

**Ministry of Health
and Long-Term Care**

Executive Director's Office

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**Ministère de la Santé
et des Soins de longue durée**

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OCT 30 2015

Dr. Christopher Mackie
Medical Officer of Health
Middlesex-London Health Unit
50 King Street
London ON N6A 5L7

Dear Dr. Mackie:

Re: Ministry of Health and Long-Term Care Public Health Funding and Accountability Agreement with the Board of Health for the Middlesex-London Health Unit (the “Board of Health”) as amended, dated January 1, 2014 (the “Accountability Agreement”)

This letter is further to the recent letter from the Honourable Dr. Eric Hoskins, Minister of Health and Long-Term Care, in which he informed your organization that the Ministry of Health and Long-Term Care (the “ministry”) will provide the Board of Health with up to \$203,900 in one-time funding for the 2015-16 funding year to support the planning, preparation, and deployment activities of Panorama.

Please note that funding is subject to the following terms and conditions:

- Funds must be used in accordance with the criteria and reporting requirements set out in **Appendix A** of this letter; and,
- Funding is subject to the terms and conditions of the Accountability Agreement dated January 1st, 2014, as amended.

I appreciate your cooperation with the ministry in managing your funding as effectively as possible. You are expected to adhere to our reporting requirements, particularly for in-year service and financial reporting, which is expected to be timely and accurate. Based on our monitoring and assessment of your in-year service and financial reporting, your cash flow may be adjusted appropriately to match actual services provided.

The government remains committed to eliminating the deficit by 2017-18 and therefore it is critical that you continue to manage costs within your approved budget.

Dr. Christopher Mackie

In order to accept the conditions to receive this funding, please return a signed copy of **Appendix B** attached to this letter to:

Brent Feeney
Manager, Funding and Accountability Unit
Public Health Standards, Practice and Accountability Branch
Public Health Division, Ministry of Health and Long-Term Care
393 University Avenue, Suite 2100
Toronto ON M7A 2S1

The Board of Health will receive an Amending Agreement to the Accountability Agreement, which will include the requirements for Panorama as noted in **Appendix A**, at a later date.

Should you require any further information or clarification, please contact Mr. Feeney at 416-212-6397 or by email at Brent.Feeney@ontario.ca.

Yours truly,



Roselle Martino
Executive Director

Enclosure

c: John Millson, Director, Finance and Operations, Middlesex-London Health Unit
Jim Yuill, Director (A), Financial Management Branch, MOHLTC
Michael Parzei, Director, Fiscal Oversight & Performance Branch, MOHLTC

APPENDIX A

Program-Based Grants

Program/Initiative Name	2015 Approved Allocation (\$)
One-Time Funding (April 1, 2015 to March 31, 2016)	
Panorama	\$203,900

Payment Schedule

- One-time funding is flowed as follows: 50% upon receipt of the Board of Health signed **Appendix B** (attached to this letter); and, up to 50% upon receipt of the 4th quarter financial report.

Related Program Policies and Guidelines

The Panorama System includes:

- Panorama's Immunization and Inventory Modules;
- Student Information Exchange tool (STIX);
- Immunization Reconciliation Tool (IRT);
- Panorama's Operational Reports;
- Panorama's Data Extract Enhanced Reporting;
- Public Health Business Intelligence; and,
- Other applications or tools developed to support the Panorama System such as Disconnected Mobile Mode, Portals, Bar Coding, and Mobile Apps.

One-time funding for this initiative must be used for costs incurred for the ongoing operations and upgrades of the components of the Panorama System already implemented, as well as, to deploy and adopt components of the Panorama System scheduled for implementation and the associated readiness activities and business process transformation.

Conduct Ongoing Operations and Implementation of Upgrades (releases and enhancements) for the implemented components of the Panorama System:

- Engage in continuous review of business processes to seek improvements, efficiencies, and best practices;
- Implement and support identified improvements and best practices;
- Participate in the development of use-case scenarios for enhancements and releases, as required;

- Provide Subject Matter Expert (SME) Functional Testing resources for selected enhancements or releases, as required;
- Participate in the development of operational and enhanced surveillance reports, as required;
- Implement any defined workarounds;
- Conduct duplicate record resolution;
- Prepare plans to address the data collection from licensed day nurseries;
- Conduct upload of all school lists using STIX;
- Archive IRIS data in accordance with Ministry guidelines;
- Maintain local training materials and programs;
- Maintain internal Board of Health support model including the Problem Resolution Coordinator (PRC) role and ensuring integration with the Ministry's service model;
- Implement internal Board of Health incident model including the Incident Coordinator (IC) role for privacy incident and auditing practices and ensuring integration with the Ministry's and eHealth Ontario's incident model;
- Review and adjust existing system accounts, roles, and responsibilities to ensure correct authorization and access levels are being provided to account holders;
- Assign required roles, responsibilities, and accounts to staff members and complete all necessary registration processes;
- Implement and adhere to data standards, security, audit, and privacy policies and guidelines;
- Maintain the security and technical infrastructure required for the operation of the Panorama System including the approved level(s) of the supported browser(s) and the use of encrypted drives and files;
- Ensure required security and privacy measures are followed including using Secure File Transmission mechanisms for transferring data, applying password protection, and encrypting devices where personal and personal health information is involved;
- Confirm appropriate privacy, security, and information management related analyses, activities, and training have been executed in accordance with the Board of Health's obligations as a Health Information Custodian under the *Personal Health Information Protection Act* (PHIPA) and other applicable laws and local business practices and processes;
- Sign required agreements with the Ministry and eHealth Ontario prior to production use of Panorama System;
- Participate in surveys, questionnaires, and ad-hoc reviews, as required;
- Maintain communications with both internal staff and external stakeholders; and,
- Provision of human resources to provide support within at least one (1) of the following categories, as required:
 - Business Practices and Change Management,
 - Release Planning and Deployment,
 - Information Governance,
 - Audit Policies and Guidelines,
 - Data Standards and Reporting,
 - Innovations and Alignment,

- User Experience, and,
- Technical (IT) Experience.

Conduct Deployment and Adoption Activities for components of the Panorama System scheduled for implementation:

- Review of business processes and workflows and implement changes required to support adoption of new components as per specific Board of Health requirements and best practices best practices;
- Participate in the development of use-case scenarios for new components, as required;
- Provide SME Functional Testing resources for new components, as required;
- Develop local training plans, materials, and programs and complete and execute training plans for new components, as required;
- Complete data mapping and dry runs of data migration, validate migration results, and address duplicate record resolution and data cleansing, as required;
- Assign required roles, responsibilities, and accounts to staff members and complete all necessary registration processes, as required;
- Complete deployment checklists as per required activities;
- Establish and implement internal Board of Health support model including providing the PRC and ensuring integration with the Ministry's service model;
- Establish and implement internal Board of Health incident model including providing the IC and ensuring integration with the Ministry's and eHealth Ontario's incident model;
- Implement the security and technical infrastructure required for the operation of the Panorama System including the approved level(s) of the supported browser(s) and the use of encrypted drives and files;
- Confirm appropriate privacy, security, and information management related analyses, activities, and training have been executed in accordance with the Board of Health's obligations as a Health Information Custodian under PHIPA and other applicable laws and local business practices and processes;
- Implement required security and privacy measures including using Secure File Transmission mechanisms for transferring data, applying password protection, and encrypting devices where personal health information is involved;
- Maintain and execute a communication/information plan for both internal staff and external stakeholders;
- Sign required agreements with the Ministry and eHealth Ontario Hosting prior to production use of Panorama System; and,
- Provision of human resources to provide support within at least one (1) of the following categories, as required:
 - Business Practices and Change Management, and,
 - Deployment and Adoption.

If the Board of Health has agreed to be a Builder and Early Adopter it must also use the one-time funding toward the following activities for the Panorama System as noted below:

- Provide special field support services to the Ministry for the Panorama System to: assist with resolution of field specific issues; assess and test releases, enhancements and innovations; identify business process improvements and change management strategies; and, conduct pilots, prototyping and proof of concept activity;
- Chair/Co-Chair Working Group(s), as required;
- Provision of human resources to provide support within at least three (3) of the following categories, as required:
 - Release Planning and Deployment,
 - Information Governance,
 - Business Practices and Change Management,
 - Audit Policies and Guidelines,
 - Data Standards and Reporting,
 - Innovations and Alignment,
 - User Experience, and,
 - IT Experience.

Reporting Requirements

NAME OF REPORT	DUE DATE
1. Panorama Plan Annual Activity Report (for the period of April 1, 2015 to March 31, 2016)	April 29, 2016

APPENDIX B

Sign-Back Agreement for the Board of Health

On behalf of the Board of Health, I acknowledge that our organization has been approved a total of up to \$203,900 in one-time funding that is to be used for the 2015-16 funding year to support the planning, preparation, and deployment activities of Panorama as identified in the accompanying funding letter.

A signature from a representative who has the authority to bind the Board of Health for the Middlesex-London Health Unit is required below to indicate acceptance of the conditions as noted in this letter, including **Appendix A**. I acknowledge that this funding is being provided subject to the terms and conditions in the Accountability Agreement.

Signature: _____

Name: _____

Position: _____

Date: _____

I have authority to bind the Board of Health.

Please return a signed copy of this form to the address provided in the funding letter.

