

Strategic Plan 2026

The North West Ontario Digital Health Strategic Roadmap

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Thunder Bay Regional Health Science Centre Strategic Plan Update

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Digital Health is an enabler

OUR STRATEGIC DIRECTIONS



Equity, Diversity, & Inclusion We all belong	Patient Experience Empathy, compassion, and respect in every encounter	Staff Experience This is where we want to work, grow and thrive	Research, Innovation, & Learning Driven by the needs of our patients, our staff and our communities

Digital Health contributes to Objectives across the 4 Directions



	Sustainable Future Ensuring our Healthy Future
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Sustainable Future Overview – Digital Health



Sustainable Future

Ensuring our Healthy Future



1. Advance digital health to improve patient and staff experiences and to enhance ongoing operations.

OBJECTIVE

1.1 Create a sustainable regional digital health infrastructure roadmap to guide future development that embraces a “digital first” approach and that further improves the maturity and functionality of our systems and processes.

Complete

1.2 Upgrade our current electronic health record (EHR) system to advance our digital maturity, and to improve patient safety and operational efficiency.

In progress

1.3 Leverage our technology to support our patients, our staff and our operations.

Ongoing

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Success to date

NWO Digital Health Strategic Roadmap

- ▶ Approved in May 2023
 - ▶ NWO Digital Health Council
 - ▶ All 4 Ontario Health Teams
- ▶ Vision “...to be a leading health system - enabled by innovative digital transformation - where partners work together to achieve the best outcomes and care experience for the people of North Western Ontario”.
- ▶ Based on feedback from over 1200 people



Success to date

Phase 1: Transforming care innovatively...with the North West Ontario Health Record

- ▶ Business Case approved & all contracts signed December 2024
 - ▶ 8 contracts
 - ▶ 20+ presentations for approvals
 - ▶ 43 contract signatures
- ▶ Recent visit from Ontario Health CEO 'you are doing the right thing'
 - ▶ Continue to work with partners
 - ▶ Meditech has adjusted solution for Primary Care
 - ▶ Onboarding more partners, e.g., potentially paramedicine
- ▶ Now in deployment planning to ~ Spring 2025 & ramping up communications



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Success to date

Phase 2: Transforming care innovatively...through advanced analytics & research

- ▶ Current state and analysis work completed (Tools review & Maturity Model)
- ▶ New 'co-design' approach successful with actionable Patient Flow Dashboard 🏆
- ▶ Discovery process to define future held in Winter 2023/Spring 2024
 - ▶ 14 sample interviews, 62 questionnaire responses, 2 Discovery workshops select 19 stakeholders
 - ▶ Raised awareness and understanding of the needs around being information-led
 - ▶ Included Confederation College Health Information Management students and Lakehead University PhD candidate working on maturing information use in public sector organizations
- ▶ Michener post graduate student working on defining framework to support research
- ▶ Outputs of process (SWOT, problems, priorities, roadmap) are being reviewed and validated. Plan will then be formulated.

PHASE 1

...with the North
Western Ontario
Health Record
(NWOHR)

PHASE 2

...through advanced
analytics & research

PHASE 3

...with new digital
health

Success to date

Phase 3: Transforming care innovatively...with new digital health

- ▶ NWO Digital Health Innovation Board formed to help define what space we want to be in & evaluate opportunities
- ▶ Joined OBIO Early Adopter Health Network to explore commercially-ready opportunities for piloting in real life
- ▶ Started discussing with the NWO Innovation Centre
- ▶ A number of opportunities have been explored with several currently being evaluated
- ▶ Reviewing what is needed to support AI
 - ▶ Consultation with other hospitals in Ontario
 - ▶ Exploring a research pilot in the NW to for ambient AI transcription
 - ▶ NW working with Ontario MD on their trial of ambient AI transcription
 - ▶ Monitoring the Meditech Expanse use of AI pilot in BC
 - ▶ Discussion with key vendors on their AI abilities and how we could pilot here
 - ▶ Developing competency within Informatics



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Success to date

Supporting Foci: Cyber Security

- ▶ TBRHSC has been pronounced as 1 of 10 regional cyber security operations centres in the province by the Ministry of Health/Ontario Health
- ▶ Government's model is hub and spoke where TBRHSC is a spoke for all healthcare organization in the NW
- ▶ All Ontario Health baseline assessment completed for hospitals. Primary care now in progress
- ▶ IT support operating models are to be defined for the NW to support all digital health work



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Challenges/Barriers

- ▶ Local or organization needs vs health system/holistic patient needs
- ▶ Short term needs vs longer term, strategic direction
- ▶ Complexities of evolving environment, e.g., Ontario Health Teams
- ▶ Need to ramp down/limit work to ramp up NWO Health Record
- ▶ Lack of standardisation of software, configuration and clinical equipment and appreciating the need for standardisation vs bespoke/department-specific purchases
- ▶ Competing priorities for everyone
- ▶ Success will depend on involvement from front line staff



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Next Steps

- ▶ Complete deployment planning for the NWO Health Record
- ▶ Begin broad communications, targeting autumn 2024 & start ramping up excitement
- ▶ Setting up groups to agree standards for configuration, clinical equipment, ancillary information systems
- ▶ Cyber security planning for our NWO health system
- ▶ Define roadmap for maturing our use of information
- ▶ Define our 'niche' for digital health innovation and AI



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