



Summary Corporate Plan 2021-2022

What Canadians Want

The COVID-19 pandemic significantly accelerated the use of virtual care out of necessity — to keep patients and health care providers safe. While doing so, the pandemic also demonstrated that virtual care is a viable and effective way to deliver care for Canadians. It will never replace all in-person visits, nor is it intended to, but patients and care providers have embraced it and they want it to be available as an option long after the pandemic is over.

There are many reasons for this. Besides safety, virtual care improves access to care and makes health care more convenient. Canadians want their health care to be as convenient as every other aspect of their lives. Virtual care also saves time and money and it's good for the environment. In 2019, it saved Canadian patients more than 11.5 million hours in travel time and more than \$595 million in avoided expenses, and reduced CO2 emissions by 120,000 metric tonnes. These benefits will only grow as virtual care is available more broadly across the country.

During the pandemic, nearly 70 per cent of Canadians who sought medical assistance used virtual care, 91 per cent

said they were satisfied with the experience, and 76 per cent said they are willing to use virtual care after the pandemic.

Good progress has been made in the move toward virtual models of care and Canadians are embracing these models. There is, however, still work to do. We will need continued clinical and political leadership, including collaboration among the federal, provincial and territorial governments. We will need to improve the patient experience by supporting digital health literacy. While 90 per cent of Canadians want technology that puts them in greater control of their health, nearly 60 per cent feel they don't know enough about digital health apps and services. Providers will need support through modern tools and change management approaches. Concerns about privacy and security of personal health information will need to be alleviated. And we will need to ensure equity for Indigenous Peoples and marginalized and underserved groups.

What We Will Deliver

To realize the significant value of virtual care, we will collaborate with the Members of the Corporation who established Infoway — Canada's federal, provincial and territorial governments — as well as industry partners who are developing innovative solutions, clinicians who are using these solutions, and patients and their families, to ensure they have an optimal care experience.

In 2021-2022, we will continue to make progress on our 2017-2022 Driving Access to Care strategy by focusing on five goals. We will:

- **Drive adoption by collaborating with stakeholders** to improve access to care, address challenges and ensure that virtual care is a viable and effective option for all;
- **Improve the patient and provider experience** by improving digital health equity and literacy for *all* Canadians and ensuring that clinicians have the tools and training they need to treat their patients;
- **Accelerate pan-Canadian interoperability** by improving effective data sharing, supporting sharing of resources across jurisdictions and supporting jurisdictional efforts to accelerate and scale virtual care systems;
- **Foster an ecosystem of innovative solutions** by supporting innovators through tools, best practices and knowledge exchange, and collaborating with industry and other stakeholders to drive innovation and the use of emerging technologies; and
- **Drive operational excellence** by ensuring organizational capacity, optimal business processes and engaged employees.

2021-2022 Performance Expectations

To achieve our 2021-2022 goals, we have set the following specific performance expectations:

Drive virtual care adoption by making investments that support priority needs in all 13 jurisdictions

Expand strategic relationships with provinces, territories, industry and health care leaders to help build support and advocacy for virtual care services, including PrescribeIT®

Support jurisdictions in improving the experience of clinicians and all Canadians using virtual care and other digital tools

Advance pan-Canadian virtual care interoperability and standards by establishing an ongoing and active collaborative framework with jurisdictions, clinicians, other Pan-Canadian Health Organizations, industry and the broader health sector

Initiate the modernization of data management solutions for organ donation and transplantation

Drive advanced technological innovation in health care to improve access to care, quality of care, equity and outcomes

Drive adoption of PrescribeIT® by:

- Expanding deployments to a total of seven jurisdictions
- Growing the prescriber base to more than 10,000 enrollments
- Increasing pharmacy enrollments to more than 5,000 sites
- Expanding the service to two hospital sites

Refine and expand PrescribeIT's functionality to make the service easier to use and better support patient safety, including in the prescribing of opioids

Produce and publish research that quantifies the benefits of digital health, measures attitudes and perceptions of citizens and clinicians and informs the digital health agenda

By 2022

We will work toward achieving these targets:



5 million

Canadians enrolled in patient portals and other virtual care solutions



Half of Canadians

will report access to patient portals and other virtual care solutions



17,300

prescribers and

4,800

community pharmacies enrolled in PrescribeIT®

What Guides Us

As we work toward achieving these goals and performance expectations, we will be guided by our commitment to:

- **Building and maintaining respectful, collaborative partnerships** with patients, families and caregivers by listening to their perspectives and learning from their experiences;
- **Collaborating with jurisdictional partners** to ensure that digital health solutions address their priorities for their citizens and provide value across multiple jurisdictions and settings;
- **Collaborating with the private sector** to advance digital health innovation;
- **Collaborating with other Pan-Canadian Health Organizations** to harness our collective resources to benefit Canadians;
- **Striving for equitable, non-discriminatory access to digital health for Indigenous Peoples** and other marginalized/underserved groups; and
- **Adhering to rigorous accountability standards** and providing effective, consensus-driven governance.

What We Will Spend

Infoway's investments in digital health initiatives have resulted in \$35 billion in benefits (cost savings and efficiencies) to Canadians and our health system since inception. The federal government recognized Infoway's ability to foster digital health innovation and progress by providing recapitalization in Budget 2016 and 2017. In addition, early in 2020, the Government of Canada announced an investment of \$240.5 million to develop, expand and launch virtual care and mental health tools to support Canadians. Infoway is expected to receive a portion of this funding to support various virtual care initiatives. To deliver on our performance expectations for 2021-2022, we expect to invest between \$130 to \$150 million.





Infoway's Rapid Response to the COVID-19 Crisis

Immediately after the global pandemic was declared in March 2020, Infoway began working with Health Canada and the provinces and territories to help provide urgently-needed programs and services that could also be leveraged post-pandemic. Infoway established a Rapid Adoption of Virtual Care Fund and invested in 17 projects across all jurisdictions, in four focus areas: virtual care, e-mental health, remote patient monitoring and access to COVID-19 test results. It took only 45 days from the establishment of the Fund to project approvals, and all projects were operational within 30 days of approval. As of December 31, 2020, more than 77,000 health care providers and more than 2.9 million Canadians were using virtual care solutions as a result of these investment projects.

Learn more: <https://bit.ly/31WO74H>.

About Canada Health Infoway

Canada Health Infoway (Infoway) helps to improve the health of Canadians by working with partners to accelerate the development, adoption and effective use of digital health innovations across Canada. Through our investments, we help deliver better quality and access to care and more efficient delivery of health services for patients and clinicians. Established in 2001, Infoway is an independent, not-for-profit organization funded by the federal government and governed by its Members who are the 14 federal, provincial and territorial Deputy Ministers of Health.

OUR VISION

Healthier Canadians through innovative digital health solutions

OUR MISSION

Infoway will bring a pan-Canadian focus to: improving the patient experience, improving the health of populations, and unlocking value for the health system

Find us online: www.infoway-inforoute.ca

The views expressed herein represent the views of Infoway (or other persons indicated), not the Minister of Health or any representatives of the Government of Canada.