

2021-22 Digital and Virtual Care Funding Opportunities

PRIMARY CARE COLLABORATIVE

AUGUST 23, 2021



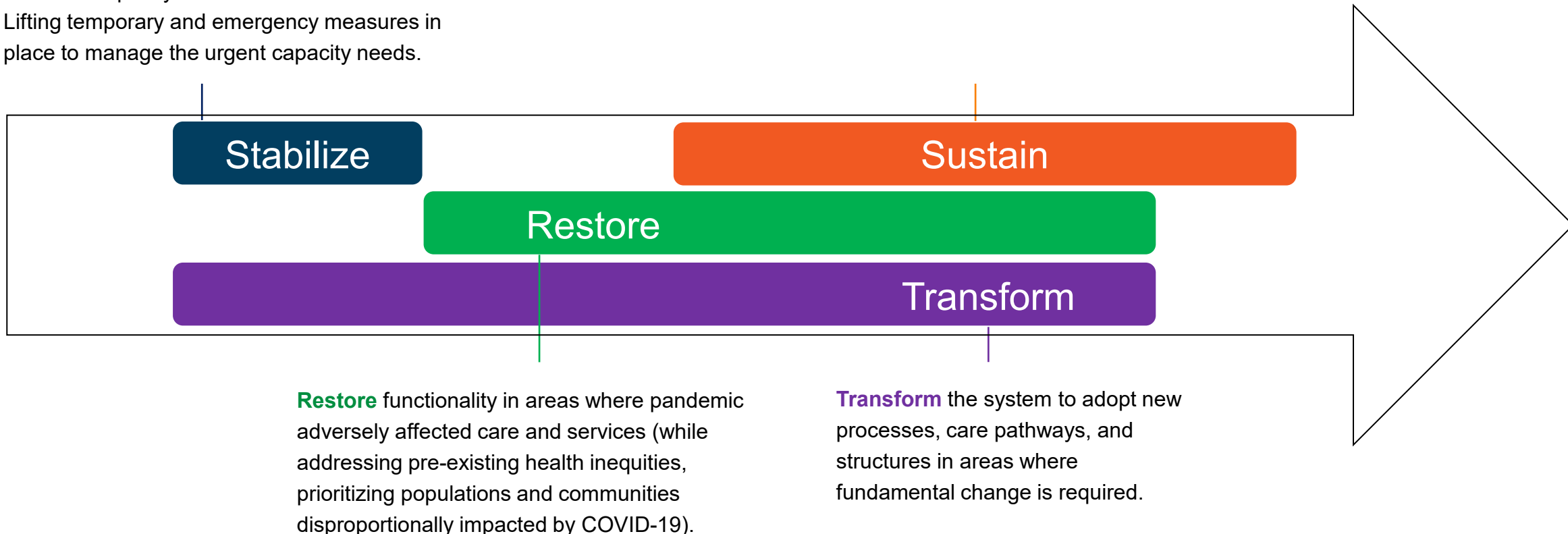
Summary

- Last year, Ontario Health (OH) provided funding to 98 virtual care projects that enabled access to care during the COVID-19 pandemic.
- This year, additional digital and virtual care funding is available to support health system recovery, accelerate health system transformation, and build OHT digital maturity.
- Funding is being administered by OH through a criteria-based proposal process. All proposals require endorsement by the OH Regions and approval by the OH Digital and Virtual Care Secretariat.

A Phased Approach to Health System Recovery & Transformation

Stabilize health system and workforce to ensure available capacity to recover from COVID-19. Lifting temporary and emergency measures in place to manage the urgent capacity needs.

Sustain positive changes that have been effective.



A Phased Approach to Funding Opportunities

Announced in early June

- ✓ Remote Care Monitoring
- ✓ Virtual Urgent Care*



Announced in mid June

- ✓ An Initiative to Align and Standardize HIS Implementations
- ✓ Regional Security Operation Centres
- ✓ Ontario Standards for Care

Announced on June 30th

- ✓ Virtual Surgical Transitions*
- ✓ Virtual Home and Community Care
- ✓ OHT Patient Navigation and Health Care Navigation Service planning resource*

- ✓ Integrated Virtual Care*

Announced on August 13th

- ✓ Online Appointment Booking for Primary Care/OHTs
- ✓ Patient Access to Information in OHTs/ Patient Portals
- ✓ Virtual Primary Care

To Be Announced at the Beginning of September

- Tests of Change (Digital Innovation) including Clinical Systems Integration

Building OHT maturity is one of the funding objectives

- This year's digital and virtual care funding is targeted at Approved OHTs and In Development Teams to encourage OHT-level shared decision-making, collaboration, financial management and performance measurement.
- Health care organizations that are members of an approved OHT must submit a coordinated proposal that demonstrates alignment with the OHT model.
- In Development Teams may also submit proposals and demonstrate how their proposal aligns with the OHT model.
- Indigenous communities, including First Nations, Inuit, Metis and Urban Indigenous, are encouraged to apply for funding opportunities.

Integrated Virtual Care Program Funding

- Up to \$18M in one-time funding is available for OHTs, In Development Teams and other health care organizations to implement, enhance, and scale virtual care programs and services to support integrated care delivery.
- Ontario Health (OH) is inviting proposals that align with one or more of the following provincial priorities:
 - Patient navigation and care transitions
 - Mental health and addictions services
 - Other target populations, including seniors, palliative care, and patients with chronic diseases
 - Outreach services for unattached, underserved, or marginalized communities
- Other virtual care proposals from OHTs and In Development Teams seeking to become an approved OHT that improve patient access and experience may be considered if they align with regional priorities.

Primary Care Opportunities

- This year, we have 2 funding opportunities that are specifically targeted at primary care:
 1. Online Appointment Booking (2 years)
 2. Virtual Primary Care (1 year)
- We welcome integrated proposals that combine virtual care (including patient navigation) and online appointment booking.
- This funding can be used to support the development of primary care groups within OHTs or In Development Teams.

Virtual Primary Care

Background

- Primary care providers were forced to rapidly adopt virtual care at the start of the COVID-19 pandemic.
- In surveys, primary care providers have told us they need support to sustain a hybrid model of in-person and appropriate virtual care (phone, video, secure messaging, remote care, digital self-care) when in-person services resume.
- However, this requires a redesign of current intake and workflow processes with special consideration for vulnerable populations who lack access to devices and data plans.

Virtual Primary Care

Eligibility

- Up to \$6M in one-time funding is available to support primary care groups within Ontario Health Teams (OHTs) and In Development Teams to build stronger partnerships.
- Partnership proposals with OHT partners are encouraged.

Key Objectives

Ontario Health (OH) is inviting proposals that align with one or more of the following priorities:

- Improve the patient experience by optimizing primary care workflow and integration with OHT partners to support access to in-person and virtual care services (when appropriate).
- Virtual care models for target populations, including frail seniors, patients with mental health and substance use disorders, palliative care and chronic diseases.
- Outreach services for unattached, underserved, or marginalized communities

Online Appointment Booking (OAB)

Why OAB?

- Patients want it
 - Convenient
 - Ability to book, cancel and reschedule
 - Less likely to miss an appointment d/t automatic reminders
- Key strategic pillar of the Ministry of Health's *Digital First for Health strategy*

What is OAB?

- Online appointment booking (OAB) solutions allow patients and caregivers to book an in-person, video, or telephone appointment electronically, by choosing a date and time and receive an automated appointment confirmation, with limited to no interaction with another person. Appointment reminders are automated either by email, text message, app notification or voice recordings.
- ***Email addresses and online enquiry forms are not OAB solutions, as they require human interaction to confirm appointment availability.***

Online Appointment Booking

Eligibility

- Up to \$6.75M is available for Ontario Health Teams, In Development Teams and other health care organizations.
- Funding is intended for new or expanded OAB implementation in primary care settings. Other sectors can also be proposed if a significant number of patients will benefit.
- Successful applicants will receive one-time funding and be eligible for continued operating funding in FY2022/23 if they demonstrate implementation success by March 31, 2022.

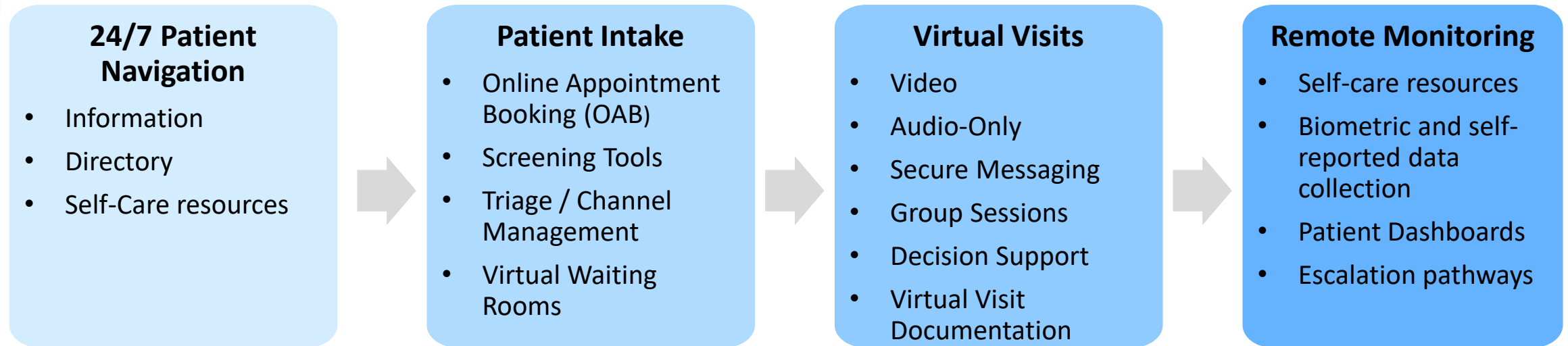
Objectives

- To improve the patient experience by enabling more Ontarians to book an online medical appointment with their primary care provider and other members of their health care team.
- To support innovative uses of centralized online appointment booking within an integrated care environment that supports timely access to care_
- To demonstrate how online appointment booking solutions can improve provider and office efficiency_
- To strengthen OHT primary care groups.

Provincial Standard

- Ontario Health's provincial service standard for Online Appointment Booking services is now available online:
<https://www.ontariohealth.ca/our-work/digital-standards-in-healthcare/online-appointment-booking>

Support for Virtual Care Across the Patient Journey



Provincial Health Care Navigation Service (HCNS) - Under Development

Provincial Online Appointment Booking Standard

Provincial Virtual Visit Solution Standard & Vendor Verification Program

Recommended Timelines

- Proposals for FY2021-22 funding will be received on a rolling basis until the end of December 2021.
- The following recommended submission targets are intended to help OHTs prioritize their efforts.
- OHTs are encouraged to submit their proposals as soon as they are ready.

Funding Streams	Recommended Timelines
<ul style="list-style-type: none"> • Remote Care • Virtual Urgent Care • OHT Planning Resource • Surgical Transitions (Sustainment) 	<ul style="list-style-type: none"> • Recommended target: submit by early September
<ul style="list-style-type: none"> • Integrated Virtual Care • Virtual Home and Community Care • Surgical Transitions (New) • Virtual Primary Care 	<ul style="list-style-type: none"> • Recommended target: submit by early October
<ul style="list-style-type: none"> • Online Appointment Booking (2 years) • Patient Portals (2 years) • Tests of Change (2 years) • Clinical Systems Renewal (2 years) 	<ul style="list-style-type: none"> • Recommended target: submit by early November <u>or</u> wait for Year 2 funding.