Digital Health Work Group Minutes

March 21 2025 10:30am – 12:00pm ZOOM meeting

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| **Item** | **Agenda** |
| 1.0 | Agenda Review |
| 1.1 | Previous meeting minutes, review of action items and approvalEPIC Rollout (action from last meeting)* Nona reported the Hamilton EPIC team came to our two hospitals and are reviewing our current technology and devices, and identifying future state. Looking at all the systems that are integrated internally and externally - IDS, clinical connect etc. No confirmed project timeline.
* Kim requested a separate meeting to discuss the EPIC timeline and align with eReferral.
* Questions about EPIC rollout:
* Is there build in connections with other software?
* Is it “out of the box” or does it need to be customized?
* Is there a messaging system?
* How is privacy and security managed?
* Will external agencies have access to EPIC and what would that data sharing agreement look like?
* Is there a subscription fee for each agency to have access to EPIC and its records?
* EPIC has its own version of MyChart patient portal – where does that fit in?
* The partnership with Hamilton and West Haldimand for data sharing was mentioned, with data sharing agreements completed and legal documents in progress.
* Kim would like to walk through patient workflow
* A demo of EPIC was requested

***Actions:*** * ***Nona will ask the DREAM team and Home Care who are on site and documenting about data sharing***
* ***Nona will try to find out more and bring to next meeting.***
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| 2.0 | ELG Meeting Update Roxanne Pierssens-Silva* Updated Sponsor/ Co-Chair
* Defer
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| 2.1 | Funding Opportunity Follow upReview of items* + IDS ( Integrated Decision Support / Business Intelligence)
* Looking at data metrics and population health management that is being captured at hospital as well as GRCHC. Working to expand use of IDS to primary care.
	+ Secure Messaging
* A pilot with 75 licenses for one year has been launched.
	+ Learning Management System (LMS)
* OHT is looking to implement a consistent LMS across the OHT partner organizations. Still in early phases, more to come.
	+ Interpreter Services (Voyce)
* A demo was held last week with about 4 interested organizations.
	+ Device for Paramedicine / Monitoring
* Was based on funding for DH, have had meetings/sessions with different stakeholders
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| 3.0 | Round Table Updates * Acute Care
* BCHS has cancelled its contract with meditech and is exploring other options. The intention is for any new implementation to have alignment with care partners (HHS, St. Joe’s).
* Continue to use Equina for physician scheduling and secure messaging
* Community & Partner Organizations
* Aileen reported completing the EDI training modules and thought it was good. Will continue to use freshdesk. We also use it for ticketing system.
* Still moving along with Alayacare.
* Concerned about the affect of tariffs on costs.
* Primary Care
* Nearing the end of our strategic plan refresh. Will be published hopefully early April. Our role will be to action and support the outcomes of the refresh.
* MH & Addictions
* Southcoast wellness is looking into secure messaging as well as CMH. Is interested in taking part in the LMS project as well.
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| 4.0 | BBN OHT Strategic Projects / Provincial Updates eReferral * Kim is meetings next week with the Regional group. Anticipates information will be shared about what the eREferral pathway will look like. Once we receive this direction, we will probably reconvene the eReferral working group

Online Appointment Booking * Future of funding is unknown.
* The target for sustained licenses (organizations that were already using it and will continue to) was 40 and we have 39. The target for new licenses was 20 and we have 24.
* Will be sending a patient experience survey out to organization.
* Will be booking 1:1 calls with offices. Will take this opportunity to ask how we can support other services and promote eReferral.
* Kim has spoken to clinical connect project lead and will be doing a demo.

ConnectMyHealth- Future for 2025/2026* There will be ongoing sustainment finding for the app and CMH. OH is encouraging OHTs to promote and adopt CMH. For this year our target was 3083 registrations and our current progress is 1345 registrations. OH will be adding 25% to the target for next for making it 3853 registration.
* Why are we not reaching the target/what do we think we need to do to improve and increase registration?
* Suggestions:
* Find out if other OHTs hit their target and if so, how they did so.
* Would be interesting to know what percentage of the population have data in the hospital system that they would want to access. Someone who goes for a one off may be less motivated than someone who goes often.
* The 16 or older rule excludes patients who want to collect their children’s records.
* We will not be able to achieve this target unless we have a different solution. Many of our patients are of an older demographic and will struggle with this. We need a dedicated area where people can get assistance.
* Suggestion to look at population based target. Our current target is double what Burlington’s is. Our catchment area ~160,000-200,000 for BBN. Comparing to Burlington, our target should be around 1500.

***Action:******Nona run a report of patients with single vs multiple hospital visits in a given timeframe.*** |
| 4.1 | BBN OHT Digital Assets / Community of Practice Updates ( as required) |
| 5.0 | Privacy and Cyber-Security  |
| 6.0 | Adjournment and closing remarks  |

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| **Name**  | **Organization**  | **March 11, 2025**   |
| Kimberly Meier  | OHT  | P  |
| Connie DeBenedet  | OHT DHIS  |  |
| Priyanka Sharma  | OHT DHIS  | P  |
| Danielle Myers  | BCHS - Director ICT   |  |
| Dan Hill  | NGH - Director - Finance  |  |
| Nona Gatchalian  | Records/ HIM / Privacy  | P |
| Dr. Dale Kalina  | BCHSYS - Chief of Staff  | P  |
| Dr. Dave Vincent  | OHT - Digital Health / PCC  | P  |
| Sherry  Kerr  | PSS  |  |
| Ram Shankar  | Compass / GRCHC  |  |
| Hayley Francis  | OHT  | P  |
| Joy Casarin  | Patient Family Advisor  |  |
| Joe Walsh  | St. Josephs Lifecare Centre  |  |
| Wassim Khalil  | St. Josephs Lifecare Centre  |  |
| Aileen Bradshaw  | Alzheimer's Society  | P  |
| Roxanne Pierssens-Silva  | Norfolk Family Health Team  |  |
| Kerry Wetherell  | CAMHS Haldimand Norfolk – Operations Manager  | P |
| Bill Helmeczi  | MH&A  |  |