

# AIMS

## Primer for Workshop Participants

October 2018



# 1. AIMS Program Overview

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Setting the stage

## Current state

- **Low level of integration of processes and systems** province-wide with activities being completed either **manually or in a non-standardized manner**
- Health-care sector **lacks real-time, accurate and integrated information** for effective decision making
- Comparative provincial information is **challenging to provide** to determine progress and identify leading practices and opportunities for improvement

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## What is AIMS?

Aging, non-integrated systems replaced with a consolidated suite to manage:

- Finance
- Payroll
- Benefits
- Employee scheduling
- Supply chain

*The AIMS integrated solution offers significant opportunity for the provincial health system, employees, clients, patients, residents and families*



## Improving the experience for professionals, patient and families

- ✓ Right resources available at the right time, right place and in the right amount
- ✓ Reduce time and effort spent on of administrative tasks, freeing more time to deliver patient care
- ✓ Redirect savings into patient care
- ✓ Create a better experience for patients and families

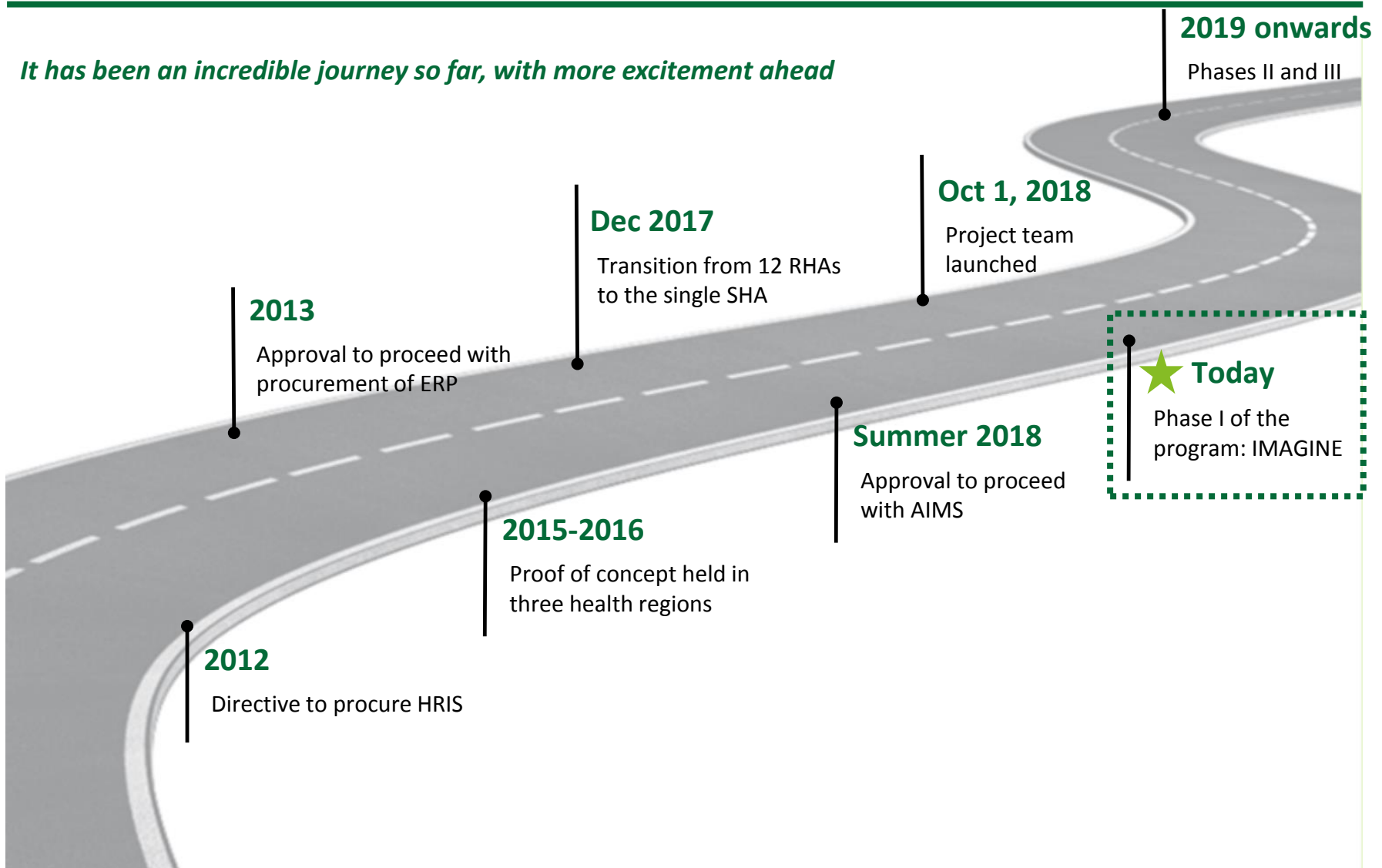


## Enhancing the health system

- ✓ Integrated, strategic information aids in effective decision making
- ✓ Standardized tools enable consistent policy and processes
- ✓ Data accuracy and reliability improves planning, forecasting and reporting
- ✓ Create a consistent and positive experience for health-care professionals

# Journey to-date

*It has been an incredible journey so far, with more excitement ahead*





## 2. AIMS Program Overview

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Getting focused on our scope

## The program has a strategic 3-phase approach

*Our focus for the next 4 months*



### Phase I: IMAGINE

Personalized | Insightful | Meaningful

**Oct 2018 – Jan 2019**

- Project start-up
  - High-level design phase
- Planning activities
  - Establish governance tools
- Design activities/workshops
  - Develop personas
    - Users/stakeholders
    - Motivations
    - Challenges/Opportunities
- Moments that matter
  - Most meaningful user experiences
- Journey maps
  - Illustration of desired future-state



### Phase II: DELIVER

Agile | Iterative | Responsive

**2019 - 2020**

- Create the solution
  - Prototype
  - Validate
  - Rehearse
  - Deploy a cloud-based solution
- Sprint teams design and develop iterative solution(s)
- Deployment planning activities
  - End-user training
  - Conduct go/no-go evaluations
  - Transition to the organization



### Phase III: RUN

Innovative | Efficient | Productive

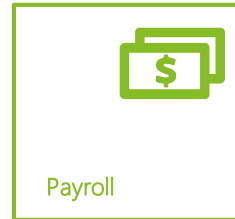
- Transition project from the pre-production environment into full utilization
- Support new business processes

Leadership alignment & buy-in Program management Change management

# Core areas of focus

*AIMS will focus on the following areas*

## Human Resources



## Finance



## Supply Chain



## Security



## Benefits Realization



*The project, and particularly Phase I (IMAGINE), has been grounded in key principles to enable efficiency and effectiveness in how teams work together and decisions get made*

## Collaboration

- Decisions based on best interests of the entire system
- Requires the participation of various users and stakeholders
- Engagement required to determine best possible solution while managing change
- Staff to be made available to participate in moving process forward

## Nimbleness

- Project aims for radical improvement in dedicated timelines
- Aggressive work planning to deliver results in identified timeframes
- Project will be pragmatic, working within budget, time and data constraints

## Balance

- Flexibility is required to achieve an optimal provincial outcome that accommodates differing needs
- Strive to negotiate balance between needs and cost as it relates to the project





### **3. Next steps**

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Aligning expectations

*Workshops will be conducted to better understand the current state and help design the future state*

## ***What is the purpose of the workshops?***

- Share subject matter expertise on the identified focus area(s)
- Examine existing processes to better understand current state (e.g., key challenges and opportunities)
- Envision alternate solutions that may improve current practices
- Start identifying implications for change (e.g., training and communications requirements) to create one integrated solution

## ***What will NOT be discussed in workshops?***

- The design of new programs, policies or practices not yet approved
- Detailed technology configuration decisions

## ***Who is involved in workshops?***

Workshops will bring together AIMS project team members and employees with a diverse range of expertise from across various functions and across the entire province, such as: rural, urban, acute care, community, long term care, affiliates, unions, and other partner organizations, to name a few

*Your engagement and contribution will help us define the path forward for AIMS*

## *What I need to do...*

### **Prior to workshops**

- Familiarize yourself with the process area(s) being discussed
- Be prepared to articulate how “things are done today” including pain points or areas and ideas for improvements
- Bring examples of any critical reports or outputs that relate to the topic area
- Review any distributed pre-read material
- Formal knowledge of the technology is not required!

### **During workshops**

- Be present and participate in the sessions
- Trust the process to define future state processes
- Be collaborative in identifying process requirements – you were selected to participate for a reason!

### **After workshops**

- Follow-up on any assigned action items
- Be open to engaging in further conversations with AIMS project team members