



How Innovative Technology can meet the Collaborative Needs of the Interdisciplinary Community Care Team

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health solutions | backed by Emergis

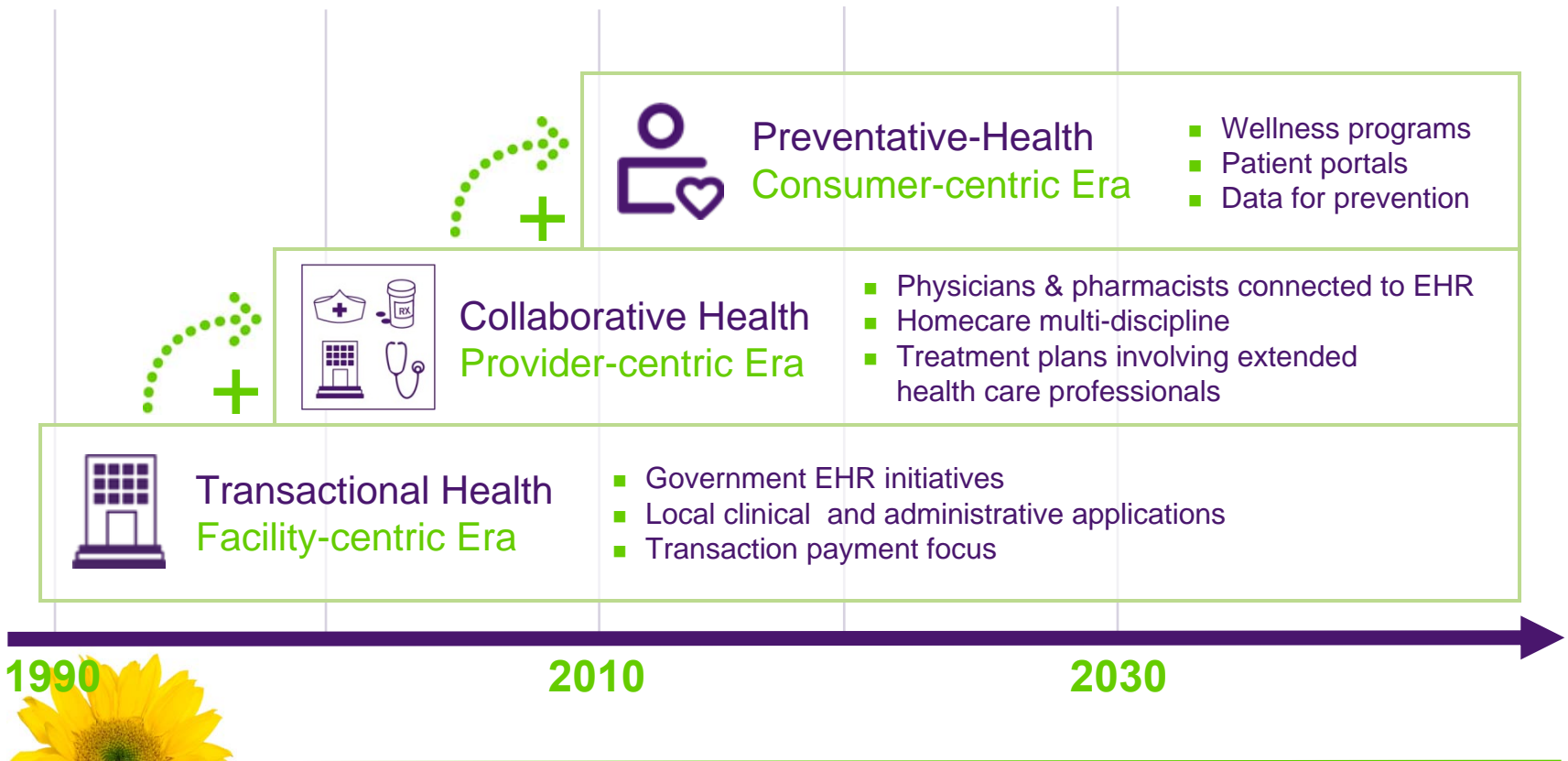
Changing Healthcare Technology

	Acute Care facilities	Primary and Home & Community Care
Overview	<ul style="list-style-type: none">▪ 10% of customers▪ Often facilities of > 500 staff▪ Hospital based▪ Doctor orientated▪ Caregivers sometimes mobile▪ Publicly funded	<ul style="list-style-type: none">▪ 90% of customers▪ Often SME facilities (10-500 staff)▪ Sole proprietorships▪ Multi-disciplinary teams▪ Mobile workforce▪ Mix private/public
ICT Status	<u>Market well serviced</u>	<u>Under-serviced; ICT lacking; small, fragmented; no existing business model to aggregate</u>



Where the health ICT market is going

TELUS is investing in health solutions that foster collaboration, drive prevention and empower the patient



TELUS Solutions in Healthcare

TELUS Focus for Healthcare	<p><u>Enabling better healthcare</u> in Canada by securely delivering the <u>right information</u> to the <u>right person</u> at the <u>right time</u> from the hospital to office to the home.</p>	
Value Proposition – why TELUS?	<ul style="list-style-type: none"> • Over 10 Yr. knowledge of powering regionalized healthcare • Fully Canadian IT infrastructure for privacy of health information • TELUS helped developed the CSA Privacy Code, the basis of privacy legislation in a number of jurisdictions • Integrated platform to move information along the continuum of care 	
Healthcare Solution Sets	<p style="text-align: center;">Technology Solutions</p> <p style="text-align: center;">Connectivity, Infrastructure, mobility, devices</p>	<p style="text-align: center;">People Solutions</p> <p style="text-align: center;">Acute, Primary, Home & Community, Self Care, Consumer</p>
Marketing Strategy	<ul style="list-style-type: none"> • Extend information to the point of care • Enable the infrastructure to deliver care more securely and effectively • Engage the community with their health providers 	



The Home Care Setting...

Challenges of Care Organizations

- Shortage of clinical and support workers
- Community workforce is mobile, mature and may resist change
- Clinical staff time being used on non-clinical & clerical activities
- Patient safety at risk - lack of current information at the point of care
- Paper records – one person-access at a time, no backups, poor security
- Inability to measure and report accurately and quickly
- Inability to scale according to needs of the market
- Patient and caregiver involvement is increasing



TELUS Health Solutions Answer to the Challenges

- Focused specifically on Community Health market
- Health information anywhere, any time to anyone
- Internet-based, Microsoft-oriented, mobile integrated health information platform
- “SaaS” (Software as a Service) solutions, implemented, hosted and supported by TELUS in Canada
- Accessible from fixed or mobile devices
- Per user, per month costs
- Solutions that close the healthcare loop



CCMS Clinical Focus

Referrals

- The CCMS allows real time referrals between the facility and organization and within the multi-discipline team

Assessments

- Provides the ability to collect patient specific information, the outcome of which may influence multiple elements of a care pathway.
- CCMS also supports the electronic InterRAI assessment and scoring tools to automatically generate relevant care plans, forecast resource utilization, and produce compliance reporting.

Care Plans

- CCMS enables the creation of a written plan of care for, and agreed to by a patient or their representative stating the interventions to be undertaken, the health outcomes to be achieved, and the review of care which will occur at regular intervals.

Clinical Notes

- A Clinical Note/Document records progress about the care provided to clients towards achieving their care goals; Clinical Notes may contain structured and unstructured data.

Medications and Alerts

- From a drug database a user-defined sub-set of medications can be created from the reference database and a detailed history of all past medications administered to a client.
- Alerts can be documented about any client issue that needs to be flagged and automatically-generated

Tools in the field

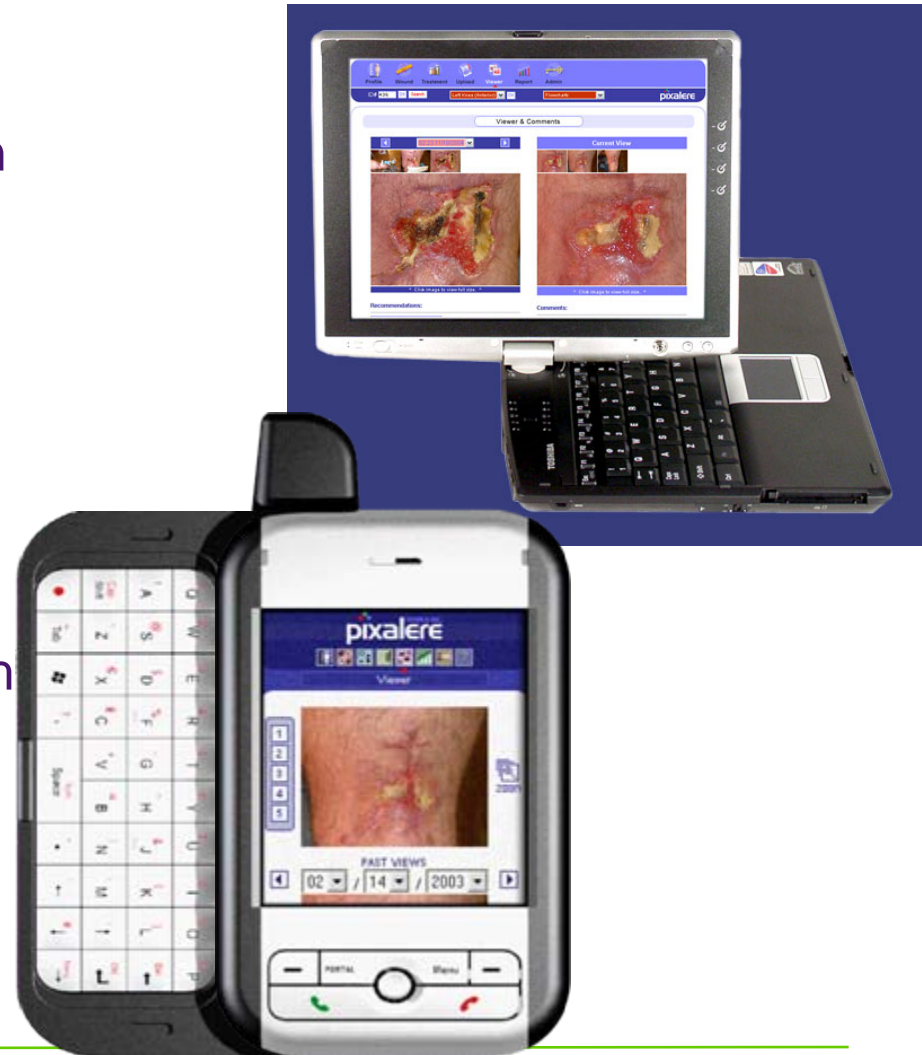
Examples of Mobile Devices



TELUS Mobile Wound Care

Mobile Wound Care

- Enables clinicians to collaborate with peers and specialists while in the field
- Reduces trips to hospital and clinics
- Provide timely care to urgent patient needs
- Creates a secure electronic health record
- Extends scarce ET resources
- Improves wound healing



CCMS mobile, powered by CellTrak™

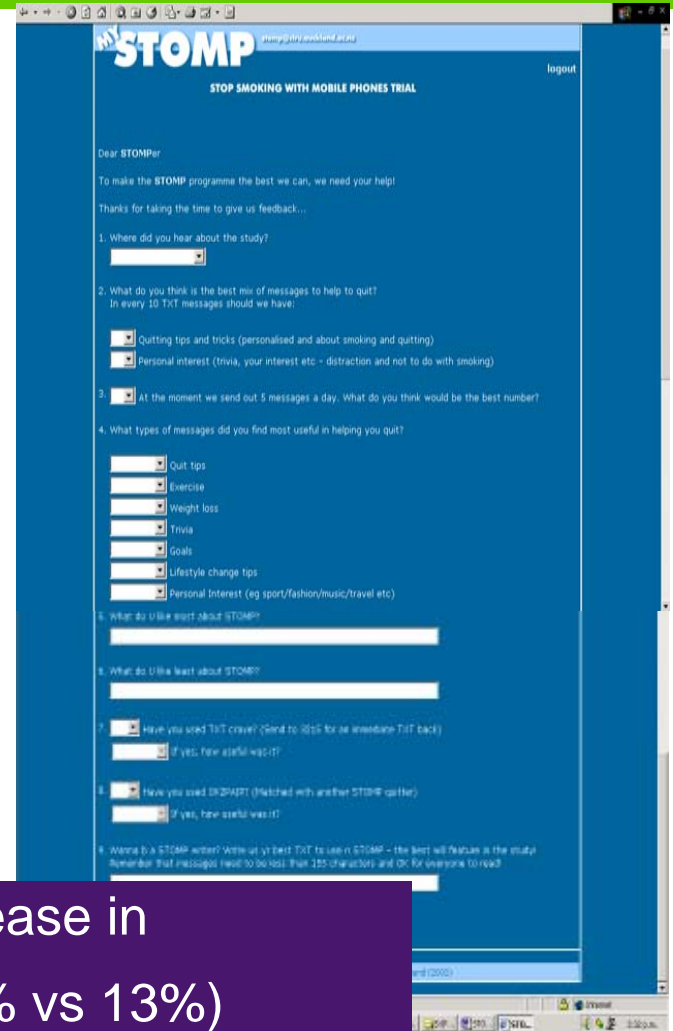
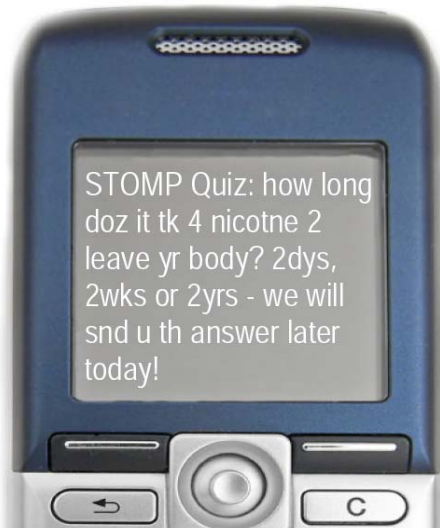
- **Automated** management service for mobile personal support workers (PSW)
- **Manages** time, attendance, visit records and mileage reporting automatically
- **Works** on a standard cell phone and allows schedules and care plans to be delivered to those phones from your existing client management and scheduling software.
- **Built-in** global positioning system (GPS) provides live views and shortest distance mileage management – no more mileage forms, no more paper time cards, no more paper visit records
- **Easy** to use, easy to learn
- **Business** benefits:
 - Improve productivity
 - Increase compliance
 - Achieve significant cost savings



TELUS STOMP

STOMP

STOP SMOKING WITH MOBILE PHONES



Clinical trials showed a two-fold increase in self reported quit rates at 6 months (28% vs 13%)



TELUS Remote Patient Monitoring

Current Situation:

- Estimated over 5.5 million Canadians with chronic diseases that lend themselves to daily monitoring
 - diabetes
 - chronic cardiac conditions (CHF, hypertension)
 - COPD, asthma or other respiratory disorders
- Insufficient time for clinicians to adequately manage CDM patients (MDs spend 15 min)
- Lack of optimal treatment plan management and compliance can result in unnecessary health complications and increase the complexity and cost of care
- Difficult to sustain an affordable and accessible healthcare system with growing demand, limited budgets and clinician shortages

Value Proposition:

Patient

- Delayed onset / complications of CD
- Increased consistency of care and greater self-awareness of health conditions
- Fewer ER visits/inpatient stays
- Better compliance to medication and other treatments
- Improved quality of life

Clinician

- More evidence-based care decisions
- More efficient patient Case Management

Health System

- Fewer acute care episodes
- Lower “per patient” costs
- More accurate and reliable data for planning, forecasting and research

Collaborative Case Study

Charles H. Best Diabetes Centre

Background

- Founded in 1989 by Marlene Grass as a “first of its kind” Centre in Canada
- Dedicated to providing young people and their families with education and support to meet their ongoing diabetes needs
- Awarded the prestigious Frederick G. Banting Award
- Registered charity – fundraising and corporate support

Services

- On-site paediatrician and specialist clinics
- Management, counselling, in-home visits, school and teacher visits
- 24/7 pager system
- Information on managing travel and sick days to avoid/reduce hospitalization
- Continuous glucose monitoring system
- On-site HbA1C testing – by finger prick – results in 6 minutes
- Support groups



Collaborative Case Study

TELUS Community Care Management Solution (CCMS)

- **Clinical best practices integrated into a COTS, SaaS platform**
- **Electronic charts**
- **Create new assessments and go through them with patients on the fly**
- **Discrete or text based data; patients could elaborate with their story**
- **Record measurements, results and book appointments**
- **We can develop forms, assessments etc. on our own**



Collaborative Case Study - Results

For the Centre:

- Elimination of paper, Automation of workflow
- Fast access to patient information
- Enhanced reporting
- Increased efficiencies for the Centre, Decreased administrative costs
- Greater assurance of complete and precise documentation

For our patients:

- Patients hate recording results – have to make it simple
- Easy to access and use patient portal
- Gives them a complete understanding of their records
- Care paths, measurements and results can be uploaded and stored
- They can add comments and make changes
- Enhances interaction with CHB caregivers

Collaborative Case Study - Results

Staff Anticipated

- Fear that technology would take up too much of their time
- Users worried that the computer would get in the way of patient relationships
- Slow typing would be even slower when it came to documentation
- Concerned about the time required to enter measurements and results

What Happened

- People became less wordy and got straight to the point
- Improved time on the back end
- Computers did not impact care dynamics – actually helped
- Patients could see their record
- Reporting became easier
- Measurements and results screen was adjusted to accommodate for faster entry



Conclusion

“The message is the medium”



*Better information for better care, at better
costs...
any time, anywhere to anyone!*



Thank you

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<http://telushealth.com/en/solutions/default.aspx>

