

SCHEDULE 8 – ELECTRONIC-CANADIAN TRIAGE AND ACUITY SCALE SUPPORT TOOL (eCTAS)

PART A – PROGRAM DESCRIPTION

PROGRAM OVERVIEW

Access to Care (ATC) at CCO is a leader in health information management and technology in support of ministry strategies. As part of the Access to Care System Plan (ATC I), ATC has a strategic priority to support provincial standardization initiatives designed to improve access to quality person-centred care. Launched in March 2015, the eCTAS program has been critical in improving the consistency and quality of patient care in emergency departments (EDs) across the province.

The Canadian Triage and Acuity Scale (CTAS) are guidelines used by emergency department (ED) nurses to triage patients according to the urgency of their needs. The triage process assesses how urgently a patient needs to be seen by a physician and helps define the order they should be seen when there are multiple patients waiting.

Through the years, significant variations were identified in how clinicians interpret and apply the CTAS guidelines. The 2010 Ontario Auditor General's report identified a lack of consistency in assigning CTAS levels and a lack of clear accountability in ensuring standardization of CTAS guideline application.

ATC's electronic CTAS (eCTAS) program standardizes CTAS application and ensures patients are assessed in a safe and consistent manner across Ontario. Winner of the Information Technology Association of Canada's 2017 Ingenious Award and Ontario's 2018 Amethyst Award, eCTAS provides electronic clinical decision support to front-line triage nurses. By end of fiscal 2019/20, eCTAS will triage 90% of Ontario emergency department patients and improve triage scores for over 65,000 patients per month*.

By standardizing the application of the CTAS guidelines across the province, the eCTAS program provides:

- Improved patient safety and quality of care;
- Enhanced accountability through more timely collection, analysis and reporting of clinical triage data; and
- Support for more informed policy and funding decision-making.

eCTAS also represents a live technical link to the front door of emergency rooms. As such, many future potential expansion opportunities are being considered for the program, including:

- Prediction of real-time ED wait times
- Providing a real-time connection to Emergency Management Services (EMS);
- Leveraging infection control for better early detection of regional outbreaks and live-updates to front line nurses for infection prevention;

* Based on 2018 research reliability study which demonstrated an 17.3% improvement in triage consistency for eCTAS hospitals. The research study included co-triage audits with Ontario's CTAS Master Trainer at 7 early adopter hospitals.

2019-2020 PROGRAM PRIORITIES

- Complete of provincial rollout to deferred Pay-for-Results hospitals
- Provide high availability performance for Ontario's triage system including monitoring, risk mitigation and timely response to meet hospital ED needs
- Provide operational hospital support including product training, release change management, integration testing and product troubleshooting
- Deliver critical bug fixes to maintain current availability and product operation

- Provide ED leadership panel and/or Ministry ongoing quality metrics and advice on quality control issues for potential action

2020-2021 PROGRAM PRIORITIES

- Provide high availability performance for Ontario's triage system including monitoring, risk mitigation and timely response to meet hospital ED needs
- Provide operational hospital support including product training, release change management, integration testing and product troubleshooting
- Deliver critical bug fixes to maintain current availability and product operation
- Provide ED leadership panel and/or Ministry ongoing quality metrics and advice on quality control issues for potential action

2021-2022 PROGRAM PRIORITIES

- Provide high availability performance for Ontario's triage system including monitoring, risk mitigation and timely response to meet hospital ED needs
- Provide operational hospital support including product training, release change management, integration testing and product troubleshooting
- Deliver critical bug fixes to maintain current availability and product operation
- Provide ED leadership panel and/or Ministry ongoing quality metrics and advice on quality control issues for potential action

PART B – VOLUMES, FINANCIAL/PERFORMANCE AND REPORTING OBLIGATIONS

Dedicated Funding Envelopes	Funding Branch/Division	TP Parent/Cost Centre
eCTAS	Hospitals Branch Hospitals and Capital Division	Vote 1412-01 Cost Center: 524331

Fiscal 2019-20:

eCTAS Activities	2018-19 Opening	2018-19 Incremental Base	2018-19 One-Time	2018-19 Total Allocation	2019-20 Opening	2019-20 Administrative Efficiency	2019-20 Incremental Base	2019-20 One-Time	2019-20 Total Allocation
	(A)	(B)	(C)	D = (A+B+C+D)	E	(F)	(G)	(H)	I = (E+F+G+H)
Service Management & Provincial Implementations	\$73,214	\$73,814		\$147,028	\$165,855	(\$3,650)			\$162,205
Clinical Liaison & Stakeholder Engagement	\$182,427			\$182,427	\$102,113	(\$2,247)			\$99,866
Planning & Program Management	\$183,116	\$121,087		\$304,203	\$309,857	(\$6,818)			\$303,039
Information Technology	\$649,245	\$1,004,775	\$478,261	\$2,132,281	\$1,718,655		\$196,091		\$1,914,746
Operating Expenses Including Corporate Services	\$224,798	\$250,323	\$71,739	\$546,861	\$466,319	(\$2,789)	\$29,414		\$492,944
Fiscal Grand Total	\$1,312,800	\$1,450,000	\$550,000	\$3,312,800	\$2,762,799	(\$15,504)	\$225,505		\$2,972,800
Grand Total Rounded	\$1,312,800	\$1,450,000	\$550,000	\$3,312,800	\$2,762,800	(\$15,500)	\$225,500		\$2,972,800