Canada Health Infoway

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Advancing connected care through collaboration

Abhi Kalra, EVP Connected Care
Canada Health Infoway

Understanding Connected Care

Transforming healthcare into a seamless, safe, and patient-centric system

Components of Connected Care

A **connected care health system** is an integrated and cohesive approach to healthcare delivery that leverages technology as one of the levers to connect various stakeholders, processes, and data sources within the healthcare ecosystem.

Clinical Decision Support

AI, Data Analytics & Insights

Continuous Improvement

Transitions of Care & Care Coordination

Population Health Management

Electronic Health Records (EHR)

Wearable devices, Virtualization

Remote Monitoring & Telehealth

Clinical & Technical Interoperability

Patient Engagement & Safety

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State of the Nation

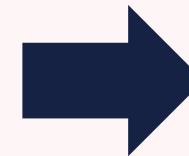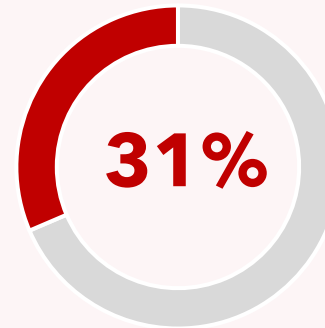A look at the now and the future of healthcare

State of the Nation: Now

Our health systems face significant challenges.

Gaps in connected care continue to have negative impacts on clinicians and Canadians, impacting access, productivity and quality of care.

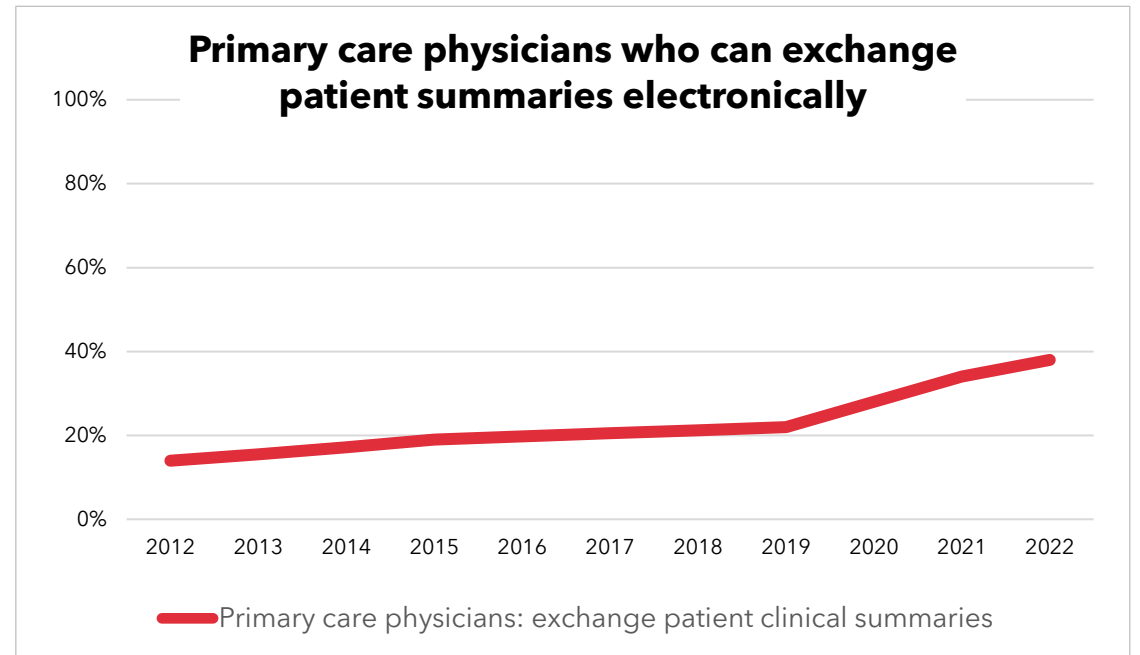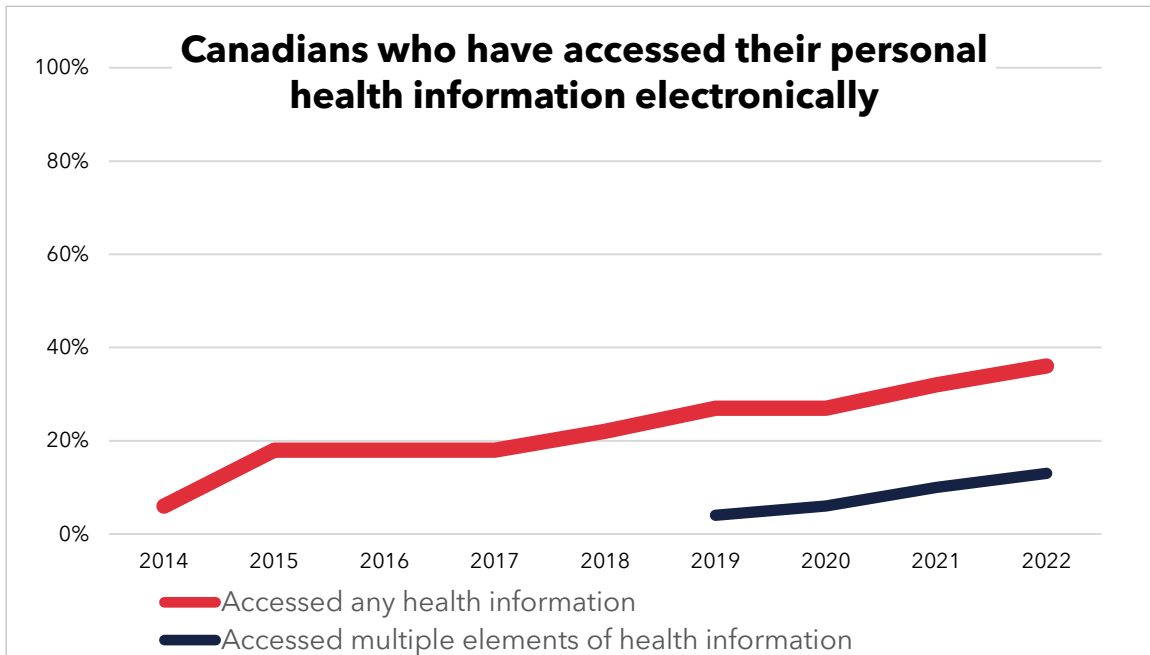Clinicians report spending **over 30 minutes a day searching** for missing information

31% ➡ **9.6 Million Canadians**

Experience at least **one gap* in communication and coordination** of their care in past 12 months

*The gap can be a communication delay between healthcare providers, lack of important parts of the patient's health record by the HCPs, redoing diagnostic procedure (like a lab test or x-ray), time wasted because of ineffective communication between HCPs, repeating information to different HCPs.

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State of the Nation: Now

Two of the initial Federal Shared Health Priority indicators **measure modernization.**

Canadians who have accessed their personal health information electronically

Accessed any health information
Accessed multiple elements of health information

Primary care physicians who can exchange patient summaries electronically

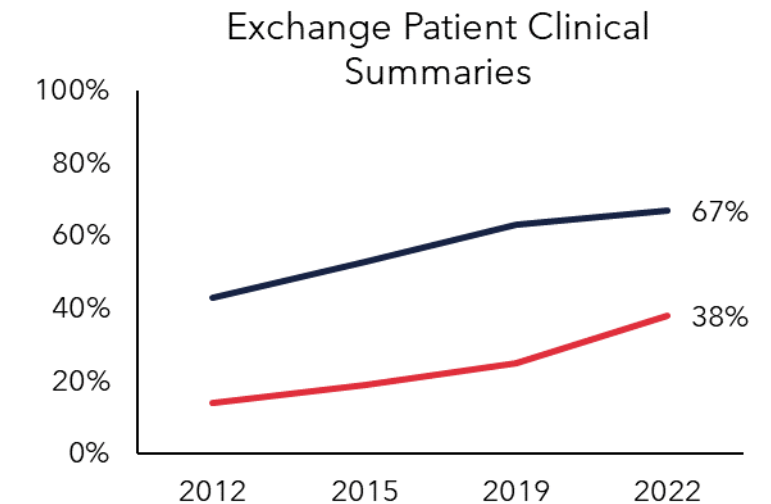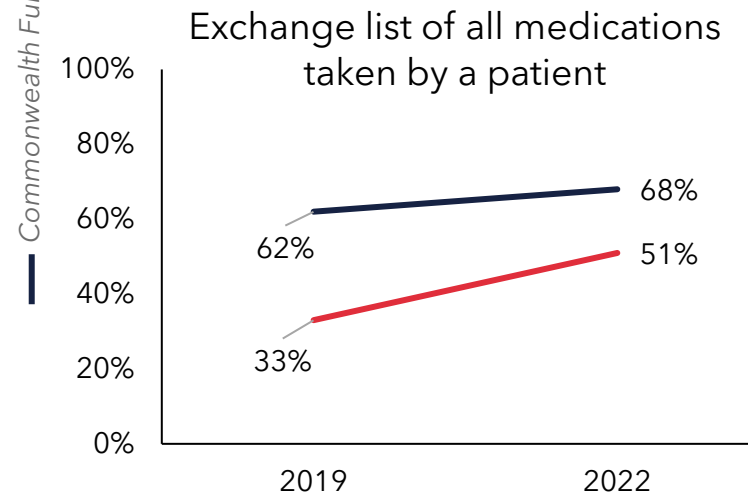Primary care physicians: exchange patient clinical summaries
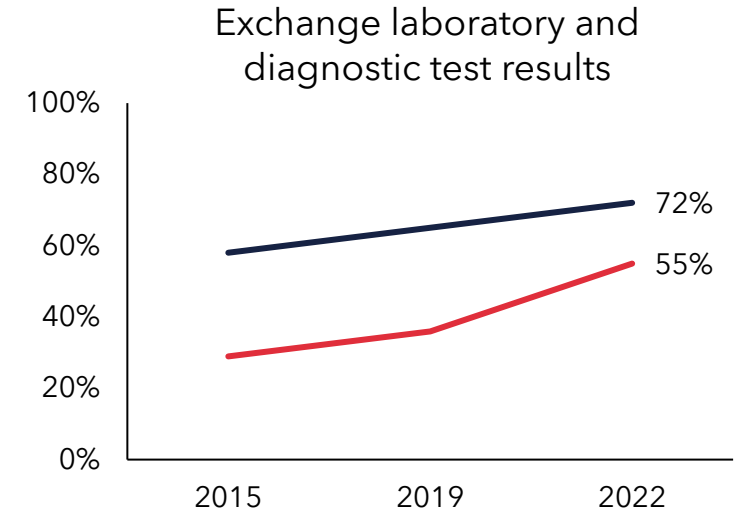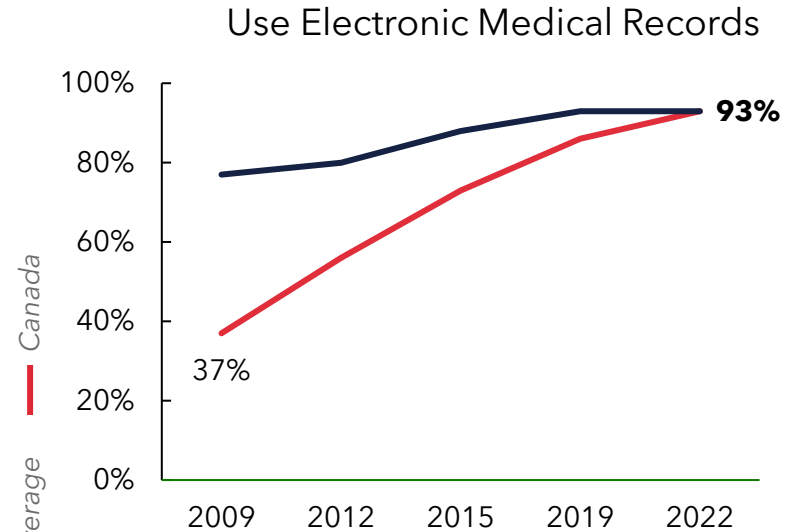
Source: Canadian Digital Health Survey (Infoway),

Source: Commonwealth Fund International Health Policy Survey of Primary Care Physicians, CMA/Infoway National Survey of Canadian Physicians

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State of the Nation: International Comparison

> **Commonwealth Fund** provides the best international metrics for Infoway's priorities.
>
> We continue to show momentum, even catching up with peers on primary care EMRs.
>
> However, we lag in exchange of information.

Use Electronic Medical Records

Canada

Commonwealth Fund Average

37%

93%

Exchange laboratory and diagnostic test results

72%

55%

Exchange list of all medications taken by a patient

68%

62%

33%

51%

Exchange Patient Clinical Summaries

67%

38%

State of the Nation: Looking Ahead

Clinicians recognize the **benefits** of more connected care, responding that improved or increased interoperability would…

% strongly / moderately agree

92%	**Enable safer patient care** by having more complete, timely and accurate information at my disposal
88%	**Enable better patient experience**
86%	**Reduce redundant administrative tasks** related to data entry in my practice
85%	**Increase my productivity**
89%	**Improve quality care for my patients**
88%	**Improve my ability to collaborate and coordinate care** with other HCPs/ clinicians or specialists outside my practice

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State of the Nation: Looking Ahead

Canadians who access their health information also report **significant value.**

Statements about the personal health information platform where electronic information was accessed, % agree (excluding N/As)

I feel more **informed** about my health	89%
The online source where I access my PHI is **easy to use**	86%
Overall, I am **satisfied** with the online source where I can access my PHI	85%
I can **better manage my health**	84%
I am able to set and **make progress towards health goals**	73%
I was able to **avoid an in-person** visit with my family doctor/ regular place of care or to a walk-in clinic at least once	53%
I was able to **avoid an in-person** visit to an emergency room at least once	41%

Among those that have access to PHI. Current access to types of electronic personal health information: Lab test/diagnostic results (82%); Immunization history/records (55%); List of current mediations & medication history (40%); Patient visits summary (20%); Specialist consultation notes/records (19%)

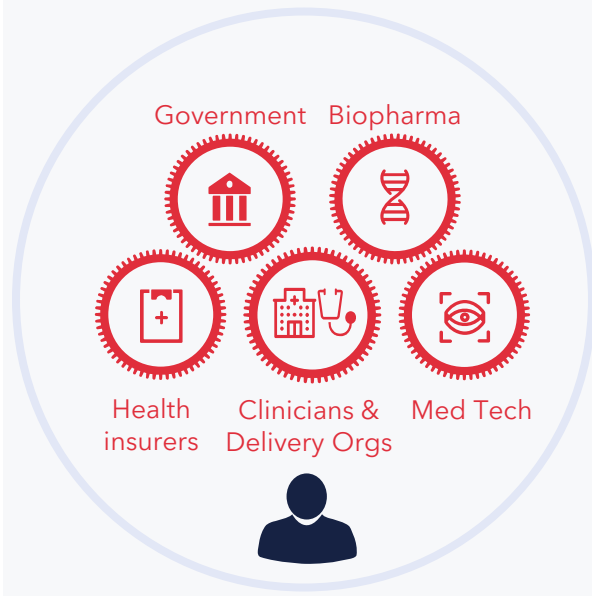# Advancing Connected Care

Picturing the future of health

Advancing Connected Care

Over the next two decades, the health system will shift away from a model that focuses on sickness and treatment and towards one that is aimed **at proactive health and wellbeing.**

Wave 0
Legacy Incumbents & Silos

- Separate entities / assets serve a given need, siloed orgs with misaligned macro-level incentives

- Business model: Reimbursement-based sick care, fee for service
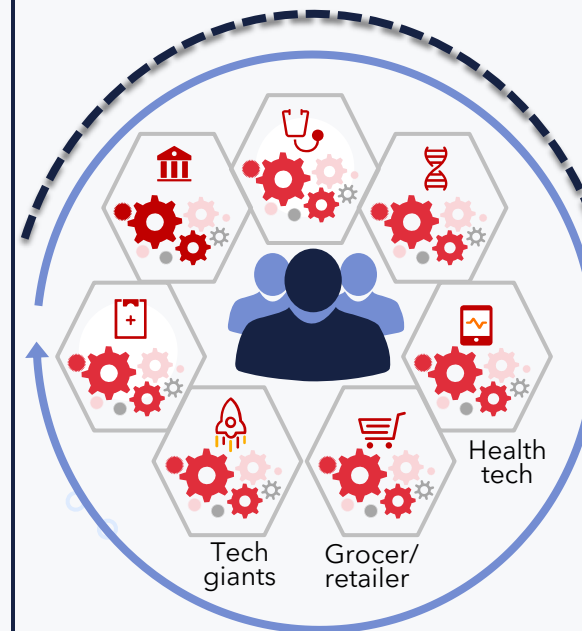
Wave 1
Fragmentation

WHERE WE ARE NOW

- Proliferation of new tools, care models data and consumerism

- Business model: More towards evidence-based sick care, still dominantly fee for service

Wave 2
Re-Assembly

- Reconstruction around the empowered patient, leverage connected data & new care experiences, key players converge

- Business model: Intelligence-based sick care, fee for health emerges

Wave 3
Flow

THE FUTURE OF HEALTH

- Networks and ecosystems become increasingly sophisticated, shift to wellness vs. sick care

- Business model: intelligence-based health care and wellness

Advancing Connected Care

Infoway, in partnership with CIHI, is collaborating with F/P/T and other stakeholders to drive forward a connected health system for Canadians.

Three ambitions for a connected health system…

(1) **All Canadians will have the ability to access and share health data** within their circles of care and will be empowered to become equal partners in their care

(2) **A modernized health system built on connected care** to improve flow of data across multiple systems, reduce time spent gathering information and increase care coordination and collaboration.

(3) **Better and timely data** to help with care planning, system planning and improved performance

… Resulted in the following outcomes Infoway will deliver on:

▶ Better-connected health systems

▶ Easier sharing and use of personal health information

▶ Trust that health information is handled safely and securely

▶ Support for Canadian digital health innovation

We are moving forward together

International Influence
Infoway continues to be an influential partner internationally, through relationships with the GDHP, SDOs, and more. We lead other countries through example and apply insights to Canadian conditions.

Legislation
Infoway is engaged in local and international networks advancing legislation that fosters interoperable health systems, including the European Health Data Space.

Phased Implementation of National Programs & Measured Outcomes
Infoway will continue to use this approach to create *sustainable* benefits for patients, clinicians, and the broader health system.

Pan-Canadian Design, Local Execution
Infoway's Shared pan-Canadian Interoperability Roadmap was created to foster local implementation, while remaining designed for the nation.

Centre for Clinical Innovation in Digital Health (CIDH)
Infoway is creating the CIDH to support interoperability adoption and drive meaningful engagement with clinical leaders.

Patient Inclusion
Connected care is modernizing our healthcare system to co-create a future that keeps patients at the center of care.

Private Sector Collaboration
Infoway launched the Industry Collaborative, with participation from over 27 private sector partners.

Connected Care Collaboration

Ontario Health & Canada Health Infoway

Connected Care Collaboration: ON Health & Infoway

Patient Summary
Advancing electronic patient summary implementation to address transitions and continuity of care

eReferral/ eConsult
Co-developing national eReferral standards to advance the coordination of care

Community Connect Framework
Co-developing an implementable framework for simplifying primary and community care access to digital health services
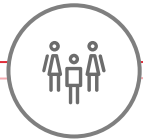
ODT
Advancing the Organ Donation & Transplantation program for Ontarians
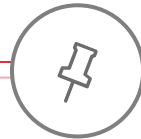
Ontario Health   **Canada Health Infoway**

We're Better Together

Collaboration from stakeholders spanning our healthcare system is necessary to advance Connected Care and implement interoperable solutions.
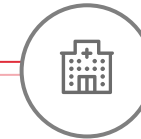
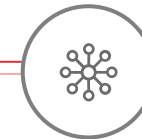| Patients/ Citizens | Provinces & Territories | Federal Gov't/ Health Canada | Care Providers | Hospitals/ Health Authorities | Industry |

To learn more or get involved…

Get in touch with Infoway's Connected Care team:
interoperability@infoway-inforoute.ca

Download the Shared pan-Canadian Interoperability Roadmap:
https://bit.ly/3ZRgTk1

Visit our website or explore our Survey and Data:
https://www.infoway-inforoute.ca/
https://insights.infoway-inforoute.ca/

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