



The Patient Experience:

Opportunities for Digital
Health

The Reality Of The Patient Journey

- Healthcare is becoming more complex
- We are living longer with chronic & complex conditions
- Patients want to partner in their care
- Patients are integral to healthcare system design



Kate

- Complex Pediatric Patient
- Rare Disease
- 5 Different Pediatric In-patient Health Care Settings (2 Ontario, 1 Quebec)
- 8+ Diagnostic and Consultative Care Settings (Canada, US, UK)
- Frequent hospitalizations – transitions – out patient visits – Pediatrician + massive care team



Julie

- System navigator, care coordinator, team communicator/facilitator, health records management, patient safety, therapist, nursing...
- Access to health information = LIMITED and INDIRECT
- **Mom**

The Reality...

- Patients have a significant role in coordinating their care
- Patients are coordinators, communications, navigators
- **They don't have the information & tools they need**

Access to Integrated EMR and EHR Would Have Resulted In...

- Improved Communication
- Patient Safety
- Care Coordination
- System Navigation

**“Patients spend on average
5,800 hours living with a
chronic illness per year”**

@zaynakhayat



Digital Health Technologies Are For Patients

Patient Portals

- **Allow us to access** our health information and our health records
- **Support us** in better communication between providers
- **Give us access** – when we want it – to our health information and test results
- **Help us** to be better partners in care
- **Support us** to be advocates in our care and improve our self care

The Dream..

...all of our information is connected and available at 1 click, easily accessible, easily shared, no barriers to our information.

10 Years of MyChart™!

2006 - 2016

MyChart™ is Sunnybrook's personal online health management record solution.

With MyChart™, patients have the ability to access and manage their own health information. They can choose to share this information with others, such as clinicians and family.

MyChart™ Features

- ▶ Access to clinical information from Sunnybrook's electronic patient record system (e.g. medical imaging, lab results, progress notes, and more)
- ▶ Ability to self-enter or upload personal health information
- ▶ Upcoming appointment information, appointment requests, and reminders
- ▶ Psychiatry Release of Information module
- ▶ Communication with Users (e.g. announcements, patient information, surveys)
- ▶ Customizable Tools & Resources - Mood Tracker, Weight Tracker, Blood Pressure measurement, and more



Current Partners

- Baycrest
- Central CCAC
- Mackenzie Health
- LifeLabs/CML
- Mount Sinai Hospital
- The Ottawa Hospital
- The Ottawa Heart Institute
- Michael Garron Hospital
- William Osler Health Systems
- Medic Alert
- St. Michael's Hospital

110,000 active users and growing!

MyChart™ is secure like online banking, and can be used 24/7 by computer or mobile device.



Users access MyChart™ on average 5-7 times monthly.



Accessed by users in over 157 countries.



MyChart™ was developed in-house in 2005 and launched in 2006

For more information, visit MyChart.ca

Open Notes www.opennotes.org

- Increase our knowledge, understanding and partnership in our care
- Open and transparent care
- Support better communication with our physician
- Include us in telling our health care story

The Dream..

...access to all information about ourselves as patients, and welcomed to include our own patient perspective in our health record.

eReferral

- Help us to stop chasing referrals
- Get us to the specialists faster
- We are better informed and partners in our care
- Reduce missed appointments
- Increase our safety
- Improve our outcomes

The Dream..

...no more lost referrals, no more chasing referrals, no more catastrophic stories.

#AxeTheFax

Falling Through The Cracks: Greg's Story (gregswings.ca)



Improving Access to Care System Coordinated Access Program & eReferral

The System Coordinated Access Program is supporting patients and their clinicians with innovative processes and technology to enable more appropriate referrals and faster access to health care services.

Improving Patient Experience



87%

Patients satisfied

94%

Found eReferral to be an easy process

94%

Found eReferral notifications improved their experience

83%

Felt more informed about their care

Decreasing Wait Times



21 days

Reduced Wait time 1 for Knees*

59 days

Reduced Wait time 1 for Hips*

Decreasing Unnecessary Imaging



12%

Reduction in unnecessary MRIs**



July 2018



System Coordinated Access

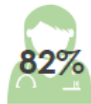
7463

eReferrals Sent



201

eReferral Senders



82%

eReferral Active Users



86

eReferral Targets



5 Participating LHINs



1 LHINs Live on eReferral



4 Go Lives planned by Q3

Improving Provider Experience



71%

Providers satisfied

82%

Would recommend eReferral to colleagues

94%

Found eReferral easy to use

94%

Believe eReferral protects Provider and Patient Privacy

Improving Efficiencies



50-100%

Increased processing speed vs. paper-based referrals ***

62.5%

Increased sending speed for complex diabetes referrals ***

80%

Increased sending speed for simple orthopedic referrals ***

* based on data available as of July 3, 2018

** based on a retrospective chart review completed in 2018

*** based on POC Evaluation complete in 2017

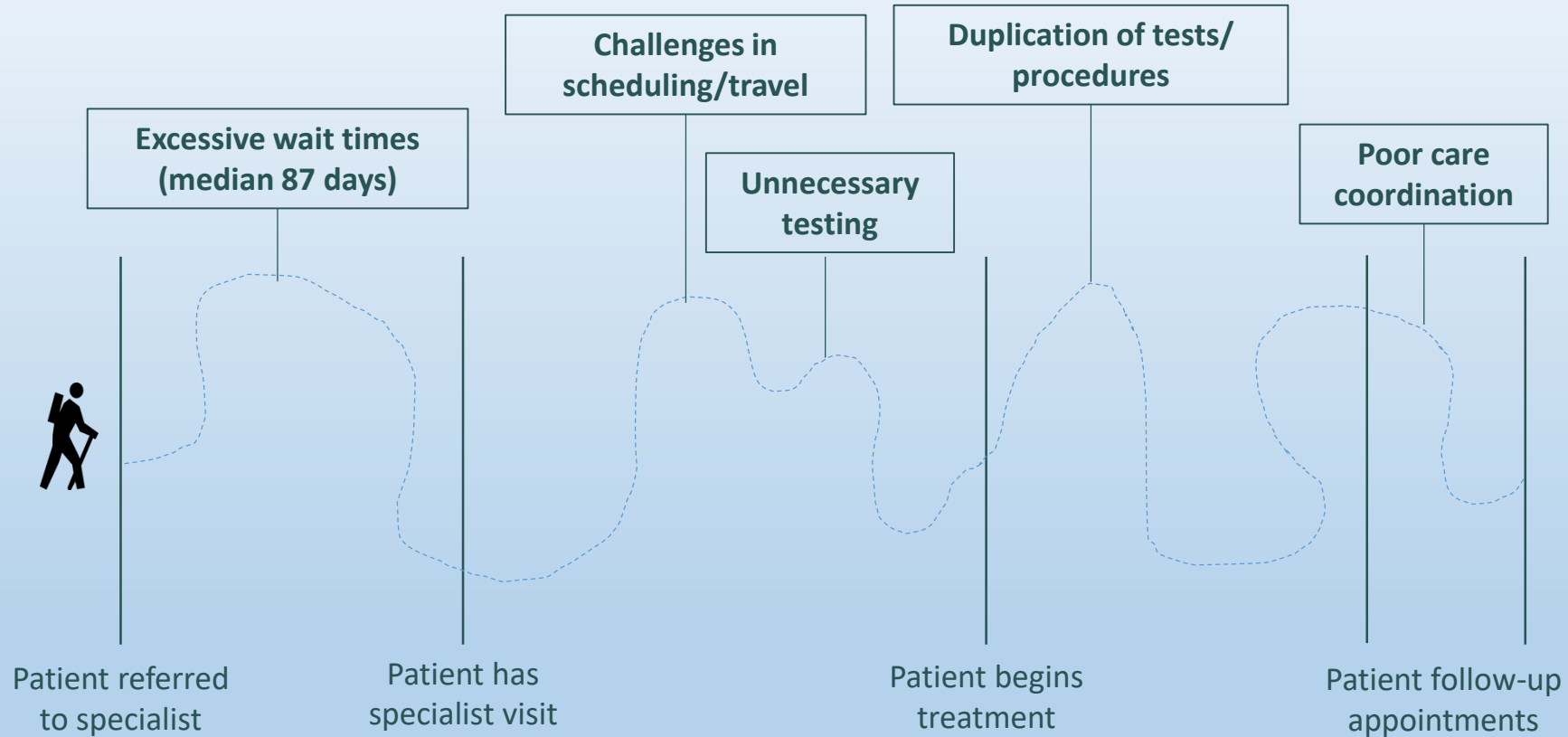
eConsult

- Get us the input and advice of a specialist sooner
- Faster referral
- Engage us in the consultation and help us learn more about our condition
- Help us avoid unnecessary tests or diagnostic imaging
- Help support us better navigate the health care system

The Dream..

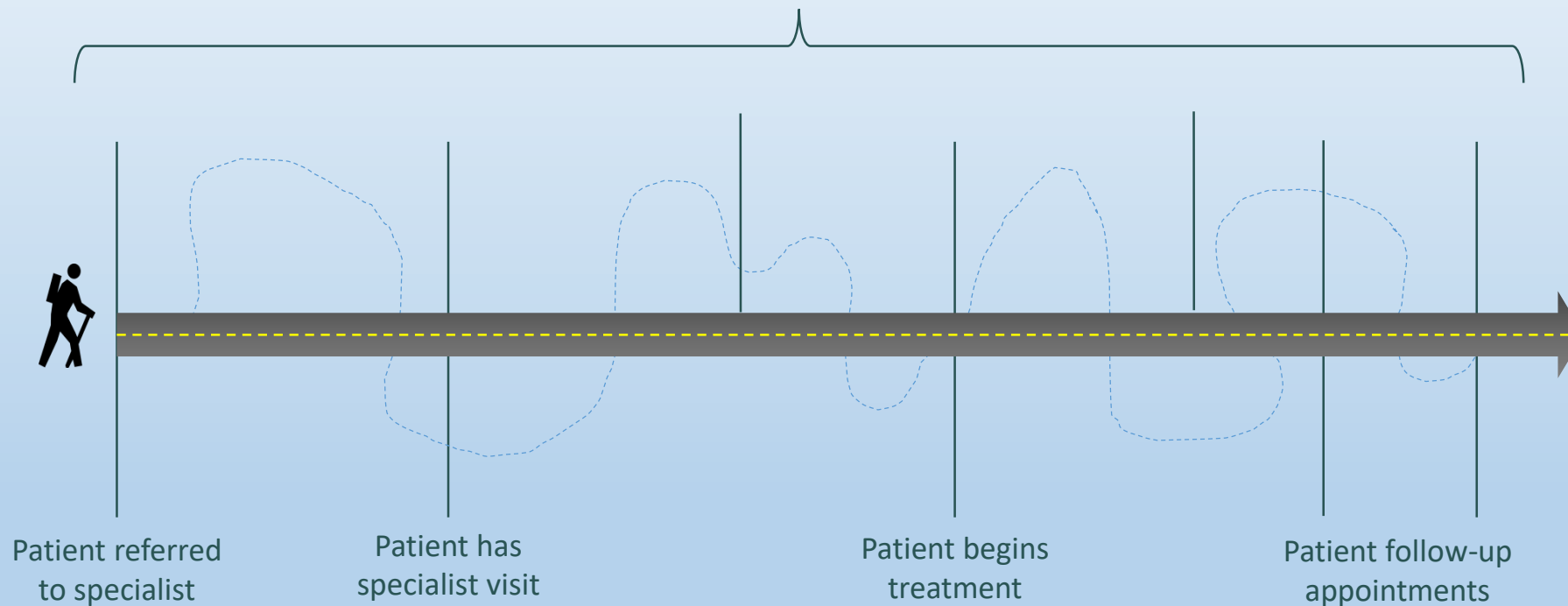
... less waiting to see a specialist, better navigation of the system, equity in access, less invasive care.

Barriers to Access



A Solution: eConsult

Champlain BASE™
eConsult



The Opportunity of Digital Health

- **Engaged and Health Literate Patients**
 - Better informed
 - Better equipped to manage care
- **Patient / Provider Partnership**
 - Better connected to your physician and health care team
 - Can facilitate better communication and coordination between/among care team and be a partner in care
- **Reduce the Burden on Patients/Family/Caregivers**
 - Easier navigation of the health care system on your disease journey

The Canadian Public Health Association states that more than 60% of adult Canadians over the age of 18 years, including 88% of seniors, are affected by low levels of health literacy and this impacts their ability to make informed health decisions. (2014)

In Ontario, the Ministry of Health and Long Term Care finds that among Ontarians 46% have low health literacy, 27% moderate, and 28% high. (2017)



*The Dream...*that everyone in this room today will be a leader.

That things will become a little bit easier for patients and families.

“When Eating An Elephant Take One Bite At A Time” Creighton Adams



A wide-angle photograph of a sunset over the ocean. The sun is low on the horizon, casting a golden glow across the sky and reflecting on the water's surface. The waves are visible in the foreground.

Thank You Merci

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