

Alberta Health

Enabling New Models of Care (ENMOC): A Vision to Modernize Health Care

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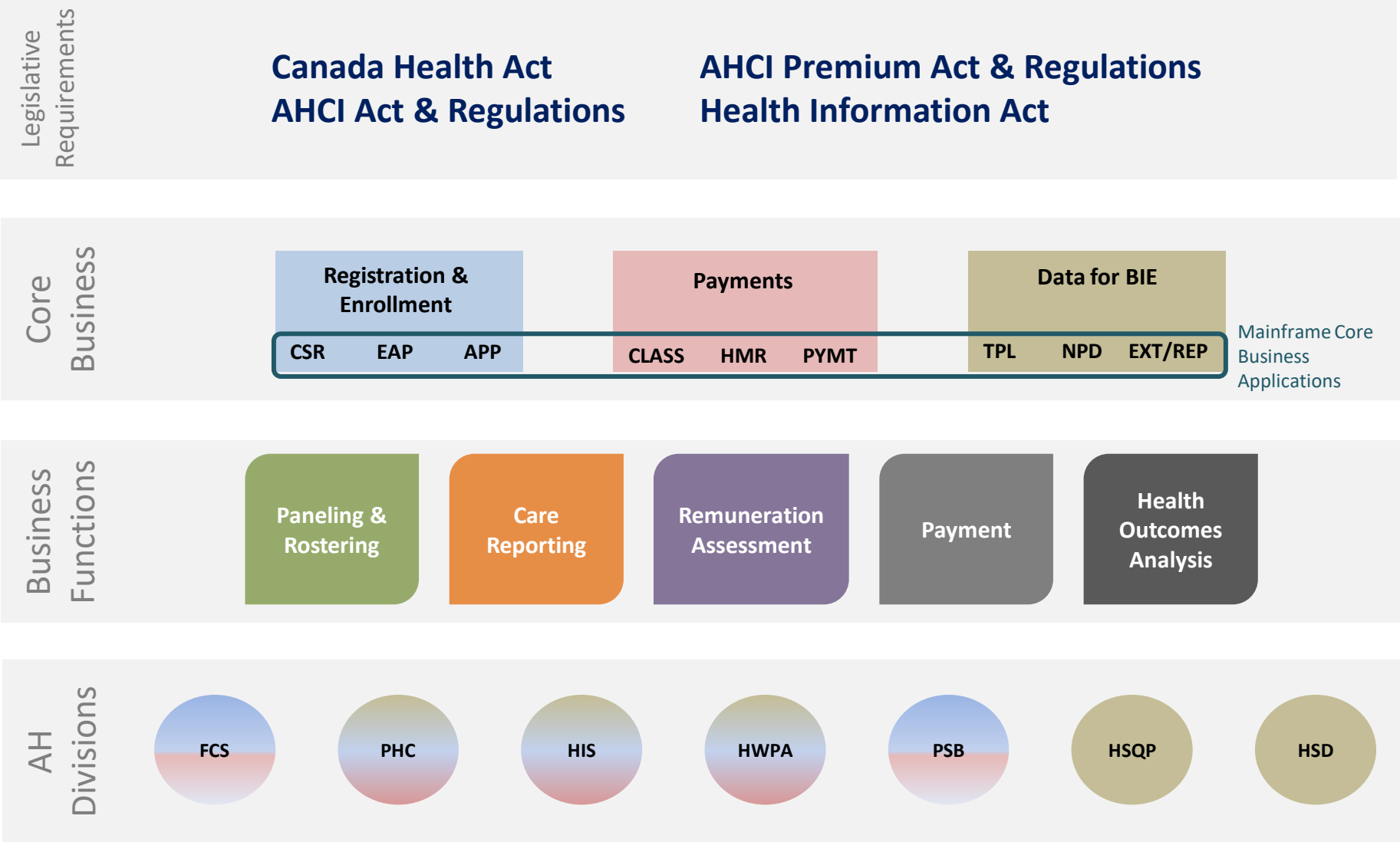


Presentation Outline

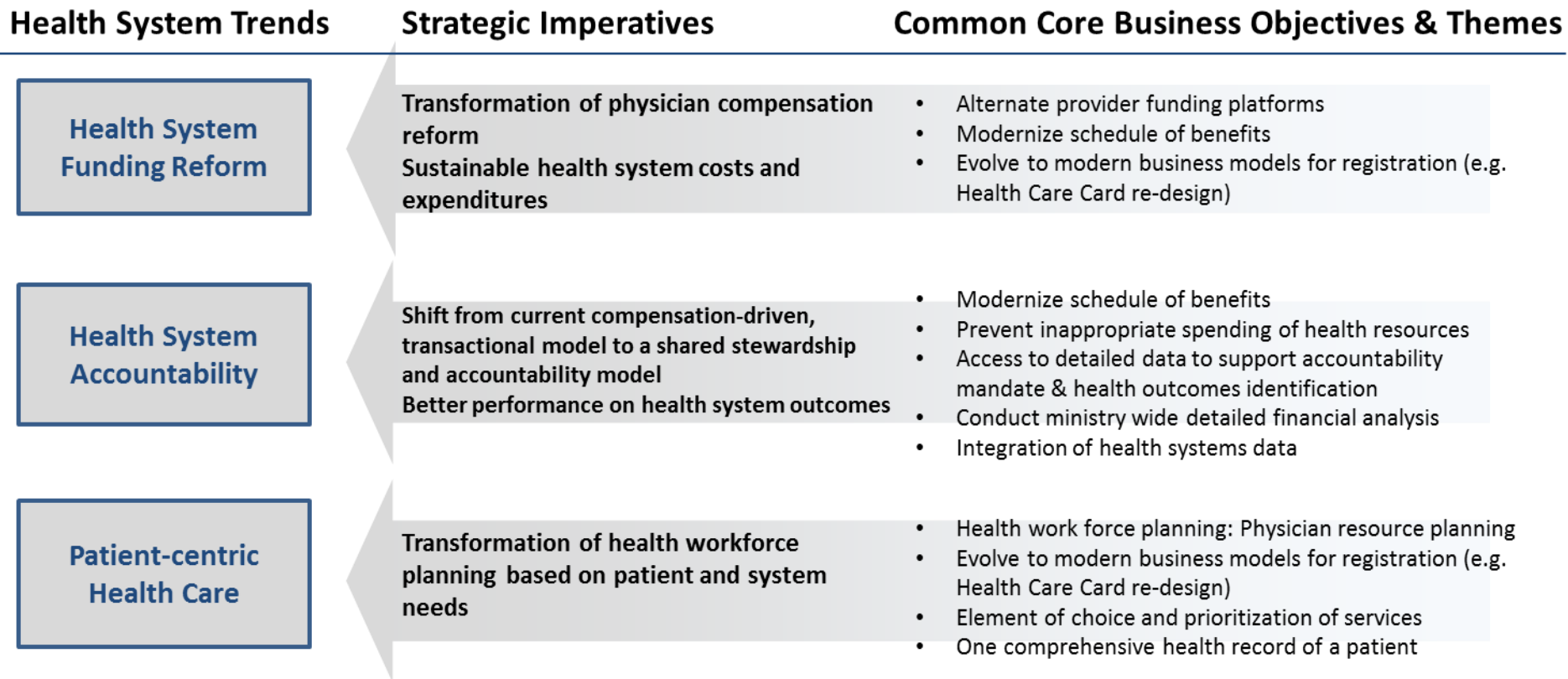
TOPIC	TIMING
Welcome & Outline	1 minute
AH ENMOC Vision & Outcomes	10 minutes
ENMOC Initiative Overview	5 minutes
Questions and Close	5 minutes

AH ENMOC Vision & Outcomes

Alberta Health Care Insurance Plan: Enabling New Models of Care Initiative



Common core business objectives & themes support key strategic imperatives to achieve a high value health system and enabling new models of care



Updated information management systems are a building block for reform in overall health system funding and physician payments, accountability, and patient centric health care

ENMOC Vision

Alberta Health’s vision is to Enable New Models of Care by being more flexible, agile and responsive

Business Driver

To be more **flexible, agile and responsive** in response to changing health system needs, trends and health legislation.

Technical Driver

To **migrate the nine legacy business applications** supporting AH core business off mainframe technology.



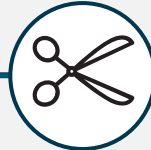
A long-term journey that will extend far beyond the term of ENMOC and is directly dependent on the foundation of innovation and transformation



Revalidation and Modernization of Health Care Card



Value-Based Care & Service Provider Models



Business Process Efficiencies, Automation & Eliminate Redundancies

ENMOC Strategic Business Objectives & Outcomes

Improved Value to Users (Business, Albertans, Providers) Better Integration & Alignment

- Self-serve portals that allow stakeholders to maintain and receive information
- Implement one self-serve portal for Albertans
- Decreased amount of time that business areas need to spend
- Reduce identify theft and fraud in health system to prevent health care fraud
- Integrate more seamlessly with other systems in AH and external systems
- Align with health system partners and non-health system partners for coordination of community services to Albertans.
- Easier to integrate

Business Process Efficiency System Flexibility & Agility

- Achieve internal efficiencies; streamlining, standardizing and automating manual processes
- Adapting to changing business needs
- Reduced amount of time staff need to spend dealing with manual tasks
- Increased ability to focus workforce on higher level value added patient/customer tasks
- A modern, robust and flexible technology platform
- Reduced time and cost to configure environments/infrastructure
- Reduced time & cost to modify existing registration & payment programs & add new models of care (configuration)
- Reducing/eliminating the cost of maintaining legacy mainframe

Improved Analytics & Predictive Modelling Compliance & Monitoring

- Generate ad-hoc reporting & standard, built-in reports
- Ability to run “what if” scenarios and flag items needing investigation
- Improved access to tools and data
- Comprehensive decision-making
- Comprehensive decision-making
- Monitor activities and detect anomalies to mitigate misuse
- Decreases identity theft and fraud and increases efficiencies in the health system
- Prevent inappropriate spending of health resources



ENMOC Organizational Change Management

Organizational Change Management (can be referred to as OCM or Change Management or Change) activities are designed on five key pillars and are a mechanism to achieve ENMOC's vision and objectives.

DEFINE PURPOSE

1. Change Champions and Sponsorship

ACTIVITIES DURING IMPLEMENTATION:

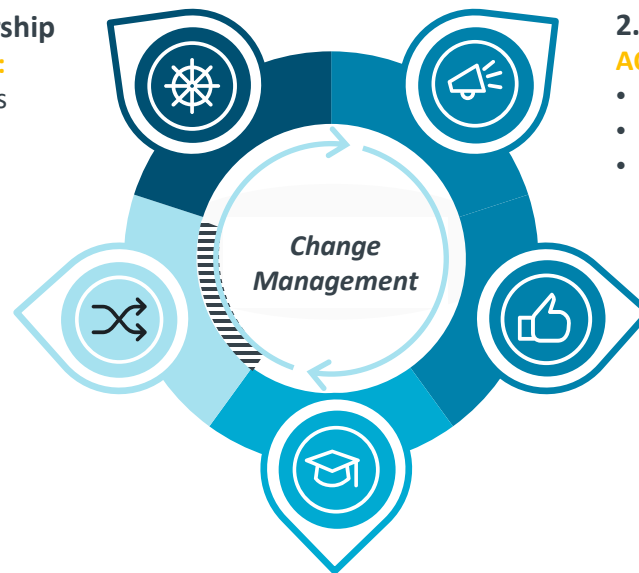
- Identify & Engage Change Champions

DRIVE THROUGH PERFORMANCE

5. Resistance Management and Reinforcement

ACTIVITIES DURING IMPLEMENTATION:

- Continue Change Champion/Network Engagement to Restate Success
- Conduct Change Adoption Survey
- Manage resistance



DEVELOP CAPABILITY

4. End-User Training and Knowledge Transfer

ACTIVITIES DURING IMPLEMENTATION:

- Finalize Training Design and Curriculum
- Develop Training Materials
- Deliver training to end-users

DESIGN FOR IMPACT

2. Stakeholder Communications and Engagement

ACTIVITIES DURING IMPLEMENTATION:

- Execute Rolling Tactical Communication Plan
- Launch Change Network
- Refresh Stakeholder Analysis

DESIGN FOR IMPACT

3. Change Preparation (Impacts & Readiness)

ACTIVITIES DURING IMPLEMENTATION:

- Conduct Change Impact Assessment
- Conduct Change Readiness Surveys

ENMOC Initiative Overview

ENMOC Scope: Alberta Health's Core Business

A strategic opportunity to redesign and replace nine end-of-life core business applications that support the registration, enrollment, payment and data assets that are financially and technically unsustainable.

Core Business Stream Description

1 – Registration & Enrollment

Redesign and replace AH's registration & enrolment systems with a business solution to serve as:

- The **foundation for registration of stakeholders** such as people, service providers and organizations in support of health service delivery
- **Source of truth for eligibility** for Albertans to receive health services under the Alberta Health Care Insurance Plan (AHCIP) and inform other health related programs and initiatives (such as Alberta Netcare EHR).

2 – Payment & Recoveries

Redesign and replace AH's payment system for issuing EFT (electronic funds transfer) or cheques generated from:

- **Fee for service** claims processing
- Payment determination from **alternate payment models**
- **Third party liability (TPL)** system for the recovery of expenditures due to injury related service activity.

3 – Claims Processing & Payment Determination

Redesign and replace:

- **Payment determination processing** for current and future service provider remuneration models to support service provider compensation reform.
- **Hospital Medical Reciprocal processing** supporting the interprovincial agreements.

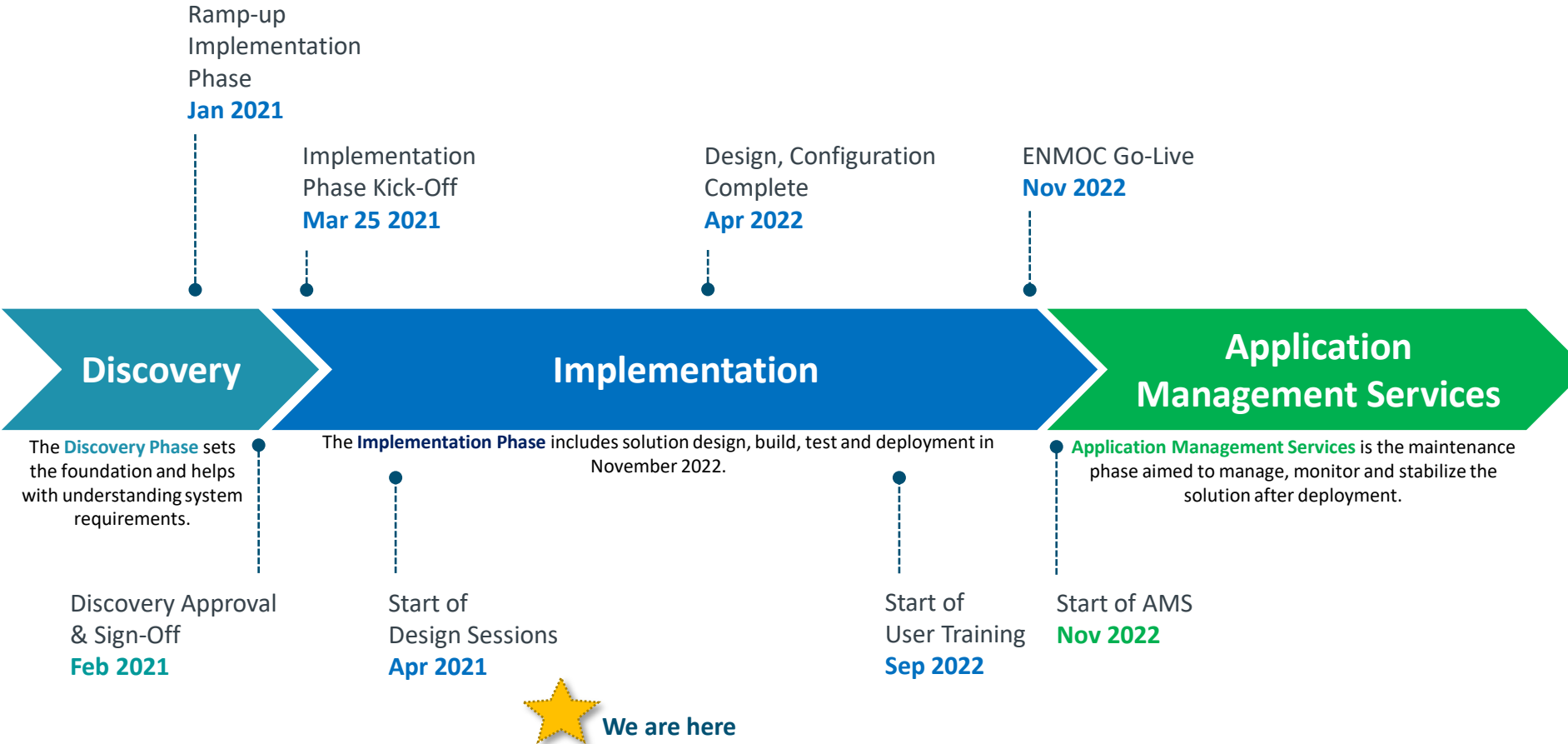
4 - Reporting

Continue to provide current and new data for AH's BIE to support reporting requirements, performance measurement on health system outcomes and health system accountability.

Program Management & Transformation Support Processes

Data Conversion & Archiving / Privacy & Security / OCM / Communications / Requirements Validation / Architecture / Operation & Maintenance Framework

ENMOC Initiative Phases



Questions
