

# Ontario Health Update

UpOnDigital, March 5, 2024

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President and CEO

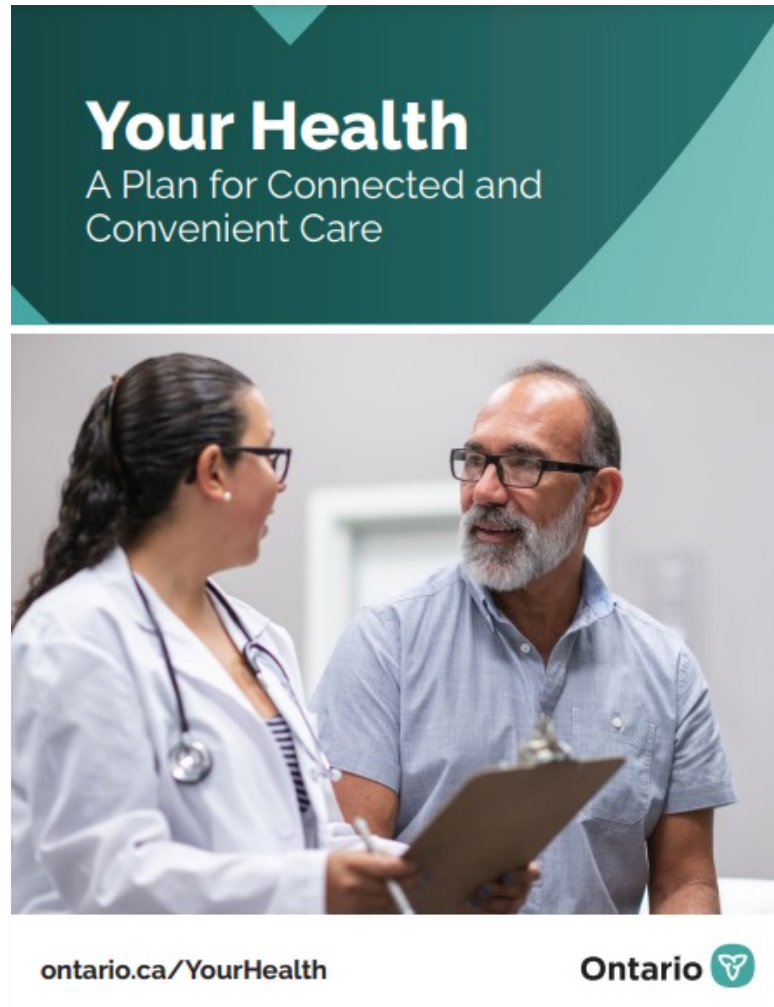
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**Ontario  
Health**

# *The Ontario government's health plan*

## Your Health: A Plan for Connected and Convenient Care



### Pillar 1

#### **The right care in the right place**

Supporting more care in the community, leveraging virtual care, supporting targeted care needs with specialized supports, building on mental health and addiction services, creating stronger long-term care, and reducing emergency department pressures.

### Pillar 2

#### **Faster access to care**

Maximizing surgical capacity, expanding hospital and community bed capacity to provide needed services, and building new and improving our existing hospitals. Maximizing scope of practice to increase access to care.

### Pillar 3

#### **Hiring more health care workers**

Recruiting, retaining, and optimizing to ensure we have the right number, type and distribution of health care professionals.

**Integrated Capacity and Health Human Resources Plan**



# Provincial Diagnostic Network

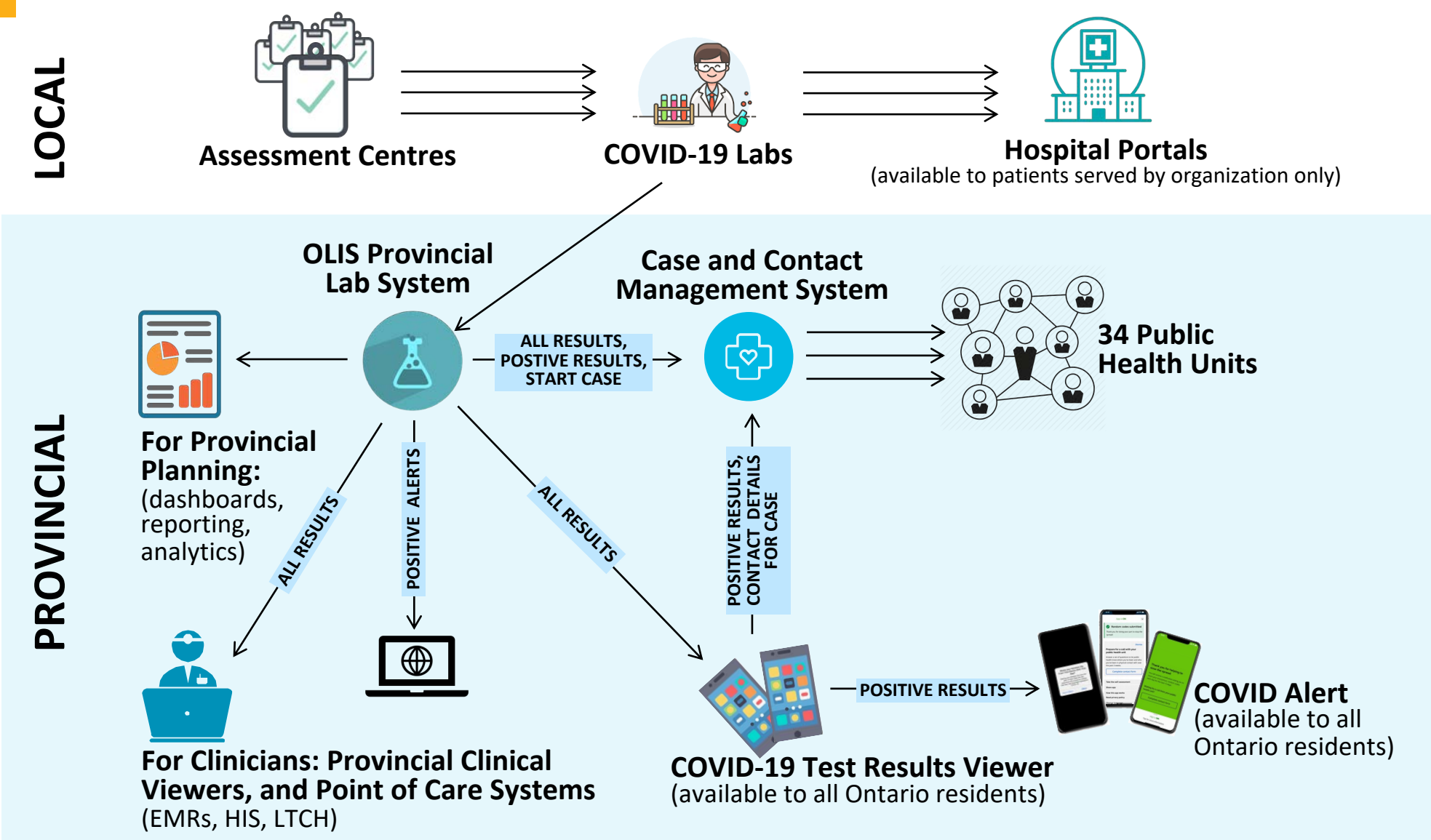
- **Increased testing capacity shared provincially**, including the ability to scale up and down as demand fluctuates
- **Ensured equitable access to testing** across Ontario regions and communities
- **More responsive turnaround times** through coordinated routing of specimens from collection sites to the most appropriate provider.
- **Quicker issues resolution and increased efficiencies** through system coordination, regular communication, digital assets and guidance.
- **Improved quality of reporting** through standardization and coordination of results reporting and greater information system connectivity.
- **Access to expertise for guidance and technical reviews** of the latest developments and innovation to support evidence based and quality testing.

## Legend

- Specimen Collection Centre
- Pharmacy
- Clinical Assessment Centre
- Assessment Centre/Testing Only
- Indigenous Point of Care
- Planned Closure for AC+CAC
- Permanent Closed + Temporary Closures AC+CAC
- Permanent Closed + Temporary Closures SCC
- Pharmacies Dropout
- SDM Closures
- Pharmacies Pending
- 30 min range (Urban)
- 60 min range (Rural)
- Planned Closure
- Permanent Closed + Temporary Closures
- Pharmacies Pending

# COVID-19 Testing Solutions

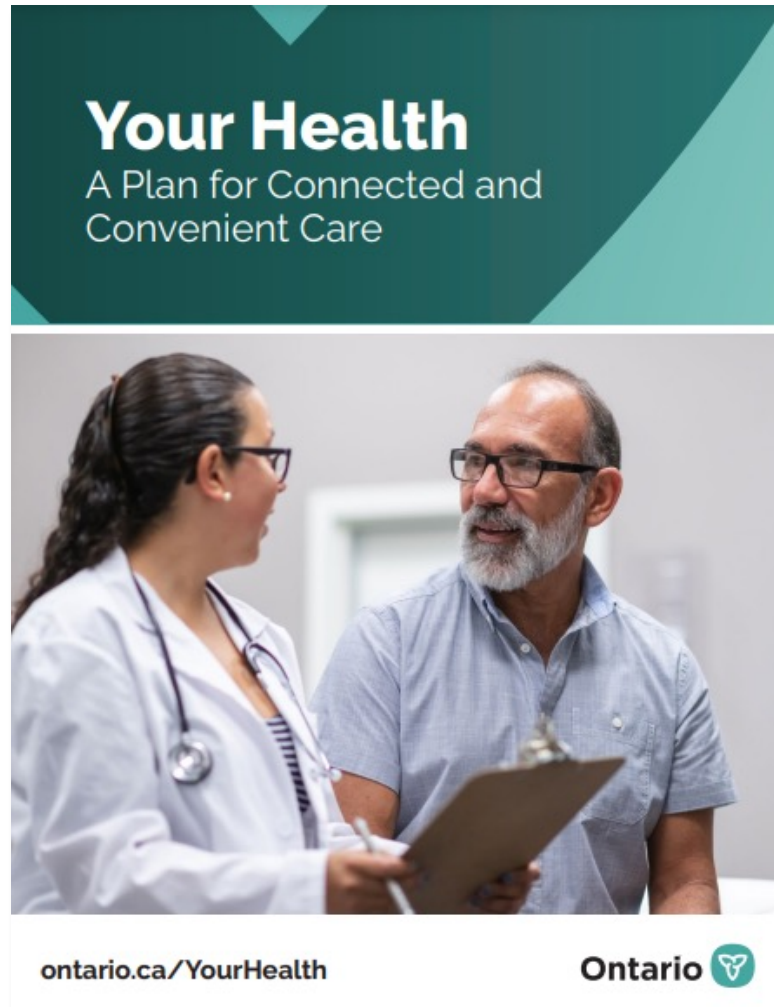
High quality, complete and timely COVID-19 results to patients and providers





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# Building a Digitally Connected Health System

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**Digital Blueprint**

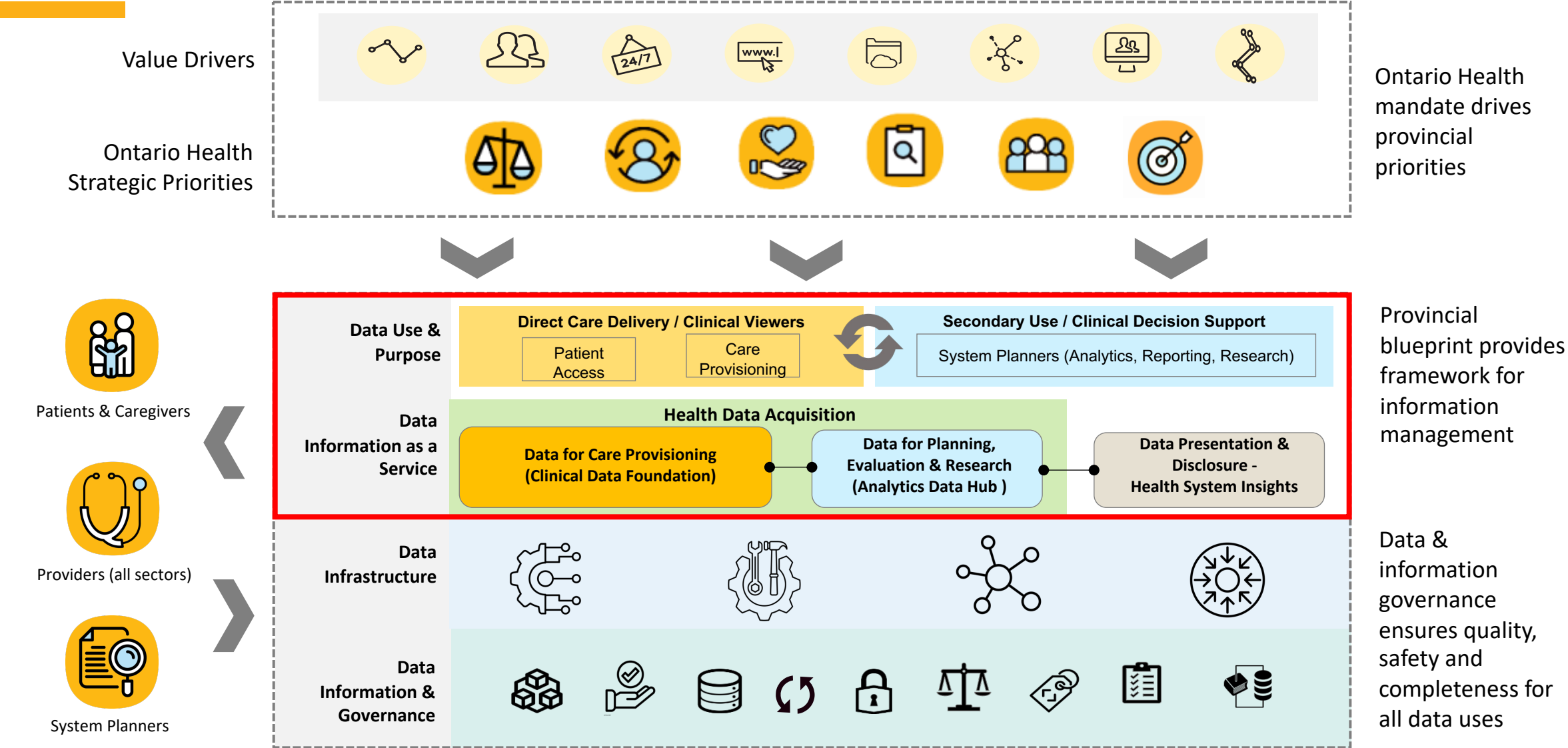


**Building or Expanding Provincial Services**

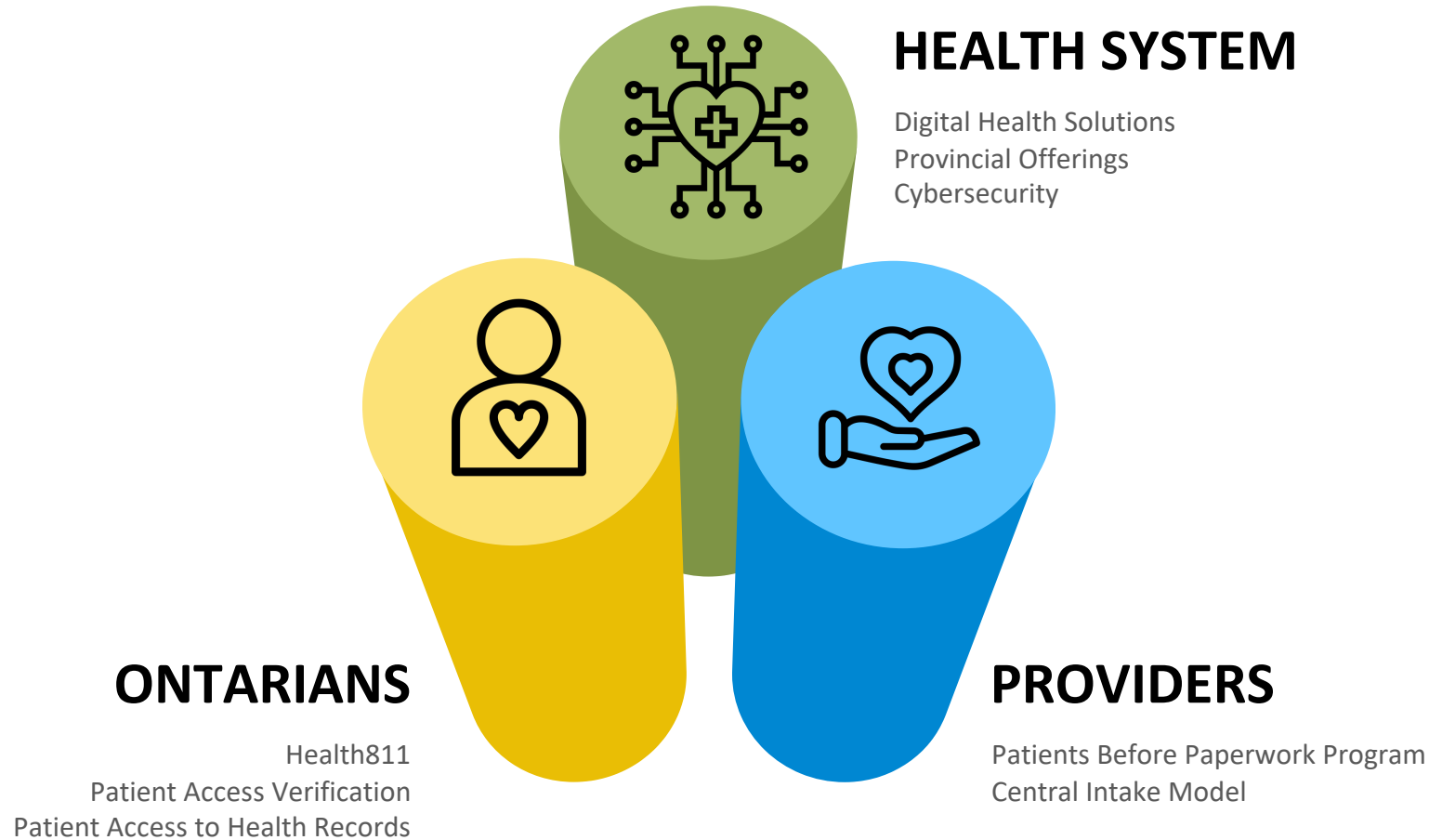


**Creating comprehensive health information  
through Provincial, Regional and Local solutions**

# Ontario Health Provincial Digital Blueprint



# Building or Expanding Provincial Services

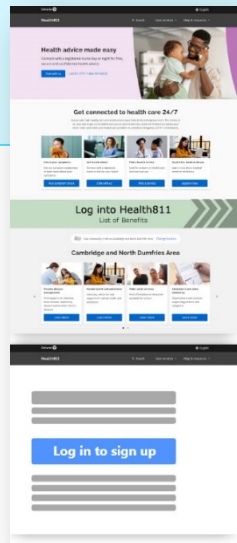




# Unified Patient Access Experience

1

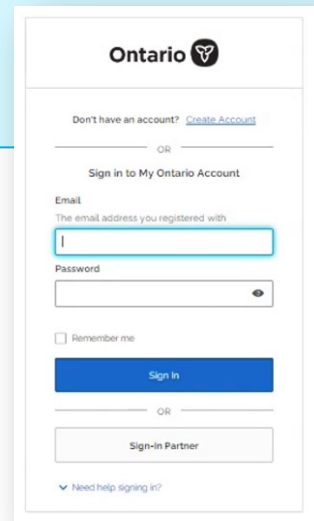
User Arrives at Health811 and Wants Access



2

User Creates a Credential

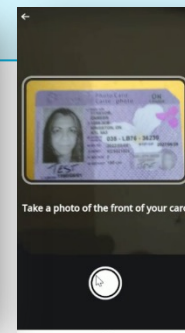
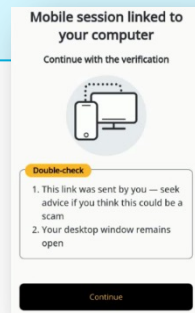
- Users will be presented with options to login, including:
  - Creating a My Ontario Account (MOA) (Public Secure)
  - Leveraging banking credentials e.g. Interac Sign-In



3

User Completes Online Identity Verification

- User undergoes document, biometric and data verification
- Government issued document e.g. Health card is analyzed for fraud to match facial biometrics to photo ID to ensure the Health card is presented by rightful owner
- Health card data is verified against the source.



4

Account Created

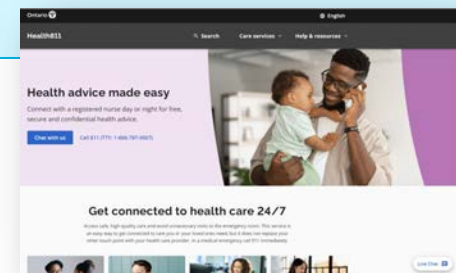
- Once verified, users will be able to access eligible digital health services with a single Login ID and password
- Health card and identity data is stored centrally and shared with health services with user consent



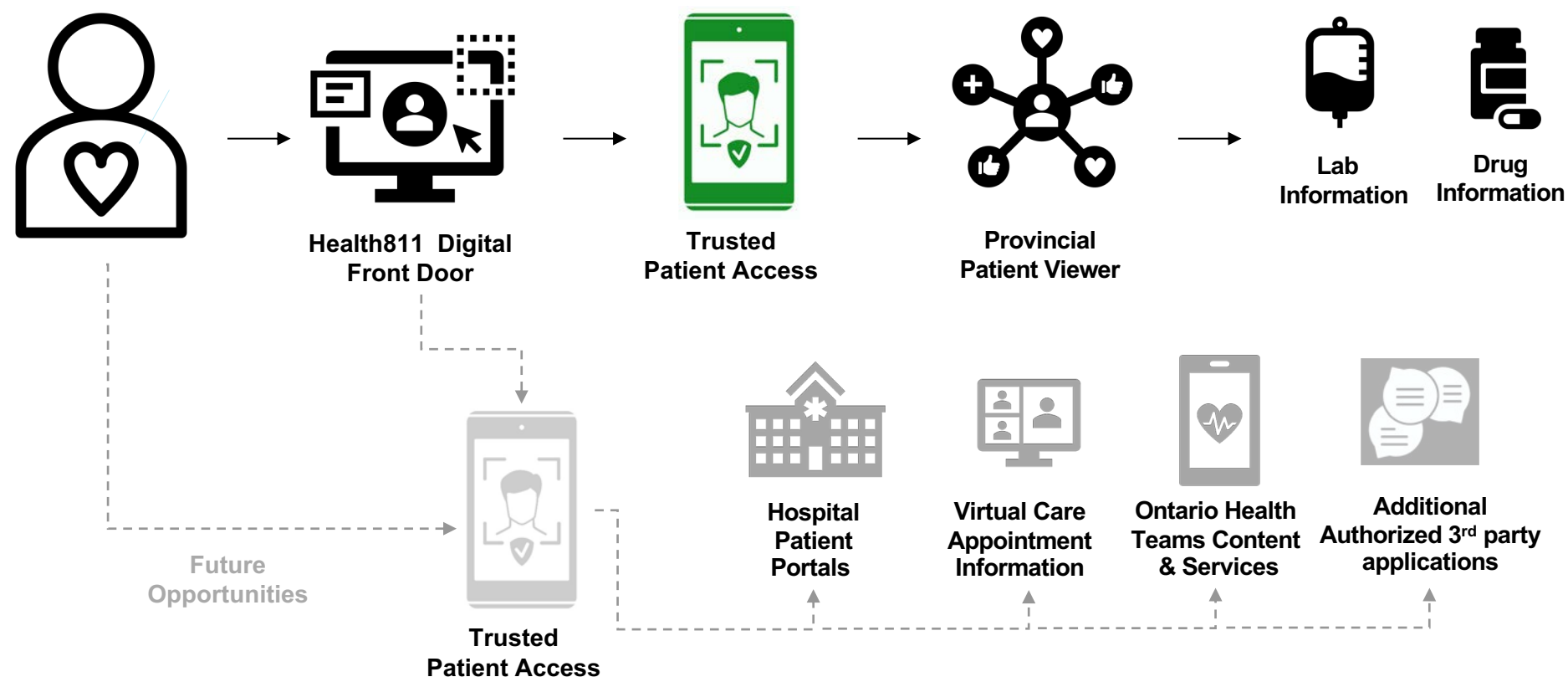
5

User Accesses Available Digital Health Services

- Provincial services directly available to users will be offered through Health811

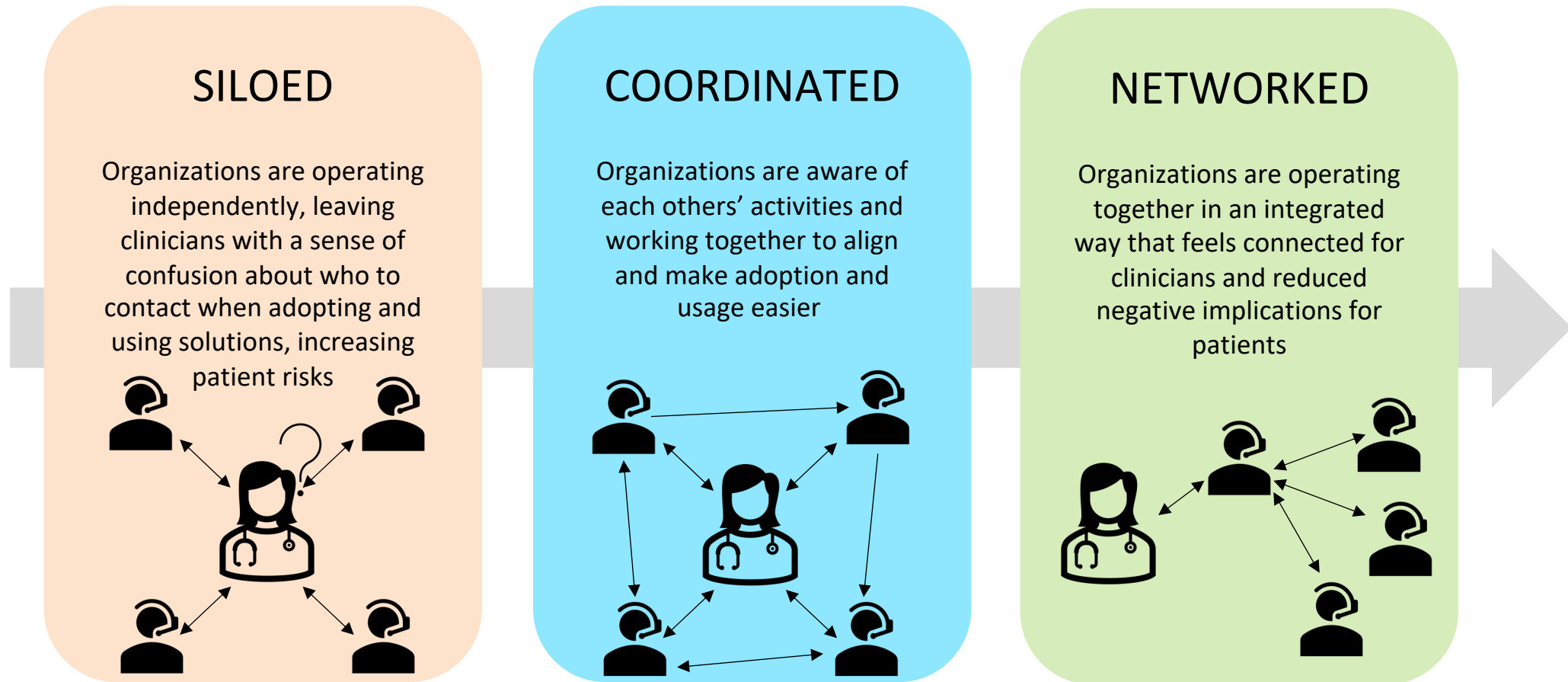


# Provincial Digital Services for Ontarians: Health811



# Patients Before Paperwork Program

## Moving to a More Coordinated and Integrated Approach



# Patients Before Paperwork Program

NOW

Many different voices with different approaches supporting Clinicians as several rings



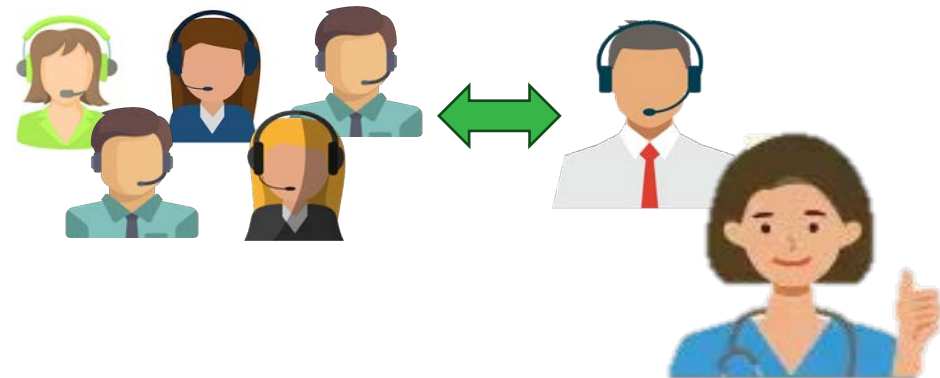
Multiple solution offerings for e-referral orders, central intake, AI supports, etc.  
Multiple Partners delivering change management of provincial services  
Multiple Partners delivering regional CM services

=

**Multiple outreach to busy clinicians!**

FUTURE

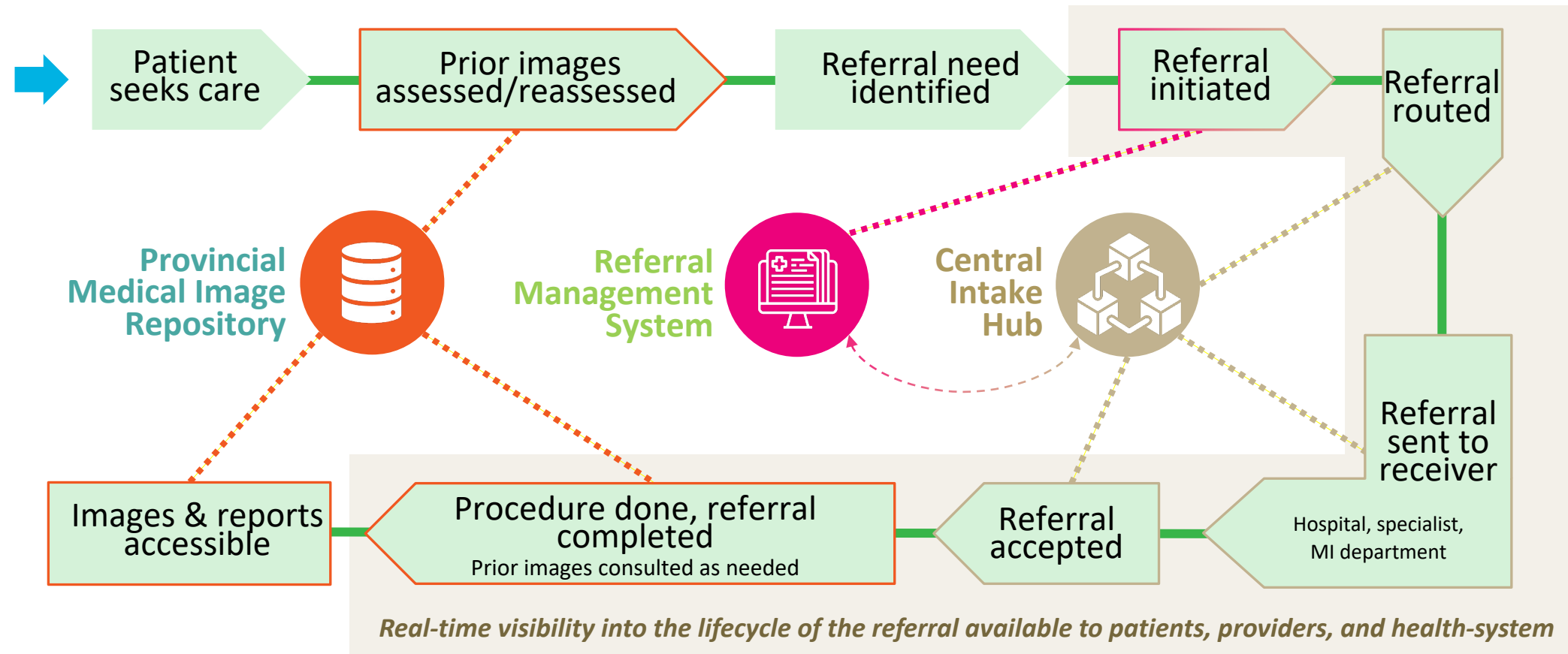
Digital services will be represented by a single voice with a consistent approach



Regardless of the number of partners delivering CM supports to Clinicians on behalf of Ontario Health



# Provincial Central Intake Model

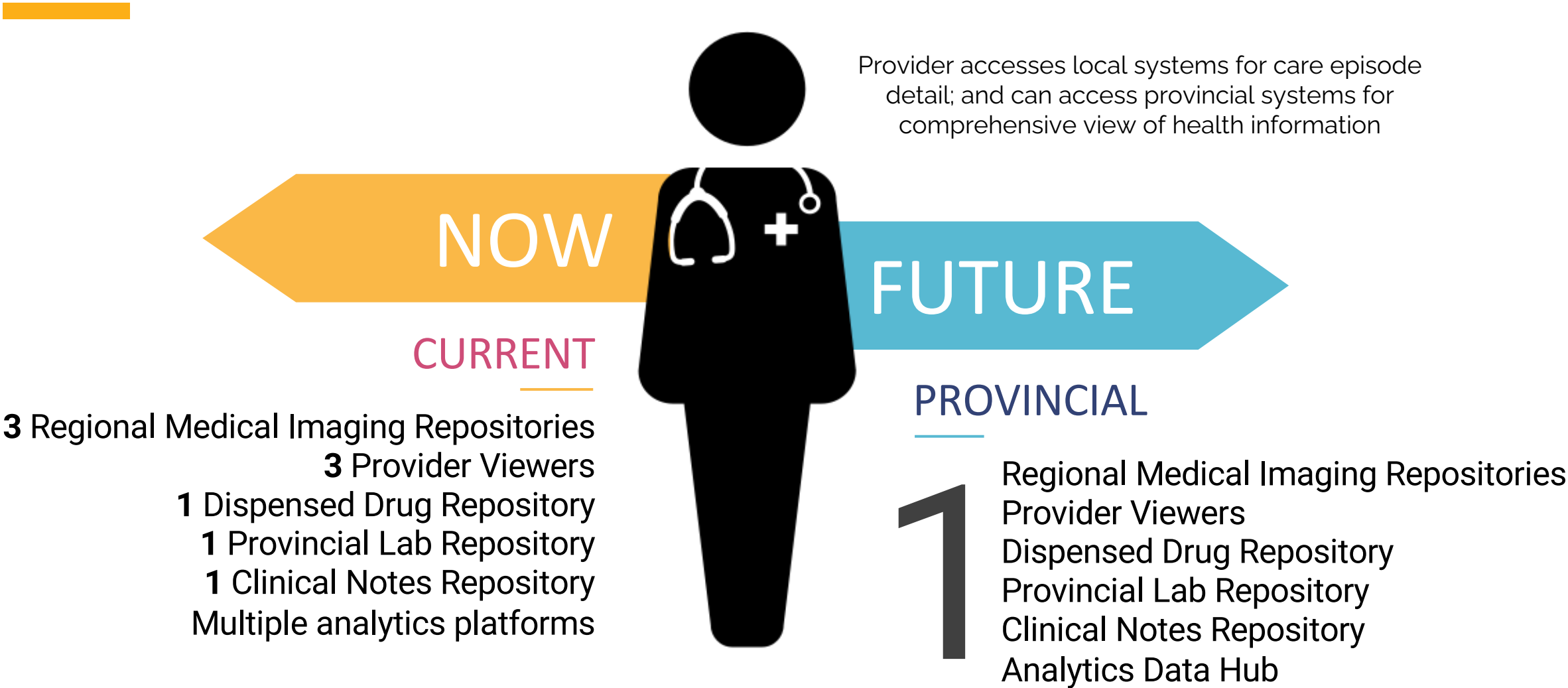


# Direct Care Delivery: Care Provider Access

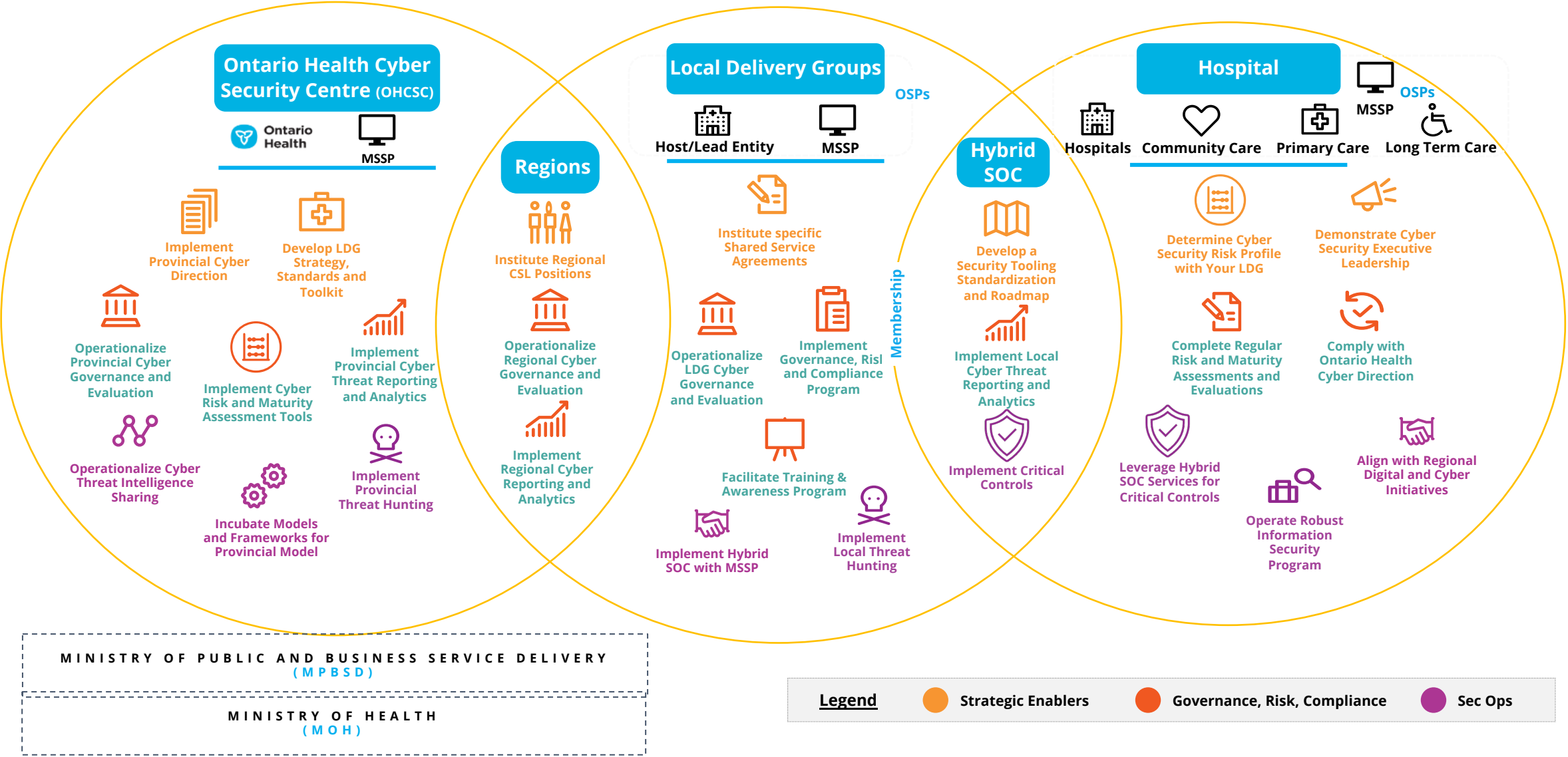
Ontario Health has 100+ Digital Health Solutions that enable connected care supporting the following sites and health care providers. There are billions of records and transactions stored in our registries and repositories to support patient care.



# Developing Comprehensive Provincial Offerings

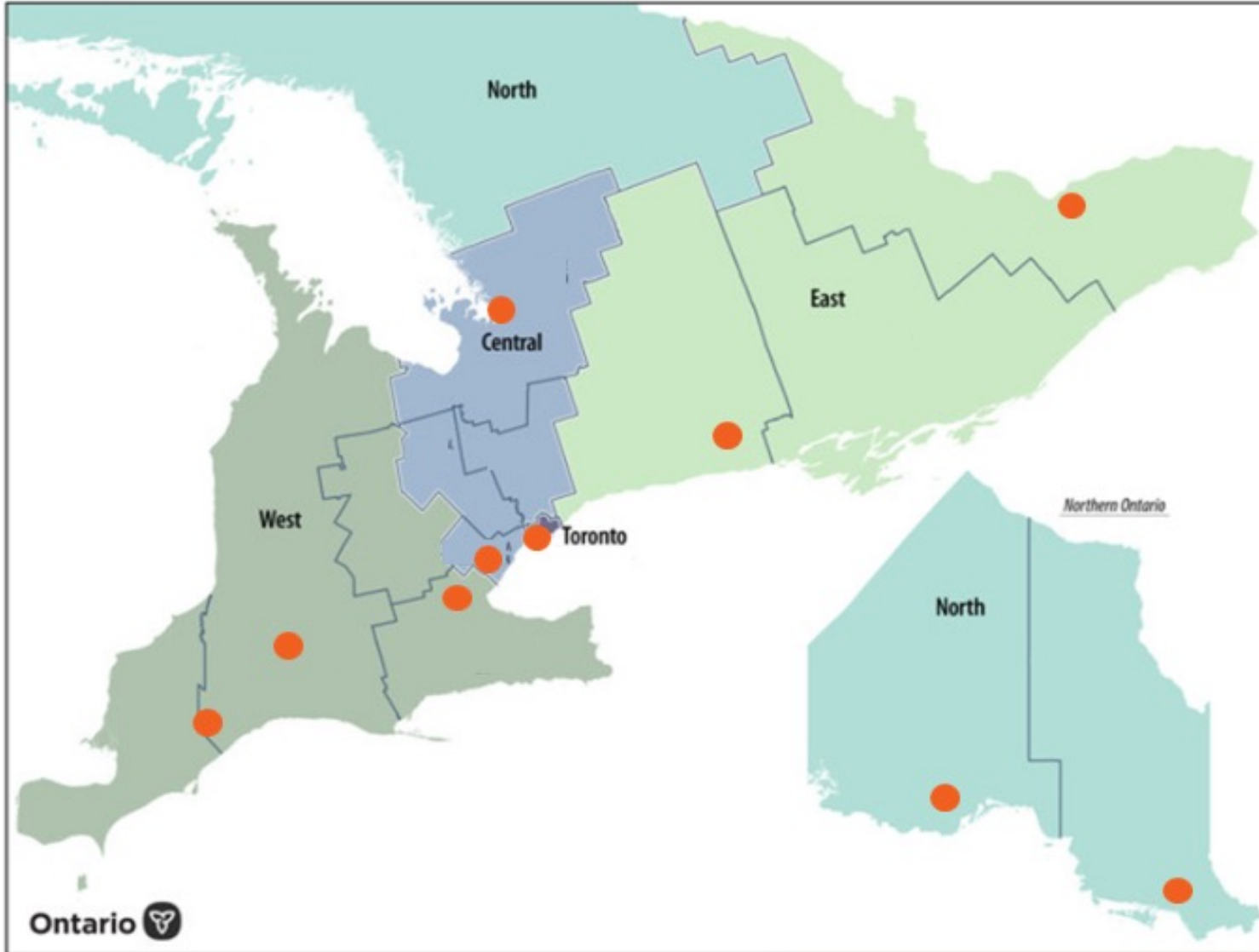


# Provincial Cyber Security Operating Model





# Connecting the Health System for Cybersecurity: Local Delivery Groups



## Supporting ~100% of acute sector

### Toronto Region:

- University Health Network

### North Region:

- Thunder Bay Regional Hospital
- Health Sciences North

### Central Region:

- William Osler Health System
- Royal Victoria Regional Health Centre

### West Region:

- Transform Shared Service Organization
- London Health Sciences
- Hamilton Health Sciences (TPA holder), Niagara Health and St. Joseph's Healthcare Hamilton

### East Region:

- The Ottawa Hospital
- Scarborough Health Network

# Connecting the Health System for Digital Services

