A photograph of a woman with blonde hair, wearing a white top, kissing a young girl with dark hair on the cheek. The girl is wearing a white dress and has her eyes closed, smiling. The background is softly blurred, suggesting an indoor setting like a home or a hospital room.

# CAN/HSO 76000 Integrated, People-Centred Health Systems: Supporting Nursing Information and Knowledge to Improve the Health of People and Communities

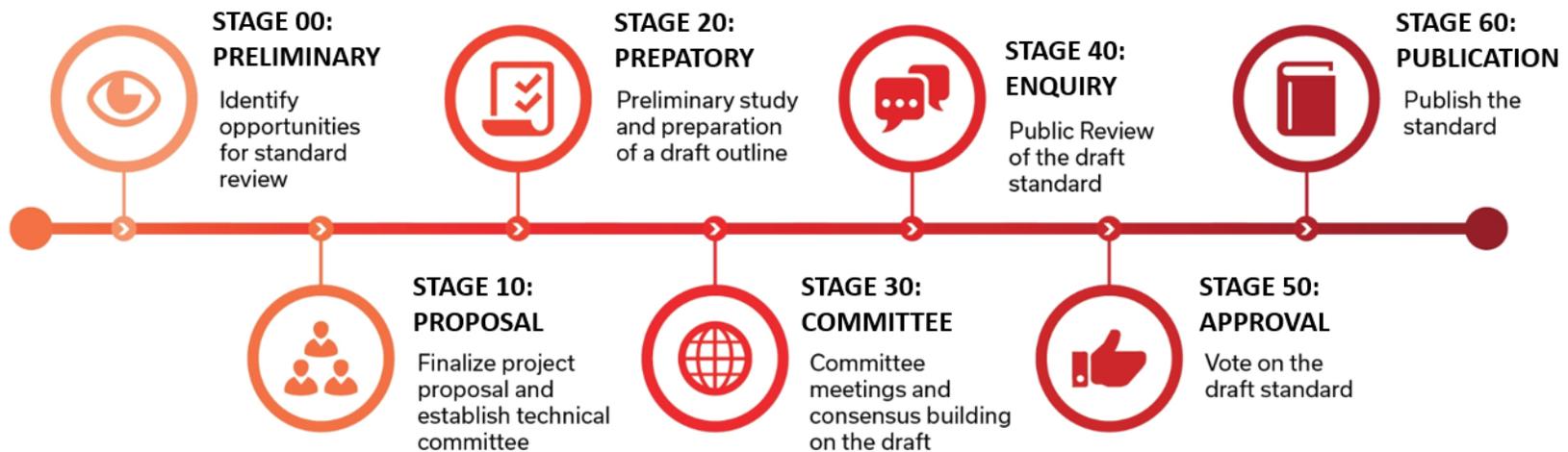
**Alyssa Bryan RN, MScN**

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Health Standards Organization

[Alyssa.Bryan@healthstandards.org](mailto:Alyssa.Bryan@healthstandards.org)

# National Standard of Canada (NSC)

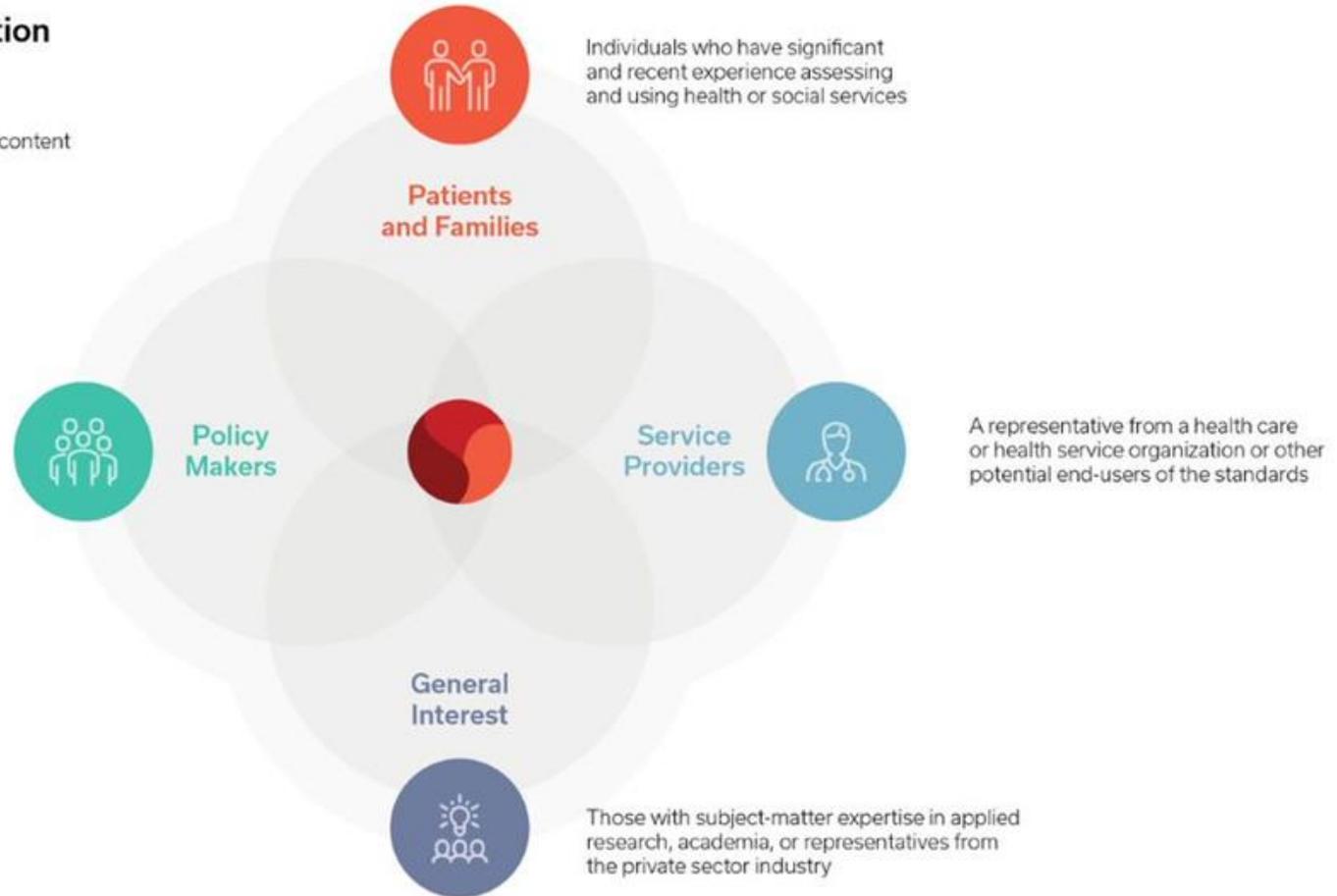
- Health Standards Organization (HSO) is accredited by the Standards Council of Canada (SCC)
- Standards developed according to SCC processes are National Standard of Canada (NSC)
- Seven stages of development:



## Technical Committee Composition

- Standing committees
- Balanced group of stakeholders
- Contribute expertise to development of standard content
- 3-4 members per each stakeholder group

Members from a government ministry (health or otherwise), as well as arms-length government health bodies such as health quality councils or associations



# About HSO 76000 IPCHS

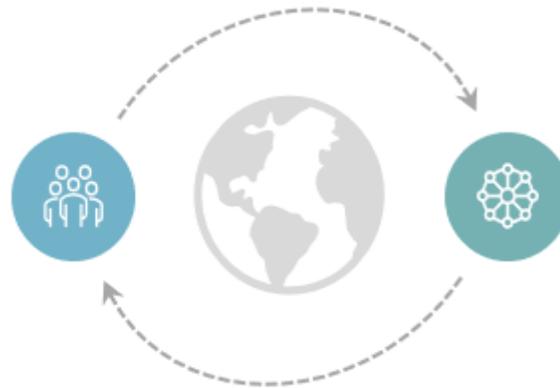
- »» HSO is developing a “first of its kind” comprehensive Standard for Integrated People Centered Health Systems (HSO 76000)
- »» The standard is targeted at policy makers and health and social service provider networks
- »» Developed based on international evidence, best practices, academic research, and real people leading real integrated care change around the world
- »» Structured around 10 key design components for implementing integrated care
- »» Each design component has criteria that are further described through implementation levers/guidelines at the policy level (macro) and operational level (meso)



# IPCCHS 76000: Intended Audience

## Policy makers

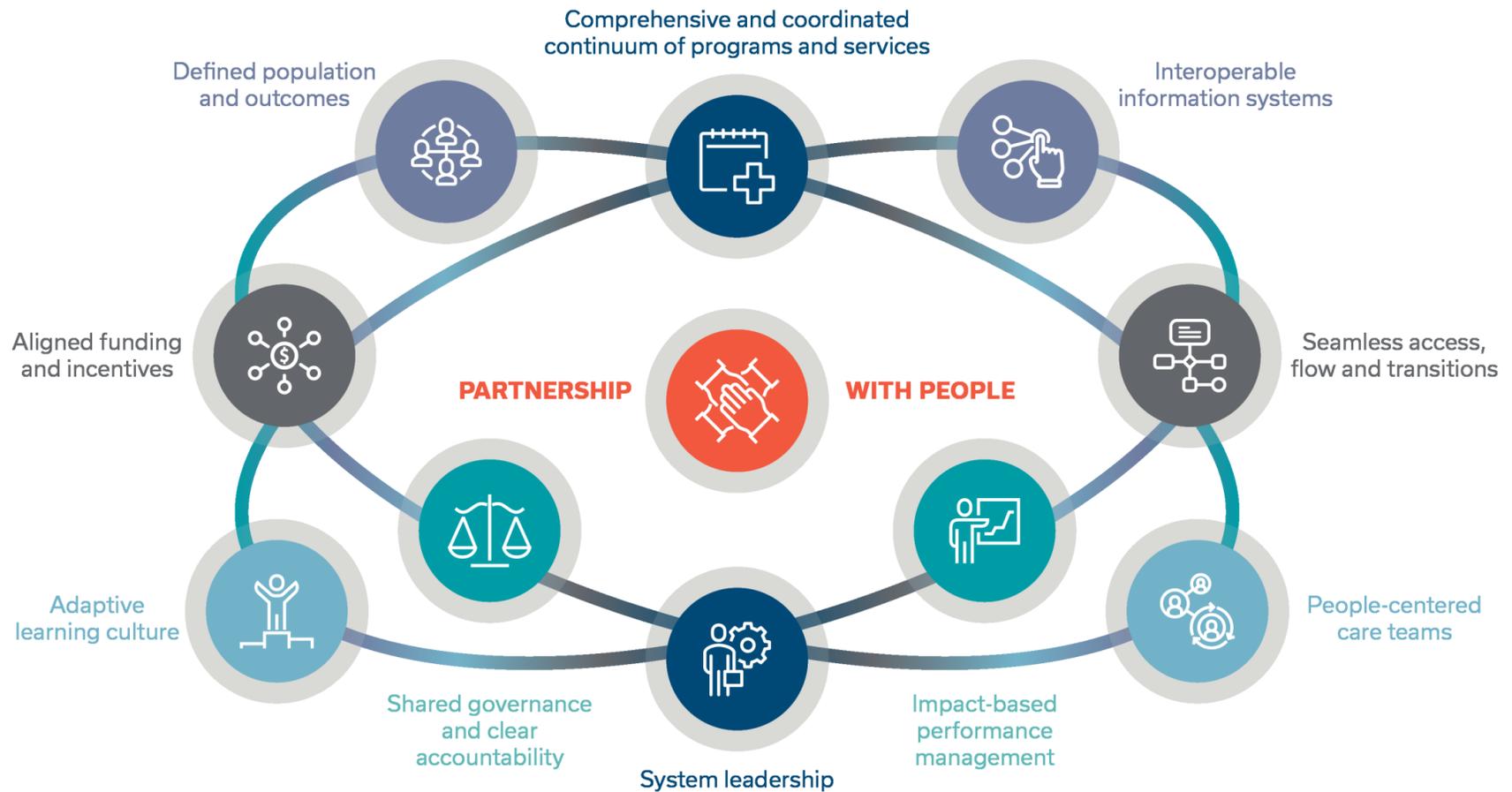
- Governments
- Health and social service agencies, authorities, and regulators
- Other association sectors (e.g., justice, transport, food services)



## System partners

- Community services
- Mental health care
- Primary care
- Acute care hospitals
- Long term care
- Public health units
- Voluntary and not-for-profit, health and social services
- Other health and well-being sectors

# HSO 76000 IPCHS: 10 Key Design Principles



# Design Principle 8: Implement interoperable information systems

- Informed by CIHI's Health Data and Information Governance and Capability Framework



## Overall Objectives of Design Principle 8, Implement interoperable information systems:

- Identify a shared data and information governance framework
- Establish and maintain interconnected and interoperable digital and information technology environments
- Develop and maintain the policies, procedures, and infrastructure required throughout the information lifecycle
- Design, implement and evaluate the effectiveness of IT systems and digital platforms with stakeholders, and people and communities

# Language Matters

*“Everyone at the table needs to speak the same language”*

- **Interoperable information systems:** Two or more systems (e.g., computers, communication devices, networks, software) or other information technology components that interact and exchange data using structured and transparent methods to achieve predictable results.
- **Population health:** Health outcomes for a group of individuals, including the distribution of the outcomes within the group. It includes health outcomes, patterns of health determinants, and policies and interventions that link these two (Kinding and Stoddart, 2003).

# Principle 8: Strategy and Governance

**8.1.1** The health system has a shared data and information governance framework that addresses:

- Data and information:
  - Design, capture, and management
  - Life cycle
  - Access, linking and exchange
  - Integrity and quality
  - Privacy, confidentiality, and security

**8.1.5** The health system adheres to established Indigenous data and information governance principles.

# Principle 8: Policies and Processes

**8.1.4** The health system securely collects, analyzes, and uses data and information to inform decision making.

**8.1.8** The health system implements, regularly reviews, and updates policies, procedures, applications, and other mechanisms to manage the flow of information throughout the information lifecycle.

**8.1.13** The health system ensures that near real-time personal health records are timely, accurate, secure, and shared with system partners.

# Principle 8: Assets and Standards

**8.1.6** The health system uses data and information management standards to ensure quality and conformance.

**8.1.7** The health system optimizes for data and information management system interoperability within the health system and across health systems.

**8.1.12** The health system defines principles, policies, and procedures to develop and maintain information technology systems and digital platforms.

# Principle 8: People and Knowledge

**8.1.9** The health system involves the workforce and people and communities to refine data fields to ensure they reflect desired health and well-being goals and outcomes.

**8.1.10** The health system informs the public about the rationale for and the use of data and information collection, access, and exchange.

**8.1.11** The health system regularly collects feedback from a variety of stakeholders and evaluates its data and information management and governance practices.



What ideas can **YOU** consider for your own organization?

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Quality Health Services for ALL

## Contact

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## Learn more

[healthstandards.org](http://healthstandards.org)

[peoplepowered.info](http://peoplepowered.info) (related webinars)

# Language Matters – Glossary Terms

- **Data supply chain:** Information systems that capture and share data in a coordinated and sequential manner to achieve a collective outcome such as integrated care, policy making, research, or public health.
- **Digital and information technology environment:** The infrastructure and process that provides an interface whereby users can interact with data and information that is transmitted over the internet or other service-based information architecture. The goal is to generate information that may be used for a variety of purposes (e.g., to assess health and well-being outcomes, decision making).
- **Intersectionality:** A framework for understanding the complex and interdependent ways that social location (e.g., gender), power relations (e.g., laws), and experiences overlap and contribute to inequity and discrimination (Hankivsky, 2014; Perlman, 2018).
- **Infrastructure:** The built environment and its supporting elements such as equipment, information technology, systems and processes, sustainability initiatives, and staff required to deliver integrated health and social services (Luxon, 2015).
- **Interconnected information systems:** Software that facilitates easy and transparent sharing of information within and across organizations and systems to enhance the quality of health and social services.