Ministry of Health

The Digital Health Playbook for Ontario Health Teams

Product Summary

September 26, 2019

Ontario

Purpose

- To provide an overview of the Ministry of Health's Digital Health Playbook for Ontario Health Teams.

- To seek feedback and comments.

Context

- Ontario's health care system is being transformed to support seamless, integrated care.
- Digital health is at the core of a more connected and integrated health care system. Thus, Ontario Health Teams (OHTs) will become key partners in fostering local innovation and provincial digital health advancements.
- Through digitally-enabled OHTs, health care providers will have access to technologies, tools and information to better meet the needs of their patient populations, and patients will be empowered with choice in how they access their health care.
- As with any transformational process, there is an overwhelming amount of information that needs be communicated to help orient new OHTs to the provincial digital health landscape and the resources that are available to them.
- There is an opportunity for the ministry to provide clear strategic direction and guidance, in order to prevent further fragmentation in Ontario's complex digital health landscape.

Introducing the Digital Health Playbook

The **Digital Health Playbook** has been created to support prospective OHTs in the development of their digital health strategy. It outlines how the adoption and use of digital health solutions can help OHTs to meet their clinical and performance objectives, and provides a general overview of the types of tools, requirements and policies that will guide the creation of digitally-enabled OHTs.

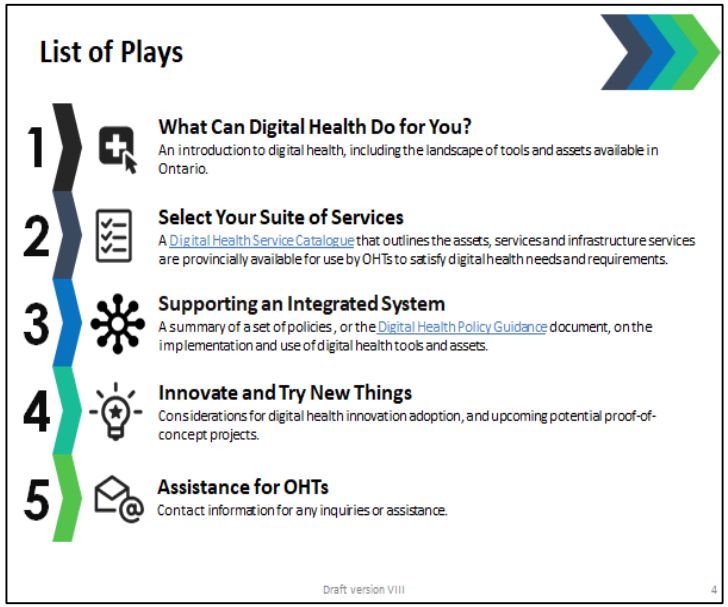
Benefits of the Playbook:

- ✓ Offers a simple overview of complex digital health concepts in one shared resource;
- ✓ Illustrates how OHTs can leverage existing digital health tools, services and programs;
- ✓ Sets clear expectations for OHTs in their use of digital services, including any required services and tools;
- ✓ Supports interoperability and comparability of technologies across the health care system;
- ✓ Increases digital readiness for future OHT applicants.

Overview of the Digital Health Playbook

The Playbook is made up of **5 Simple Plays** that illustrate:

- Foundational digital health concepts;
- An overview of Ontario's digital health landscape and options available;
- Digital health requirements for OHTs;
- Digital health priorities and innovations;
- Supports available for OHT applicants and early adopters; and
- Contact information for questions and inquiries.



In addition to the Plays, readers are given access to:

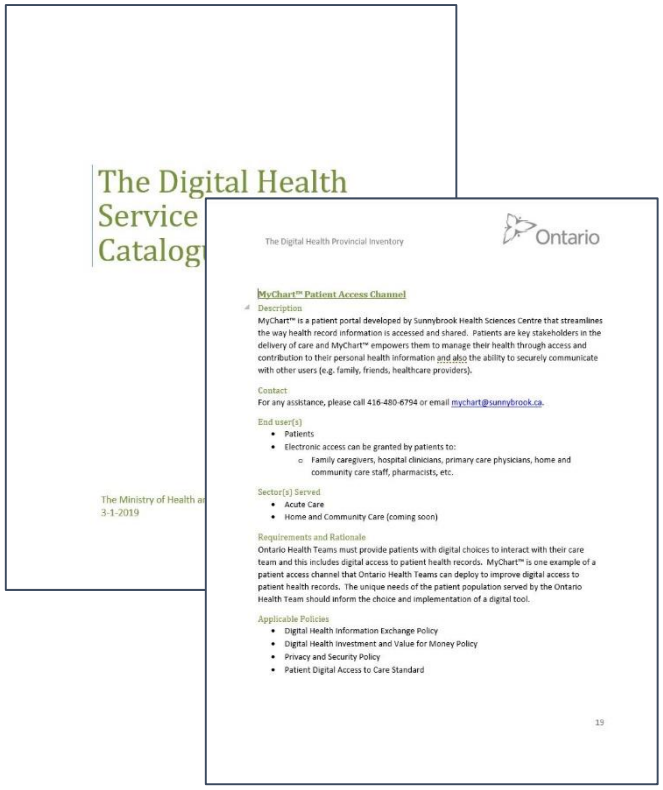
The Digital Health Service Catalogue
A comprehensive set of digital tools, services and infrastructure assets that will assist OHTs in fulfilling digital health requirements, while balancing local health needs.

The Digital Health Policy Guidance Document
A set of provincial policies governing acquisition, implementation, and use of digital tools and services.

The Digital Health Service Catalogue

Reading the Service Catalogue thoroughly will ensure that an OHT can leverage provincial offerings. Each item included in the Service Catalogue provides the following information:

- A description of the tool, service or asset
- Intended end users of the item
- The sector(s) served
- Whether the item is required for OHT use and rationale
- Which of the Digital Health Policies are applicable
- Relevant contacts for additional information or support



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The Digital Health Policy Guidance Document

In order to ensure a consistent and coordinated approach to deploying digital supports across the province, the ministry has established a set of policy documents that will guide implementation efforts and the use of digital health tools and assets.

Digital Health Information Exchange Policy	Guidance for digital solutions within OHTS to promote the use of modern technical approaches in order to promote efficiency and seamless access to patient records.
Digital Health Investment and Value-for-Money Policy	Guidance to ensure that health service providers achieve value-for-money from their procurement activities and that vendors are reimbursed for the outcomes that their products and services deliver.
Digital Health Privacy and Security Policy	Guidance for OHTs in developing and operationalizing information practices relating to the collection, use and disclosure of personal health information (PHI).
Digital Health Reporting and Performance Policy	Guidance for OHTs to ensure that their digital solutions could be used for providing any reporting or performance metrics required of the OHT.
Clinical Systems Policy	Guidance for OHTs to ensure their clinical systems allow providers to access relevant health information; enable patients to access their own personal health information; and facilitate data extraction for performance measurement.
Patient-Facing Digital Solutions Policy	Guides all OHTs to offer a minimum set of functionalities for their patients to enhance how and when they receive care and access their personal health information (including virtual care, online appointment booking and access to their PHI).
eServices Solutions Policy	Guides all Ontario Health Teams to offer eServices (i.e. eConsult and eReferral) and also provides implementation guidance to enhance how providers communicate to support transitions in care.

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How to use the Digital Health Playbook

The **Digital Health Playbook** will be a useful resource for the entire health care system. Throughout the OHT transition period, organizations will be able to refer to the Playbook to answer their digital health questions while taking a proactive approach to going digital.

Types of questions the Playbook can answer

Considering OHT Application

- What are the benefits of digital health?
- What type of digital tools, services and programs exist in Ontario?
- What is my organization's current state of digital health readiness?
- What are some key digital health priorities my organization should focus on?

During an OHT Application

- How do I develop a digital health strategy tailored to my OHT's needs?
- What are the digital health services that my OHT can, or should leverage?
- How do I select, procure, implement and evaluate digital health services?
- Who do I contact for support and/or questions related to digital health?

Post-OHT Application

- What are some key factors to consider before adopting a novel technology?
- Who do I contact to get my OHT access to my selected services?
- What are upcoming digital health priorities for the ministry?

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Accessing ministry support

The ministry is the one window of support for Ontario Health Teams at all stages of the application process:

- All questions related to the process, including questions regarding the application, should be directed to the ministry.
- In providing comprehensive support, the ministry will regularly engage with key provincial delivery partners (Cancer Care Ontario, eHealth Ontario, Health Shared Services Ontario, OntarioMD, the Ontario Telemedicine Network, Ontario Health).
- Digital health questions can be directed to the Digital Health Secretariat directly at OHTdigital@ontario.ca.

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For Discussion

- Are there any initial thoughts about the content within the Playbook and/or how it is framed?

- Are there opportunities to make it more valuable to OHTs, considering they will require flexibility while still working within an integrated digital health environment?