McKESSON Canada

How Technology is Breaking Down Canada's Paternalistic Healthcare System

September 30th, 2015

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McKesson Canada

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I'm Not Just an Impassionate Observer

- I have a child who is a complex patient in Ontario
- I serve on the following boards:

CanChild Centre for Childhood Disability Research
http://www.canchild.ca/en/

MitoCanada
http://www.mitocanada.org/

Chair of **ITAC Health** Governance Committee
http://itac.ca/activities/itac-health/

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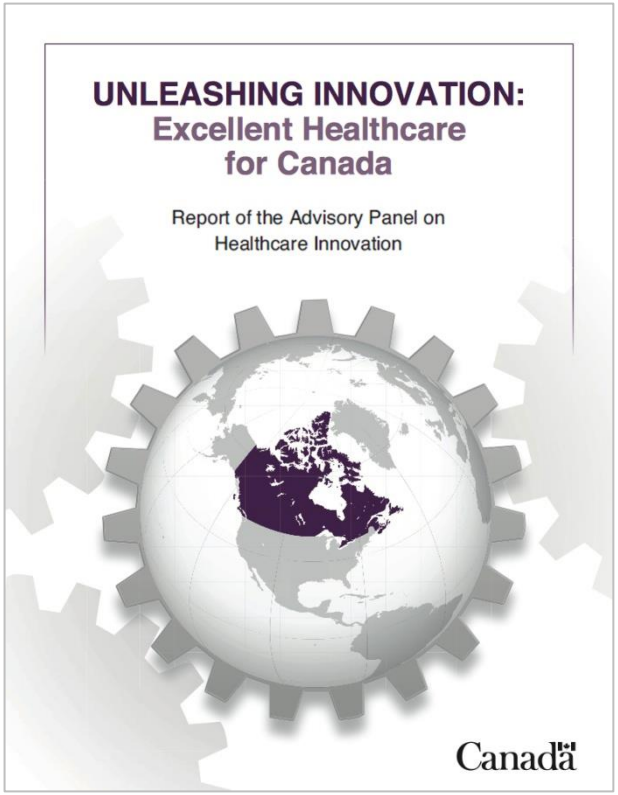
Naylor Report:

Consensus of Canada's Health Leaders



Mandate:

- Identify the **five most promising areas** of innovation in Canada and internationally that have the potential to sustainably **reduce growth in health spending** while leading to improvements in the **quality** and **accessibility** of care.
- Recommend the five ways the federal government could support innovation in the areas identified above.

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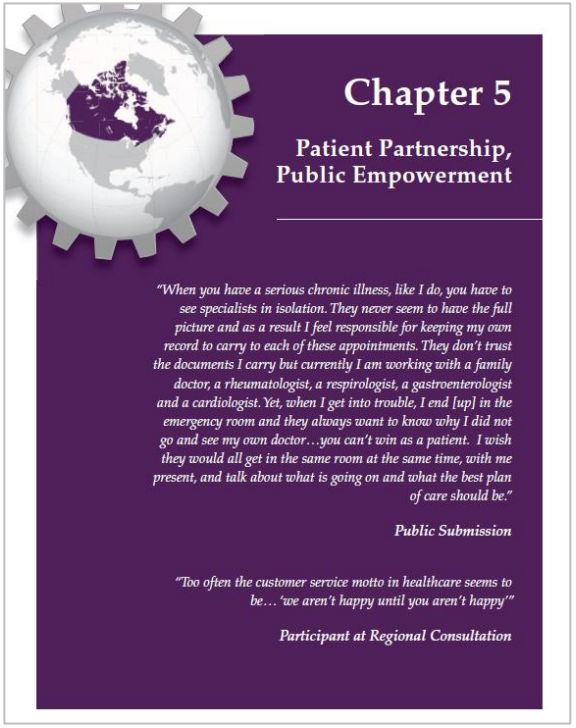
The Top Recommendation



Chapter 5

Patient Partnership, Public Empowerment

"When you have a serious chronic illness, like I do, you have to see specialists in isolation. They never seem to have the full picture and as a result I feel responsible for keeping my own record to carry to each of these appointments. They don't trust the documents I carry but currently I am working with a family doctor, a rheumatologist, a respirologist, a gastroenterologist and a cardiologist. Yet, when I get into trouble, I end [up] in the emergency room and they always want to know why I did not go and see my own doctor…you can't win as a patient. I wish they would all get in the same room at the same time, with me present, and talk about what is going on and what the best plan of care should be."

Public Submission

"Too often the customer service motto in healthcare seems to be… 'we aren't happy until you aren't happy'"

Participant at Regional Consultation

"Theme 1: Patient Engagement and Empowerment"

"… scaling-up of best practices in the use of patient portals, ensuring that patients effectively co-own their health records."

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Ontario's Patients First Strategy

Dr. Eric Hoskins
Minister of Health
and Long-Term Care

Message from the Minister of Health and Long-Term Care

Patients First: Ontario's Action Plan for Health Care is the next phase of our government's commitment to transform our health care system into one that puts the needs of patients at its centre.

We're building on a strong foundation laid by the first Action *Plan for Health Care* in 2012. And that plan has led to a number of important successes. But we know there's still more work to do to improve the patient experience, to make our system more transparent, accountable and to ensure that our universal health care system will be there when we need it for generations to come.

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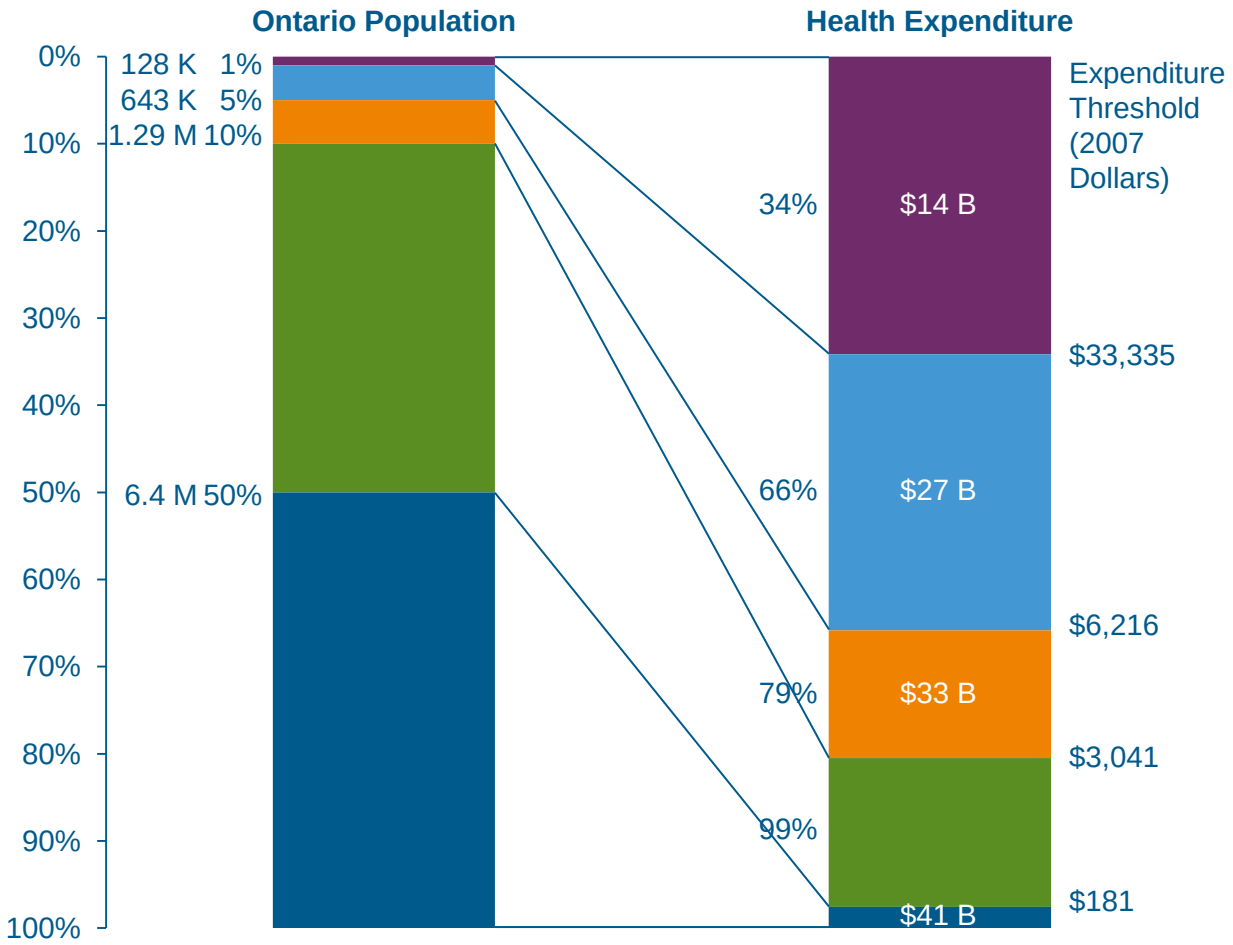
On average, 1% of the Ontario population accounts for 34% of healthcare expenditures

Health Care Cost Concentration: Distribution of health expenditure for the Ontario population, by magnitude of expenditure (MOHLTC, 2007)



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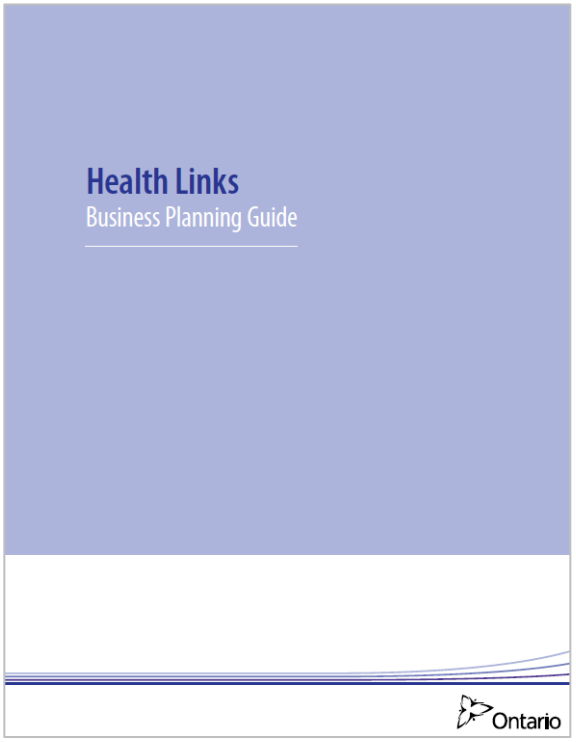
A Key Deliverable for the Health Links Strategy



From the Health Links Business Planning Guide:

"**3.0 Patient/Family Engagement**
Engagement of patients and families is a key component of the Health Link mandate."

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Informal Caregivers are Crucial to Care Delivery

"In 2012, approximately nine out of 10 Canadians who received care in the home relied on family caregivers… On average, care receivers had about seven hours of help from family or friends, and about two hours of professional care."

"Our health system **could not sustain** the current levels of care in the community without the continued contribution of family caregivers. If we expect family caregivers to continue to support and care for their loved one, **we need to support them**."

"**Recommendation 1:**
That the Ministry of Health and Long-Term Care endorse the principles of client and family-centered care…"

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So If Everyone Seems to Agree…

Put up your hand if…

- You can book an appointment with your doctor or an ambulatory clinic on-line
- You can access your complete medical record on-line
- If you are a caregiver and can view their care plan on-line
- You can message your family doctor or any other member of your clinical team
- You can complete a routine follow up on-line instead of having to come into the doctor

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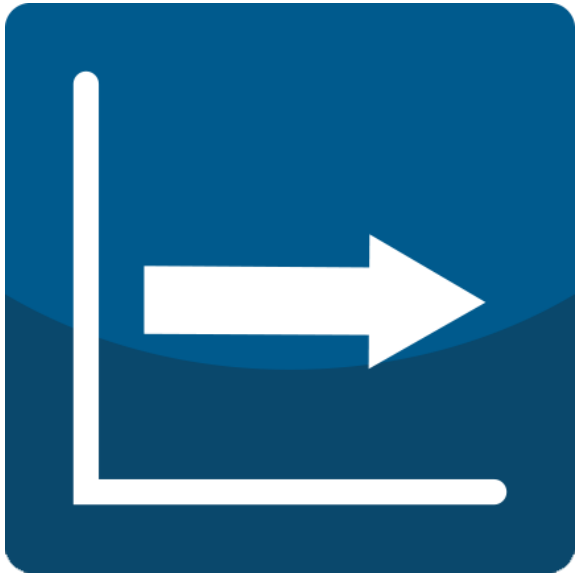
So Why Are We Seeing so Little Progress?



- Misguided investments – focus on mega projects
- Overweighting the importance of sharing acute data
- Momentum – just keep doing what we've been doing
- Not enough empowerment at the point of care to make investments
- Goes against hundreds of years of history – paternalistic system

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But We are Seeing Some Innovators

Barrie Family Health Team

Partners Advancing Transitions in Healthcare

NW CCAC (Thunder Bay)

Nova Scotia Health and Wellness

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Barrie and Community Family Health Team

my health linked

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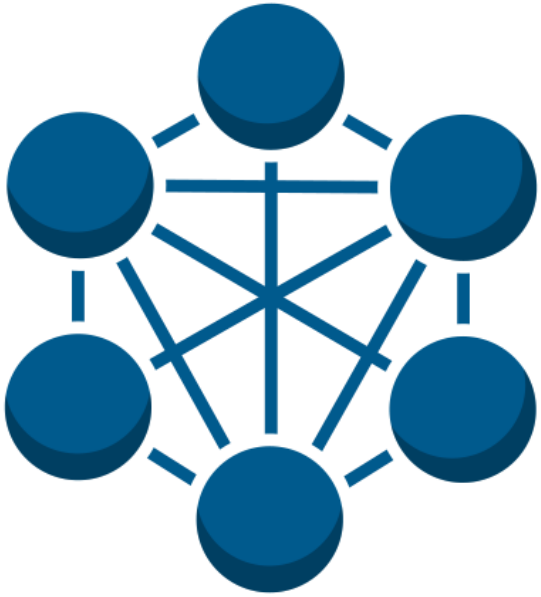
Why Did the Barrie Health Link Undertake this Project?



- Our Health Link recognized that improved communication is critical in order to meet the mandate of addressing the health care of high users.
- In reviewing some of the other initiatives that are current and ongoing it was noted that the patient involvement and participation was missing from those models.
- eHealth potentially viewed this as a way that the Barrie Health Link could move forward in an effort to connect with the patient using technology to do so.

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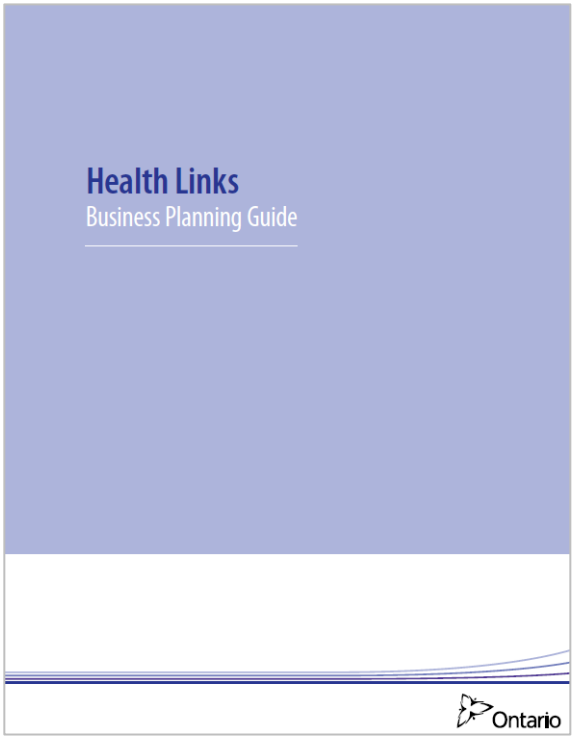
Barrie is Using this Project to Address Top 3 Health Links Objectives



Data sharing

- Ensuring all levels of care have the same view of the patient: primary, ambulatory, acute and community

Care Coordination

- Secure communication among circle of care

Patient/Family Engagement

- Provide tools so patients can self manage their care

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My Health Linked Functionality

my·he@lth·linked

Secure messaging between patients and their care team for **online consults (e-visits)** and **prescription renewals**

Enable **patient self-tracking of important health information** such as vitals in order to support management of care plans (e.g., diabetes management)

Provide patients **Physician approved access** to Personal Health Information

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Pilot Project Overview

Focus:

- Improving patient self management by providing access to a PHR
- Enhancing the communication between patients and their providers

Initial target population

High Users and patients participating in Chronic Disease Management and other FHT Programs

Improved patient health outcomes

Increasing patient engagement in care management and achieving care plan objectives

Reduce utilization of expensive health system resources

Improve office work flow with patients

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PATH Project

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PATH is the Prototype Health Link

The concept of a community Health Link is very similar to a project. The Change Foundation is leading, supporting a project in Northumberland. Read more about this extraordinary community initiative.

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Powered by QoC and RelayHealth

Northumberland PATH
Partners Advancing Transitions in Healthcare
A first with Ontario patients

Patient Portal

QoC Health
Patient Centered Innovation

- Dashboard
- Organizer / Notes
- Aging well
- My life story
- My health story
- Resources
- Summaries

RelayHealth

- *PHR module*
- *Messaging module*
- *Detailed personal health information*

Provider Portal

QoC Health
Patient Centered Innovation

- Dashboard
- Reports / Summaries
- Monitoring data
- Resources

RelayHealth

- *Access to patient health summary*
- *Messaging module*

Patient Mobile

QoC Health
Patient Centered Innovation

- Monitoring
- Summaries
- Health brief
- Share Experience
- Care provider info
- Note taking
- Resources

RelayHealth

Data transformations to health information systems

HIS Systems

Northumberland
- Patient discharge report

Family Health
- TBD

CCAC
- TBD

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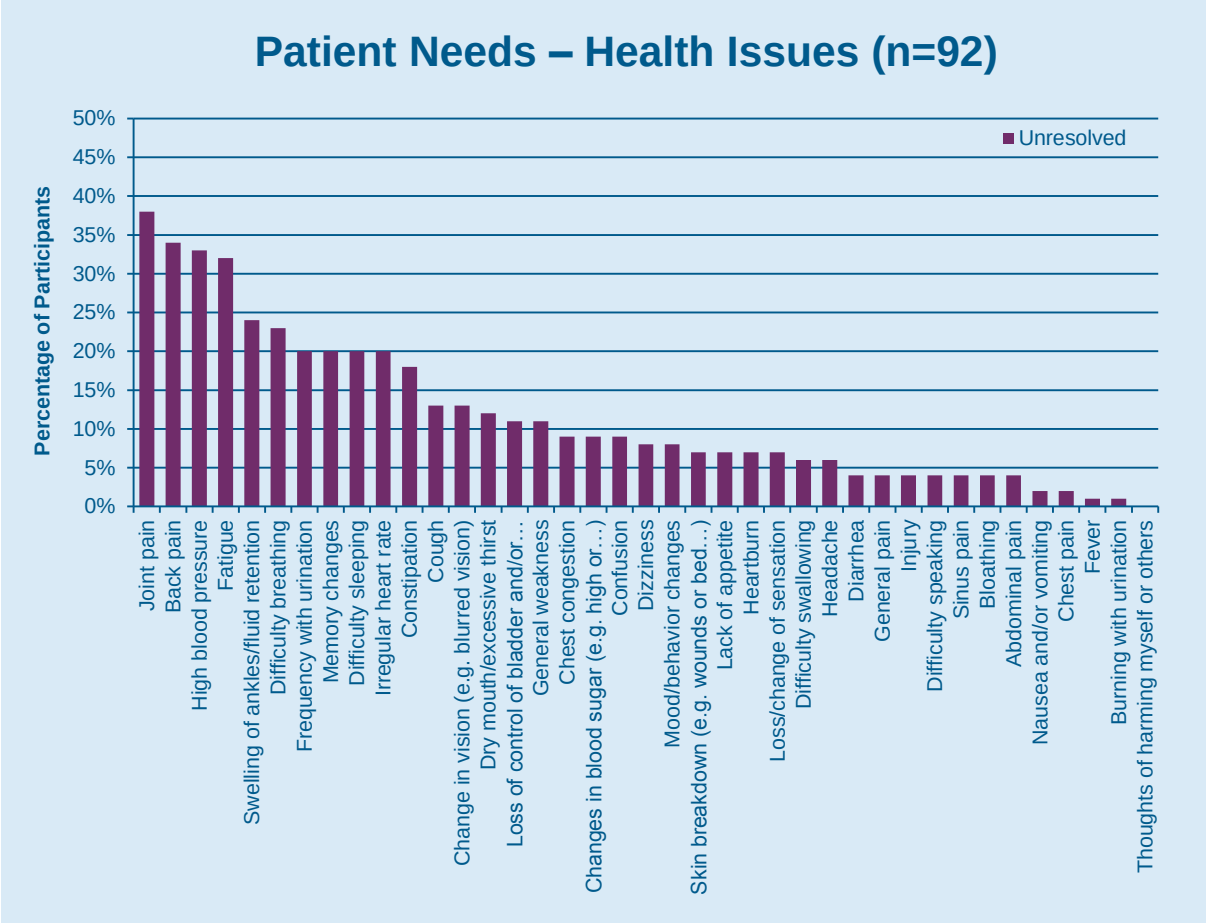
RelayHealth

Generating Valuable Information to Plan Services

- **Healthcare Issues:** Joint pain, back pain, and high blood pressure,
- **Physical Issues:** Decreased strength, unable to manage outside maintenance, difficulty getting up and down the stairs,
- **Social/Emotional Issues:** Feeling frustrated, feeling depressed, feeling anxious and/or nervous.



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North West CCAC Health Links Project

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North West CCAC Health Links Project

The City of Thunder Bay IDN Health Link will pilot a **Patient Viewer Tool** and provide an up-to-date **Integrated Coordinated Care Plan for patients**, which will span inter-professional and/or inter-organizational care team(s) throughout the Health Link.

Empowering Rural Patients

Objective:

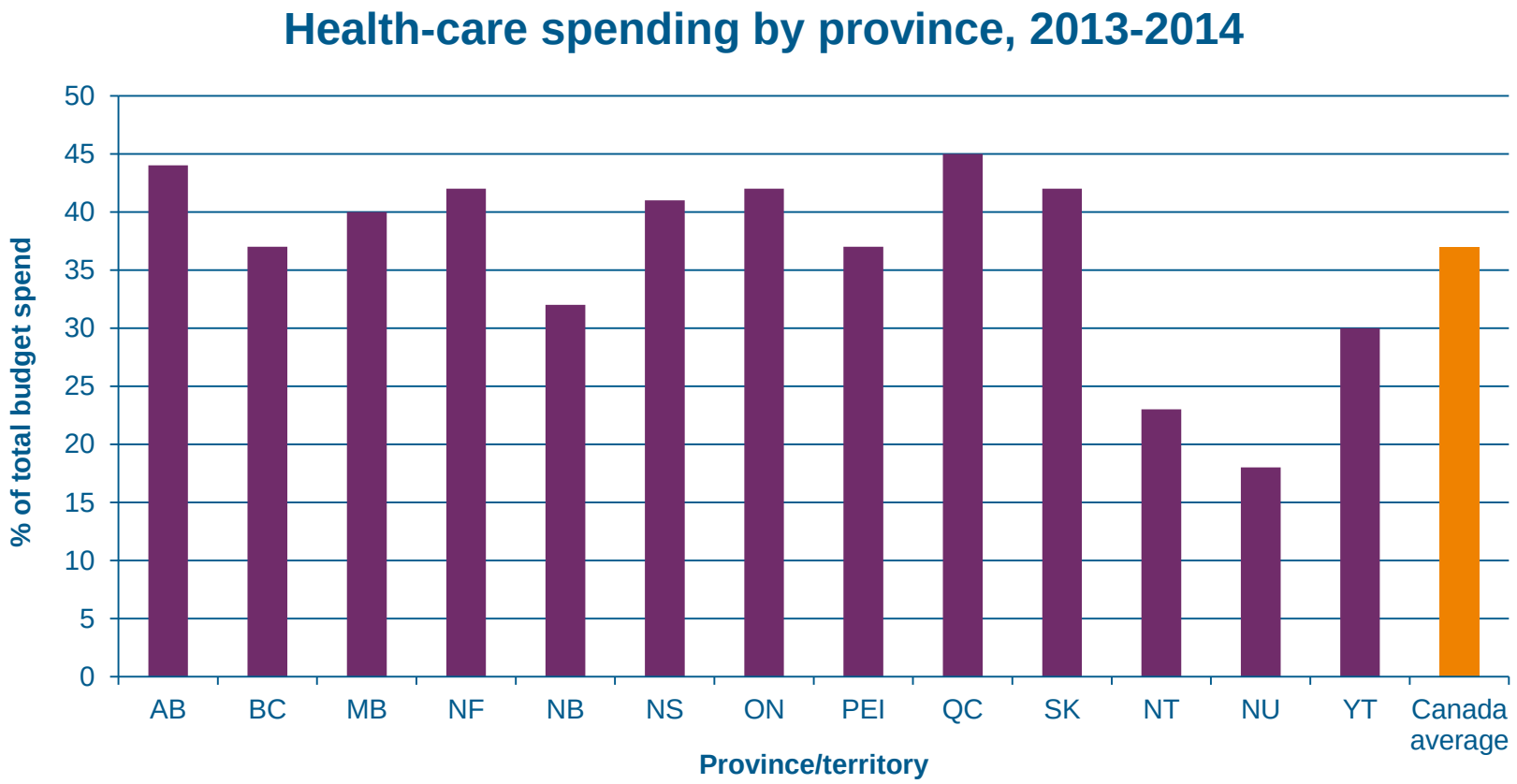
- To provide a patient portal that will give patients ownership of their Integrated Coordinated Care Plan to facilitate self-management

Functions:

- Two way communication between patients and providers (circle of care team)
- Ability to store care plans and instructions for patients
- Request or cancel appointments

Patient Access in Nova Scotia

Nova Scotia: The Canary in the Coal Mine



* Figures are for non-consolidated budgets
** Social Services departments are not included if they are a separate budgetary line item
Source: Provincial budgets, main budget estimates; Canadian Business Online

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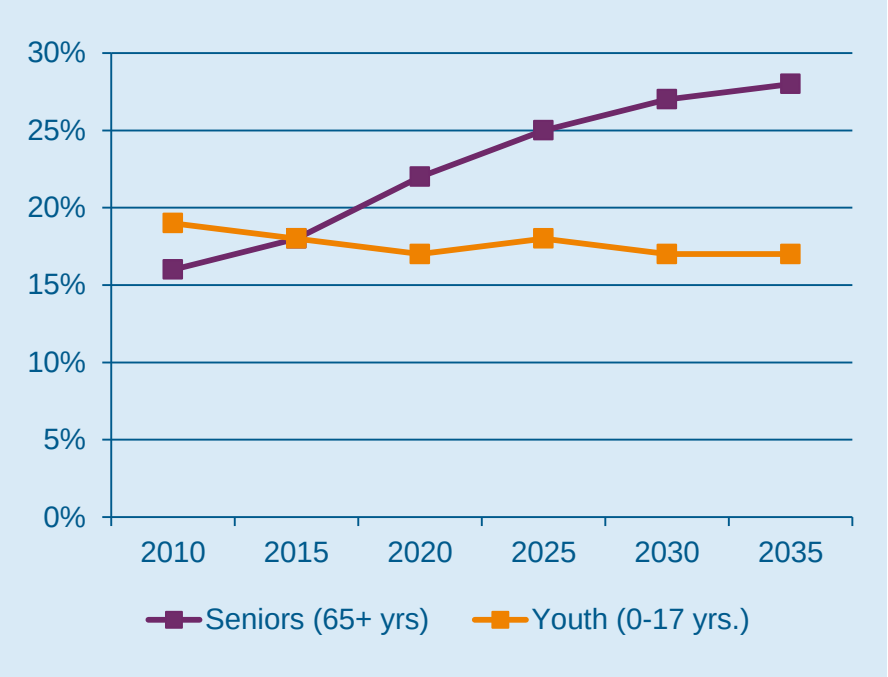
The Problem is About to Get Much Worse

Chart 2:
Changing Age Profile – Nova Scotia
2010 to 2035



Projected Population Change
2009 to 2034
by Region and Age Group

	< 20 yrs	20-64 yrs	> 64 yrs	Total population
Province	-30%	-21%	+41%	-4%
Cape Breton	-29%	-26%	+44%	-13%
Northern	-26%	-20%	+50%	-10%
Valley	-4%	-2%	+42%	-6%
Southwest	-37%	-9%	+40%	-6%
HRM	-2%	-13%	+49%	+1%

Source: Nova Scotia Department of Finance

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A Bold Move Was Required

Increase access to primary care without adding new physicians

Keep the population healthier as they age

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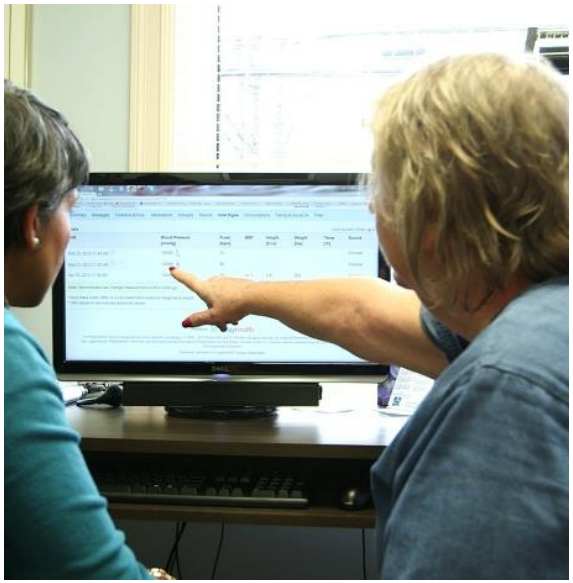
Nova Scotia Decided to Create a Provincial PHR



improving access & quality…

- Patient e-access to their own health information
- Patient < > provider e-communication (e.g. routine care question, flu shot reminder)
- Provider < > provider linkages across the health system
- Ppatient log of OTCs, symptoms, self-monitoring data
- Patient access to targeted wellness programs

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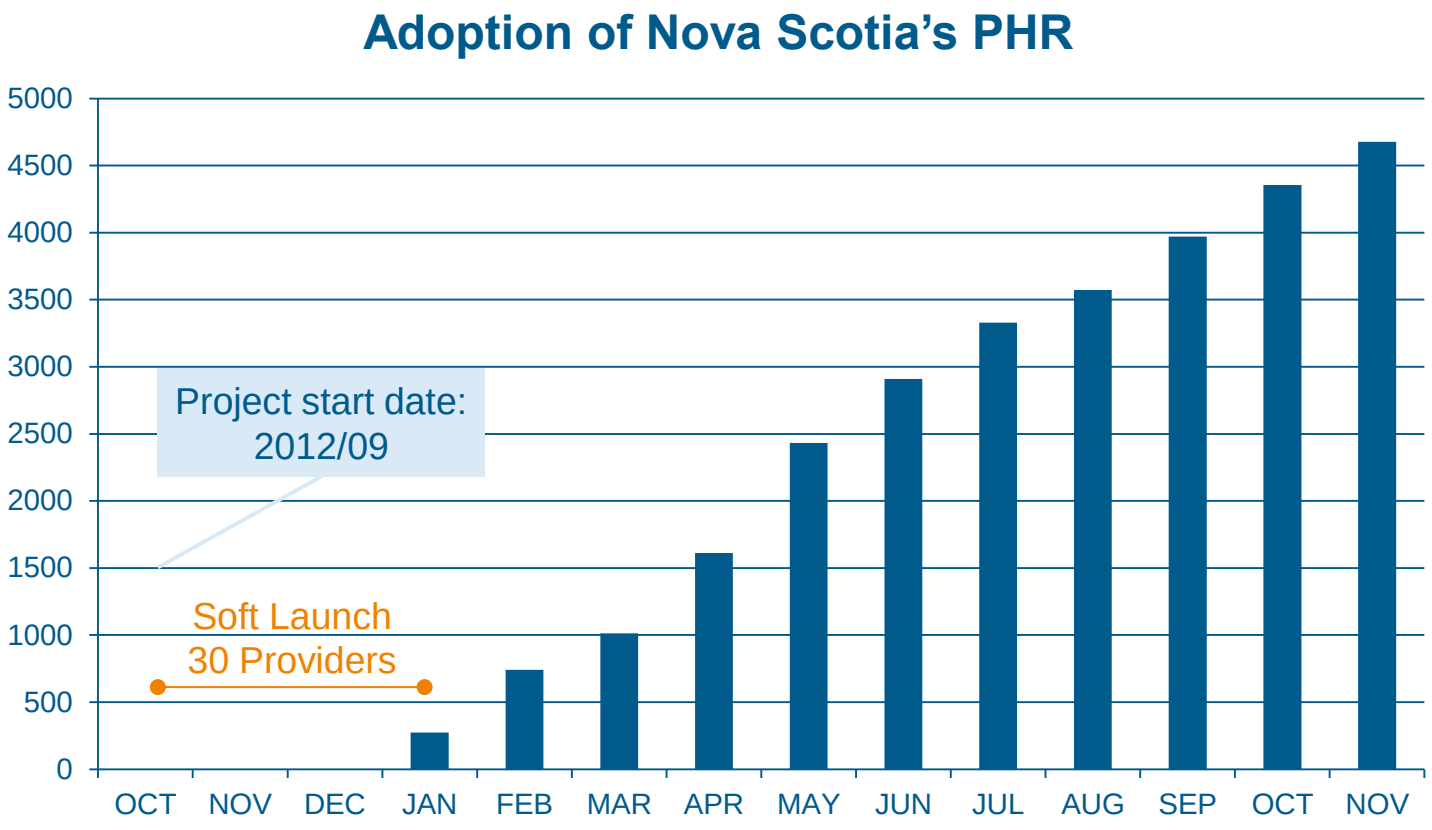
High User Adoption Proves Patients are Ready



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The RelayHealth pilot achieved overwhelming acceptance from both patients and physicians

Patients

86% Would recommend the PHR to a friend

77% Felt that having a PHR made them feel that they were more engaged in their healthcare

85% Felt that getting test results made them feel more empowered to manage their own health

Physicians

95% Saw online booking of appointments as a value to their patients

100% Saw receiving test results electronically as a value to the patients

100% Saw receiving broadcast messages with general information as a value to the patients

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Patient Access Projects are Being Recognized

CHIA Award 2015

- The Winner of the Project team-Patient Care Innovation Award – 2015 was the **Northumberland PATH Project**

CHIA Award 2014

- The Winner of the Project team-Patient Care Innovation Award – 2014 was the **Nova Scotia Personal Health Records Project**

Canada Health Infoway Accelerate Challenge

- The 2014 winner was the **Nova Scotia Personal Health Records Project**

Canada Health Infoway Inforoute Santé du Canada

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Time for a Revolution

"A health care system that puts patients first requires their participation. We will continue to expand how patients are engaged throughout the health care system."

Hon. Dr. Eric Hoskins, Minister of Health, Ontario MOHLTC

Change starts with everyone in this room

- If you are a leader or policy maker – ask yourself "can I do more to empower patients?"
- As a citizen – "am I holding government accountable?"
- As a clinician – "does my thinking reflect the world of 2015?"
- As a healthcare leader – "is my region part of the problem or are we making measurable progress?"

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