

Dept. of Health: Health Enforcement and Licensing Management Project

Program/Project Overview

High-level summary of program or project.

- Licensing and regulating healthcare providers, health facilities, and educational and training programs are statutory responsibilities of the Department of Health to promote patient safety and access to care.
- Those activities are currently supported by an outdated and ageing system called ILRS (Integrated Licensing and Regulatory System).
- Since ILRS is based on older technology and the department is unable to increase its capabilities to meet the growing requirements and expectations of customers for more online interactions, the department began the lengthy process to replace the system with HELMS.
- HELMS (which stands for Healthcare Enforcement and Licensing Management System) will provide licensees and employers with better services to increase work efficiencies and greater access to data.

Critical Risks and Issues

High-level summary of risks and issues.

- With a decision made to move to a phased release schedule, we will be working in dual systems between Release 2 and Release 3, impacting business process and data integration complexity.
- There is a need to strengthen Organization Change Management efforts across our stakeholder groups given the lengthy project duration and inconsistencies in our communications to them.
- The newly base lined schedule requires our teams to achieve additional velocity, which may take some time to fully operationalize.
- We are currently renegotiating our contract with the existing vendor and there may be a risk to our budget, and potentially impact to schedule if negotiations do not go well.
- At present, there is a potential budget shortfall based on the previously forecasted budget and currently forecasted budget funding that was included in this year's budget.
- Our DOH teams are new to the Salesforce platform and leaning on vendor and Salesforce for technical and architectural expertise. We need to further shore up our DOH capabilities to upskill and validate design decisions. DOH currently has a Salesforce Architect supporting the project and is planning to contract additional Architectural support if budget allow

Consultation Needed

What feedback does the program or project need from the Board?

- Continued support across WaTech, ISG, Carasoft/MTX, other 3rd parties and DOH teams