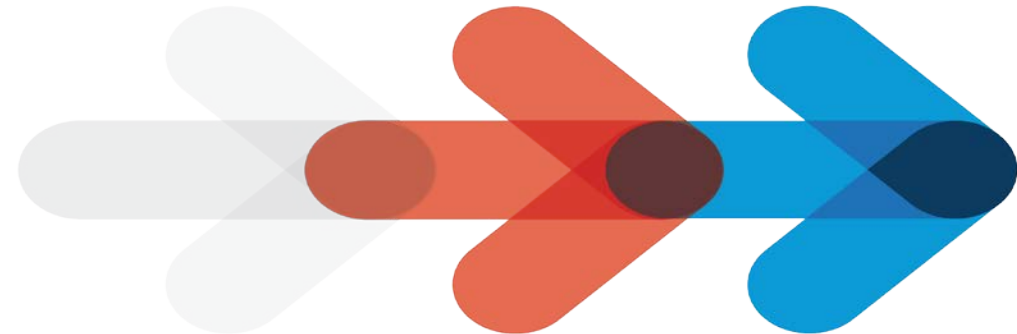


2017 Home Care Summits: Toronto Patient Empowerment – Information Sharing

Shelagh Maloney, Vice President
October 31, 2017
@12Maloney





Agenda

- About Infoway
- Technology and Healthcare: then and now
- Patient empowerment
 - Telehomecare as an example
- Opportunities and challenges
- Discussion



Driving Access to Care

Vision

Healthier Canadians through innovative digital health solutions

Mission

As Canada's leader in digitally-enabled health transformation, Infoway will bring pan-Canadian focus to the Triple Aim objectives of: improving the patient experience (including quality and satisfaction), improving the health of populations and unlocking value for the health care system

Strategic Goals



Provide safer access to medications starting with a multi-jurisdiction e-Prescribing solution



Improve access to personal health information and integrated, person-centred digital health services



Provide national leadership to promote and advance digital health in Canada

* Working name

Technology then

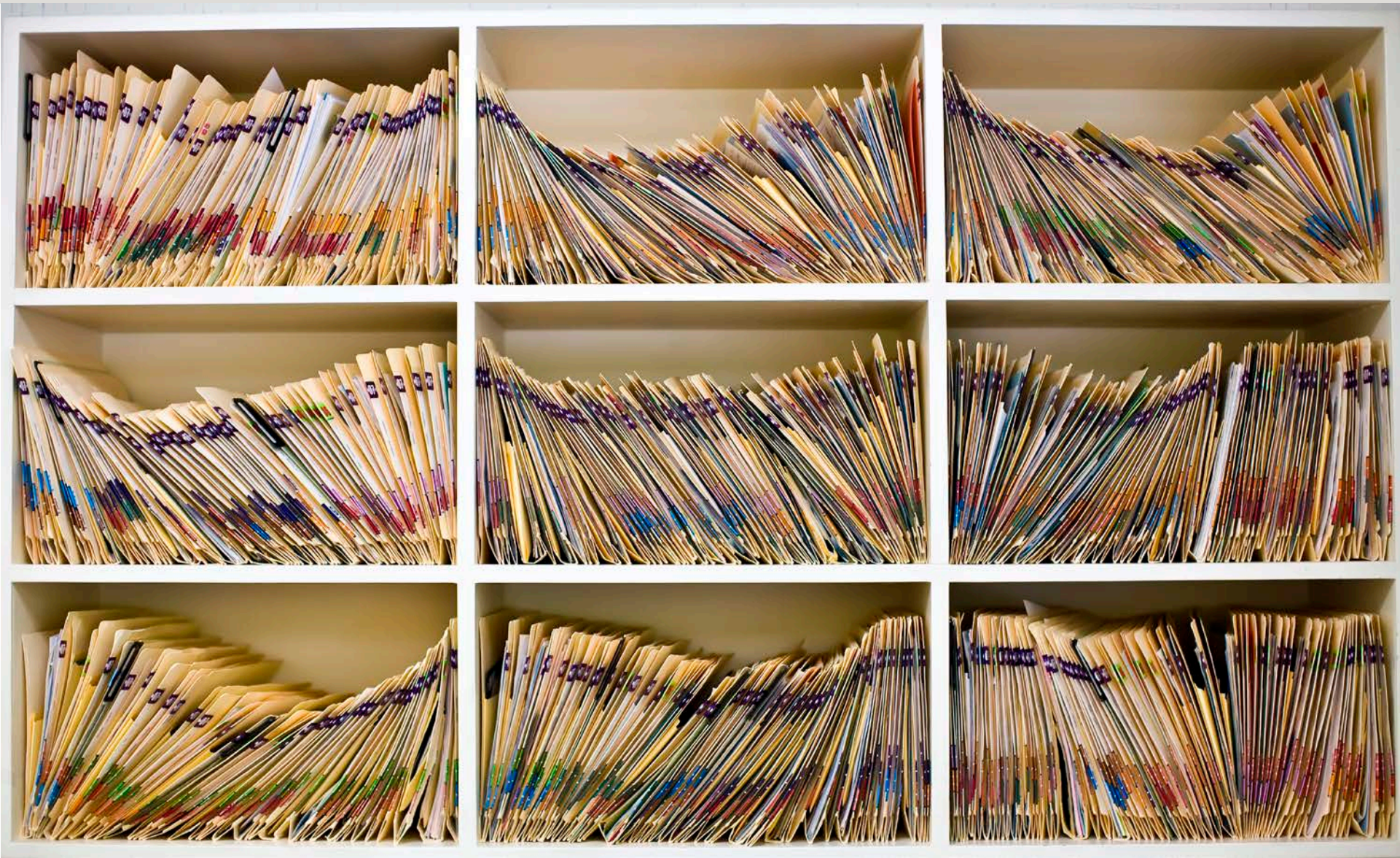








Healthcare then



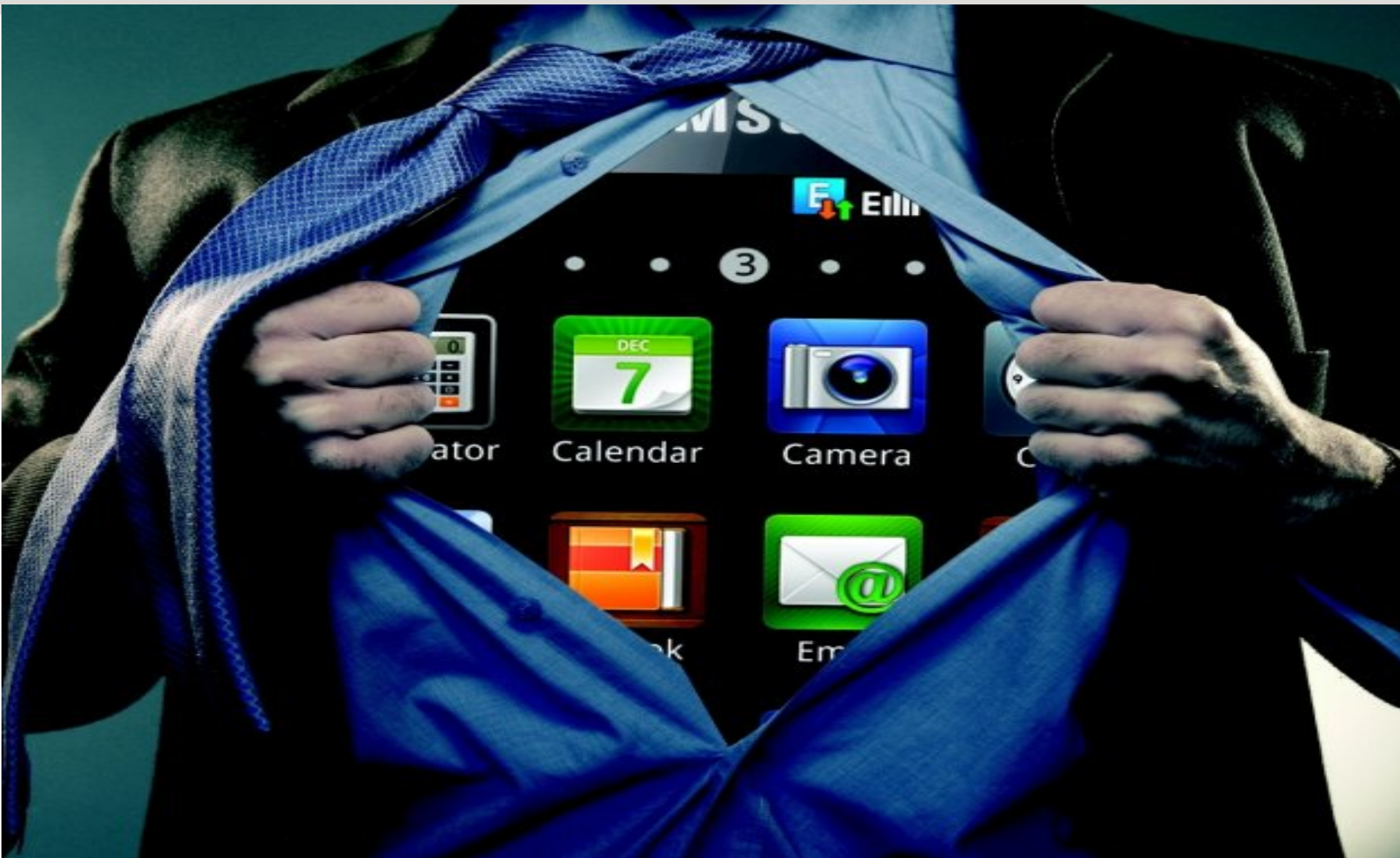




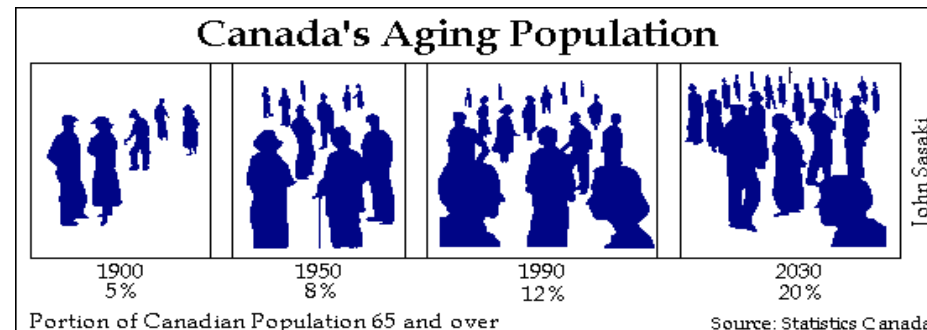
Technology now



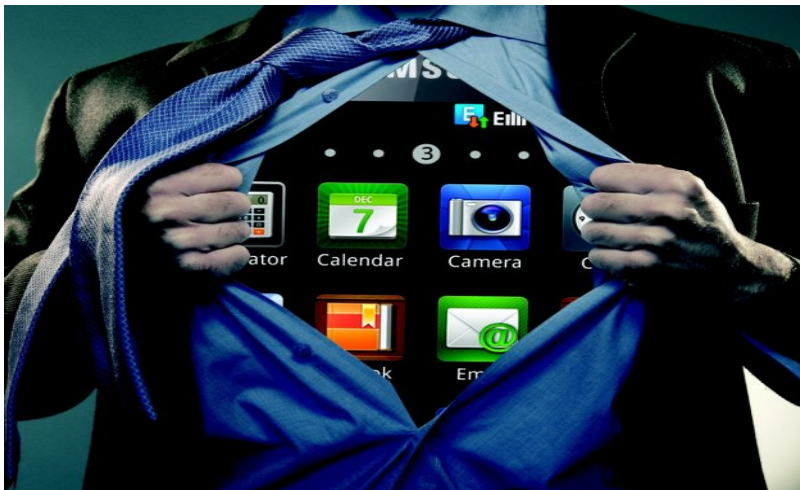
**“Did you give him a user name
or password yet, Mommy?”**



Healthcare now



Care Closer to Home







Patient Empowerment

If patient engagement were a drug, it would be the blockbuster drug of the century and malpractice not to use it.



"The patient will see you now Doctor!"

Leonard Kish, digital media strategist

Attributes of engaged patients



95% feel
more
confident
taking care of
their health

94% improves
knowledge of
their health

93% have
more
informed
discussions
with their
doctor

Source: SRDC (2015) *Impacts of Direct Patient Access to Laboratory Results (Full Report)* <https://www.infoway-inforoute.ca/en/component/edocman/resources/reports/benefits-evaluation/2775-impacts-of-direct-patient-access-to-laboratory-results-final-report>



And, more engaged patients have better health outcomes





Telehomecare: the intersection of technology and patient empowerment



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!"

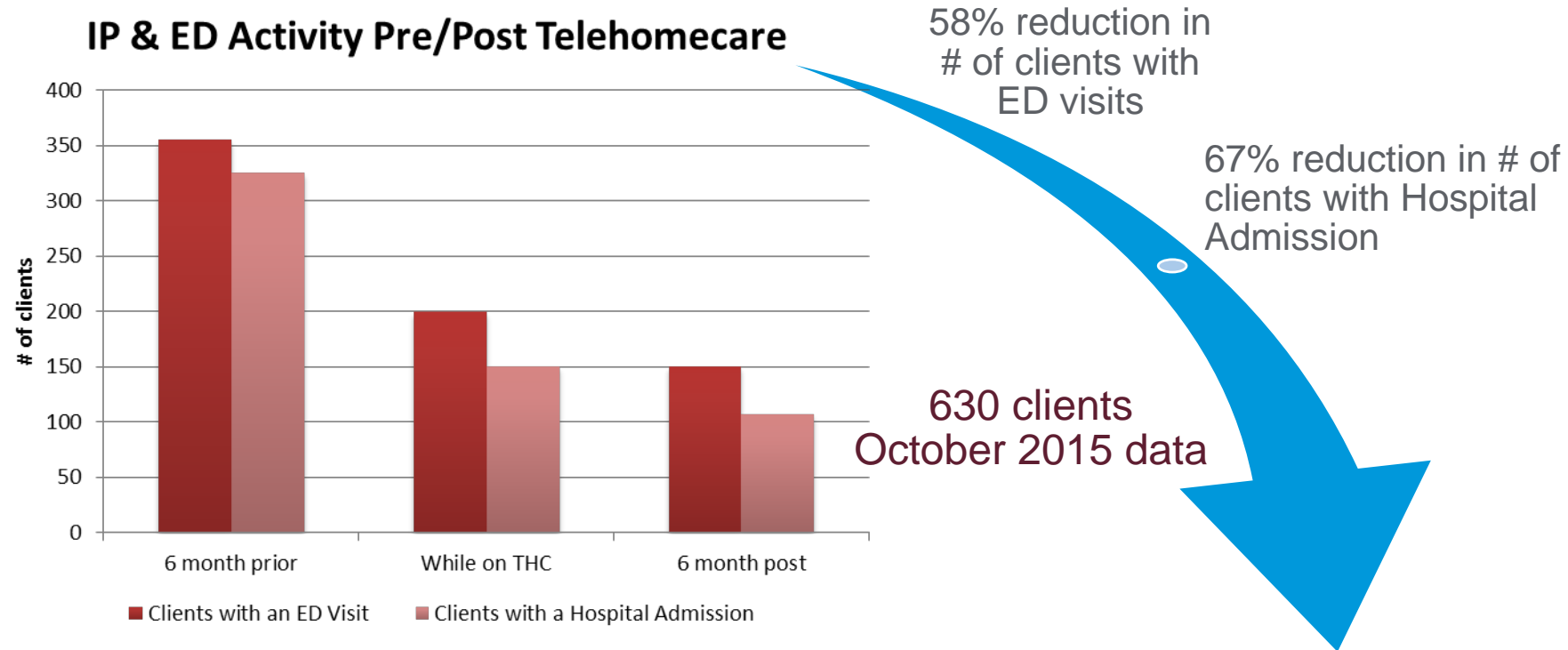
Caregiver for patient enrolled in OTN Telehomecare program.

% Strongly/Moderately Agree

Source: Ontario Telemedicine Network.
Patient Experience Survey (2016)



Toronto Central LHIN



Source: Ontario Telemedicine Network. Telehomecare Deployment Project: Phase 2 - Remote Patient Monitoring Benefits Evaluation Report (June 30, 2016)



Patient empowerment and technology in home care: Opportunities

- Telewoundcare
- Palliative care
- Access to information
- Other





Patient empowerment and technology in home care: Challenges

- Awareness
- Remuneration
- Perceptions
- Other



Discussion



Canada Inforoute
Health Santé
Infoway du Canada

Thank You!
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