



Canada Health Infoway
Inforoute Santé du Canada

Connecting the Dots Along the Care Continuum – Solutions for Digital Health in Home Care



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Canada Health Infoway

- Established in 2001
- Independent, not-for-profit corporation
- Equally accountable to 14 F/P/T governments; the Members
- Independent Board of Directors appointed by the Members
- Since inception, \$2.45 billion in capitalization from federal government



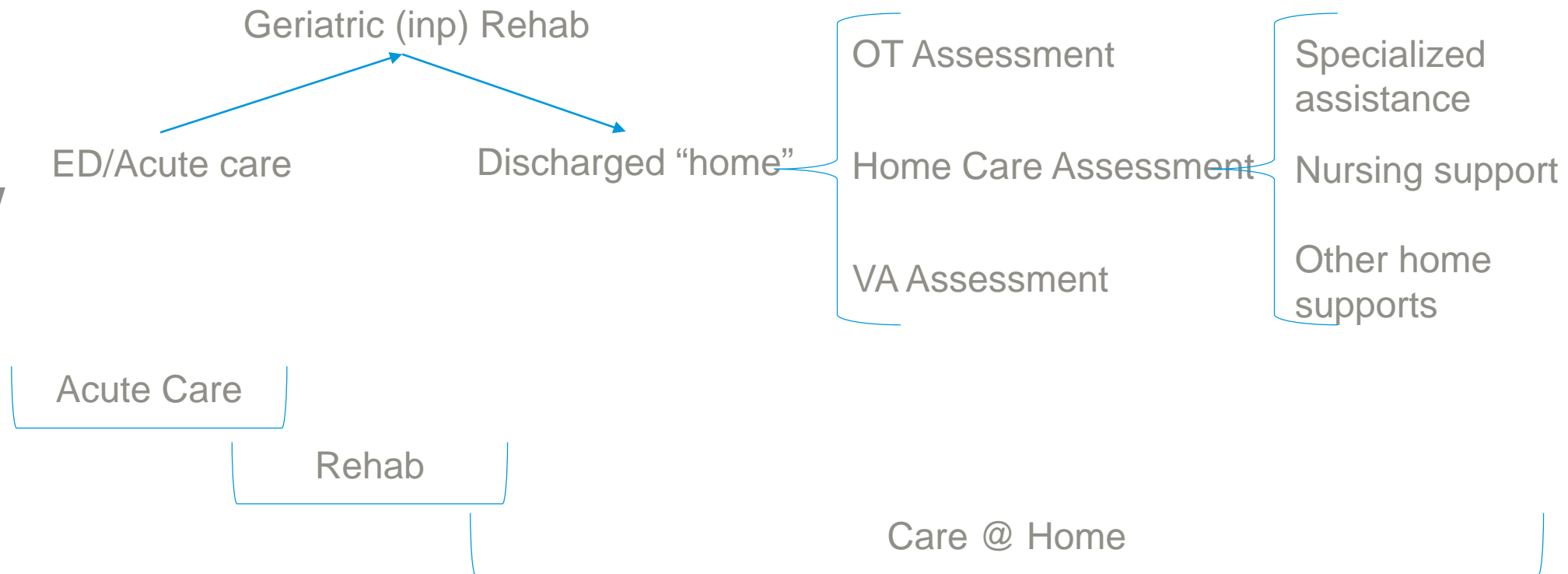
Healthier Canadians Through Innovative Digital Health Solutions





Clinical Scenario (Use Case)

**My 84 y.o.
Father-in-law**





Use Case....transitioning to home care


**My 84 y.o.
Father-in-law**

BP / vitals monitoring
Glucose monitoring
Medication monitoring / adherence
Meal prep / ensure healthy diet
Mobility assistance

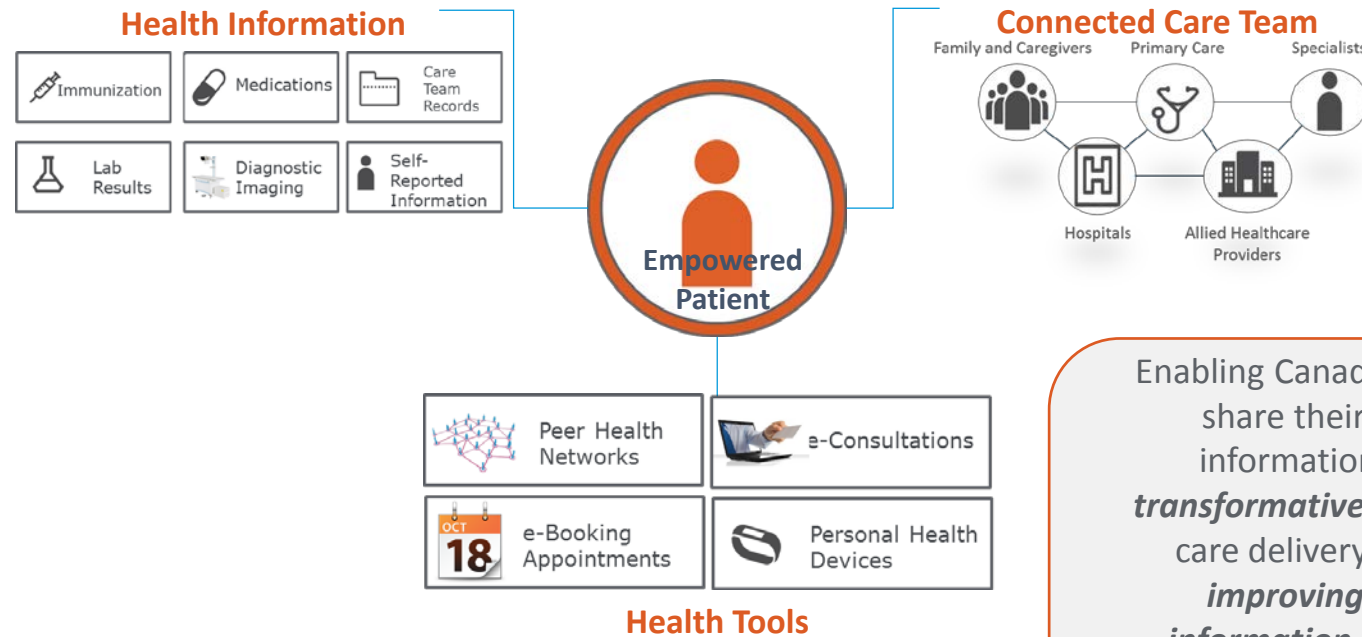


Information “points” = opportunity for sharing, collaboration, increased efficiency, better patient outcomes....

“Caring people, working diligently, to enable living-at-home as long as possible”



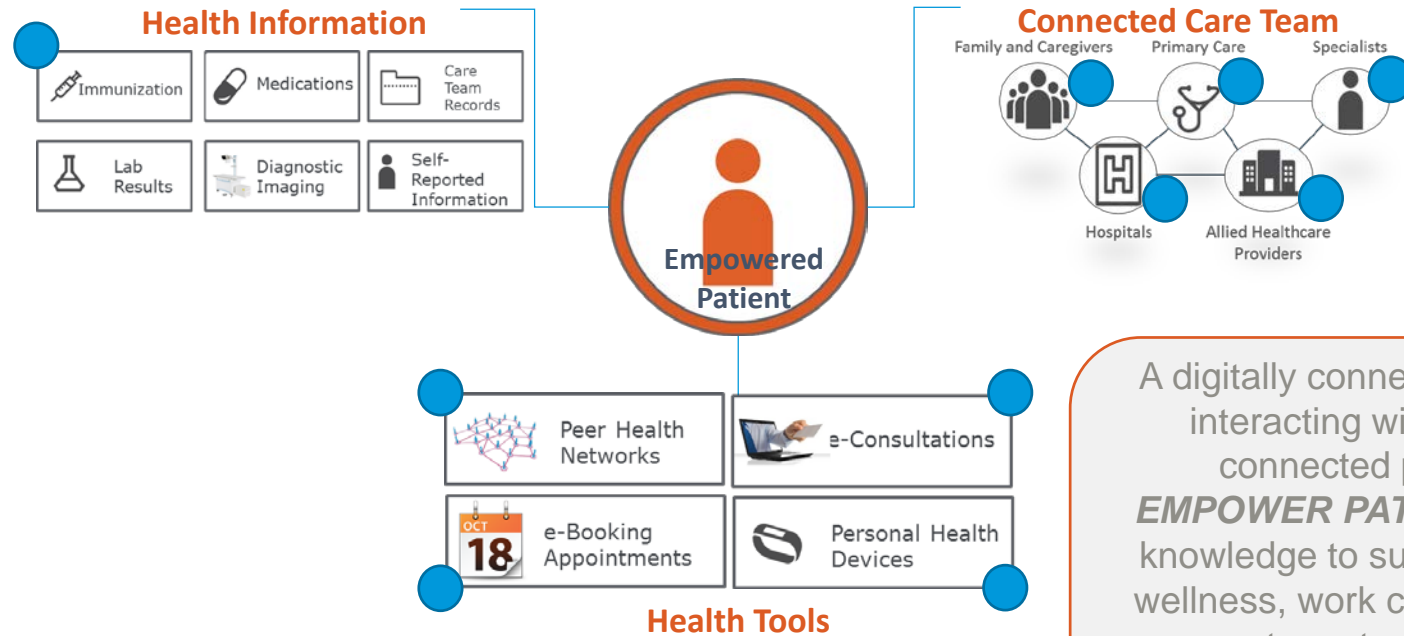
Enable Canadians to hold and share their health information, empower them to take control of their own health, and create a more seamless interaction with their care team



Enabling Canadians to hold and share their own health information will have *a transformative effect* on health care delivery in Canada by *improving the flow of information* and *delivering more effective clinical decision-making*



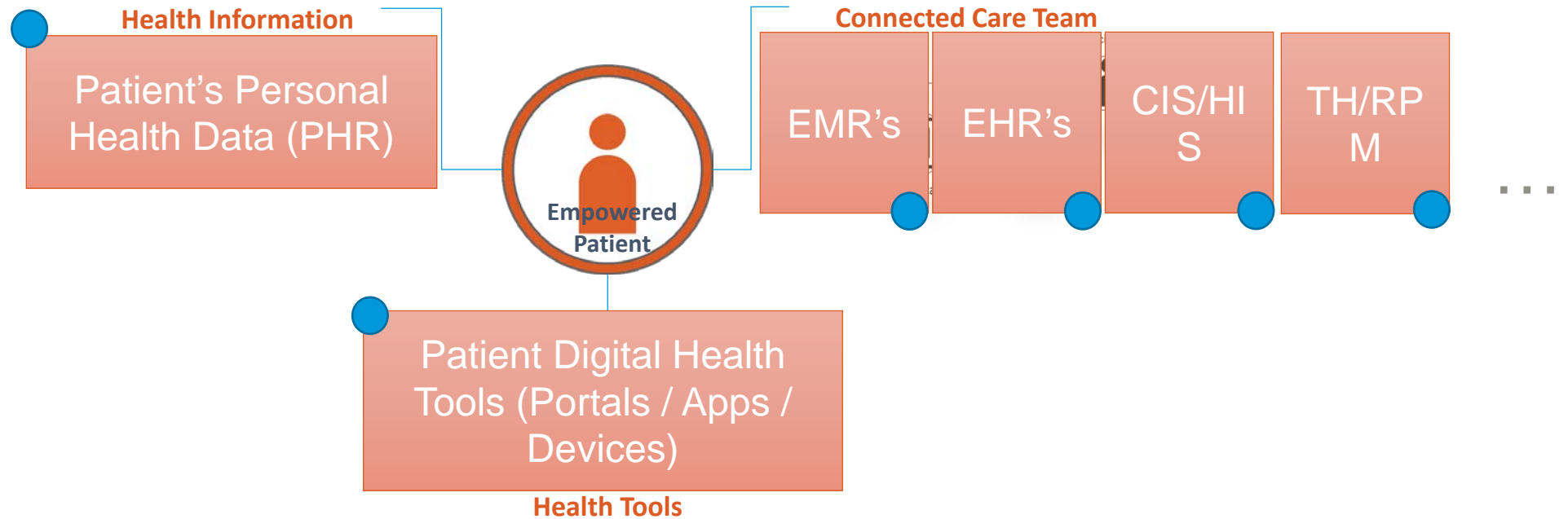
Connected Care Team AND Connected Patient



A digitally connected care team interacting with a digitally connected patient will **EMPOWER PATIENTS** with the knowledge to support their own wellness, work closely with their care team to recover from illness, enable enhanced **CONTINUITY OF CARE** and **BETTER OUTCOMES**.



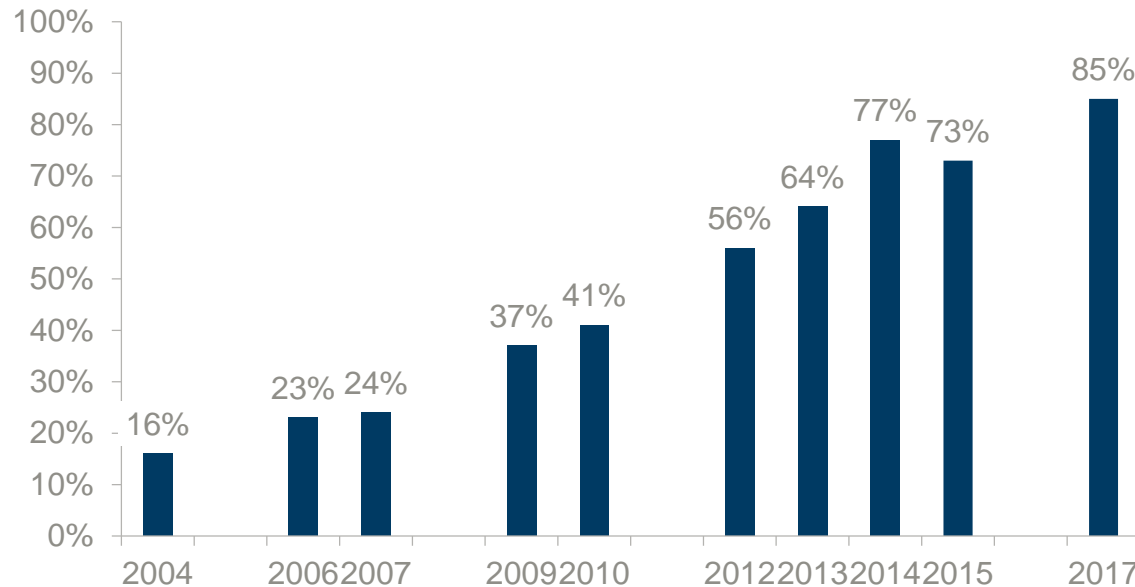
Digital Health Solution “Categories”





Electronic Medical Records

- A clinical providers “record” of patient digital health information
 - Primary health care (GP/FP), specialists, allied health, home care, and more...
- Investments have driven growth in **primary care physicians’** use of EMRs in Canada



Data Sources: Commonwealth Fund (2006, 2009, 2012, 2015); National Physician Survey (2004, 2007, 2010, 2013 & 2014); and CMA Workforce Survey (2017)



Personal Health Records (PHR's)

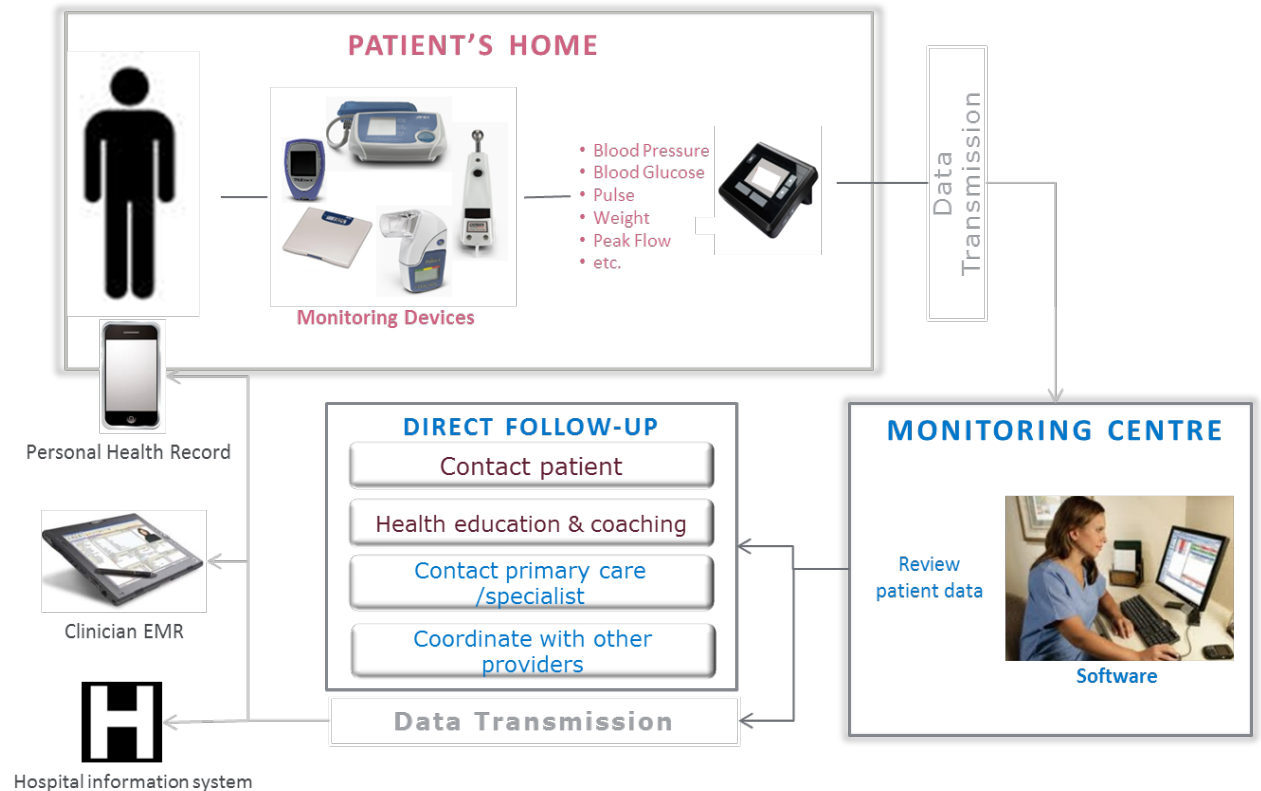
- A patient's digital record of their own health information
- Typically, a subset of a provider's record (e.g. EMR)
- A record of the patient's encounter with the health system
 - Lab / diagnostic reports; "other" clinical reports; immunizations, and more....
- A "portal" to other sources of education / health information
- A "connection point / aggregation point" for patient digital health devices (BP, glucose, IoT)
- Positive growth in jurisdiction deployments of PHR's





Telehomecare (Remote Patient Monitoring – TH/RPM)

- Connect patients in their home to their provider using digital tools
- Patient information is electronically transmitted to the provider
- Provider can monitor, review, coach, modify plans





Why Telehomecare?

- EMPOWER patients and caregivers to manage health at home
- IMPROVE quality of life
- REDUCE hospital visits and other uses of the health care system



Current State of Telehomecare Programs

Nearly 24,000 Canadians have enrolled in telehomecare programs across the country since 2010.

Initial emphasis on chronic diseases such as COPD, HF and diabetes

Growth in mental health, wound care, palliative care





OTN Telehomecare Patient Experience Survey

183 Patients responded over a 6-month period



"The program gave my mother the opportunity to recover in the comfort of her home. This was a major contributor to her recovery. It was also a great relief and support as a caregiver to be able to recognize and control potential crisis/anxiety with this condition. It gave us hope that my mother would survive her illness. We always received quality advice and speedy assistance!"

Caregiver for patient enrolled in OTN Telehomecare program.



Satisfied with quality of care, teaching and coaching (99%)



Would recommend program to others (97%)



Better quality of life(88%)



Less need to visit an ED (86%)

% Strongly/Moderately Agree



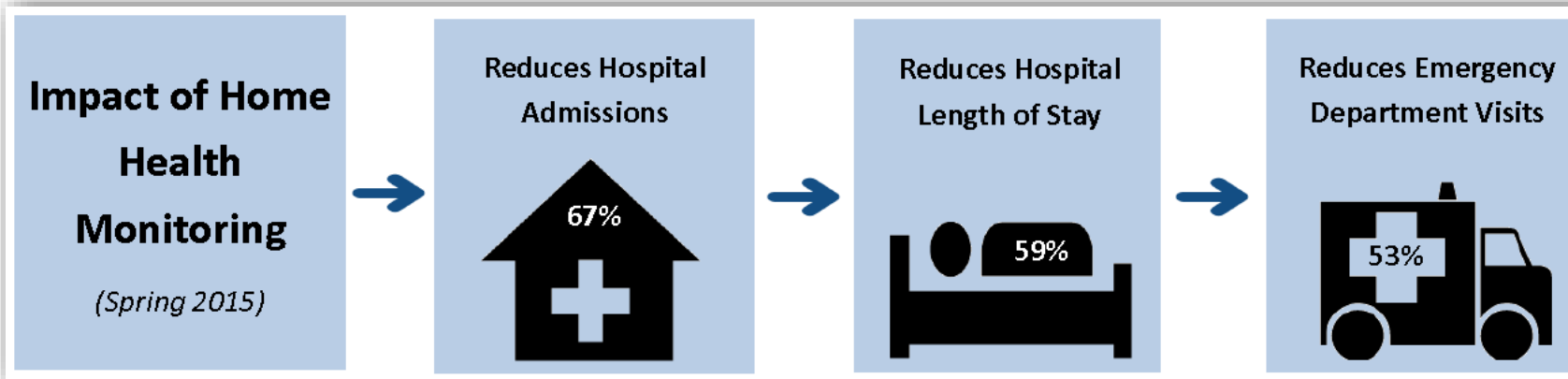
Vancouver Island Health Authority Program

- Home Health Monitoring (HHM) is a self-management support service to educate and empower patients living with heart failure or COPD.
- Goals
 - Assist with early detection and intervention for exacerbations
 - Reduce hospital admissions
 - Improve health outcomes
 - Enhance quality of life





VIHA Service Evaluation





Success factors

- Employ a clinical scenario (use case) approach to set priorities and determine deployment plans
 - Consider what use case will bring greatest value and/or maximize your opportunity for success
- Establish clear goals; measure progress and benefits
- Take an “architecture approach” to planning, designing and road-mapping your solution
 - Identify opportunities for reuse; apply architecture “best practices”
- Look for National / International standards for clinical terminology and health information exchange
 - InterRAI patient assessment frameworks, quality indicators
 - Reference terminologies like SNOMED-CT and ICD for clinical terminology
 - HL7 FHIR for systems integration



Success factors

- Obtain early and sustained health provider buy-in
- Don't underestimate the effort to establish and launch a program
 - Value in planning, applying change management methodologies, project management, overall governance and support
- For new telehomecare programs, recruitment of patients is sometimes difficult and takes time, but patients love it.
 - Be diligent and creative; adjust as necessary.....success will come



Are you EMR Ready?

- EMR pre-implementation checklist of key items to consider in five areas of focus:
 1. Contemplation
 - Engaging your team, identifying what it will mean to your practice, what will be involved in implementation
 2. Leadership and commitment
 - Ensure all team members are engaged and understand the value
 3. Solution provider and system support selection
 - Steps on the path to identify a solution
 4. Preparation and readiness
 - Key steps in moving from paper chart to electronic medical record
 5. Managing change
 - Key steps to support your team during and after the transition

www.infoway-inforoute.ca (search = "Are you EMR ready")

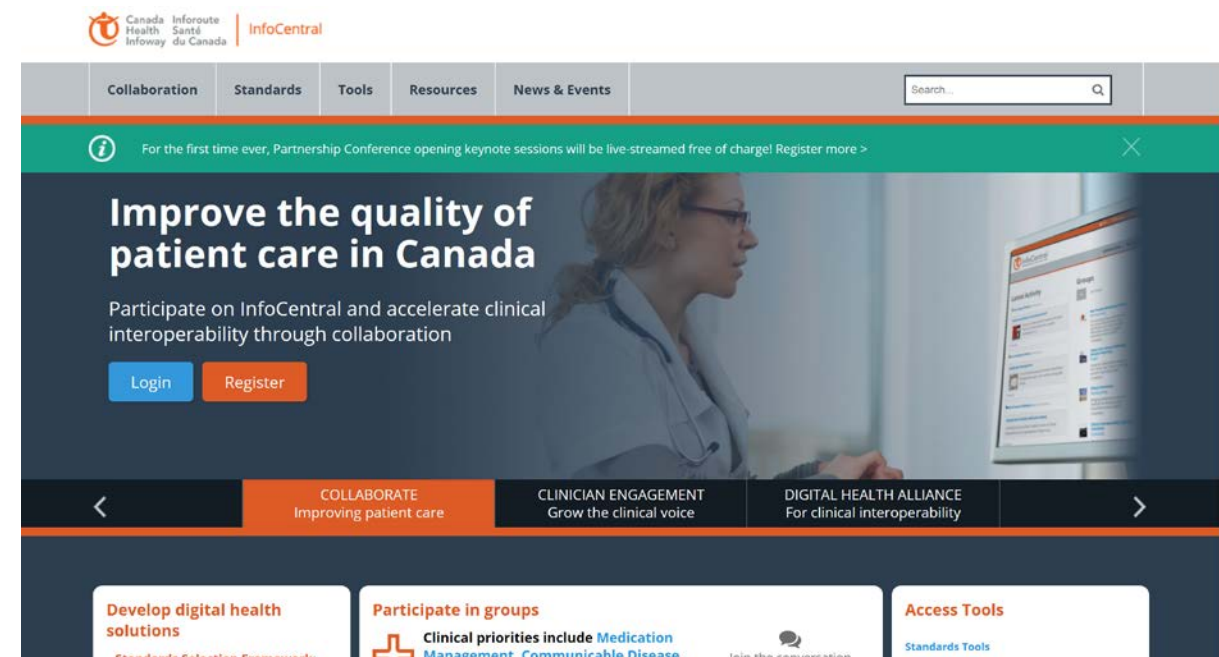


Join the conversation

- Patient experiences with digital health www.betterhealthtogether.ca
- InfoCentral for clinicians, health care providers, administrators, IT professionals

<https://infocentral.inforoute-inforoute.ca/>

- Communities of Practice
- Clinical interoperability standards
- Coordination of care
- Change Management
- And much more.....





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Thank You!