

ATLANTIC REGIONAL CONFERENCE 2019

Digital Pathways to Optimizing Patient Flow

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ATLANTIC REGIONAL CONFERENCE 2019

Digital Pathways to Optimizing Patient Flow

8:00am Networking Breakfast

8:30am Welcome Remarks

Mark Casselman, CEO, Digital Health Canada



8:45am **OPENING KEYNOTE Rethink Aging: Technology is transforming the lives of older adults**

Technology is transforming aging by removing the taboos associated with getting older and turning the elderly into technologically empowered influencers. The rapid growth in age-related solutions from health apps and digital health records and on-demand DNA and blood tests, has resulted in: improved health, lower risk of suffering from preventable diseases and a longer life expectancy. What an exciting time to be over 50!

Dan Levitt, Msc., CHE, Executive Director, Tabor Village (British Colombia)



9:45am **INTERNATIONAL PANEL AND PRESENTATION From Tonga to Truro: Applying single patient identifier and unified health record lessons learned from around the globe to the Canadian context?**

Gevity has been working on building an RFP in Tonga to implement a national health information system with the goal of improving continuity of care and the flow of patients through the Tongan health care system by creating a national health identifier; creating a single, unified health record; and supporting improved lab/DI ordering and referral workflows. Lessons learned from the Tonga initiative are highly relevant in our provincial healthcare context. Many Canadian provinces are in the process of integrating their patient records to streamline and improve patient flow and continuity of care. This session presents the goals and outcomes of the Tonga initiative, focusing on how a single patient identifier and a unified health record helps achieve both organizational efficiencies and a better, safer patient experience.

Walter Hurrell, Chief Information Officer, Health ICT and Data Management, Corporate Services, Ministry of Health, Kingdom of Tonga; **Pamela Wyatt**, Principal Public Management Specialist (Governance), Asian Development Bank; **Chris Nickerson**, Management Consultant, Gevity



10:30am Networking Break and Showcase

11:00am **CASE STUDY PRESENTATION Collaborative and Coordinated Care: A Case Study of Technology-Enabled Optimization of Transitional Care**

This presentation highlights the role of technology to support patient transitions between care settings and will focus on: risk factors identified during patient transitions from acute care to an alternative level of care; the collaborative process to develop a stakeholder-sensitive solution to mitigate those risk factors; outcomes from the perspective of patients, caregivers, clinicians and administrators; and process improvements.

Karen Fisher, Director, Community Partnerships, Bayshore HealthCare
Michael Millar, CEO & Founder, Verto



11:45am Networking Lunch

12:30pm **PRESENTATION AND PANEL DISCUSSION Collaborating on Innovation**

Sandra Cascadden, Associate Deputy Minister, Health and Wellness, Government of Nova Scotia
Shawn Porter, Director, Public Sector Innovation Garage
Matthew So, Admission Discharge Manager, Health Sciences Centre, Clinical Efficiency, Eastern Health Newfoundland





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Digital Pathways to Optimizing Patient Flow

1:30pm PRESENTATION Improving Patient Flow for First Nation Community Members – Leveraging Digital Health Tools for Everyone's Benefit

Improving patient flow for First Nations is often discussed in the context of cultural safety, which is certainly valid, and there are examples of advances in this area. However, the growing adoption and use of digital health tools and process by First Nation communities also creates opportunities for improvement, such as:

- Increased capacity for coordinated care across community health, public health, Home Care, and mental health teams within communities prior to referral to a provincially-funded specialist or an admission to hospital
- Communication efficiencies between First Nation Health Centre's Medical Transportation teams and provincial agencies
- More, and better, electronic patient-specific health information from the First Nation Health Centre available to physicians to support timely decision making
- An ability for Health Centre staff to coordinate with the hospital discharge teams to ensure proper and timely follow up and transition to on-reserve home care services

With the recent and positive trends in adoption of standardized, interoperable digital health tools by First Nations across Canada, opportunities like these are now being analyzed and advanced with the goals of improving efficiencies and decision-making for provincially-funded providers, improving patient experience for First Nations community members, and reducing costs across the health system by avoiding delays and gaps in care transitions.

Jacquelyn MacDonald, RN,BN,MN,CCHN(C), Regional eHealth Nurse, eHealth Program Health Assessment and Surveillance Directorate, First Nations and Inuit Health Branch, Atlantic Region, Indigenous Services Canada/Government of Canada; **Karl Mallory**, Jurisdictional Lead, Mustimuhw Information Solutions



2:00pm Networking Break and Showcase

2:30pm PRESENTATION Primary Health: Using Technology to Enhance Access to Care

Patients in the Digby area of Nova Scotia are faced with a lack of access to Primary Health Care services as a result of physicians leaving the area. Primary Health Care partnered with Virtual Care to implement an initiative that would allow physicians to connect to the Digby clinic virtually to conduct appointments. This not only includes the use of videoconferencing technology, but also a digital stethoscope that allows the provider (located elsewhere) to listen to a patient's lungs/heart. Patients and providers have been very satisfied with this method of health care delivery and continue to build upon their current usage, with the potential future opportunity of expanding this across the province to other primary healthcare clinics.

Katie Heckman, Virtual Care Lead, Central Zone, IM/IT Unified Communication Systems, Nova Scotia Health Authority



3:00pm PRESENTATION Development of a Bed Board to Improve Patient Flow at Health PEI

Heather Diamond, Manager Patient Flow & System Utilization, HPEI

Barb Stewart, IT Consultant with the Clinical Information System, ITSS, Government of PEI



3:30pm PRESENTATION Announcement of Winners and Top Three Rapid Fire Presentations from the Atlantic Health Datapoolooza

4:15pm SPOTLIGHT Digital Health Canada Atlantic Region Chapter

4:30pm Closing Remarks





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