The role and value of digital health in improving access to care for consumers

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Context for discussion:
The State of Digital Health in Canada
Where we are 2018

• Canada ranks 9 out of 11 in Commonwealth Fund report
  • Canada ranks last in timely access to physicians and services
• Over reliance on expensive hospital care and on physicians
• Canadians rank lowest in access to their health information
  • Especially for people in rural and remote areas
  • Health records for Indigenous Peoples still largely paper based
  • Lack of digital services for mental health issues
• Lack of coordination across the provincial/territorial health systems
  • Fragmented systems and sparse population
• EHR infrastructure is siloed and has not yet been leveraged to improve access to care
• The pace of change is very slow
Fewer Canadians Have Online Access to Health Information

Viewed online or downloaded your health information, such as your tests or laboratory results, in last 2 years

Emailed your regular practice with a medical question in last 2 years

How does Canada compare (2016)?

- France: 27%
- United States: 25%
- Norway: 12%
- CMWF average: 11%
- Netherlands: 10%
- Sweden: 10%
- Switzerland: 8%
- New Zealand: 7%
- United Kingdom: 7%
- Canada: 6%
- Australia: 5%
- Germany: 4%

Source: How Canada Compares: Results From The Commonwealth Fund’s 2016 Health Policy Survey of Adults in 11 Countries, Canadian Institute for Health Information, 2017.
Discussion Questions

• What is the value proposition of bringing digital health information to consumers?
  ▪ Any experiences in which you were personally involved? Current, previous studies?

• Who are users of health apps?
  ▪ Do any particular segments of the population use health apps more than others?
  ▪ Alternatives to apps? E.g., the WelTel experience (SMS-based)
  ▪ Should they be targeted at disease groups or mass distributed?

• Who should pay for health apps/other consumer-oriented platforms? Consumers, providers, government, private sector?
  ▪ Examples of funding mechanisms such as public health subsidies, social impact bonds, etc.
  ▪ Role of private sector (e.g., health plans, insurance)

• We have talked about health system transformation for decades but it has not happened. Can digital health disrupt? How?
Kendall Ho, Emergency Physician & Researcher
Clinical Perspectives in Digital Health

• Digital health to engage patients in behavioural change
  • Levers: Quantified self with wearables, Social Media for sharing

• BC examples: TEC4Home (discharging patients home with sensors)
  • Increase patients’ quality of life
  • Decrease Emergency Department and Hospital readmissions
  • Reduce health system costs

• How can stakeholders synergize to integrate digital in Health system?
  Patients, caregivers, clinicians, health administrators, tech experts
THANK YOU!

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