

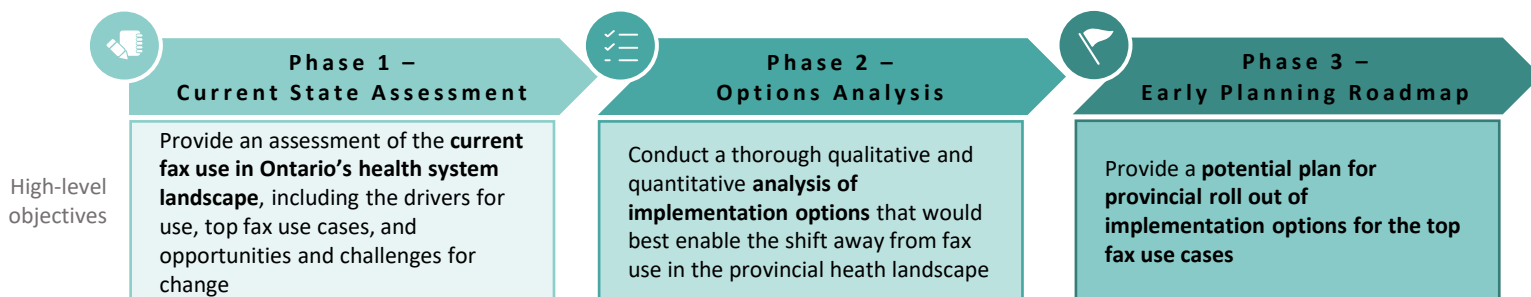
# “Axe the Fax” Assessment Information Sheet

## ABOUT THE PROJECT

The Ministry of Health (MOH) has initiated an analysis of the current state and drivers of fax use in the province’s health sector to conduct early planning to identify options for the elimination of fax use in Ontario’s health system.

While the challenges associated with fax are widely recognized by key stakeholders across Ontario’s health sector, the full magnitude, scope, and complexity of the problem are not currently known. In order to formulate potential options for replacing fax use in Ontario’s health sector, **MOH requires a detailed understanding of current fax use in Ontario’s health system.**

To deliver on this assessment, the **MOH has engaged Deloitte** to execute on three key phases of work in the upcoming months:



## ABOUT THE STAKEHOLDER ENGAGEMENT ACTIVITIES

As part of the Current State Assessment Phase of this project, **Deloitte will be using a multi-pronged approach to stakeholder engagement**, which will consist of 1) provincial information sessions and survey, and 2) targeted fact-gathering focus group interviews.

### PROVINCIAL INFORMATION SESSIONS (April 11<sup>th</sup> – 13<sup>th</sup>)

**Virtual information sessions will be offered for two separate audience groups** to provide stakeholders with an overview of the “Axe the Fax” project and introduce the upcoming stakeholder engagement activities.

**A** Information session for provincial health stakeholders including patients and families, provincial health leadership, and key stakeholders involved in the use of fax

**B** Targeted information session with digital health vendors

### PROVINCIAL SURVEY (April 13<sup>th</sup> – May 4<sup>th</sup>)

A **survey will be sent to the key stakeholders involved in fax use** to gather preliminary quantitative and qualitative information to better understand:

- Fax volume and usage by region, provider type, referral type and use case types
- Top use cases / reasons for fax use
- Current impact of fax use
- Key challenges / causal factors that perpetuate the use of fax
- Key barriers and opportunities for phasing out fax use

### TARGETED FACT-GATHERING FOCUS GROUP INTERVIEWS (Tentative Dates: April 25<sup>th</sup> – May 13<sup>th</sup>)

A **series of targeted focus group interviews with various health system stakeholders and digital health delivery partners will be conducted** to build upon the insights captured from the information session and survey responses to further document and fill any gaps to obtain an assessment of the current fax use and further explore opportunities for phasing out fax use.

- **FOCUS GROUP A** – Digital Health Delivery Partners & Organizations
- **FOCUS GROUP B** – Clinical Providers
- **FOCUS GROUP C** – Associations and Regulatory Groups
- **FOCUS GROUP D** – Patients and Families
- **FOCUS GROUP E** – Family Medicine
- **FOCUS GROUP F** – Specialists
- **FOCUS GROUP G** – Local / Regional Health Leads & Representatives
- **FOCUS GROUP H** – Digital Health Vendors