Yukon

2026 Connected Health Strategy

Department of Health and Social Services



Message from the Minister of Health and Social Services



Modernizing the information systems and tools that support health care delivery is a key part of our commitment to strengthening our health care system and improving care for Yukoners.

The Connected Health Strategy sets out the goals and principles that will guide this work, which includes the modernization of electronic medical records and improving Yukoners' access to health services and information.

Secure, connected and reliable health systems will provide real benefits for Yukoners and health care providers. These improvements will reduce administrative burden and red tape, free up health provider time to spend with patients, and make the Yukon a more attractive jurisdiction for health care professionals to practice. Yukoners will receive proper care knowing that their provider has the right information to provide them with the right care at the right time. Innovative technologies scaled to the needs in the territory will also support Yukoners to access health services more easily and closer to home.

Successful transformation of our health information and technology ecosystem will require coordination across the health care system. Implementation of the strategy is being guided by a steering committee with representation from front line providers and health system partners.

As this work advances, the Government of Yukon will continue to uphold privacy and information security laws and best practices. We will also continue to engage with Yukoners and health care system stakeholders as we bring new tools and services into the health care system.

Sincerely,

Brad Cathers

Minister of Health and Social Services

Introduction

New health information systems and tools are transforming how health care is delivered in the Yukon. Electronic records, connected information systems, virtual care and other tools are beginning to improve care coordination and access to services across the system.

This strategy sets out a framework to continue building and improving health information systems and tools in the Yukon in ways that support Yukoners, health care providers and the sustainability of the health care system.

What is connected health?

Connected health is the use of secure, data-driven technologies in the health care system to deliver services, improve administration and support individuals to manage their own health care journeys.

Examples in the Yukon include:

- electronic medical records used in doctors' offices, hospitals and other care settings;
- AI-supported applications that streamline processes like referrals and clinical documentation; and
- remote patient monitoring that helps Yukoners manage chronic conditions like high blood pressure and chronic obstructive pulmonary disease (COPD).



Why we need a strategy

The Connected Health Strategy was developed by the Connected Health Steering Committee, with members from Health and Social Services, the Yukon Hospital Corporation, Council of Yukon First Nations and the Yukon Medical Association.

The committee is collaborating to build a framework for the territory's connected health ecosystem that considers the needs and opportunities of the whole health care system.

This framework outlines how the development of connected health in the Yukon can achieve a more efficient, people-centred and health care system, by ensuring that information systems can speak to each other, and that connected health processes support safe, including culturally safe, collaborative care and timely access to quality health care services and data.

What we heard

The development of the Strategy was informed by engagement with health care providers, Yukon First Nations representatives, patients and other partners. This engagement highlighted the need to:

- Ensure information flows smoothly and securely across care settings and follows patients as they move through the system.
- Provide electronic tools that reduce administrative burden, improve health care providers' work experience and support patient care.
- Make it easier for people to access their health information.
- Improve access to care close to home.
- Continue to engage meaningfully with rural and remote communities, Yukon First Nations, Indigenous People, Non-Governmental Organizations (NGOs), and providers of health and social services.
- Support making data reliable and available for planning and decision-making in the health care system.
- Be guided by strong governance, privacy protection and data stewardship.
- Work with Yukon First Nations toward better alignment with Indigenous data sovereignty and the OCAP®[1] principles of ownership, control, access and possession

[1] OCAP® is a registered trademark of the First Nations Information Governance Centre (FNIGC) https://fnigc.ca/ocap-training/

Vision

Connected health works seamlessly to enable a connected, high quality and accessible health care system for the benefit of all Yukoners.

Strategic goals

The Connected Health Strategy has identified four strategic goals for development and collaboration across health organisations to achieve a more robust health information and technology ecosystem.

Goal 1:

Enable a connected health care system

In a connected health care system, health information will follow Yukoners across primary, hospital, specialty and community services to support safe, culturally responsive and collaborative care. Key elements include:

- adopting connected health solutions that ensure the right information is available at the right time;
- coordinating initiatives and resources to establish seamless patient data flow between and within care settings; and
- strong data governance and standards to support trusted data sharing, high-quality care and effective administration.

Goal 2:

Increase Yukoners' access to health information and services

Connected health tools will support individuals to be active participants in their health care journeys. Key elements include:

- a consistent, user-friendly approach for Yukoners to access information electronically;
- increasing virtual care to improve the experience of health services; and
- learning from Yukoners, including rural communities and First Nations partners, about challenges and what works, and implementing improvements.

Goal 3:

Support health care providers

Integrated and supported connected health tools will improve provider and patient experience, enhance care and reduce administrative burden. Key elements include:

- advancing the integration of technologically enabled health tools that are connected and aligned with clinical workflows;
- modernizing the community electronic medical record system to improve billing and information flow;
- supporting provider adoption through training, clinical informatics and sustained support; and
- streamlining processes to free up more provider time for patient care.

Goal 4:

Strengthen connected health infrastructure

Building connected health infrastructure will help drive quality improvement and greater efficiency across the health care system. Key elements include:

- modern platforms that support reliability and secure access across the Yukon health care system;
- a data and analytics approach that supports a learning health system; and
- a responsible approach to innovation, including AI, with defined governance and privacy safeguards.

Guiding principles

The Connected Health Strategy is guided by the five components of the quintuple aim as well as best practices and standards for electronic health tools and information systems:





Implementation

Establishing a technologically enabled and connected health care system is a long-term process, requiring sustained coordination across health care organizations.

The immediate next step is to develop a detailed work plan for building a connected health ecosystem.

The workplan will address:

- a cross-organization collaboration framework;
- a roadmap with timelines; and
- a framework for data governance and standards.



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