

**MINISTRY OF HEALTH AND LONG-TERM CARE /
SMART SYSTEMS FOR HEALTH AGENCY**

**WAIT LIST TRACKING STANDARD INITIATIVE
TERMS OF REFERENCE**

**IN SUPPORT OF:
CONTINUING CARE EHEALTH ELECTRONIC REFERRALS AND WAIT TIME TRACKING**

**VERSION 3.0
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Record of Changes

Revision	Description	Issue Date
1.0	Initial Working Version distributed for comment, feedback	September 7, 2004
2.0	Incorporating feedback from SSHA	September 15, 2004
3.0	Incorporating feedback from CC eHealth Council	September 20, 2004

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Confidential Draft for Discussion

Continuing Care eHealth: Wait List Tracking Standard Initiative
Terms Of Reference

DOCUMENT PURPOSE

The purpose of the Terms of Reference is to provide a single reference for the overall approach, and terms and conditions for a Wait List Tracking Standard Initiative responsible for stakeholder collaboration on and the development and delivery of a Wait List Tracking standard for Ontario's Continuing Care sector.¹

The Terms of Reference serves to ensure clarity in roles and responsibilities and accountabilities, and describes the relationships, deliverables and tasks for individuals or stakeholder groups involved with the initiative.

The audience for whom this document is intended includes: MOHLTC Senior Management, Smart Systems for Health Agency Senior Management, CC eHealth Council Members, Ontario eHealth Council Members, Wait List Tracking Standard Initiative work groups, and community and other stakeholders.

BACKGROUND

Wait List Tracking is an integral function in delivering community and home based services – it is fundamental to assisting in the seamless provision of services to clients needing to access a complex, comprehensive health service system.

Wait List Tracking is essential to enable the sector to manage the waiting lists for its services effectively because it provides consistency and automation to the business processes that put people onto the wait lists and remove them as services are delivered. Government relies on Wait List Tracking, in combination with Common Assessments, to ensure the right services are provided to the right clients, that services are adjusted according to the need, and that clients are discharged as soon as the services are no longer required. Consistent Wait List Tracking data will also enhance the ability of the CC sector to assess and adjust service capacity.

The Continuing Care (CC) eHealth Council has identified the automation of Wait List Tracking as a key priority and a critical success factor to assisting the client in seamlessly accessing needed service from a complex, comprehensive health service system.

A Wait List Tracking standard is a key dependency for electronic Wait List Tracking. At an OHISC standards priority-setting meeting on March 31, 2004, Wait List Tracking was one of several standards identified as critically required for the Continuing Care sector.

Automating client Wait List Tracking for the Continuing Care sector will enable:

- ~~///~~ Availability of accurate and pertinent wait list information
- ~~///~~ Consistent client access to Continuing Care services

¹ CC eHealth Sector – as defined in the *CC eHealth Business Architecture*, a working artifact as background for “Ontario eHealth For Continuing Care: A Framework for Integrated Care” (August 2004)

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~~///~~ Improvement of wait list management with overall reduction in waiting times.

WAIT LIST TRACKING STANDARD INITIATIVE MANDATE

Under sponsorship of the Continuing Care (CC) eHealth Council and Standards Management and Business Integration (SSHA), the Wait List Tracking Standard Initiative shall develop a Wait List Tracking standard for the Continuing Care Sector which is co-ordinated and, where relevant, aligned with other Ontario eHealth standards initiatives and other wait list tracking initiatives, e.g., cardiac care interventions, joint replacements.

PROJECT DELIVERABLES

The Wait List Tracking Standard Initiative shall deliver a common standard or standards for Continuing Care sector client Wait List Tracking, specifically the definition of:

- ~~///~~ The data that shall be provided when a client is placed on a wait list for a community and home – based health service;
- ~~///~~ The business scenarios, circumstances, and business processes under which such data shall be collected and managed;
- ~~///~~ Documented business, information, security, and privacy requirements and use cases for wait list tracking;
- ~~///~~ Electronic message formats for the standard wait list tracking information (HL7 aligned);
- ~~///~~ A change management strategy for adoption and maintenance of this standard.

SCOPE

The Wait List Tracking Standard Initiative shall focus on a Wait List Tracking standard as it impacts the Continuing Care sector. This will support wait lists for the full range of community and home-based services including wait lists for:

- ~~///~~ *Residential services:*
 - *Long term care facilities*
 - *Homes for special care*
 - *Supportive housing*
- ~~///~~ *Community Programs (Mental Health, Addiction, HIV/AIDS, etc)*
- ~~///~~ *Health Care Equipment – device and oxygen*
- ~~///~~ *Attendant care services*
- ~~///~~ *Home & Community services*
- ~~///~~ *Treatment and Education Centre services*

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TIMING

Work shall commence beginning in early September 2004 with an objective of presenting a proposed standard, representing CC eHealth Council consensus and approval, to OHISC by December 2004 for recommendation on standard adoption by MOHLTC and publication of an approved standard by March 2005.

STAKEHOLDERS

Primary stakeholders for the CC Wait List Tracking Standard Initiative, from whom input, feedback, and approvals shall be sought, include:

- ~~/~~ CC eHealth Council
- ~~/~~ Ontario eHealth Council
- ~~/~~ Ministry of Health and Long-Term Care
- ~~/~~ Smart Systems for Health Agency
- ~~/~~ Ontario Health Informatics Standards Council (OHISC)

Secondary stakeholders, who will be consulted for input and feedback, shall include:

- ~~/~~ CC eHealth Council Association membership organizations and providers
- ~~/~~ Other Community associations, boards, providers, programs (e.g., school boards, children's services, meals on wheels, hospices, supportive housing, treatment and education centres, device / oxygen vendors, independent health facilities)
- ~~/~~ District Health Councils
- ~~/~~ CC health services other payor groups (e.g., WSIB, Veteran Affairs)
- ~~/~~ Acute Care eHealth Association members (e.g., OHA)
- ~~/~~ Primary Care eHealth Association members (e.g., OMA)
- ~~/~~ Rehabilitation, Complex Continuing Care, and Specialty Care representatives
- ~~/~~ Ministry of Education
- ~~/~~ Ministry of Children and Youth Services
- ~~/~~ Ministry of the Attorney General
- ~~/~~ Canada Health Infoway

INITIATIVE WORK GROUPS

Design and implementation of a Wait List Tracking standard for the Continuing Care sector is a significant undertaking and will involve many players and organizations with diverse interests and expertise. To ensure a broad representation and input, the Wait List Tracking Standard Initiative effort shall be undertaken with two work groups, as follows:

Core Analytical Team (CAT):

- ~~/~~ Responsible for detailed analysis of current / best practices, MOHLTC / SSHA and other related standards, and drafting of initial Wait List Tracking standard "strawdogs" using approved standards methodologies, techniques, and formats (UML, HL7, etc).

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- ✍ Will provide support consultations with Stakeholder Consultation Groups (SCG)
- ✍ Team members will include:
 - Lead Initiative Architect
 - 1 Business Analyst, 1 Technical Analyst, 1 Data Analyst (mix of dedicated and as-required resources from MOHLTC and / or SSHA)
 - Standards Subject Matter Expert(s) - consisting of 1 SSHA SME and 7 Regional CCAC SMEs (involved in monthly detailed working sessions)

Stakeholder Consultation Groups (SCG)

- ✍ Groups of individuals (of up to 15 per session) will be pulled together on an ad hoc basis to gather requirements for and obtain feedback on Wait List Tracking standards.
- ✍ Each group will be brought together for a 6 hour workshop (September / October) and, generally, will be formed to represent a cross-section of the stakeholders.
- ✍ It is envisioned that 2-4 of these stakeholder consultation groups will be formed.

APPROACH

The Wait List Tracking Standard Initiative will use the following approach to develop a Wait List Tracking standard.

- ✍ Analyze current CC sector and best Wait List Tracking practices (including other jurisdictions, CIHI initiatives);
- ✍ Develop a draft Wait List Tracking standard and review and revise through focus / feedback sessions with Stakeholder Consultation Groups
- ✍ Survey CC eHealth Council member association primes to confirm final draft standard proposal using workshops, focus groups, interviews, and questionnaires – aided, as possible, by technology (web survey, web meetings);
- ✍ Present a Wait List Tracking standard to OHISC for input and recommendation on standard adoption by MOHLTC
- ✍ Identify, assess and propose recommendations for Wait List Tracking standard adoption.

The Wait List Tracking Standard Initiative shall act solely as an advisory body to its sponsors.

RELATED INITIATIVES

The Wait List Tracking Standard Initiative will ensure alignment with other Ontario eHealth initiatives. In particular, the work groups will assess synergies and impacts of the following initiatives:

- ✍ Acute Care Wait List Tracking initiatives
- ✍ Regional Wait List Tracking initiatives
- ✍ Referral Standard initiative
- ✍ CC Service nomenclature initiative
- ✍ Mental Health & Addiction initiatives (e.g., D.A.R.T.)

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GOVERNANCE

The Work Group shall report directly to the Continuing Care eHealth Council.