

CUSTOMER EXPERIENCE



Create a seamless digital child and family experience

- Co-design a connected ecosystem of digital solutions across clinical care, research, and education
- Ensure the ecosystem is equitable, accessible, and intuitive, and:
 - facilitates communication and data exchange between patients, families, internal and community care teams, and researchers
 - provides easy to access personalized clinical, research, and service information
 - supports education and capacity building for self-management
 - enables access to virtual care



Advance intelligence-driven child health services

- Capture comprehensive patient data – including genomic, PROM, and SDoH data – to enable individualized care and population health management
- Improve child health outcomes through safe, inclusive, and ethical design, testing, deployment, and monitoring of AI
- Enhance clinical and operational decision making with real-time insights
- Establish and expand remote care management

HEALTH SCIENCES AND OPERATIONS



Digitally enable new ways of working

- Advance a unified communications strategy, including enterprise communication tools and collaboration platforms
- Digitize and streamline clinical and corporate support functions
- Harness AI and automation to augment our workforce, target resource gaps, and increase well-being
- Implement digital tools to facilitate research, quality improvement, evolved educational modalities, and health system collaboration and capacity building



Modernize our digital foundations

- Invest in talent, training and development, policies, and best practices
- Embed robust cyber security, privacy, and resiliency across systems, solutions, and workflows
- Increase interoperability to facilitate data exchange and learning across internal and external systems
- Advance a contemporary data strategy encompassing governance, access, quality, and architecture
- Continually evaluate and upgrade our enterprise backbone (hardware, software, network, and storage solutions)
- Integrate technology and data infrastructure and transformation into campus redevelopment

FOUNDATIONS

Key enablers

Training, development, and digital literacy · Effective governance · Aligned intake and selection · Sustainable funding of digital priorities · Digital integration with community systems