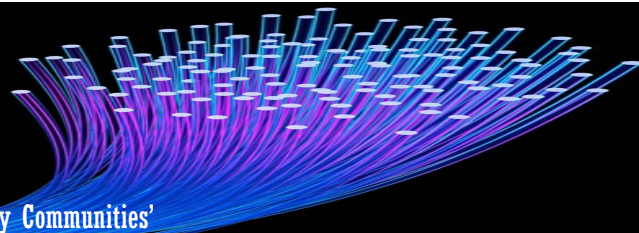


Project Connector

The technology connection for achieving 'Care Connections — Partnering for Healthy Communities'



Sharing information and ensuring privacy

Seven of the fourteen Local Health Integration Networks (LHINS) in Ontario identified a need for a better approach to inter-organizational privacy. NSM LHIN is leading a coordinated effort on behalf of all LHINs.

The goal of the Ontario LHINs Privacy Project (OLPP) is to develop a practical approach to healthcare privacy protection while sharing personal health information. This will allow enhanced privacy discussions and planning between health service providers.

The project will develop a standardized privacy

governance model and a toolkit for sharing information that will be guided by the Personal



Health Information Protection Act of 2004. The governance model and toolkit could be utilized across all the Local Health Integration Networks when implement-

ing inter-organization sharing of personal information.

The project will be executed in two phases. The focus of phase one will be to inventory the existing privacy approaches used across the 14 LHIN's.

The inventory will encompass tools, governance, training methods and identify key stakeholders. A project plan for the remainder of the project will then be developed. This plan will further define the deliverables of the standardized privacy solution.

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On March 31, 2010 the Integrated Health System Design project and the technology solutions projects launched a brand that captures all these activities

"Care Connections — Partnering for Healthy Communities"

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Projects — status and purpose

The Information Communication Technology (ICT)/eHealth project will enable the integrated health system design that is currently in the consultation stage. The design of a new integrated health system will be focused on the people

the system serves and supporting health care providers in making changes and working together to provided the right services at the right time in the right place.

The ICT/eHealth project has three phases:

Phase 1 — Guiding Principles and a Decision-Making Framework. This will be the development of the framework and vision — identifying opportunities and setting strategic directions.

Continued page 3

Talking to Our Stakeholders

Consultants Deloitte and KPMG are surveying stakeholders and health care providers to determine current state and opportunities for the Care Connections . . . Partnering for Healthy Communities that encompasses all the integration of processes, services and technology supports in better serving the needs of the population of our Local Health Integration Network area. Initial surveys will go out in April on the readiness assess-



ment for technology — what do people have now and how compatible what exists is to other systems.

Success will be measured by:

- *improved access to health services,*
- *the improved health status of our region's population, and*
- *the linkages between providers*

The project will look at existing work for data, but surveys, telephone and face-to-face contact with others like the NSM LHIN

Continued page 3

Success Stories and Milestones

The North Simcoe Muskoka Project Management Office Project was officially launched September 2009 and is in full operation. Pro-

ject management does a number of things: Provides common methodology, practices, processes and structure to ensure projects are

completed on time, on budget , within scope and to an acceptable quality.

It contributes to and supports both cultural and transformational change across the LHIN.

Portal — a 'doorway' to information

The 4 LHIN Portal Project is finalizing its Memorandum of Understanding as it embarks on the pilot of this important information sharing tool. A Web portal is an application that acts as a single point of access for a wide variety of information. Think of a site like Yahoo. On Yahoo, you can check news, shop, read your emails, etc. Web portals need not always be accessible to everyone. They can exist within the confines of an organization, accessible to only people who are a part of the organization like employees, contractors, partners, suppliers etc. These portals are called Intra-

net Portals. Portals like Yahoo that are open to all, are called Internet Portals. This portal technology is an intranet portal that will be an access point for clinical information for addictions and mental health care providers, under this pilot. The tool will provide a doorway to information for a complete history for assessing the right services for this important group of clients seeking support and services.

This is the first step to a larger potential technology system. This project will allow us to test the value of this portal technology for health care pro-

viders and the opportunity for adding information that will

broaden the depth of information that providers can access in assessing needs for their clients. This is being piloted initially with mental health and addictions providers and clients. The project has named itself '**Doorways — Strengthening connections between providers and clients.**'



Projects — status and purpose Continued from Page 1

The Province of Ontario and the North Simcoe Muskoka LHIN has identified eHealth as a key enabler of health system change in our region. Through innovation and the harnessing of information technology, eHealth strategies aim to improve the way people receive care. Some of the specific ways people will benefit from eHealth are:

- experiencing shorter waiting times in hospital emergency departments a
- the ability to use the internet for health care service information
- requesting prescription refills online
- tracking chronic disease (diabetes, asthma, chronic obstructive

pulmonary disease, congestive heart failure, etc) information.

As a result of these exciting opportunities in healthcare service delivery, we are taking proactive steps to build capacity in these important areas. With a recently appointed Chief Information Officer (CIO) Rodney Burns and Gary Hurd, eHealth Lead to play a key role with respect to eHealth transformation for our region., we are underway on a number of technology fronts.

The NSM LHIN has launched a Project Management Office (PMO) to initiate, manage and track projects across the NSM LHIN.

Some projects currently underway :

- Privacy Project (OLPP)
- Portal—4 LHINs information access portal. Current focus is on Community Mental Health and Addictions.
- ICT—Integrated communications technology — to support inter-connectivity between providers
- 7 LHIN RM&R project is the resource matching and referral program that seven LHINs are collaborating on.

among others . . .

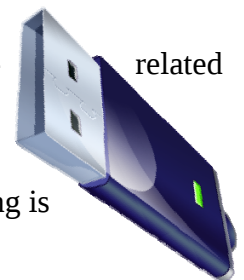
Ongoing updates on the projects and listings of new projects will be noted in this newsletter.

Privacy continued from page one

The Privacy solution will be founded on the requirements and subsequent recommendations identified during phase one of the project.

The OLPP recommendations and solutions are intended to assist organizations with their Personal Health Information Protection Act (referred to as PHIPA) compli-

ance and privacy-risk mitigation. The project will begin once funding is fully in place.



Talking to our Stakeholders continued from page 2

representatives and health service providers and key stakeholders will be required in some cases.

Upon completion of this phase of the process, the Steering Committee will have a holistic summary and an inventory of the current state of electronic health technology in sectors relating to mental health addiction, long-term care, primary care, public health, children's rehabilitation, private laboratory/diagnostic sectors,

pharmacies, community support services and patient self-management.

Based on this knowledge, a process will be established to work with the partners to identify strategic opportunities for the future.

Phase III—Strategic Plan. This phase will entail developing the Strategic Plan with implementation and sustainability strategies. This will put the LHIN on the track towards achieving the Vision

identified in the first deliverable.

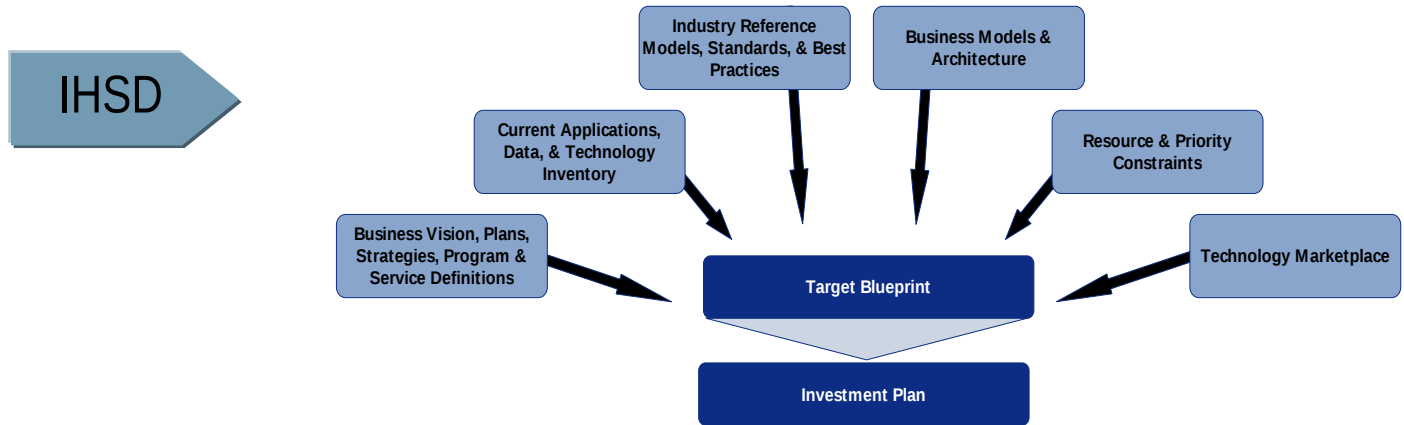
Based on feedback from the field and the expert advice of the Steering Committee, short, medium and long-term priorities for the region will be identified, along with resource requirements, and technological solutions, and approaches.

The strategies will be shared with decision-makers to validate, prior to the plan being finalized.

ICT = Information and Communications Technology

IHSD = Integrated Health System Design

The Integrated Health System Design and ICT/eHealth Framework and Strategy are linked and both are serving to realize Care Connections — Partnering for Healthy Communities



ICT/eHealth Framework Project development is strongly integrated with the Integrated Health System Design and is an enabler of many key areas of connectivity and integration of systems and services.

The ICT project reflects a framework that supports the achievement of NSM LHIN ICT/eHealth vision by:

- Enabling the integrated health system delivery strategy
- Promoting client-centric health services
- Ensuring that future ICT/Health investments are in line with the vision and adaptable to new environmental, social and economic drivers.

North Simcoe Muskoka

Care Connections

Partnering for Healthy Communities

Care Connections is the umbrella for delivery of integrated health and wellness services for every stage of one's life. Partnering for Healthy Communities for the whole person with individuals, families, communities, government, social organizations and service providers in meeting health, wellness and related support needs. The goal is to improve access to the right services at the right place and at the right time from birth to end of life for anyone residing and visiting the NSM LHIN.

The Project Connector is published every two months and available to all stakeholders. Sources for this issue include: project charters, PMO team, KPMG presentations and reference sources. If you wish to subscribe to this newsletter you may register on our website at www.nsmhlhin.on.ca North Simcoe Muskoka Initiatives, Newsletter. Inquiries — contact: Lorraine Lynch, Communications 705-326-7750 ext 218

