

Technology and the Patient/Caregiver Perspective

**Canadian Home Care Association
Summit**

Vancouver British Columbia
October 23, 2018

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Canada Health Infoway: Driving Access to Care

Vision

Healthier Canadians through innovative digital health solutions

Mission

Infoway will bring a pan-Canadian focus to: improving the patient experience, improving the health of populations, and unlocking value for the health care system

Strategy

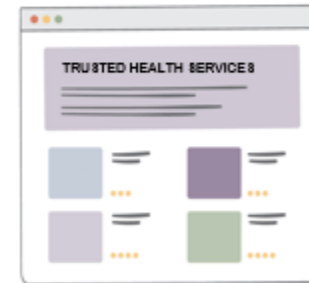
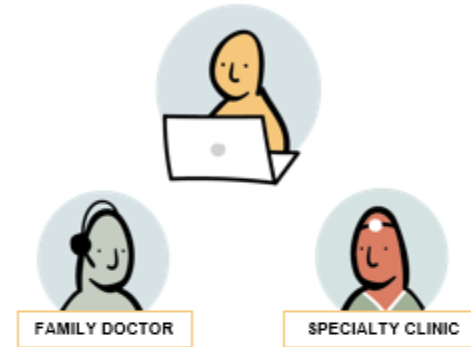
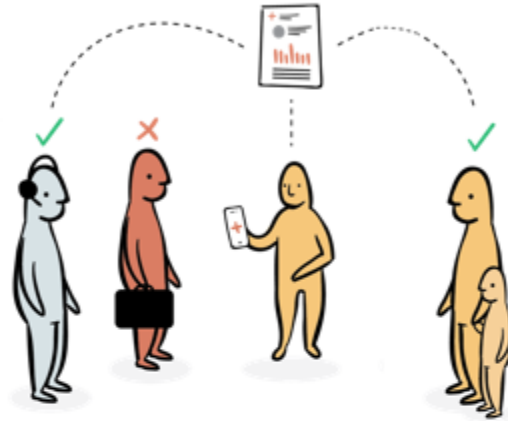


Provide safer access to medications, starting with PrescribeIT™, Canada's e-prescribing service

ACCESS Health

Provide access to personal health information and digital health services for Canadians and their providers through ACCESS Gateway

The Informed and Directive Patient



Patient/Citizen Engagement Approach

Listen

to the needs/perspectives of Canadians

- Through surveys, focus groups, consulting with patient advocacy groups, open innovation challenges, and other means in order to inform strategy and programs.

Amplify

the voice of patients and patient advocates

- Inspire awareness and broader engagement through the *Better Health Together* public education campaign.
- Embed this perspective throughout Infoway's work and that of its partners.

Invest

in initiatives that directly address Canadians' priorities

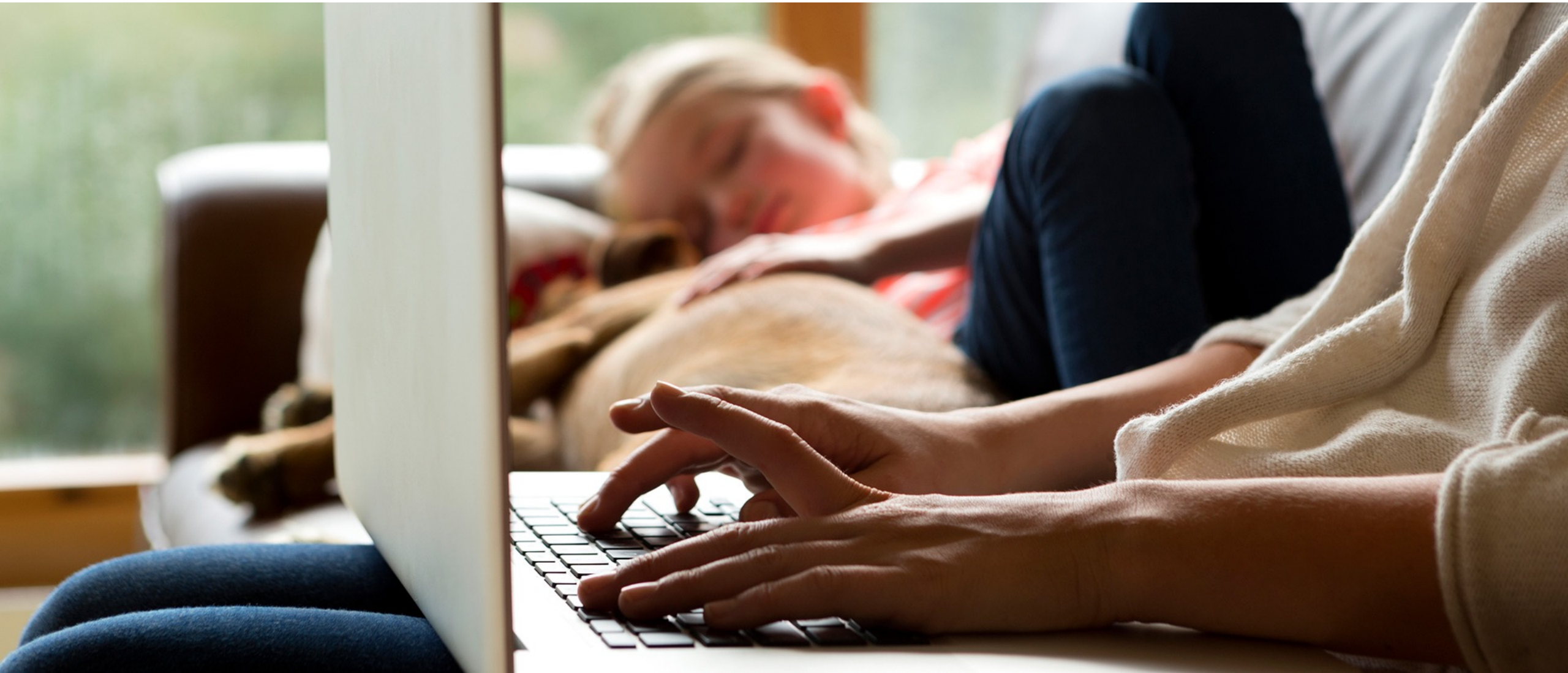
- Trial, scale and spread consumer health solutions, including electronic access to one's own personal health information and to priority patient online services

Influence

others to support effective use of consumer health

- Through research and evaluation, knowledge translation, empowering patient storytellers, informing policy decisions, supporting change management, and other means.

CONNECTING PATIENTS FOR BETTER



Report Highlights

The majority of Canadians

see multiple care providers in addition to their regular doctor/place of care to support their health care needs.



Availability of digitally-enabled

health services (e-services) are not meeting the demands of Canadians.



Canadians accessing their medical records the past year has doubled (7% - 15%).



The top four e-services

in demand by Canadians include:

- Renewing prescriptions
- Viewing their health records
- Confirmation of specialist referrals and notification of confirmed specialist appointments
- Online booking of appointments



Canadians with access

to digitally-enabled health services report improved:

- Convenience
- Self-management
- Timeliness of care
- Communication
- Ability to work in partnership with their care providers



There is a growing trend

for smartphone use when accessing digital health e-services.



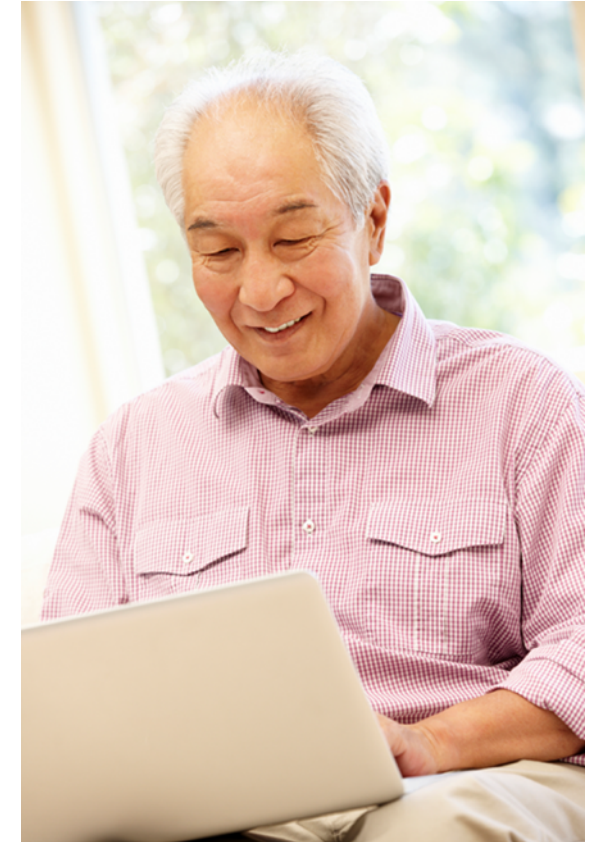
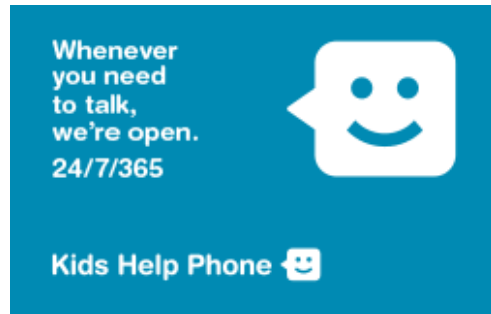


Wendy's story



<https://www.youtube.com/watch?v=5JOVIJkO1Cw&t=18s>

Investing in Patient Empowerment





Telehomecare: Delivering Value for Canadians

 **31,500** congestive heart failure and chronic obstructive pulmonary disease patients have benefitted from telehomecare since 2010.

 **\$1** Telehomecare investment =  **\$4** Health system value

SINCE 2010


\$168 million
value generated


27,000
avoided hospitalizations


46,000
avoided emergency department visits

WHAT PATIENTS HAD TO SAY

92%
Say digital health tools are easy to use

91%
Feel more informed about their chronic condition

91%
Are better able to manage their health condition as a result of the program

87%
Feel they have improved quality of life

Learn more:

 www.infoway-inforoute.ca/telehomecare





Canada Inforoute
Health Santé
Infoway du Canada

Thank You!