Ministry of Health

AN AUDIT OF THE PANORAMA PUBLIC HEALTH SYSTEM Released [08/15]

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Initial PAC Meeting- [02/11/15]

Rec. #	OAG Recommendations ¹	Action Planned	Target Date	Assessment of Progress by Entity ²	Action Taken ³
1.	Commission an independent review of Panorama and other alternative systems to identify the most cost-effective, integrated approach to meet the current and future needs of public health in British Columbia.	 Public health outcomes will be further advanced through ongoing improvements to Panorama and the onboarding of innovative health information technology applications facilitated through Panorama's interoperability design. Develop a 3-5 year business plan to address key functionality and design issues to ensure full clinical and surveillance benefit, including: Supporting the operation and decision-making of collaborative Ministry and Health Authority governance structures, balancing the clinical, business and technical requirements Leveraging the improvements and investments made by other Provinces Building on previous reviews of Panorama modules, surveys of front line users, and ongoing monitoring of data quality and system performance Undertake an annual survey of Panorama end users to assess satisfaction, clinical benefit and adoption. 	Annual beginning early 2016 Annual beginning	Alternative Action taken Partially Implemented	Completed benefits evaluations to asses project performance and user satisfaction in the following modules: a) Immunizations and Family Health b) Inventory
		Undertake an annual environmental scan to evaluate other compatible public health products.	in 2015	Partially Implemented	

¹ This should include all the recommendations listed in the Office of the Auditor General (OAG) report unless previously assessed as fully or substantially implemented. (i.e. only outstanding recommendations need to be reported).

Please provide your email response to:

Attention: Bruce Ralston, Chair of the Select Standing Committee on Public Accounts

Email: Kate.Ryan-Lloyd@leg.bc.ca, Deputy Clerk and Clerk of Committees

Cc email to: the Comptroller General's Office of the Government of British Columbia comptroller.General@gov.bc.ca

Cc email to: the Office of the Auditor General of British Columbia lhatt@bcauditor.com

²The Select Standing Committee on Public Accounts (PAC) will request an update (i.e Assessment of Progress and Actions Taken column completed) on a yearly basis from the audited organization until all recommendations are fully implemented or otherwise addressed to the satisfaction of the PAC. After the first action plan update only outstanding recommendations (i.e. those not fully or substantially implemented) need to be reported.

³ This action plan and their subsequent updates have not been audited by the OAG. However, at a future date that Office may undertake work to determine whether the entity has fairly and accurately represented their progress in addressing the recommendations. The results of that work will be reported in a separate report prepared by the OAG.

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Note: 1	Note: The responses below have been combined as the actions taken and planned will impact all three of the OAG recommendations referenced.									
3.	Review its project management practices to ensure future IT projects are managed in accordance with good practice.	 Developing a plan to meet industry standards for project management Develop action plan to move towards best practices Confirm our approach Engage independent expertise to review our action plan on project management, contract management, and governance 	December 2015 September 2016 Started and	Partially Implemented Planned	Strengthened project management and delivery structure • Consolidated expertise and strengthened project management capacity Developing a plan to meet industry standards for					
	Review its contract management practices to ensure future IT projects are managed in accordance with good practice.	Ensure independent project assurance on large complex, multi-stakeholder, multi-year project Implement recommendations from contract management review	Ongoing June 2016	Partially Implemented Planned	 project management Evaluated our current practices and identified gaps Reviewed contract management processes 					
4.	Review its current leadership practices and develop a collaborative leadership strategy for future IT projects.				The Ministry of Health has realigned governance structures to enhance accountability and to play an integrating and coordination role Leadership Council and the supporting committee framework are better aligning and prioritizing decisions, improving and strengthening coordination, communication and information sharing, and enabling stronger decision pathways across the ministry and health authorities.					

Prepared by: Strategic Projects Branch, Health Sector IM/IT, Ministry of Health

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