

System Coordinated Access Program Governance



The System Coordinated Access Program operates out of the eHealth Centre of Excellence in Waterloo Wellington and is supported by the following governance:

Provincial eReferral Steering Committee

The Provincial eReferral Steering Committee has been established to advance and ensure alignment of the electronic referral (eReferral) management work underway in the province including the System Coordinated Access eReferral expansion and the development of a provincial eReferral management strategy. The committee includes representation from the Ministry of Health and Long-Term Care (MOHLTC) Digital Health Secretariat, Health Quality Ontario Liaison & Program Development Branch, Toronto Central LHIN, the PanLHIN Referral Management Working Group and the System Coordinated Access Program. The Committee reports into the Clinical Digital Health Council and Digital Health Board of the MOHLTC.

System Coordinated Access Steering Committee

Reporting into the Provincial eReferral Steering Committee, the System Coordinated Access Program Steering Committee provides oversight and direction for the expansion of System Coordinated Access Program and the deployment of supporting eReferral platforms in participating LHINs. The Committee is responsible for ensuring the alignment with the Provincial Access to Specialists and Specialty Care Strategy, the Provincial Digital Health Strategy, and the Provincial eReferral Management strategy as well as the integration of emerging clinical practices into the eReferral process. Ensuring the delivery of patient, clinical and system level benefits through a standardized approach to coordinated access and eReferral is the primary directive for this Committee.

System Coordinated Access Program Office

The System Coordinated Access Program Office provides three main areas of support to the Program, including the Steering Committee, LHIN-based Deployment Teams and working groups:

Administrative Support: governance support, strategy and priority setting, stakeholder engagement, strategic communications

Program Management Support: project management, change management, benefits realization, technology/systems planning

Shared Service Operations: vendor/technology management, privacy and security management, user account management

The System Coordinated Access Program is funded by the Ministry of Health and Long-Term Care

Contact Us

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SCA Program Goals

Support the standardization and coordination of service intake and referrals

Contribute to an eReferral ecosystem that is designed to support end to end referral

Create an environment that allows input from patients, clinicians and system partners to be built into the overall strategy and solution blueprint

Develop and deploy a local, hands on change management model to support adoption and sustained meaningful use

Create a standardized approach that can be expanded to support coordinated access and eReferral deployment across the province

Create a model that uses documented impact and outcomes to drive decision making and strategic planning