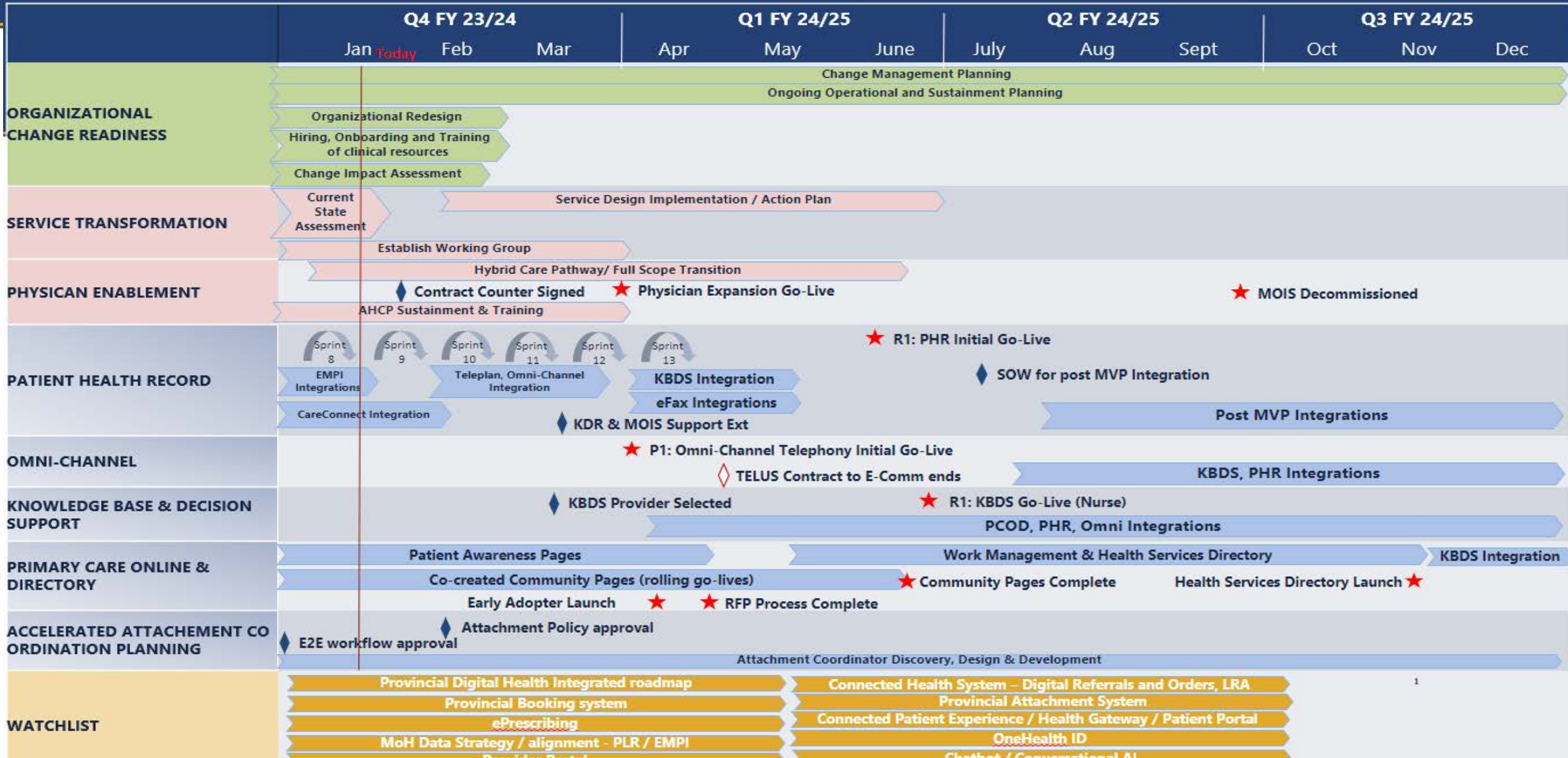
HLBC Digital Transformation roadmap



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HLBC Transformation program partnership and team model



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Our team: Nuts a maht (*we are one*)



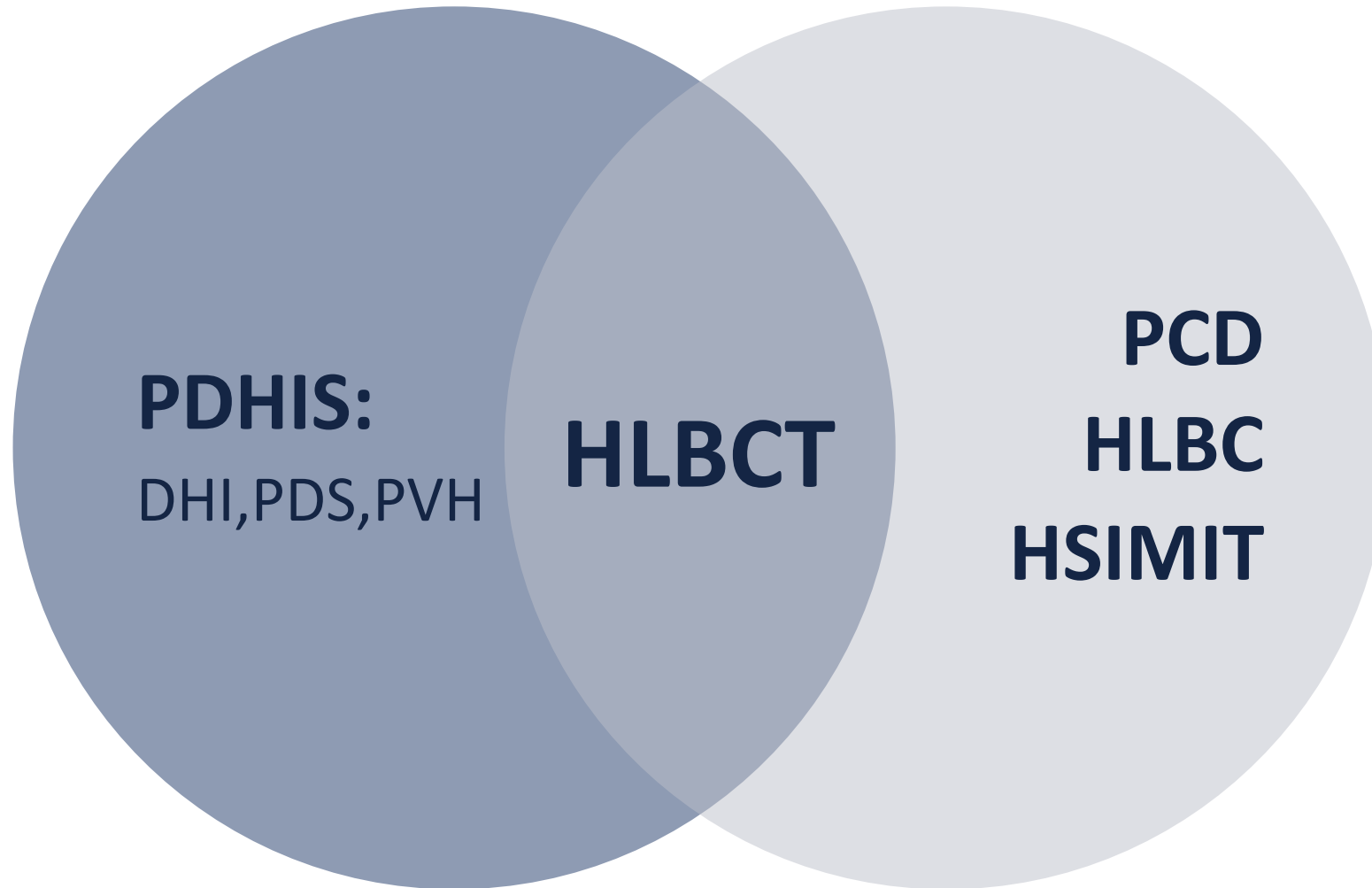


If you want to go fast, **go alone.**

If you want to go far, **go together.**

African proverb

Our partnership model



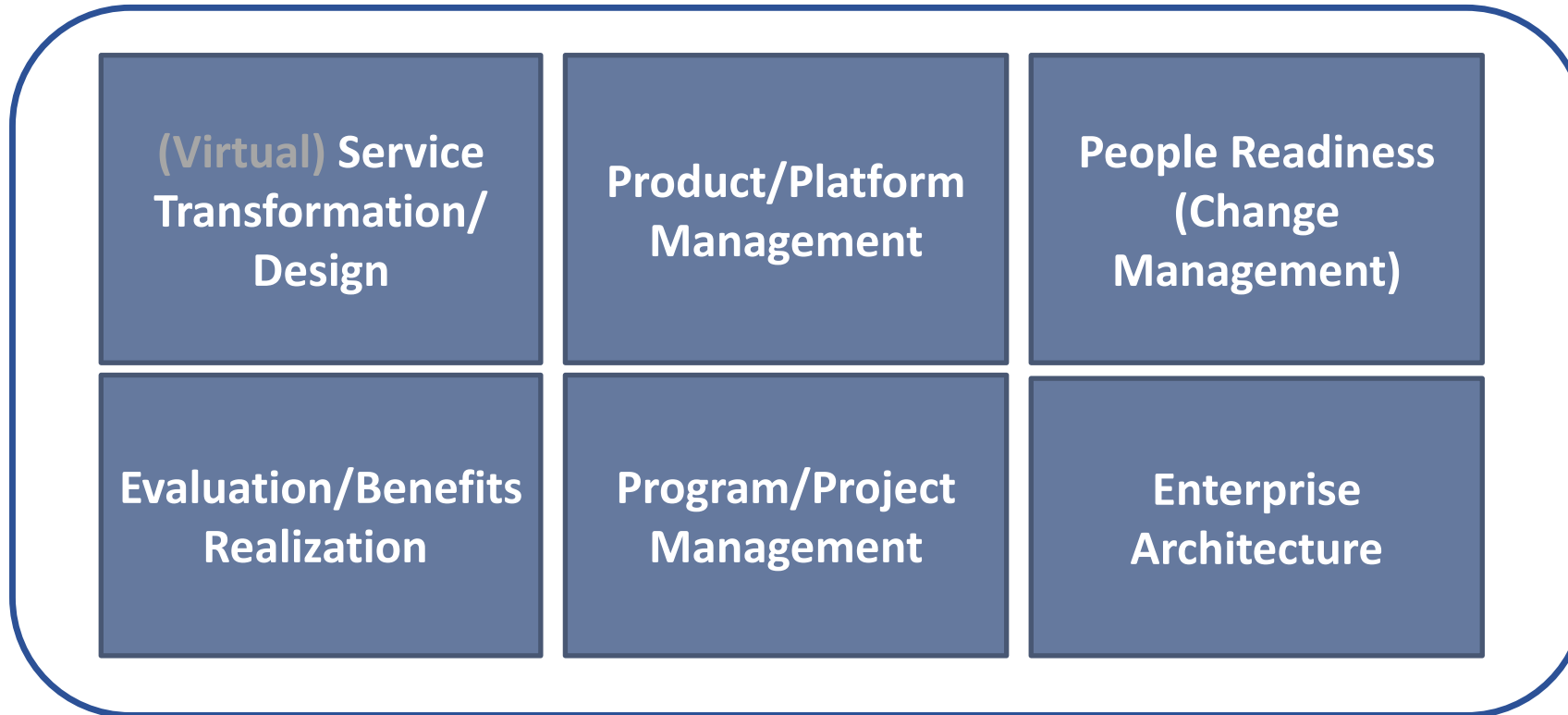
Our transformation approach



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Comprehensive transformation approach that is citizen, provider and health system focused

We learned each other's languages

