
BRIEFING NOTE

Integrated Services for Children Information System (ISCIS) Service Level Agreements

Issue:

Board of Health / City Council approval of Service Level Agreements between the City and the Province is urgently required to enable TPH to use an upgraded provincial information system (ISCIS 2.0) for the Healthy Babies, Healthy Children (HBHC) program.

Both the HBHC program and ISCIS are provincially mandated and 100% provincially funded, with no net cost to the City.

Time sensitivity:

Submission of the BOH report was delayed by lengthy and difficult negotiations of these service level agreements involving many players at the City (Legal, Information & Technology, Risk Management, Access and Privacy) and the Province.

Consideration of this matter has become very time-sensitive because:

- The implementation target date set by the Province for conversion to the system is February 14, 2003
- The Province intends to use the City of Toronto's agreement as the template for agreements with all other health units in Ontario
- Data entry using the current system (ISCIS 1A) is significantly backlogged and will require increasing amounts of overtime to manage. Implementation of ISCIS 2.0 is the only means of addressing this backlog and eliminating data entry overtime for 2003.
- End-user staff training has already begun and there is no commitment from the Province for continued training past the end of March 2003. Failure to implement the system in a timely way may require re-training of staff (minimum 2 full days for 400+ staff) at city expense.

- The City's TCHIS capital project must explore the feasibility of adapting ISCIS 2.0 to meet the full business requirements of the Family Health and Healthy Lifestyle programs. Any further delay in ISCIS 2.0 implementation will adversely affect our ability to meet TCHIS capital project deadlines. The project will be delayed up to 6 months.
- Delays in implementing version 2.0 will delay the implementation of the next version (i.e. version 2.1) which will include added functionality that will result in further efficiencies.

Background:

- ISCIS is the provincial information system that supports the Healthy Babies, Healthy Children program. ISCIS has been fully funded and developed by the Ministry of Health and Long Term Care, Integrated Services for Children Division
- Toronto Public Health (along with all Health Units in the province) is currently using the ISCIS 1A version of this system. This is a PC-based application that has not been able to manage the volume of data and the multiple service sites in Toronto
- The MOHLTC is in the process of developing and implementing ISCIS 2.0 in all Health Units. This application has significantly increased functionality and will meet Toronto's Healthy Babies, Healthy Children program business requirements.
- ISCIS 2.0 and related technical support and training are being made available to all Public Health Units at no cost. HBHC has also received additional funding for internal computer acquisition and technical support.

Key Point(s):

Service Level Agreements with Smart Systems for Health Agency

- The ISCIS 2.0 database for all Health Units will be hosted by the Smart Systems for Health Agency (SSHA), a crown corporation. This off-site housing of the database is a significant change from the current in-house management of the database, creating potential risks related to security and confidentiality of the data.
- Three Service Level Agreements between the City and the SSHA are necessary to address these risks:
 1. Master Service Level Agreement – sets out terms and conditions related to risk management provisions such as limitation of liability, indemnification and insurance and best practice guidelines regarding security, privacy and acceptable use of its services.
 2. Hosting Services Module/Agreement – describes how hosting of the database will be done, how the data will be managed and security measures to protect the data.

3. Network Services Module/Agreement – describes the mechanism by which the database is accessed and the security measures to protect the data during access and transmission.

- A Privacy Impact Assessment has also been completed by the province and has been reviewed by the City Solicitor and by the Access and Privacy Office.

Licensing and Service Agreement with Ministry of Health and Long Term Care, Integrated Services for Children Division

- The MOHLTC owns the licence for the ISCIS 2.0 software. Therefore, the City has identified the need for a Licensing and Services Agreement between the City and MOHLTC.
- We are still negotiating this Agreement, details of which will come to the Board of Health in March
- TPH can proceed to implement ISCIS 2.0 in the meantime, as long as the Service Level Agreements with SSHA are in place
- The first step of implementation is the conversion of data from ISCIS 1A to ISCIS 2.0. This requires City approval. This Board of Health report requests that the Medical Officer of Health be delegated the authority to proceed with data conversion, providing that MOHLTC agrees to observe privacy and security safeguards to protect the data.

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