

B.C.'s Digital Health Strategy

A digitally enabled health system trusted by all who use it



Ministry of Health



Provincial Health Services Authority

Digital health weaves together the health care provider and patient experience across care settings, enabling seamless transitions of care at every stage of life.



What is B.C.'s Digital Health Strategy?

- » The Digital Health Strategy guides B.C.'s effort to create a digitally enabled health system entrusted by all who use it.
- » B.C.'s Digital Health Strategy envisions a connected, trusted health system, which empowers all users and addresses our population health needs.
- » The 2022-2025 Digital Health Strategy was developed with input of citizens, the Provincial Health Services Authority, the First Nations Health Authority, the five regional health authorities, and the Doctors of BC.

In B.C., digital health is:

An all-inclusive term used to describe the use of information technology and secure communication tools, services and processes to support an integrated health care system for the benefit and well-being of all patients and health care providers.

Digital Health Strategic Objectives

What this means for the people of B.C.

How we achieve a digitally enabled health system

Objective 1: EMPOWER PATIENTS

Patients are empowered by digital tools and access to information, enabling them to be **active participants** in their health journey with the ability to **choose the time, nature, and location** they receive trusted and personalized care

- » Develop a consistent approach to patient access to their health information, including family/dependents, and access to virtual care
- » Become a trusted source of digital tools and health content to support health literacy and enhance its use in health management
- » Overcome social, economic, and geographic barriers to create equitable and inclusive access to health services, by focusing on B.C.'s cultural diversity and unique needs of First Nations
- » Leverage digital and virtual health within service delivery to help patients take greater control of their health system interactions, experience easier access to healthcare services, and manage their health wherever they are

Objective 2: IMPROVE PROVIDER EXPERIENCE

Digital tools and access to information are leveraged to improve the health care provider's experience, **reduce administrative burden, and increase their capacity** to deliver efficient, trusted, high-quality, consistent care

- » Create a consistent provider experience through the deliberate integration of digital tools, systems, and data
- » Extend reach and productivity of providers by using technology to innovate workflow and redesign business processes for data collection, processing, reporting, and care delivery
- » Support education, training, and change management activities to promote adoption and digital literacy, including leveraging peer virtual support

Objective 3: ESTABLISH A CONNECTED HEALTH SYSTEM

A connected digital health system enables the **seamless and secure sharing and exchange** of provincial health data between all users across the care **continuum**

- » Employ a coordinated approach to supporting interoperability across regional boundaries and providers at all levels of care (i.e., primary, secondary, tertiary)
- » Follow industry wide standards and approaches to support efficient health information sharing across the province, such as for referrals, orders and consults
- » Formally collaborate on provincial clinical solutions and processes to create efficiencies across the health system

Objective 4: ENABLE THE BUSINESS ENTERPRISE

Fundamental business infrastructure and solutions are integrated, and **business processes are streamlined, creating efficiencies** across the system

- » Collaborate provincially on integrated systems within key business areas, such as Human Resources, Finance, Supply Chain
- » Leverage digital solutions to enable the modernization of B.C.'s health care supply chain, improving data flow, asset tracking, and analytics



Ministry of Health

