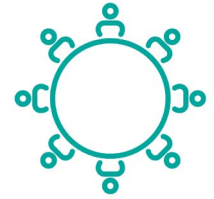


Designing Technology for the 4Cs of Primary Care

A CHIEF Executive Forum Round Table Discussion Summary
December 2024

Introduction

The 2024 CHIEF Executive Forum Fall Symposium kicked off with a keynote address by Dr. Danielle Martin, Chair of the Department of Family and Community Medicine at University of Toronto titled “Putting the virtue back in virtual: Grounding healthcare technologies in the principles of primary care.” The four principles (the 4Cs) of primary care Dr. Martin mentioned were First Contact, Continuity, Coordination, and Comprehensiveness.



After the keynote, attendees split into groups to discuss designing technology for the 4Cs. All groups agreed digital tools are essential for improving healthcare outcomes, but political will, standardization, and strategic funding are required to overcome current silos.

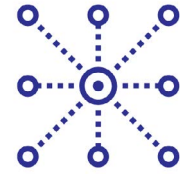
This document highlights the most common themes heard during the breakout sessions.

These themes coalesce into a shared vision of a healthcare system where technology enhances human care, ensures seamless data flow, empowers patients, clinicians, and fosters collaboration. The result is a more equitable, coordinated, and patient-centered approach to primary care.

Note: This resource is intended to 1) refresh the memory of those who were in attendance at the Fall 2024 Symposium, and 2) flag key topics for follow-up for those who were unable to attend. It is not designed as a comprehensive or stand-alone resource.

Human-Centered Design and Technology

A central theme in all the group discussions was the importance of designing healthcare technology that complements human interaction rather than replacing it. **The goal is to enhance trust, improve patient care, and support healthcare professionals.** This is emphasized through the use of AI-assisted tools, reducing documentation burdens, and co-designing systems with patients and providers.



Data Interoperability and Integration

There was a consistent focus on improving data flow and interoperability across the healthcare system. The conversations advocated for systems that allow seamless sharing of patient data among providers and between different levels of care. **Standardization of data formats, the adoption of unified patient summaries, and the need for national digital health frameworks were recurring points.**



Equity and Accessibility

The discussions emphasized the importance of ensuring digital health solutions are equitable. **This includes addressing disparities in digital literacy, language barriers, and accessibility for diverse populations.** AI and other tools should be leveraged to ensure that all individuals, regardless of background or technological skill, can access quality care.



Reducing Administrative Burdens

Another key theme was the reduction of administrative work for healthcare professionals, particularly through the use of AI and other digital tools. This was seen as a way to improve job satisfaction, reduce burnout, and free up more time for patient care. **AI tools like scribes and better data organization were mentioned as solutions to streamline workflows.**



Patient-Centered Care and Engagement

There was a strong emphasis on shifting towards a more patient-centered model of care. **This includes giving patients access to their own health information, enabling them to engage more actively in their care.** The theme extends to the idea of patients taking more responsibility for their health through preventive care and self-care tools.



Collaboration and Coordination

Effective collaboration across various healthcare sectors was highlighted as essential for improving patient outcomes. The discussion stressed the need for better coordination between primary care, hospitals, private and public providers, and educational institutions. **This collaboration is framed as crucial for achieving a more integrated and cohesive healthcare system.**



Leadership and Standardization

Strong leadership at both the technical and policy levels was a common theme. Leadership is seen as crucial to drive the necessary integration, promote adoption of standardized practices, and ensure that technology solutions align with the needs of healthcare providers and patients. **This includes the establishment of clear technical standards and governance frameworks to guide implementation.**





THANK YOU to these CHIEF Executive Forum members for facilitating the round table discussions at the CHIEF Executive Forum Fall 2024 Symposium:

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About CHIEF Executive Forum

Digital Health Canada's CHIEF Executive Forum provides a place for senior professionals and leaders in digital health and healthcare to collaborate, exchange best practices, address professional development needs, and offer their expertise in setting the agenda for the effective use of information and technology to improve health and healthcare in Canada. Members contribute their active participation, industry experience, and in-depth insight to working groups, publications, and health informatics discussions at the semi-annual CHIEF Symposia, and throughout the membership year.



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