

Smart Systems for Health Agency (SSHA)

ITSM Conference

March 28, 2007

What is e-Health?

- Greater use of information technologies to get patient information to health care providers more quickly, securely and reliably so they can make better care decisions



Information Flow – Current



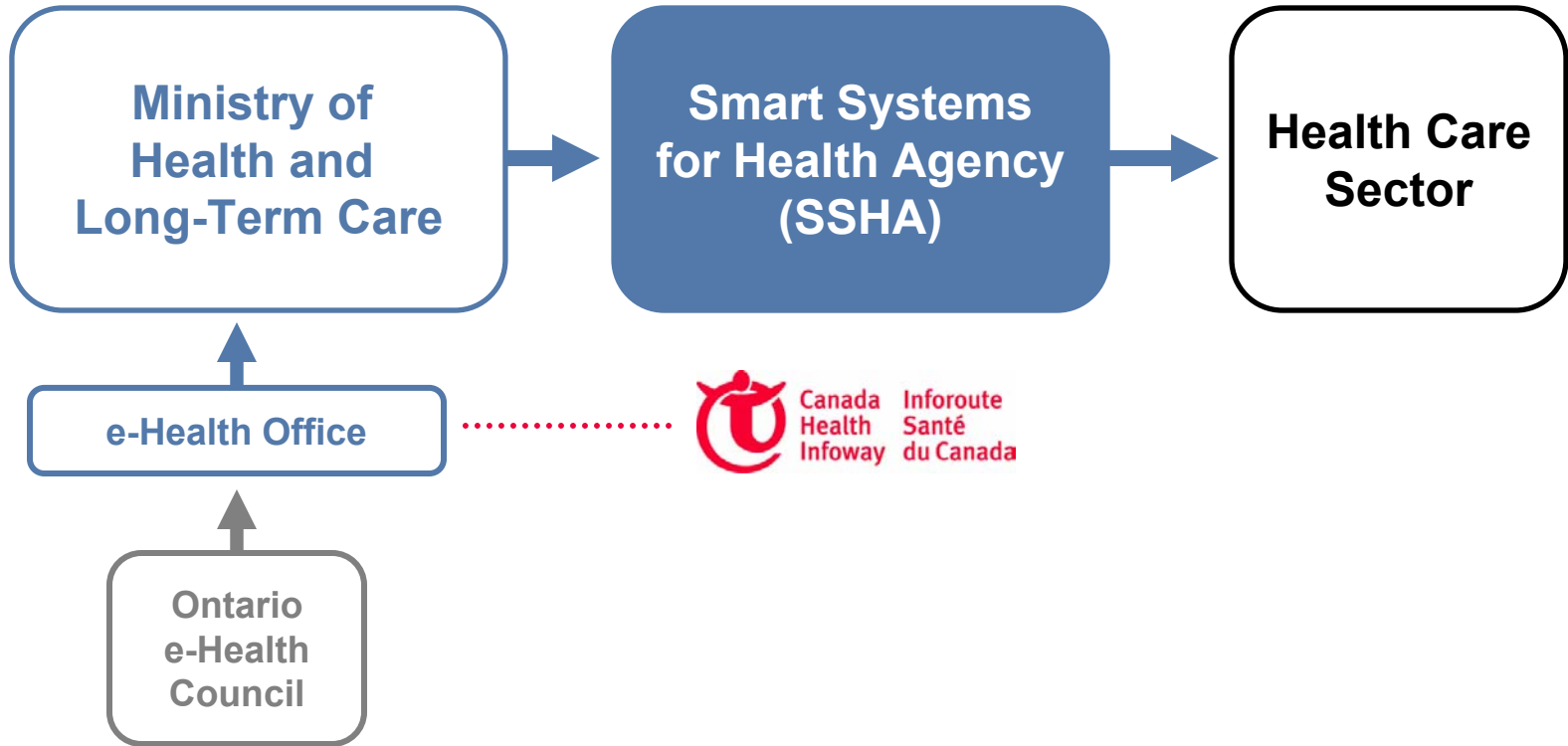
- Largely paper-based
 - Repeated data entry
 - Added administrative work
- Information silos
 - Delays
 - Repetition – tests, DI, history
- Unsecure
 - Faxes
 - Courier

Information Flow – Starting Now

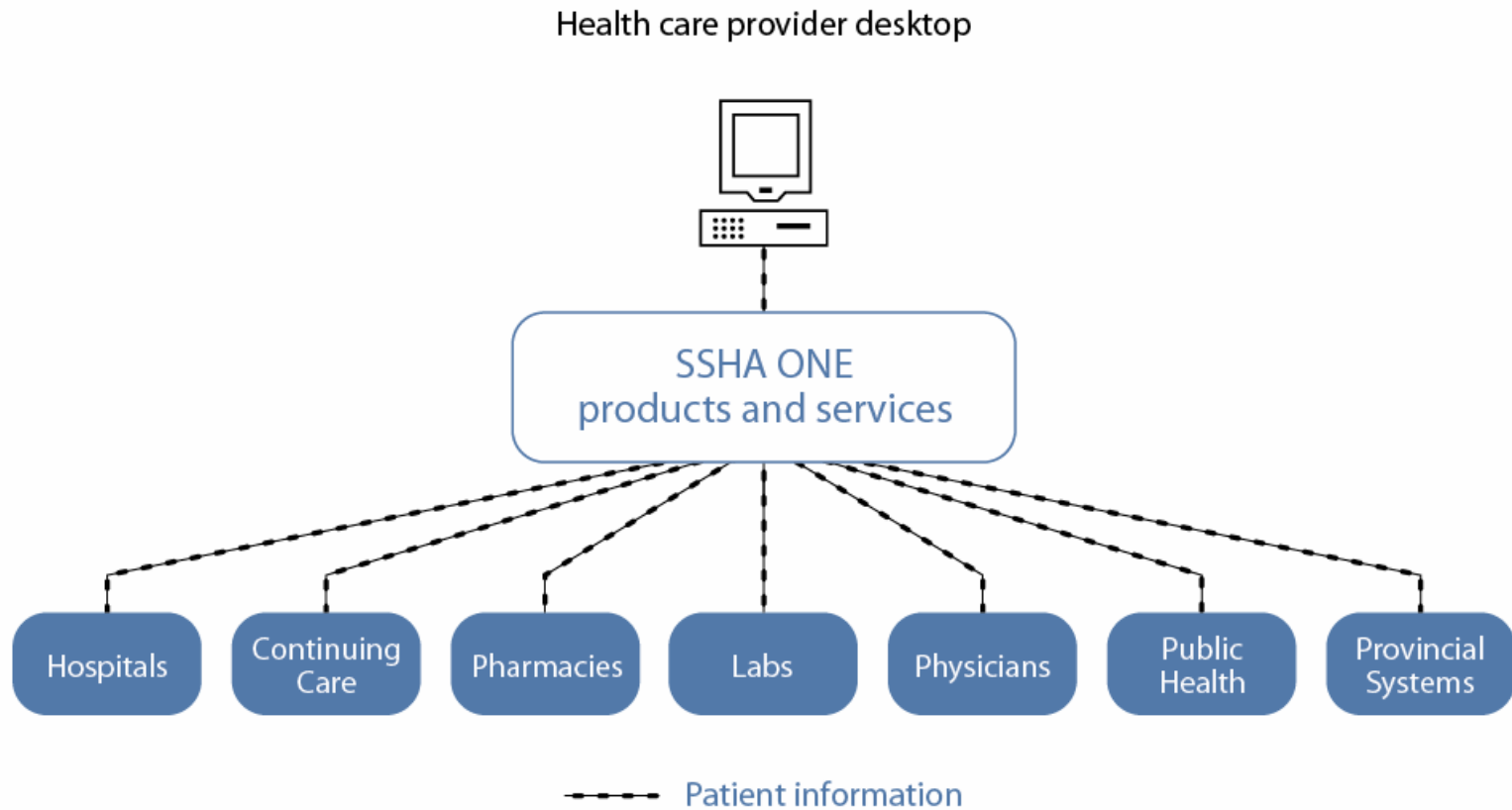
- Better patient experience
- More information to those who need it
 - Drug Profile Viewer
- Innovative
 - Telemedicine
 - Integration
- More secure, reliable, available



e-Health in Ontario



e-Health Success



Transforming Health Care Through IT

- Providing health care providers with timely, secure electronic access to patient information
- Creating a secure patient information sharing network between 150,000 providers at 24,000 sites

The results:

- Improved patient care
- More effective providers
- Integration
- Better use of financial resources

Values

SSHA strives to:

- Ensure **patient care impact** products and services is first priority
- **Protect personal privacy** of health information
- Excel in **delivery** of reliable products and services
- Treat every patient, health care provider, supplier and co-worker with **fairness and respect**
- Be **accountable** to Ontarians for productive use of public resources
- Work in **partnership** with health care providers, government and suppliers
- Make **expertise and talent** keys to success
- Seek to **continually improve** individual and team performance

Ontario Network for e-Health (ONE™)

- ONE Hosting
- ONE Network
- ONE ID
- ONE Mail
- ONE Pages
- ONE Portal
- ONE Support
- Electronic Health Record
- Standards Management
- Privacy and Security

ONE Hosting

- **ONE Hosting Core** – secure, state-of-the art data centre
- **ONE Hosting Managed** can include storage, backup, recovery, security, operations management, system maintenance
- **ONE Hosting Web**



ONE Network

- All hospitals
- Specialized services
 - Cancer Care Ontario
 - Cardiac Care Network
 - Trillium Gift of Life Network
 - Ontario Telemedicine Network
- CCACs - head offices and many satellites
- Public Health Units – for Healthy Babies, Healthy Children and iPHIS

ONE Network Uses

- Integration
 - Hospitals – sites across city/region or different hospitals
 - Hospitals and community service providers
- Health card validation
- Voice over Internet Protocol
- Information for provincial wait list management
- Connect to provincially-available applications
- Telemedicine

ONE ID

- Ensures identity of ONE Mail participants and providers listed in ONE Pages
- Key element to make services trusted and secure
- Once registered, individuals can **enrol** into other e-Health services they qualify for (e.g. ONE Mail, portals, etc.)
- **ONE ID Direct and Partnered**

ONE Mail

Need

- Secure exchange of personal health information
- Distribute Public Health messages during emergencies

Solution

- ONE Mail Direct (Outlook)
- ONE Mail Partnered (existing e-mail)
- ONE Pages to find users

ONE Pages

- Directory listing registered ONE Mail users
- ONE Mail users automatically included in ONE Pages
- Users access contact information for other registered users through ONE Pages



The screenshot shows the ONE Pages search interface. At the top, there is a banner image of medical professionals in a clinical setting. The page header includes "Help | Français" in the top right corner. The main header features the "ONE™ Pages" logo with the tagline "Ontario Network for e-Health" and the "Ontario Smart Systems for Health Agency" logo. Below the header, a search instruction reads: "Use the following form to search for individuals by name, organization or department. If you are not sure of the spelling, type in the first few letters and a list of possible matches will be provided." The search form consists of four input fields: "Last Name", "First Name", "Department", and "Organization". The "Organization" field is marked as required with a red asterisk and contains a dropdown menu with the text "Select an Organization". A "Search" button is located below the form fields. At the bottom of the page, there is a footer with the text: "Terms of Use | Privacy Policy | Copyright © 2005 SSHA. All rights reserved."

ONE Portal

- Access to tailored current information
- SSHA designs and builds portals to meet specific information needs
 - OntarioMD.ca
 - eHealthOntario.ca
 - PublicHealthOntario.ca

The screenshot shows the PublicHealthOntario.ca website. At the top, there is the Ontario logo and the site name 'PublicHealthOntario.ca' with the tagline 'Ontario's Public Health Information Exchange'. Below this is a navigation bar with links for Home, FAQ, Help, Site Map, Contact Us, and Français. A search bar is also present. The main content area is divided into several sections:

- Left Sidebar:** A vertical menu with the following items: Programs, Support Services, Research and Evaluation, Learning and Development, Projects and Committees, Public Health Units, Public Health Applications, External Reference Links, and Important Health Notices.
- What's inside PublicHealthOntario.ca:** A section featuring a photo of two people looking at a screen. Below the photo, it states: 'PublicHealthOntario.ca is your source for public health information and resources. Here you'll find the links to important health notices, breaking news and the latest developments in public health and e-health.' It then lists 'Look to this portal for' with a bulleted list:
 - ministry information
 - research on infectious diseases
 - educational resources
 - contacts in public health, or
 - links to a favourite health website
- Important Health Notices:** A section with a small image of a microscope and the text: 'May 03: Rubella Outbreak in Southern Ontario' and 'April 12: Marburg Viral Haemorrhagic Fever Outbreak in Northern Angola'.
- Links:** A section with a small image of a circuit board and the text: 'eHealthOntario.ca', 'OntarioMD.ca', 'ALPHA', 'APHEO', 'Centre for Disease Control and Prevention', and 'More...'.
- PHB.ca:** A section with a small image of a stack of books and the text: 'Non-sensitive information content has been migrated to this portal, more...'.

At the bottom of the main content area, there is a section titled 'Need help with this site?' which says: 'We want to make it easy for you to use this site. If you are having any difficulty, please call 1-877-346-2244.' Below that is a section titled 'What about PHB.ca?' which says: 'You may have tried to access PHB.ca and been redirected here. All non-sensitive content from PHB.ca has been moved to PublicHealthOntario.ca. If you still need access'.

ONE Support

Clients with Help Desks:

- Train-the-trainer programs
- 24/7 support for major interruptions – 8 am to 10 pm for regular support

Clients without Help Desks:

- Configuration assistance (i.e. web browser)
- Connectivity issues
- Portal performance and availability
- Light desktop support

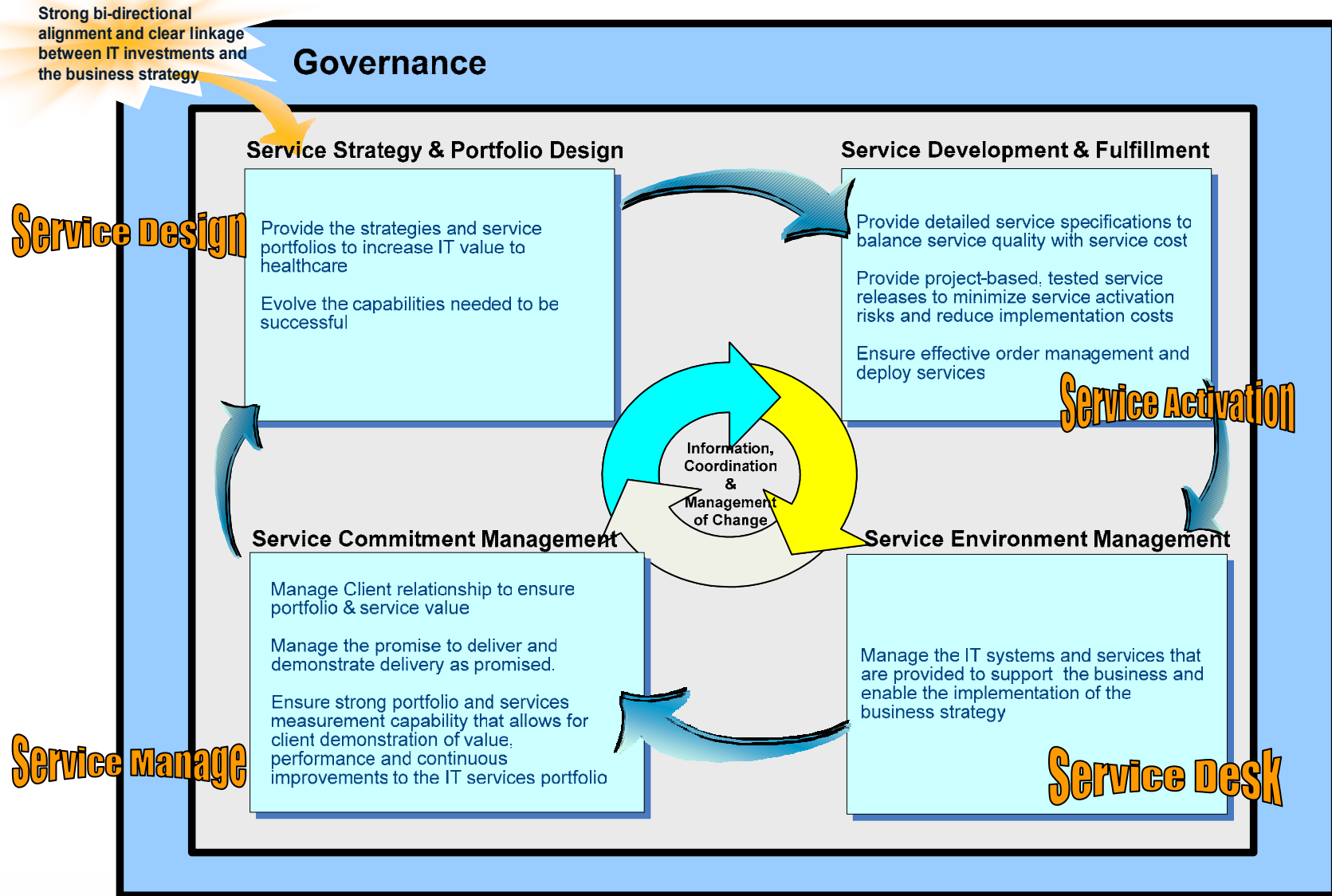
ONE Support - Status

- Focus to date has been infrastructure support & application development vs service development
- Many applications moving into production, forcing a transition to operations
- Need a stronger Config Management Database (CMDB)
- New focus on expectation/client management
- Need to eliminate cross support – Development vs Operations
- Support alignment within SSHA org and across clients
- Evidence required to support levels of service
- Full 7/24 service
- Movement to Products & Services driving organizational change

Key Messages...

- Service Management is required at an Agency-wide, department-crossing (“Enterprise”) level.
- Support (end-to-end) needs to be designed into each service offering.
- SSHA is filling a more and more strategic role in the eHealth agenda. The support chain is therefore much more complex than originally anticipated.
- In an eHealth Business Service Framework, Service Management spans all phases.

eHealth Business Service Management Framework (Valued, Secure, Cost Effective, Well-Managed Services)



Service Activation

- Clearer understanding between SSHA and the clients about our commitments to their initiative once it is in Production
- Reduced risk to client delays, unresolved support issues or unexpected outages
- Reduced risk to future clients that may be impacted by service instability
- Fewer 'emergency' situations resulting in unscheduled overtime and potential further instability
- Greater predictability for support teams
- Greater client satisfaction

Service Activation Framework: Base Principles

- Creating the Service Activation Framework initially also means identifying where accountabilities should belong and who 'owns' each Service.
 - A "Service" must be owned by a Program or Portfolio.
 - Supporting the "Service" in Production is Operations' accountability.
 - Creating project-mode support structures and ensuring proper Transition-to-Production is Project accountability.
 - Managing Incidents, Problems and Changes in Production is Service Delivery accountability.
 - "Problem fix" (i.e. root cause) is ultimately the accountability of the Service owner.

Service Activation Framework - example

- The Patient Registry is a Service, owned by a Portfolio Manager.
- Service Activation team has created a “Project Support Model” to ensure client is receiving proper support while still in project mode.
- Service Activation team identifies all requirements that make EMPI truly ready for Production (agreements, monitoring, reporting, staffing, etc).
- Deficiencies must either be fixed as part of the project, or an owner must be identified for proper remediation.
- Operations can accept new Services with deficiencies, but remediation **MUST** be identified and monitored. Fixing it is not Ops accountability.

What is the Design Approach?

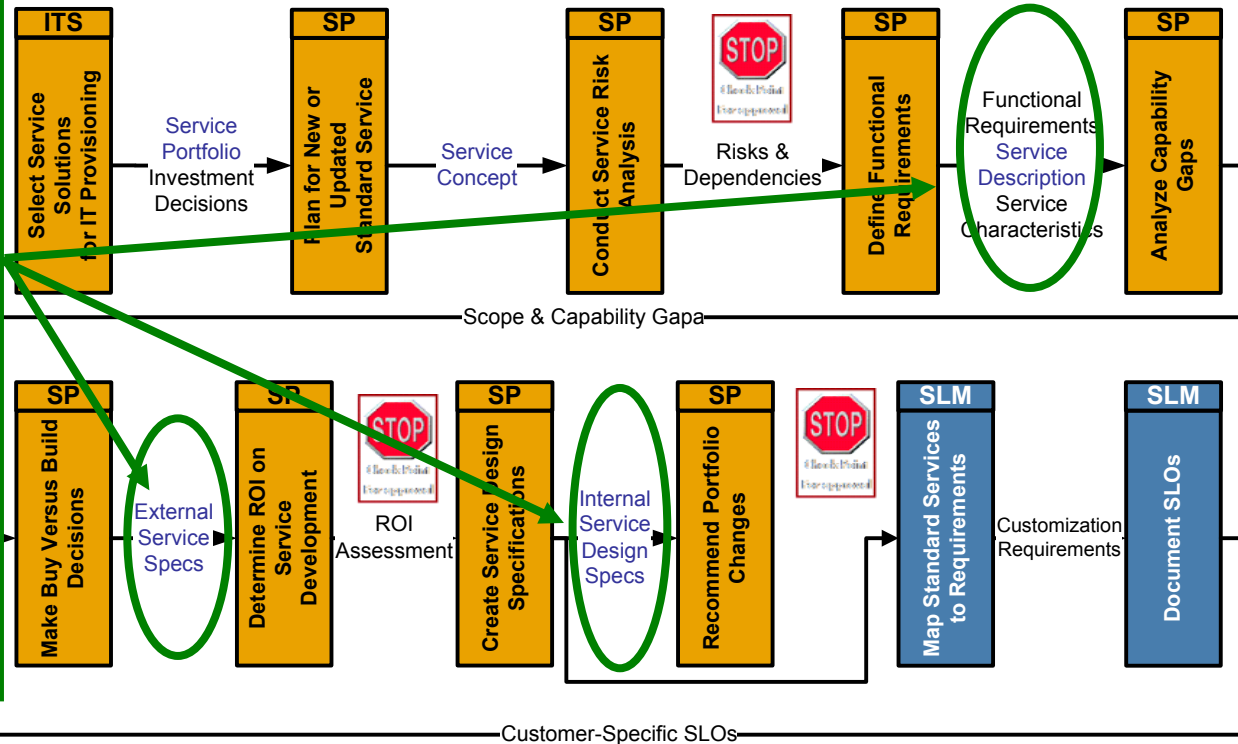
- The main focus will be on the activity flow
- Design will be guided by the best practices embodied in the Generic ITSM (IT Service Management) Reference Model used by the OPS (Ontario Public Sector) and will need to be defined in the context of the existing SSHA Development Life Cycle, New Product Implementation & Project Life Cycle processes
- Focus will be on identifying the key process, roles and minimum mandatory collaterals required to support the successful design and activation of a service (including service provisioning)
- Proof of Concept approach using EMPI (new service) and Email mass deployments (provisioning approach to activations) will inform recommendations for an Enterprise Service Activation process

Service Activation - Key Activities

1. Service Specification

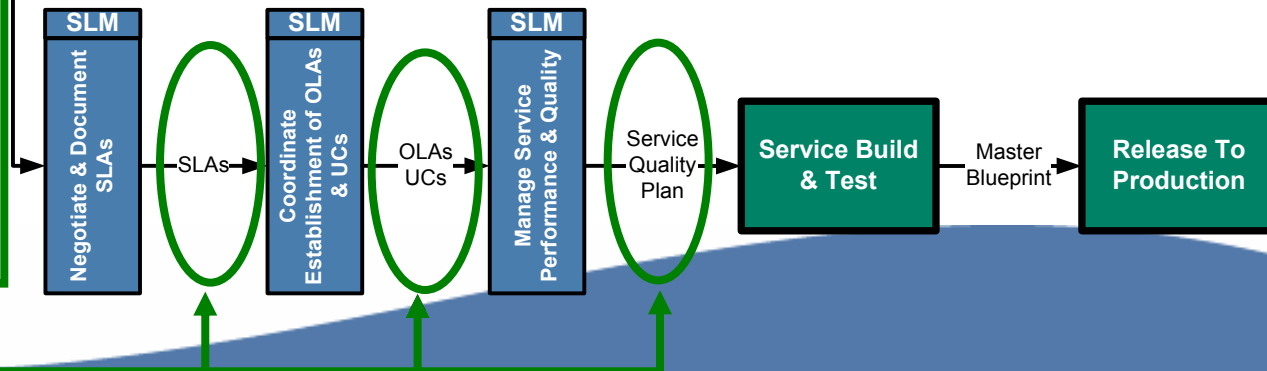
Today this is embodied in part in product fact sheets, Service Profiles, Client Operational Reference material and operational delivery documents (contact matrix, use case, etc.)

Need minimum mandatory collaterals (easily maintained, rapidly created), lifecycle triggers and responsible roles to complete as part of service release gating



2. Service Agreement

Today these are not standard and can be found in part in MSA, Service Modules, use cases, etc.



Service Agreement Model - Context

- Clients need to understand what standard services SSHA has to offer
- Business Managers need to have clearly defined standard service offerings for the basis of conversation & expectation setting with the Client
- SSHA needs to have a practical approach to agreeing & documenting service commitments with its Clients
- Clients and Business & Service Managers need an agreement on how the relevant services and service relationship will be routinely monitored and managed

Service Level Management

Service Management Arrangement
 Client Engagement
 Instance documenting selected services, Service levels, **reports** and Service review cycle

Measuring & Monitoring Commitments

Client Report View

- Demonstrates delivery as promised (targets to actuals)
- Service Health Check

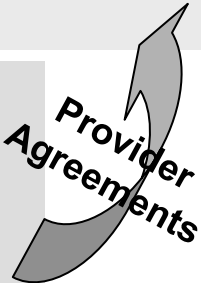
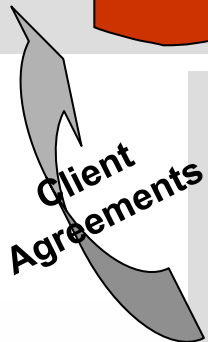
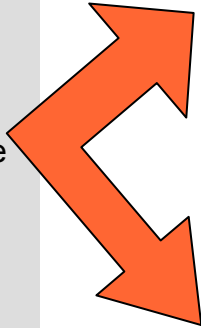
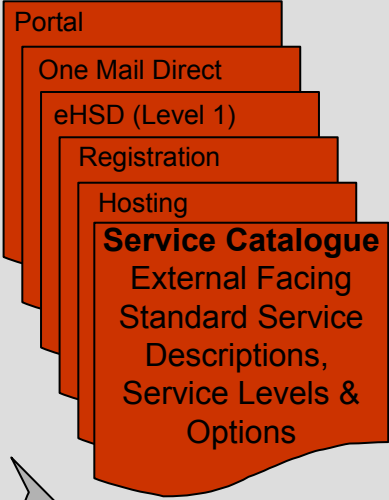
SSHA Executive, Program & Account Management Report View

- Demonstrates delivery as promised (targets to actuals)
- Visibility into the underpinning service delivery

Internal Agreements

SSHA Operations Guides
 (ie Build, Run, Troubleshoot)

Operating Specifications
 (ie. Descriptions, measures, monitoring and reporting, etc.) for SSHA Internal Facing Services such as Registrations, Order Desk, Production Operations, Contact Centre, etc.



Service Specification

External Facing Section	Internal Facing Section - (TBD)
<ul style="list-style-type: none"> • Service specific description • Service characteristics & options • Base Service Levels • Measures & Standard Client Report • Key Service Provider/Receiver Responsibilities 	<ul style="list-style-type: none"> • Internal measures, thresholds, operation reports • Service configuration & decomposition to identify dependencies on other service & components • Identification of provider chain (order desk, registration, etc) • Deployment requirements, guidelines, constraints • Specifications of support guidelines, reference materials, etc • Operations/Run cost considerations (future physical infrastructure & human resource implications work effort/skill)

Client Agreements

Provider Agreements

We help health care providers
provide better care to patients



Questions?

Sign up for our e-Newsletter at
www.ssha.on.ca

Standards Management

- Lack of standards a barrier to professionals sharing information
- SSHA helps build consensus through leadership on Ontario Health Informatics Standards Council (OHISC)
- 17 member groups – representing all stages of patient's journey through health care system
- Portal for standards management:
www.ehealthontario.ca, then click OHISC

Privacy and Security

- Protects sensitive information from unauthorized or accidental access, use or disclosure
- Ensure products:
 - Well designed
 - Meet obligations under government regulations
 - Properly protect rights of patients and health care providers
- Subject to oversight by Information Privacy Commissioner of Ontario
- Portal for privacy best practices:
www.privacy.ssha.on.ca