

Implementation of Care Companion for Remote Care Management

October 2nd 2025

Presenters: Daniel Rosenfield, Heather Laird and Alyssa
Ramdeo

Additional Contributors: Robin Deliva, Ashley Graham, Bren
Cardiff

SickKids® | 2030

Healthier Children. A Better World.™



What's the big deal about virtual care?

Virtual care has potential to improve:

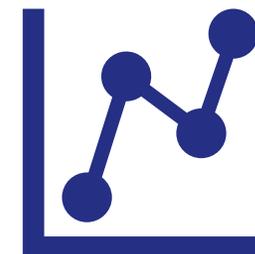
- Communication
- Convenience
- Economic Impact
- Equity Impact
- Environmental Impact
- Patient/Family Satisfaction
- Patient outcomes

What is Remote Care Management (RCM)?

RCM is a **form of virtual care**, encompassing remote patient monitoring (RPM) that is **anchored in a defined care pathway**, focused on building a system of **holistic and proactive care provision** in a remote environment.

RCM is achieved by **partnering with patients and their families** through **data collection, monitoring and escalation, health promotion and education**, and **self-management opportunities**.

In many cases this is an **asynchronous form of care**, however it can also **occur in real time** when employed in models such as Virtual Critical Care and hospital at home settings.



Building a Foundation

Interior design
Customization

Walls & Roof
Clinical Care Pathways

House Foundation
Epic & RCM Framework

Windows & Doors
Devices & Integration

Floors
Standard Operating Procedures



RCM Solution: MyChart Care Companion

Problem to be solved:

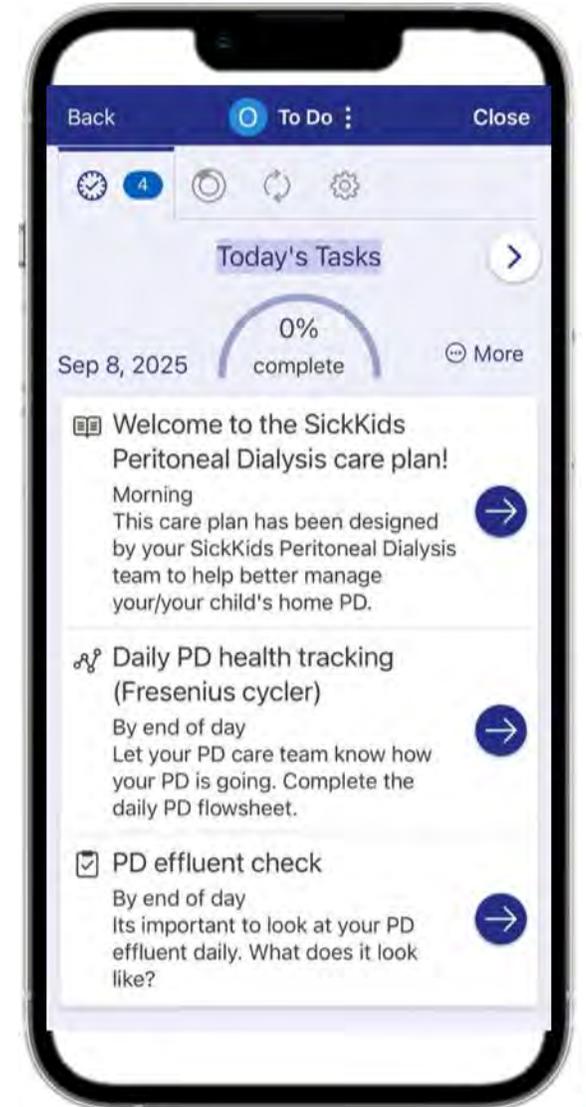
Prior to the RCM initiative, remote care at SickKids looked like:

- **Multiple methods** of communication and channels for patients, families, and staff to navigate
- **Manual and/or limited data** available to clinical team
- **Manual provision** of education materials

Solution implemented:

In 2024, SickKids's **RCM team implemented an RCM framework** using MyChart Care Companion, which offers patients a care plan as a **To-Do list**.

Launched **Canada's first pediatric MyChart care plans for specialized use cases** like peritoneal dialysis, tube weaning, and single ventricle (and more!).



RCM Solution: Intake and Implementation

Call for Proposals Phase

- Multidisciplinary selection committee

Implementation/Project Phase

- Implementation team – Clinical Informatician, Epic MyChart Analyst, and Project Coordinator + Quality Analyst
- Clinical Team – identified Clinical Lead and SMEs
- Patient and Family – initial input, testing, and experience feedback

Operational Phase

- Service Desk – support triage
- Epic/Clinical Applications team

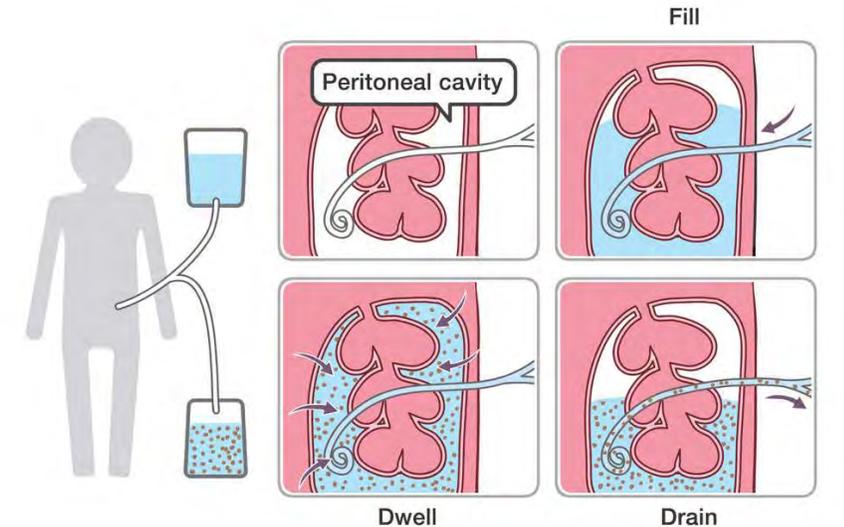
Spotlight: Peritoneal Dialysis Care Plan

Problem:

- Peritoneal dialysis (PD) is a home-based, life-sustaining kidney therapy. Families may hesitate to choose PD over in-hospital haemodialysis due to concerns about managing care at home.
- Clinicians depend on caregivers to report daily treatment data.
- Families recording using paper-based methods. Information gathered through phone calls and emails, then manually inputted into patient records.

Objectives:

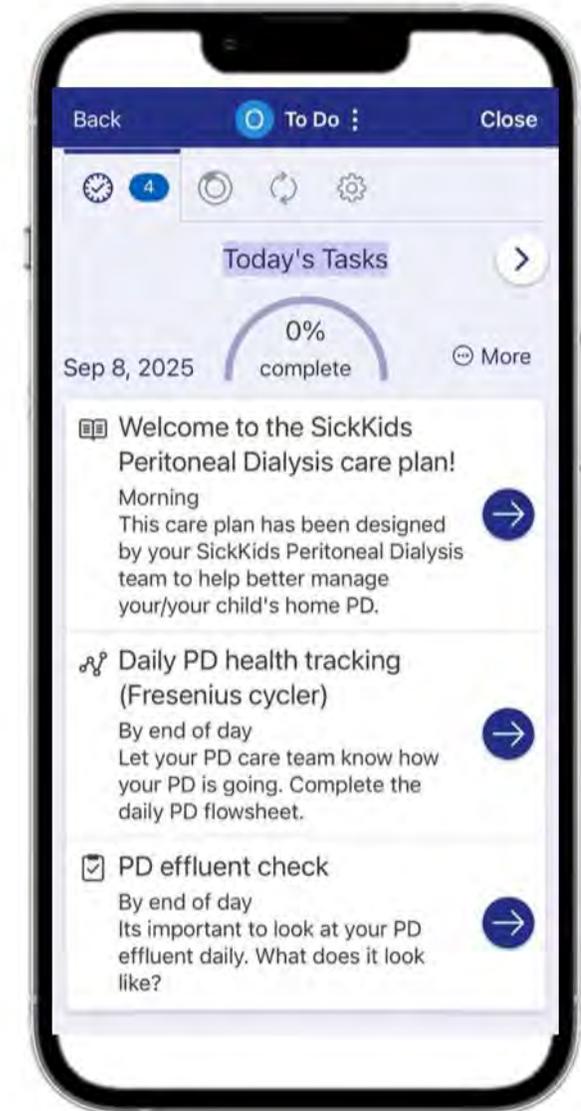
1. Advance clinical care for paediatric PD patients.
2. Enhance the home experience for patients and their families.
3. Streamline communication and documentation processes for healthcare providers.



© AboutKidsHealth.ca

Spotlight: Peritoneal Dialysis Care Plan

- ★ **Custom designed care plan** with tasks and escalations to help clinical team better monitor progress at home
- ★ **1st initiative of its kind in Canada** supporting a large pediatric PD program
- ★ **Co-designed with clinical champions and patient** input.
- ★ **Leverages clinical tools** like Bristol Chart, cyclor-specific clinician flowsheets, education resources
- ★ **Automatically evolves** based on patient's phase in their Peritoneal Dialysis journey



Performance Highlights

Peritoneal Dialysis care plan launch March 2024

86%

patient satisfaction and positive clinician feedback

100%

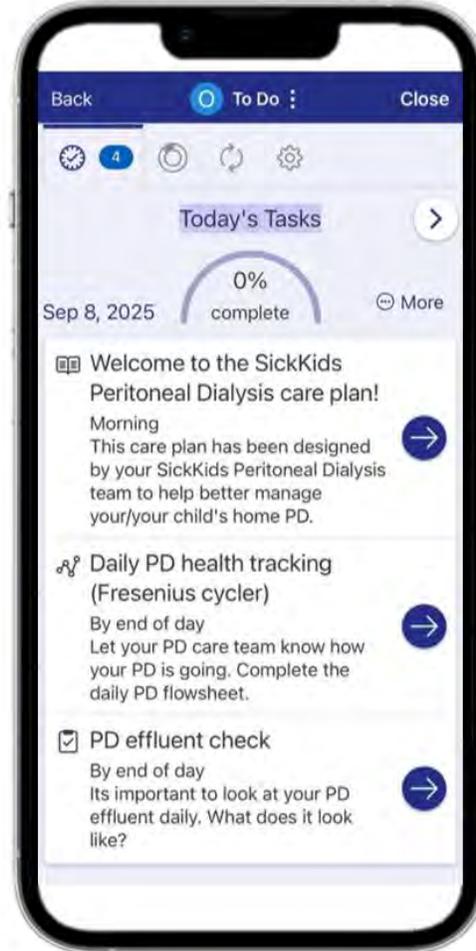
patient enrollment into customized digital care plan

72%

completion rate with daily monitoring tasks as of May 2025



patient/family



clinician



Improved recognition of clinical issues and med adjustments



Positive clinician feedback due to co-design model



Increased efficiency with reduction in transcription errors

Family and Staff Survey Feedback

Peritoneal Dialysis care plan launch March 2024

“Thank-you for this wonderful app and excellent communication from Sick Kids staff!”

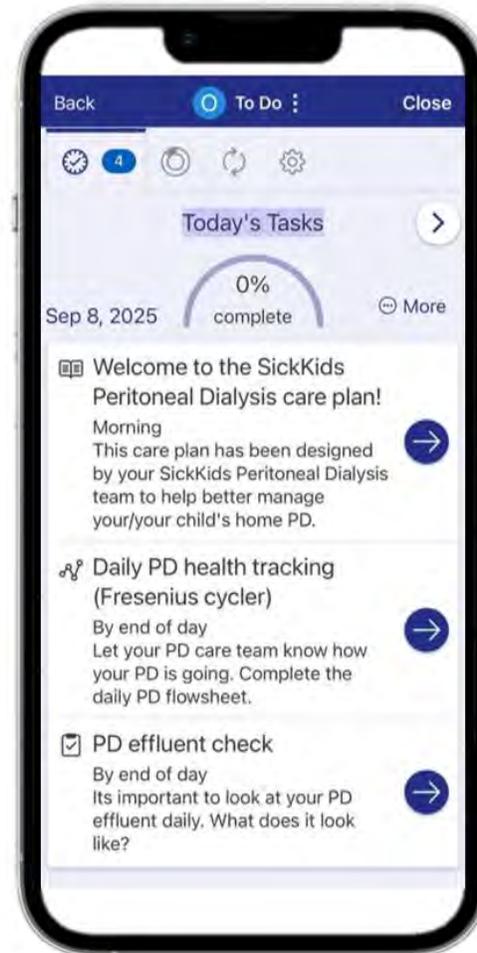
“Tracking is straightforward and informative”

“Wonderful program to ensure great communication and completion of tasks. Thank-you!”

Caregivers of SickKids PD patients



patient/family



clinician

“I think tailoring the tasks to patient needs is key to ongoing engagement as well as them seeing value (i.e. increased availability of virtual support for them so saves them trips to the hospital)”

RN, Peritoneal Dialysis Program at SickKids

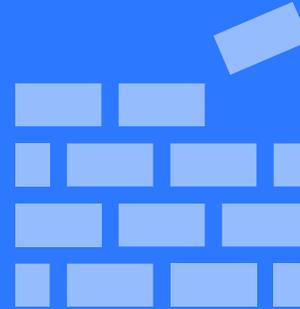
Lessons Learned



Co-designing with patients and clinicians is a key to success



Newer patients had higher engagement than those with established routines



Set groundwork for expansion to other chronic conditions



Need for long-term evaluation in low-turnover programs.

What's Next?

Phase 1

Launched Feb-March 2024

**Peritoneal
Dialysis**

**Severe
Asthma**

Phase 2

Launched Mar-April 2025

**Single
Ventricle**

**Enteral Tube
Weaning**

**Oncology
SSPedi**

Phase 3

Launching 2026

New Ostomy

**Food
Immunotherapy**

**Hand & Upper Limb
Plastic Surgery**

Phase 4

Launching 2027

**Coming
soon!**

**Coming
soon!**



Good Catch Story





Thank-you!

Questions?