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# Refocusing Alberta's Single Provincial Health System

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# 2023: Post-Pandemic

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# Global Landscape of Health Care

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- Shared disruptions in supply chain, workforce, etc.
- Hospital capacity constraints
- Skilled-labour shortage
- Growth of private-equity health providers
- Aging populations
- High rate of chronic conditions



# Key Concerns in Alberta

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- Health Workforce Planning
- Emergency Department and Surgery Wait Times
- Continuing Care
- Emergency Medical Services
- Primary Health Care
- Rural Health Care
- Indigenous Health Care
- Responding to the Mental Health and Addiction Crisis



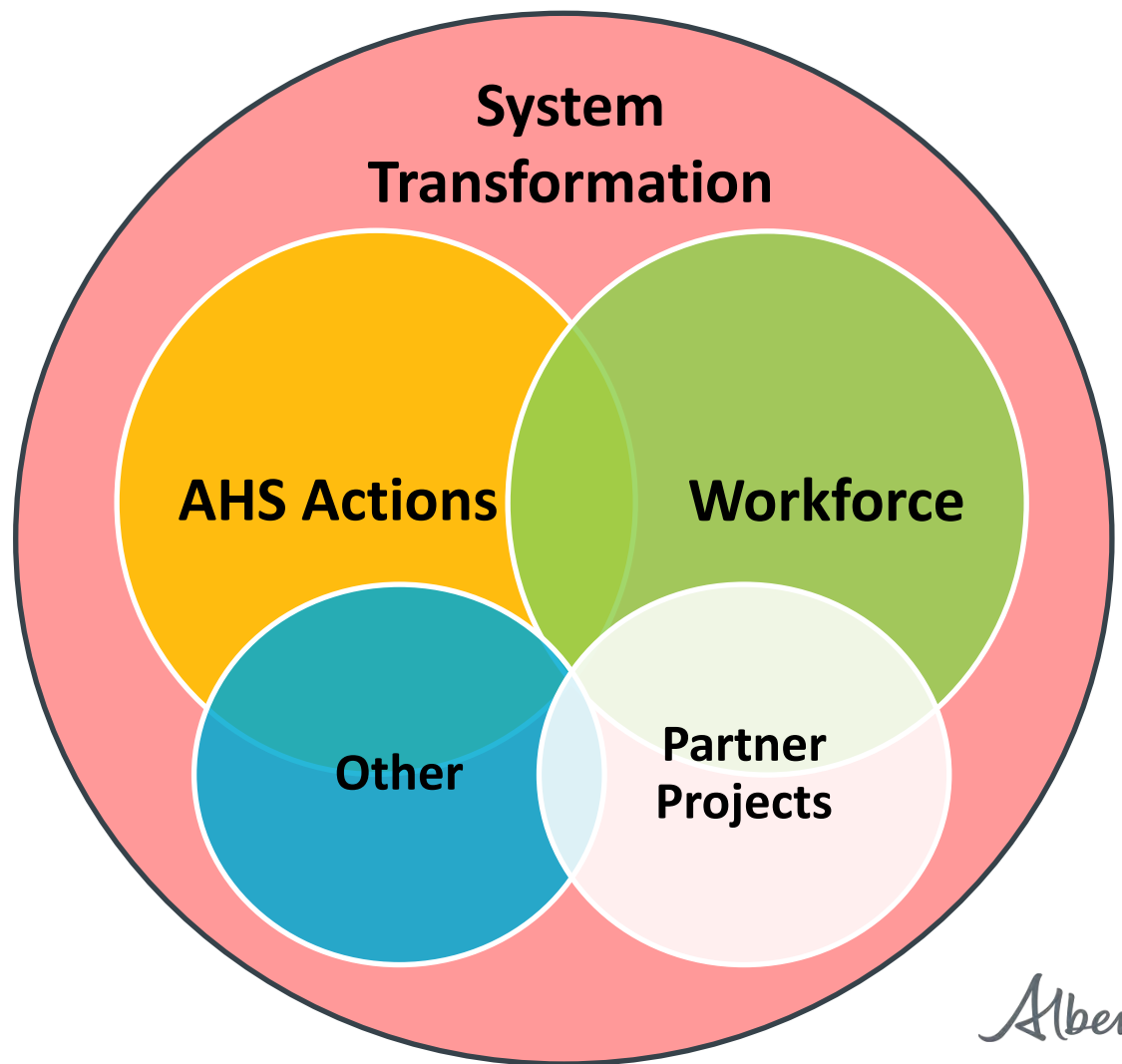
# Premier's Direction

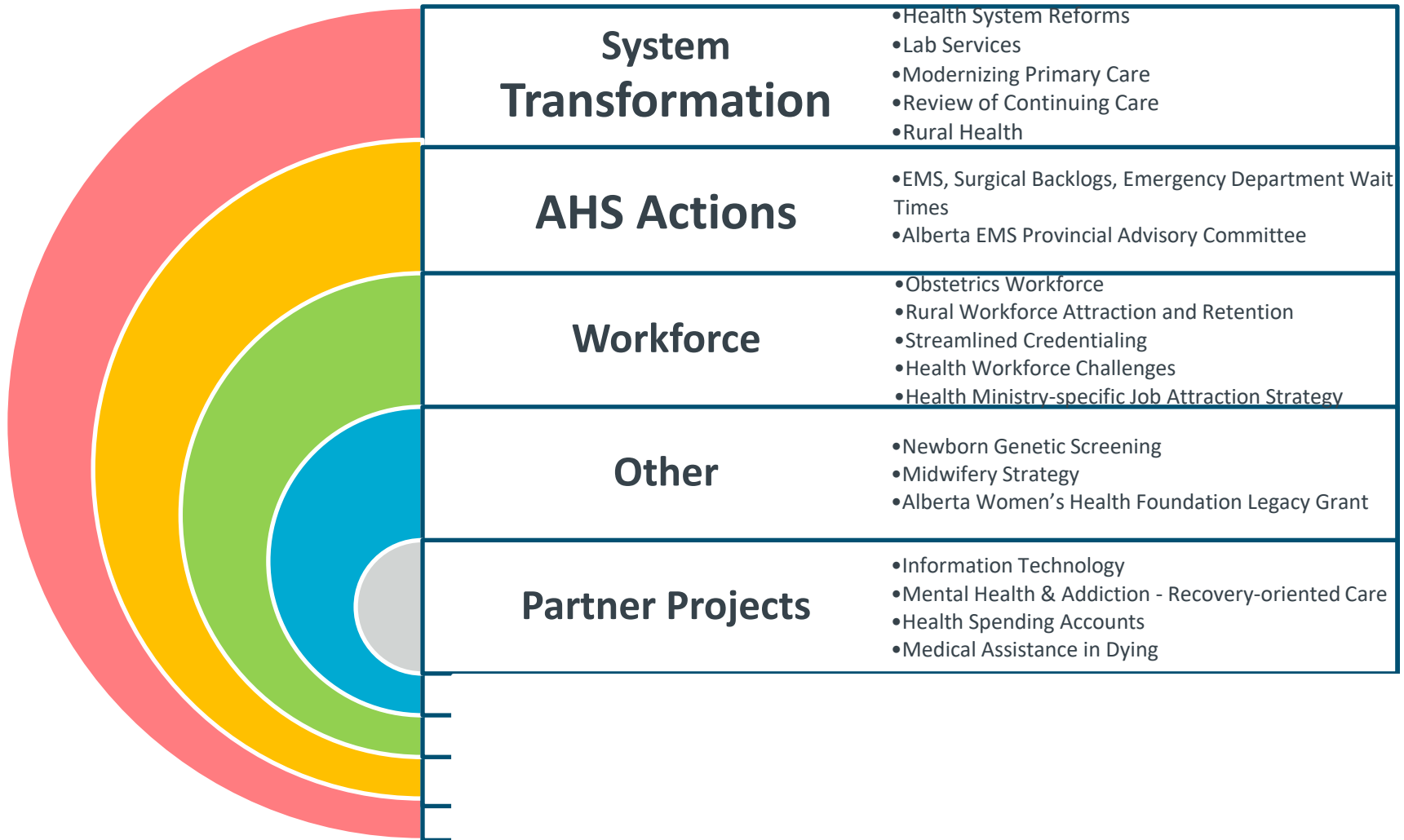
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- Cross-cutting priorities across the continuum of care.
- Alberta Health implements strategic actions to achieve 19 individual mandate items.
  - Connecting priorities and sequencing initiatives;
  - Leveraging existing initiatives; and
  - Integrating a cohesive approach across the Ministry.



# Strategic Context





# Budget

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- The Ministry of Health's total budget is \$26.4 billion for 2023/2024.
- The largest funding component is allocated to AHS, with almost 70 per cent of Health's total budget.
- Health represents approximately 43 per cent of the total provincial expense budget.





# Canada Health Transfers

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- Progress being made to increase the annual health transfers from the federal government
- Premier's have accepted, in principle, a deal that would see an increase of \$46.2 billion nationally over the next 10 years
- Seen as a positive first step towards supporting more significant transformational investments required over the next decade
- Health Canada also increasing scrutiny of user-fee and extra billing



# Refocusing Alberta's Health System



# Current Health System

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- Currently, one single organization - *Alberta Health Services (AHS)* - is responsible for the **planning** and **delivery** of health services in Alberta
- The model **does not have clear accountabilities** for primary health care, continuing care, and mental health care, and **lacks coordination**
- This has resulted in increasing **pressure and a lack of focus on acute care**
- Even though Alberta spends a large amount on health, outcomes are **not where they should be**
- Patients face challenges accessing the **right healthcare**, especially in rural, remote, and Indigenous communities
- There is a **lack of community input** and **confusion** around how decisions are made
- Health care workers can be better supported and leadership can be **improved** to create better outcomes for workers and patients

# Reason for Change

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- The government knows the **health care system isn't working for Albertans**, which is why it needs to change
- We want to meet the health **needs of Albertans** and **empower health care workers** to deliver better care
- We must reduce **pressure on acute care** and increase focus in other areas to create a more sustainable system
- These changes will strengthen the role of **local decision-making**
- We need to prioritize the **wellbeing** of health care workers
- Finally, we want the **right care** when and where Albertans **need it**

# Future Health System

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- **Significant changes** are required to address these challenges
- The future system will have **four organizations dedicated** to each major health care sector, instead of one organization being spread too thin
- The **future system** is focused on:
  - Having a seamless patient journey
  - Valuing the workforce
  - Being cost-effective
  - Promoting health prevention and well-being

# Structures

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# Role: Minister of Health

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- The Minister of Health, together with the Minister of Mental Health and Addiction, is responsible for making sure the four organizations work together and achieve their goals
- The Minister of Health sets policies and direction to protect and promote the health of Albertans
- The Minister of Health oversees health care services (e.g., AHS, Covenant Health, etc.)

# Role: Four Organizations

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The four organizations will provide oversight and coordination of service delivery to:

- Meet the **needs of patients** by improving outcomes and access
- Provide **seamless care** between different health care providers
- Improve **local decision-making**
- Prioritize the **wellbeing** and **expertise** of health care workers
- The refocused system will **divide the funding** across the four organizations to prioritize health outcomes



# Acute Care Overview

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Oversees delivery of hospital care, urgent care, cancer care, clinical operations, surgeries, and emergency medical services

**AHS will continue to deliver acute care** and will report to the Acute Care Organization; if you work for AHS today, you will work for AHS tomorrow

## Goals:

1. Shorter wait-times for emergency departments and surgeries
2. Improve EMS response time
3. Higher quality care and better access to care in rural, remote and Indigenous communities

# Continuing Care Overview

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Oversees and coordinates continuing care, including long-term care services, home care services, supportive living accommodations

## Goals:

1. Fair, timely, and consistent access
2. More beds in the places where Albertans need them most
3. Better long-term care for patients improved access to other health and social service supports

# Primary Care Overview

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Oversees and coordinates primary care services and providers, such as family doctors and primary care networks

## Goals:

1. Every Albertan will have a primary care provider
2. Timely access to high-quality primary care services
3. Strong teams of health care professionals, including family doctors, nurse practitioners, and other primary care providers

# Mental Health and Addiction Overview

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Responsible for the delivery of mental health and addiction care in both in-patient and outpatient settings for children and adults

## Goals:

1. Support Albertans struggling with addiction and/or mental health challenges
2. Ensure Albertans can access recovery-oriented supports
3. Improve mental health and addiction care for Albertans by expanding access to treatment and recovery supports

# Role: Advisory Councils

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12 Regional Advisory Councils and One Indigenous Advisory Council will:

- Represent and empower regional perspectives
- Advise the four new organizations
- Provide input on local priorities, capital, and system plans
- Bring forward proposals for local initiatives and innovative solutions

# Continued Health Service Delivery

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## The ways Albertans' access health services will not change

- If you have a health emergency, a surgery or are getting treatment for a serious illness, you will **still go to a hospital or acute care facility**
- Patients will **still go to a family doctor, walk-in clinic or other primary care provider** for checkups or help with a general health concern
- Patients with mental health or addiction concerns will **still access usual treatment services and can call AHS helplines or 2-1-1** to get connected with resources
- Albertans who require continuing care services will **still get the support they need** in continuing care homes or from home care

# Transition Principles

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To help guide the transition, the government is committed to the following principles:

- Collaborate with health system partners, stakeholders and the public to collect advice to support the transition to the new structure
- Build on existing strengths and identify areas that need improvement
- Ensure all work is centered on positive patient outcomes
- Minimize disruption faced by workforce and for patients
- Remain committed to efficient and cost-effective decision making

# System Integration

## Single Provincial Health System Model

- One provincial health care system with specialized areas of focus to meet patient needs

## Integration Council

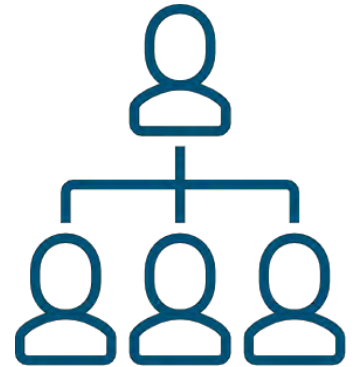
- Led by the Minister of Health
- Participation from all parts of the new health system

## Improved provincial oversight from Alberta Health

- System-wide health planning and policy setting
- Procurement and system optimization secretariat

## Consolidated activities

- Information Management and Information Technology (IM/IT)
- Capital Management
- Research and Innovation
- Workforce Planning and Strategy





# MyHealth Records (MHR)

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# Evolving the System to a Patient-Centered Model

- Over the past 10 years, Alberta Health has engaged patients to understand their needs while evolving the health information delivery model; patients are now positioned at the centre and empowered through technology.
- Patients can now directly access key personal health information through Alberta's patient portal.
- Alberta Health's engagement with patients, clinicians, and advocates is ongoing.

# MyHealth Records (MHR)

- MyHealth Records Alberta (MHR) is a patient portal that was developed and released in response to a strong desire by the public to have online access to their personal health information.
- Alberta is one of the first Canadian jurisdictions to deliver this kind of service to its people.
- Launched in March 2019.

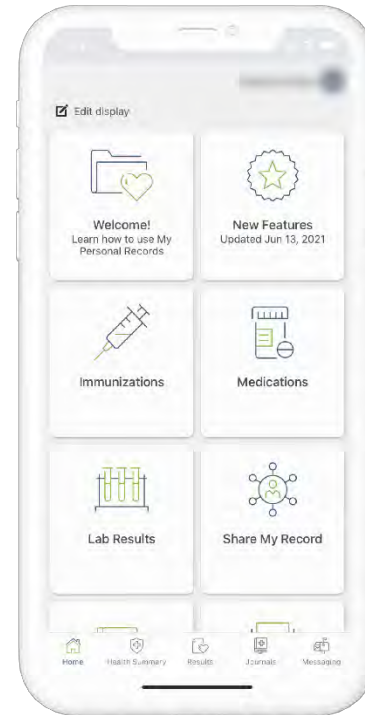
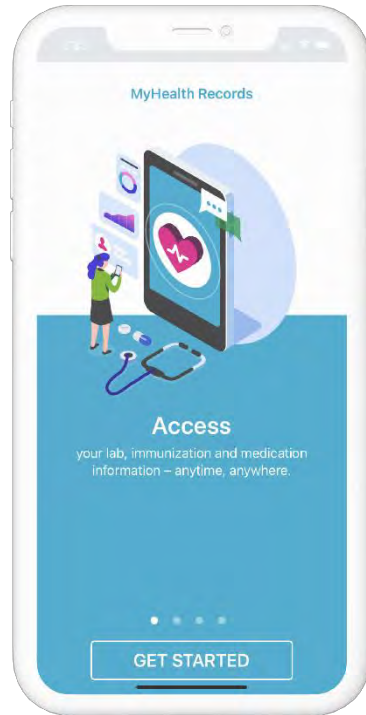
# MyHealth Records: Public Advisory

- When developing and implementing MyHealth Records, Alberta Health leveraged a Personal Health Record Public Advisory Group that was responsible for providing input and recommendations to the MHR program and project teams within Alberta Health and Alberta Health Services on the following, non-exhaustive list of areas:
  - the strategic direction, planning, design and implementation of MHR from the perspective of achieving its vision;
  - the priorities of features and functions to be included in MHR;
  - the design and functionality of specific features of MHR;
  - opportunities for improving the current MHR release; and
  - strategies for increasing the use of MHR by Albertans.

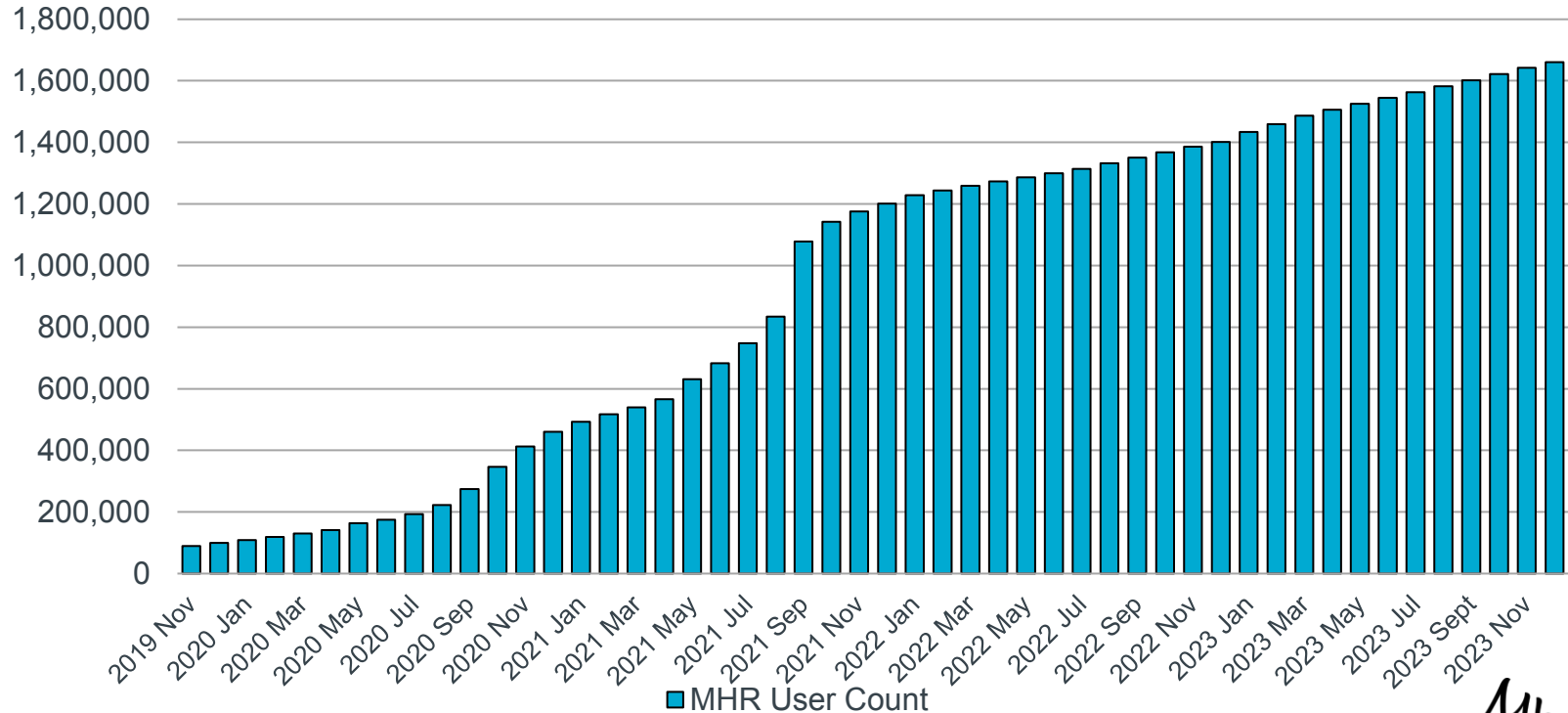
# MyHealth Records

The screenshot shows the MyHealth Records dashboard. At the top, there is a navigation bar with the Alberta logo, a 'Home' link, and the text 'MyHealth Records > My Personal Records'. On the right side of the navigation bar, there is a user profile for 'Jane Alberta' and a 'MyHealth Apps' button. Below the navigation bar is a sidebar menu with the following items: Home, Health Summary, Results, Reports, and Readings, Journal Entries, Messaging, and Tools and Settings. The main content area is a grid of 16 tiles. The tiles are: 1. Welcome! (Learn how to use My Personal Records), 2. New Features (Updated Mar 25, 2022), 3. Diagnostic Imaging Reports, 4. Immunizations, 5. Medications, 6. Lab Results, 7. Blood Pressure (01:38 PM, Jul 21 2022, 134 mmHg, 80 mmHg, both in range), 8. Share My Record, 9. Print Reports, 10. Appointments (No upcoming appointments), 11. Connected Devices, 12. Weight (02:10 PM, Sep 21 2022, 165 lbs), 13. Allergies, and 14. Blood Oxygen. There is also an 'Edit display' button in the top right corner of the main content area.

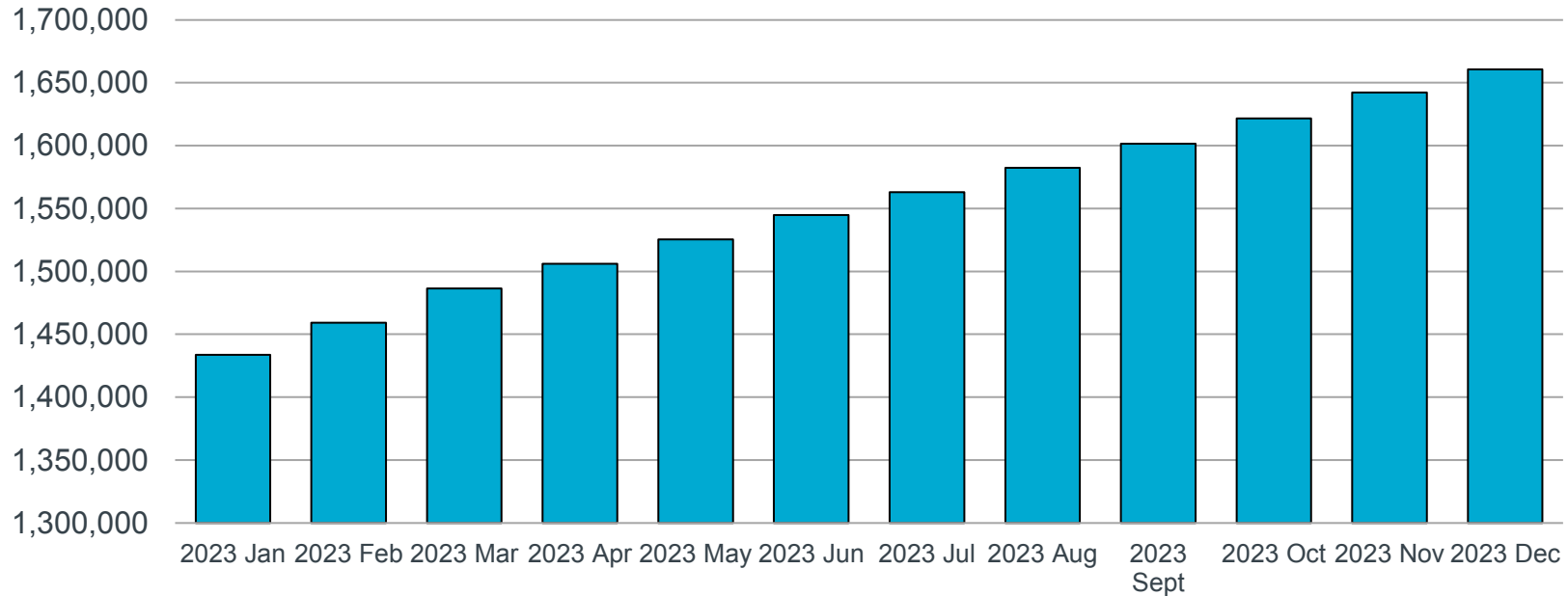
# MyHealth Records Mobile App



# MHR Adoption (Nov 2019 to Dec 2023)

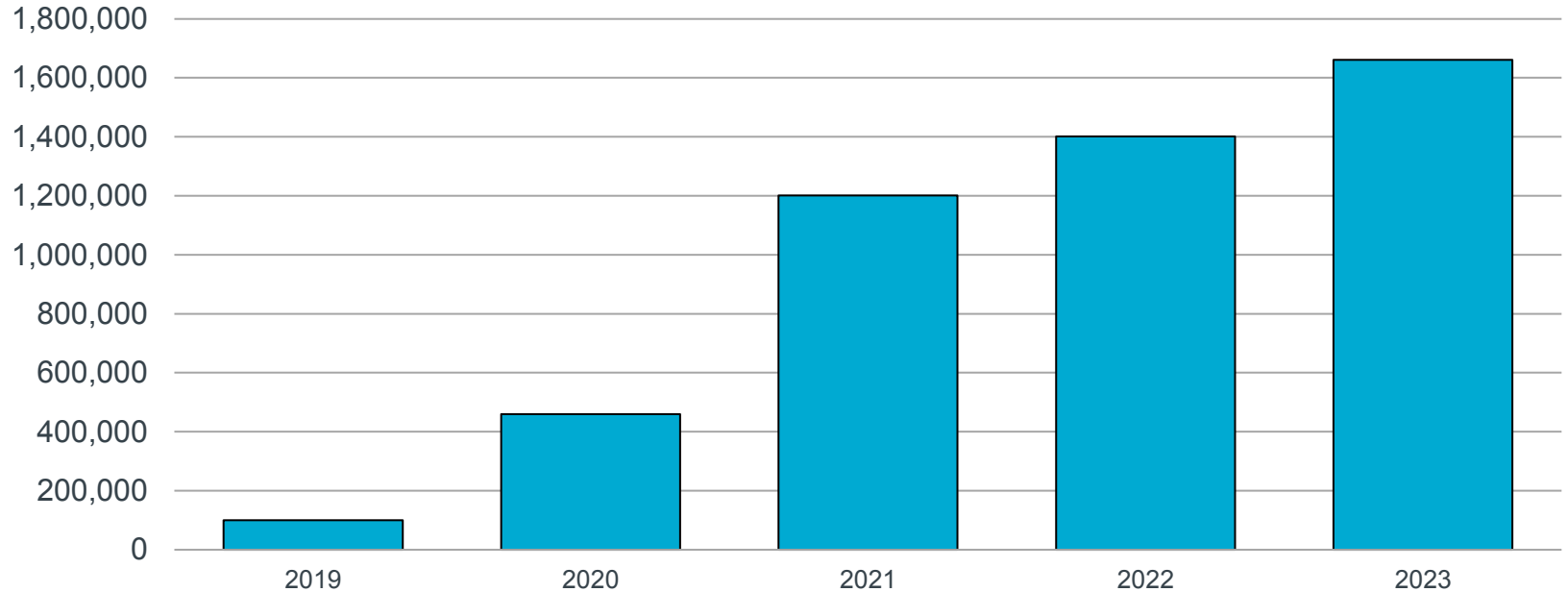


# MHR Adoption (Jan 2023 to Dec 2023) (previous calendar year)





# MHR Yearly Adoption (2019 to 2023 calendar)



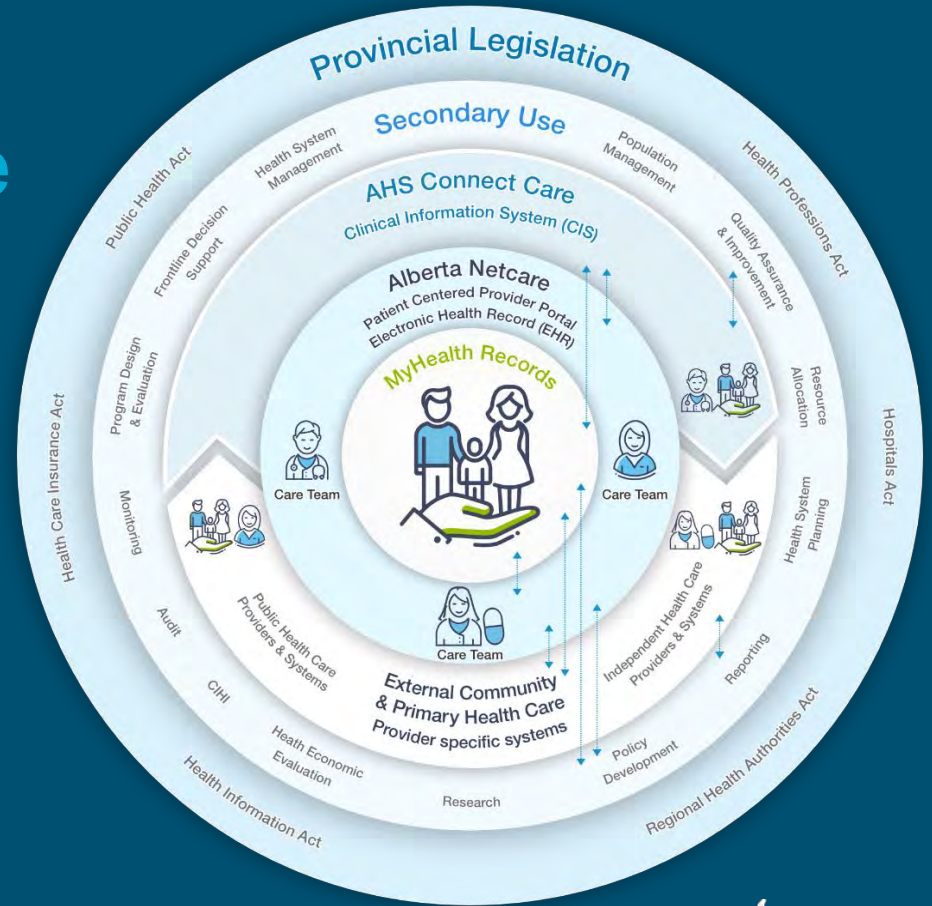
# Future Direction for Information Technology and Management

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# Strategic Direction: Patient-Centered Care

- A 10-year vision for the eHealth system that enables a high quality, **patient-centered** healthcare system
- A clear and comprehensive plan for digital health in Alberta



# Future of Provincial Health System

- Enhance the patient experience by increasing their engagement throughout their healthcare journey and simplifying their interactions with the healthcare system
- Empower providers with the information and decision support tools they need to provide the best care possible for their patients

# Current State

- IM/IT services are critical to the delivery of healthcare by enabling:
  - informed and efficient delivery of care
  - improved communication among patients and providers
  - delivery of corporate services
  - analysis of data to inform health system management, research and decision-making, and ensuring data security and regulatory compliance
  - a positive experience for both patients and providers through access to timely and comprehensive information.

## Current State (cont'd)

- The IM/IT environment includes four categories of services/supports that work together to enable business functions, patient care, and health system management:
  - Corporate IM/IT services
  - Clinical IM/IT services
  - Analytics IM/IT services
  - Legislation and standards

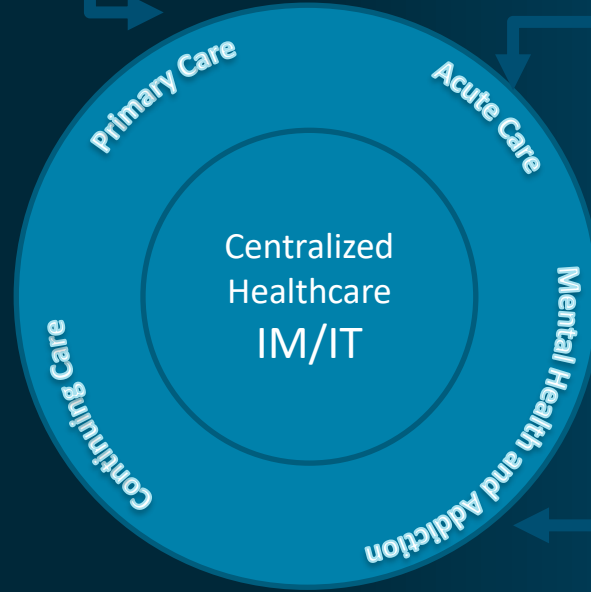
# Future State

## Information Sharing

Review of legislation, policy and standards to enable improved integration and interoperability across Healthcare Organizations.

## Health System Analytics

Improved decision-making, measurement of health system performance, tracking of clinical outcomes, and management of overall costs through the consolidation of corporate and clinical data analytics across Healthcare Organizations



## Clinical Systems

Improved patient access to health information and healthcare services delivered by multiple Healthcare Organizations

Improved health information management among healthcare providers to enhance patient care and outcomes

## Corporate Systems

Enhanced efficiency, cost savings, improved security, and better decision-making in corporate administrative functions across Healthcare Organizations.

# Questions?

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