

# Integrated Virtual Care Proposal Template 2021-22

Template Ver 1.1 July 7, 2021

## Project Funding Objectives

The Ministry of Health is providing one-time funding to support Ontario Health Teams (OHTs), In Development Teams and other health care organizations to implement, enhance, and scale virtual care programs and services to support integrated care delivery. This funding is intended to support the recovery of the health system by increasing access to key services, transforming how care is delivered, and building OHT digital maturity.

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 priority populations, including seniors, palliative care, and patients with chronic diseases
- Outreach services for unattached, underserved, or marginalized communities

The objectives of this funding include:

- Providing patients with more choice in how and when they navigate the system and access their care.
- Improving access to care in the most appropriate setting(s), including facilitating transitions from hospital to home, post-acute care, or other congregate settings.
- Increasing access to community mental health and addictions services.
- Enhancing care for other priority populations, including frail seniors, palliative care, and chronic diseases.
- Increasing outreach services for underserved or marginalized communities.

## Completion Instructions

- Before completing this template, interested health service providers should work with their Ontario Health Regional Digital Health Lead to discuss whether a potential initiative meets the criteria and the needs of their OHT and community.
- Health care organizations that are members of an Approved OHT, In-development OHT or Multi-OHT proposals must complete the OHT section below.
- Ontario Health can be engaged during proposal development as a subject matter expert on program and care model design.
- All proposals must be approved by the appropriate Ontario Health Region prior to being submitted to the Ontario Health Digital and Virtual Care Secretariat for proposal funding review and funding approval.

# Enter Title of Proposal Here

## A. Applicant Information

<b>Ontario Health Region submitting Proposal</b> (check more than one for multi-region proposals):	<input type="checkbox"/> <b>Toronto Region</b> (Toronto Central LHIN) <input type="checkbox"/> <b>Central Region</b> (Central, Mississauga Halton, Central West, and North Simcoe Muskoka LHINs) <input type="checkbox"/> <b>East Region</b> (Champlain, South East, Central East LHINs) <input type="checkbox"/> <b>West Region</b> (Waterloo Wellington, South West, Erie St. Clair, Hamilton Niagara Haldimand Brant LHINs) <input type="checkbox"/> <b>North Region</b> (North East and North West LHINs)
<b>Ontario Health Regional Transitional Lead:</b>	Enter Name
<b>Submitted by:</b> (Name of Ontario Health Regional Digital Lead)	Enter Name
<b>Submitting OHT and/or Health Service Provider</b>	Enter OHT or HSP Name
	Enter Key Contact Name and email
<b>Transfer Payment Recipient</b> All proposals must have a health service provider organization sponsor that the region deems suitable to manage the project, and to which the funding can be flowed from Ontario Health according to existing financial processes. For OHT proposals, the funding recipient should be the OHT fundholder or designate. The health service provider organization identified below is agreeing to enter into an agreement with Ontario Health to manage and flow the funds to any other organizations and vendors involved in this project. Any vendor agreements will be between the health service provider organization and the vendor.	
<b>Legal Name of Transfer Payment Recipient:</b>	Enter Legal name of Sponsoring organization to be named in the Notice of the Transfer payment Agreement
<b>Executive Contact at Sponsoring Organization to be named in the Notice of the Funding Agreement.</b>	Enter Name, Position
	Enter email address
	Enter phone
<b>Senior Financial Contact (CFO, CAO) at Sponsoring Org to respond to required requests related to the Funding Agreement.</b>	Enter Name, Position
	Enter email address
	Enter phone

## B. OHT Guidelines

<b>OHT Guidelines (if not applicable, move to next question)</b> Submissions from one or more approved OHTs or in development teams must demonstrate that their proposals align with the OHT model. Examples of ways proposals can demonstrate alignment with the OHT model include the following. Please check all that apply.
<input type="checkbox"/> Has the proposal been developed by the OHT according to processes outlined in their Collective Decision-Making Arrangement(s) and submitted with the OHT as signatory (e.g., leadership council)?
<input type="checkbox"/> Does the proposal align with OHT priorities and OHT-specific performance indicators?
<input type="checkbox"/> Does the proposal involve an active collaboration between OHT members?

- Will the funds be flowed to and managed a fundholder nominated by the OHT on behalf of all beneficiary OHT members?
- Does the proposal aligns with ministry direction to In Development teams, if applicable, (e.g. to join with other teams)?

**Please describe how the program aligns with OHT Model, including names of OHTs involved (max. 2 paragraphs).**

Summarize here

### C. Project Summary

**Summarize the proposed program (what program will do and how it will be done using virtual care), and how it aligns with regional priorities (as per Regional Digital Lead) in 2-3 paragraphs.**

Summarize here

### D. Program Requirements

**Describe how your proposed program meets the project requirements, including the appropriate additional criteria for the provincial priority of focus and meeting the language needs of communities the program will serve (max 3 paragraphs). See Appendix A & B**

Describe here

**Describe your operating / clinical model, including the target patient population(s), expected patient demand, and if applicable, operating days and hours (max 3 paragraphs).**

Describe here

**Provide an estimate of the number of patients and caregivers that will be supported by the program up to March 31, 2022.**

Describe here

**Describe how your proposed program meets the technology criteria (max 3 paragraphs). See Appendix B**

Describe here

**Describe plans to sustain the program beyond the funding period (March 2022).**

Describe here

- Indicate if you will be offering French language services
- Indicate agreement to participate in an evaluation
- Acknowledge funding is one-time (up to March 31<sup>st</sup>, 2022)

### E. In-Kind Support

**Identify the value of in-kind support received from OHT, Health Care Organization or the regions. Clinical staffing requests must be matched with clinical in-kind contributions.**

Type of Contribution	Name of the Organization/ Contributor of In-Kind Resources	Value of the Contribution in the upcoming fiscal year during until March 31, 2022.

Change Management	Enter name here	Enter Total (\$)
Project Management	Enter name here	Enter Total (\$)
Clinical Staffing Costs	Enter name here	Enter Total (\$)
Other	Enter name here	Enter Total (\$)
Other	Enter name here	Enter Total (\$)
Other	Enter name here	Enter Total (\$)
<b>Total – In-Kind Contributions</b>	Enter name here	Enter Total (\$)

## F. Funding Request to Ontario Health for 2021/2022

Funding request to Ontario Health for 2021/22		
	One time funding requested	Comments/Assumptions
<b>Infrastructure Costs:</b>		
<b>Solution licensing costs</b>	Enter Total (\$)	Comments here
<b>Technical services (e.g., technical support)</b>	Enter Total (\$)	Comments here
<b>Project Management</b>	Enter Total (\$)	Comments here
<b>Change Management</b>	Enter Total (\$)	Comments here
<b>Marketing / Communications / Web design</b>	Enter Total (\$)	Comments here
<b>Hardware costs</b>	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
<b>Operating Costs:</b>		
<b>Staffing costs (with assumptions) - i.e., payment for backfilled clinical resources Clinical staffing requests must be matched with clinical in-kind contributions.</b>	Enter Total (\$)	Comments here
<b>Administrative costs</b>	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
Other	Enter Total (\$)	Comments here
<b>Total – Expenditures</b>	<b>Enter Total (\$)</b>	
<b>Comments:</b>	Comments here	

## G. Timing & Milestones/Deliverables

The funding will be available for FY 2021-22 following approval and the signing of an agreement with Ontario Health. Note your earliest start date and the deliverables and timelines within the funding period.

Describe Milestones/Deliverables	Timeline (i.e. 2 weeks, 4 weeks)
Milestone/Deliverable	Describe here
Milestone/Deliverable	Describe here
Milestone/Deliverable	Describe here
Milestone/Deliverable	Describe here
Milestone/Deliverable	Describe here

## Appendix A – Program Requirements

To be considered, all successful proposals **must**:

- Be led by an OHT, In Development Teams or one or more health care organizations who would agree to signing a funding agreement with Ontario Health that includes performance targets and reporting requirements. See guidelines below for OHT proposals;
- Propose an enhancement to an existing virtual care program or a new virtual care program that improves how patients navigate the system and access care. Note: please review Section 5 to ensure any technology costs included in your proposal are eligible;
- Demonstrate alignment with one or more provincial or regional priorities (see Section 4 for more information);
- Provide an estimate of the volume of patients and caregivers that can be supported up to March 31, 2022;
- Propose a sustainable operating model that demonstrates how virtual care investments will enhance health human resource capacity. Proposals that include clinical staffing funding requests must propose matching in-kind contributions;
- Be designed with input from patients with mechanisms to measure and improve the patient experience;
- Demonstrate how services will be provided equitably for patients who face barriers to accessing virtual services because of a lack of devices, internet connectivity or digital literacy;
- Describe how the program will meet the language needs of the communities it serves (e.g., offer communications in different languages, integrate translation services into clinical workflows). Organizations within areas that are designated or partially designated under the French Language Services Act (FLSA) should describe how services will be provided in French to the Francophone community;
- Be willing to participate in an evaluation;
- Be reviewed, submitted, and endorsed by the OH region; and
- Acknowledge that funding is only available for FY 2021/22.

## **Appendix B – Additional Criteria**

All proposals should align with the criteria for **one or more** of the following provincial priorities. Ontario Health welcomes comprehensive proposals that align with multiple priorities.

OHTs are encouraged to review available OHT resources and on the on-the-ground supports prepared by the Rapid Improvement Support & Exchange (RISE) team to help approved OHTs re-design care for their target populations using population health management approaches. See (<https://www.mcmasterforum.org/rise>) for more information.

Other virtual care proposals from OHTs and In Development Teams that improve patient access and experience may be considered if they align with regional priorities. Please discuss your proposal with your Ontario Health Regional Digital Lead.

### ***Improve Patient Navigation***

Coordination of care within and across the full continuum of care and system navigation will be integral to the effective functioning of Ontario Health Teams. OHTs will aim (at maturity) to ensure seamless and continuous transitions between individual providers, across the health system, and throughout a person's life span. System navigation project proposals should:

- Demonstrate alignment with the goal of providing an OHT's attributed patient population with access to 24/7 care coordination and system navigation services.
- Agree to work with Ontario Health to ensure alignment with the planned scope of the provincial Healthcare Navigation Service (HCNS). which is under development and will help both patients and providers to navigate our healthcare system more effectively.
- Be designed to guide and connect patients to the most appropriate health care option (i.e., information, service, program, provider, OHT), related information and supports to address their health care & social service needs.
- Demonstrate how navigation information and services will be provided in an accessible and equitable manner that considers the needs of different patients.
- Provide targeted navigation information and services to target patient populations.
- Propose how self-management resources and tools can be incorporated to support health promotion, disease prevention, and chronic disease management (if applicable).
- Identify metrics to evaluate the project impact on patient access and experience.

### ***Improve Care Transitions***

As part of the health system recovery plan, OHTs and other health service providers will need to address the challenges faced by patients, their families and the health system to ensure that patients receive the right care in the right place. Care transition proposals should:

- Improve overall access to care in the most appropriate setting, including facilitating transitions from home or hospital to post-acute care, long-term care, or other settings.
- Identify care transition barriers and how the proposal will address these challenges.
- Propose how different virtual care options (video, audio, secure messaging) can be used to complement and enhance in-person services.
- Include cross-sectoral partnerships with primary care, acute care or social service providers to improve coordination of services.

- Describe the virtual care transition model (referral process, patient onboarding, clinical model and staffing, communication pathways, etc.).
- Leverage existing clinical resources and available technology solutions (if applicable).
- Identify metrics to evaluate the project impact on patient access and experience.
- Provide information on estimated cost avoidance (i.e., impact on LOS, hospital readmissions, etc.)

### ***Improve Access to Mental Health and Addictions Services***

Improving access to mental health and addictions (MHA) services is one of the four main pillars of the *Roadmap to Wellness*. Providing virtual care programs as an option to patients is one of the ways to improve access. MHA proposals should:

- Describe the patient population that will be proactively targeted through the intervention.
- Describe the virtual care program model (patient onboarding, clinical model, stepped care, and staffing, communication with patient and/or circle of care, etc.) and how it will improve access and enhance care for their patient population.
- Propose how different virtual care options (video, audio, secure messaging) can be used to complement and enhance in-person services.
- Describe how the proposed program aligns and/or integrates with other existing programs and with the MHA system in the region.
- Identify metrics to evaluate the project impact on patient access and experience.

### ***Enhance Care for Target Populations***

OHTs have been asked to identify and develop interventions to support the care for initial target patient populations. Common examples of target populations include frail seniors, palliative and chronic disease patients. Proposals focusing on target populations should:

- Demonstrate how programs and services have been designed to improve the health of a target patient population. Applicants are encouraged to use a population health management approach.
- Propose how different virtual care options (video, audio, secure messaging) can be used to complement and enhance in-person services.
- Clearly define a problem the OHT wants to solve within their prioritized patient population through a virtual care intervention.
- Describe the virtual care program model (referral process, patient onboarding, clinical model and staffing, communication with patient etc.) and how it will address the defined problem and enhance care for their prioritized patient population.
- Leverage existing clinical resources and available technology solutions (if applicable).
- Identify metrics to evaluate the project impact on patient access and experience.
- Provide information on estimated cost avoidance (i.e., impact on length-of-stay (LOS), hospital readmissions, etc.).
- Provide a plan for sustainably scaling up the intervention(s) to reach as many patients within the OHT's attributed population as possible.

### ***Increase Outreach Services***

Virtual care programs can be designed to deliver outreach services to unattached, underserved, and marginalized patients who are not actively seeking care or experience barriers to care. Proposals focusing on outreach services should:

- Describe the population that will be proactively targeted through the intervention. Applicants are encouraged to incorporate a population health management approach.
- Describe the virtual care program model (referral process, patient onboarding, clinical model and staffing, communication with patient and/or circle of care, etc.) and how it will address the defined problem and enhance care for their patient population.
- Propose how different virtual care options (video, audio, secure messaging) can be used to complement and enhance in-person services.
- Identify metrics to evaluate the project impact on patient access and experience.

### **Technology:**

- Any funding requested for technology, including infrastructure, solution licenses, set-up or configuration costs, devices, voice or data plans, must support the delivery of health care resources and services to patients.
- Eligible virtual care tools include patient navigation and screening, online appointment booking, videoconferencing, audio, asynchronous messaging and remote care solutions that support care pathways and the collection and exchange of patient biometric or self-reported data.
- Digital self-care tools that support health promotion, disease prevention and chronic disease management and provider-to-provider messaging tools may also be eligible if they are part of a broader program that supports the delivery of virtual care services to patients.
- Proposals for device lending programs, with or without data plans, must be cost-effective, targeted at individuals who face barriers to accessing care, and include a sustainability plan.
- Proposals that include requests for technology licenses or services for virtual care solutions using video or secure messaging, successful proposals will be required to use a verified solution (<https://otn.ca/providers/verified-solutions/>) or use a solution provider that is actively participating in the verification process by December 31st, 2021.