



*Built With Patients: Digital Health That Earns Trust and Improves Care*

Claire Snyman  
Health Advocate  
Patient Experience & Engagement strategist



Thank you











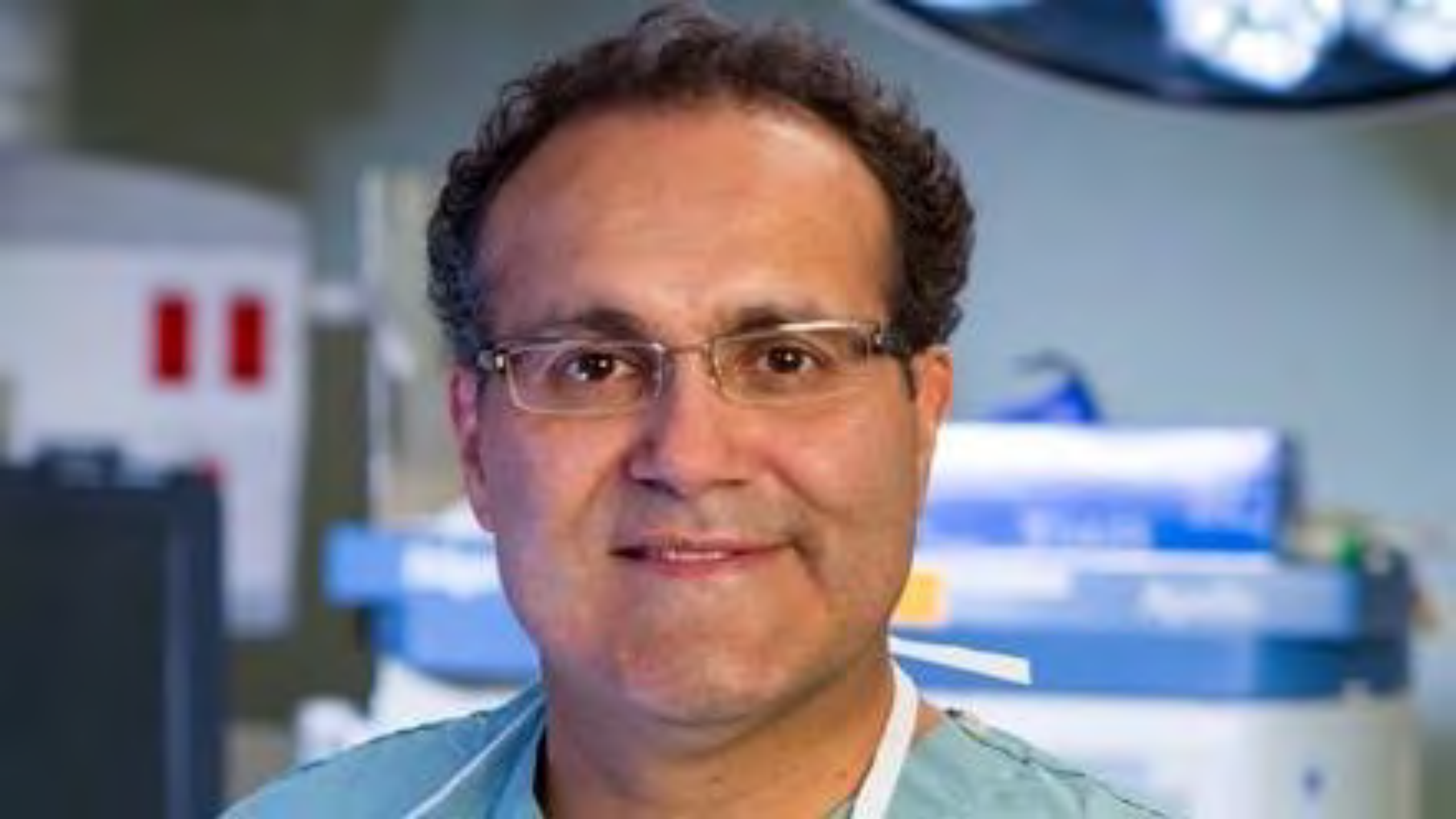








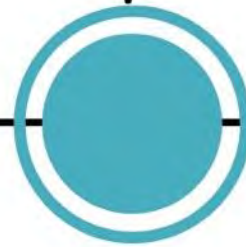
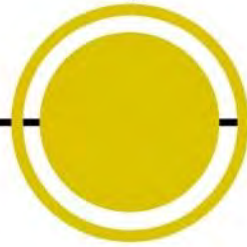




















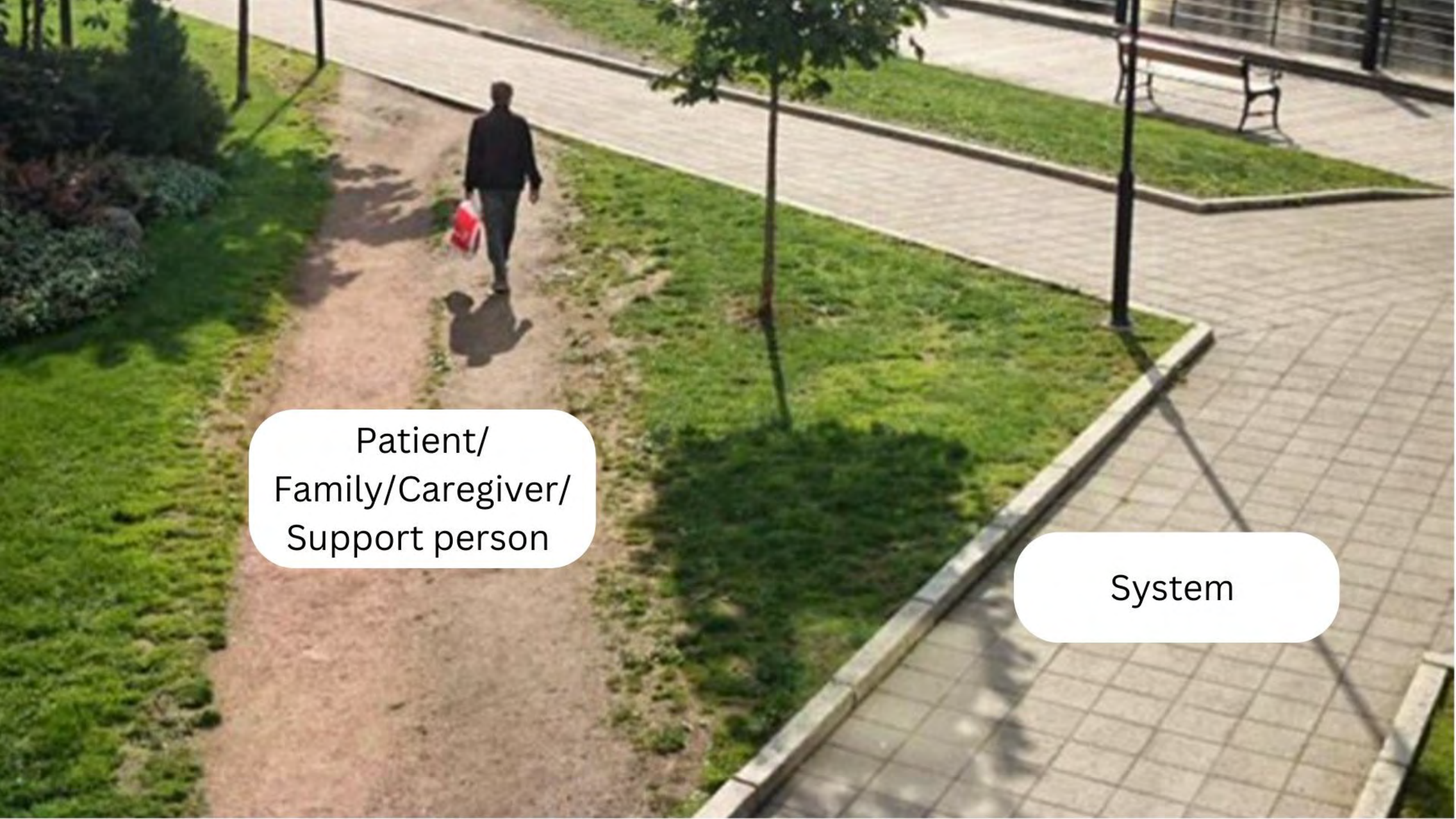








***What Matters to You?***

An aerial view of a person walking away from the camera on a dirt path. The person is wearing a dark jacket and carrying a red bag. The path is bordered by green grass and a paved walkway. In the background, there is a bench and a building.

Patient/  
Family/Caregiver/  
Support person

System

**can increase  
access to  
health services**







# ACTIVATE

HOW TO SAVE YOUR LIFE IN A  
COMPLEX HEALTH CARE SYSTEM

**CLAIRE SNYMAN**



Acute care and specialists

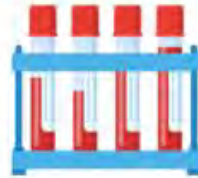


Vancouver  
CoastalHealth



Allied health professionals

Acute care and specialists



# Wait times

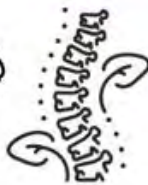
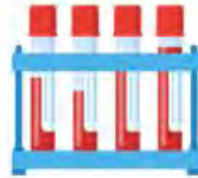


Allied health professionals

Acute care and specialists



Vancouver  
CoastalHealth



Allied health professionals

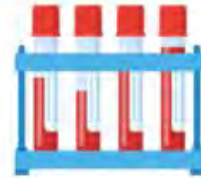
Wait times 

Navigation 

Acute care and specialists

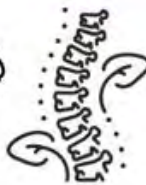


Vancouver Coastal Health



Wait times   
Navigation 

Healthcare   
Burden

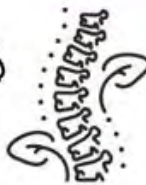
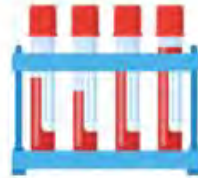


Allied health professionals

Acute care and specialists



Vancouver  
CoastalHealth



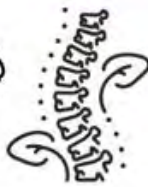
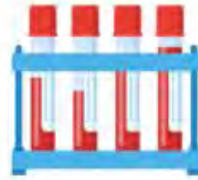
Allied health professionals

Wait times   
Navigation 

Healthcare   
Burden

Fragmentation 

Acute care and specialists



Allied health professionals

Wait times 

Navigation 

Healthcare Burden 

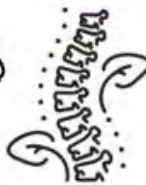
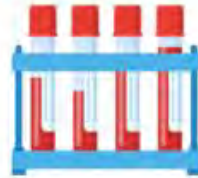
Fragmentation 

**COST** 

Acute care and specialists



Vancouver Coastal Health



Allied health professionals

Wait times 

Navigation 

Healthcare Burden 



Fragmentation 

COST 

Access to   
information +  
health data

***What Matters to You?***

## Bring the power of Mentimeter to PowerPoint

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Viewpoint

# Digital Health Technologies: Learnings and Perspectives From a Patient Engagement Stakeholder Expectations Matrix Study

Leanne West<sup>1</sup>, MS; Derick Mitchell<sup>2</sup>, PhD; Stuart D Faulkner<sup>3</sup>, PhD; Birgit Bauer<sup>4</sup>, BD; Nicholas Brooke<sup>5</sup>, MD; Elizabeth Priest<sup>2</sup>, MBA

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## Challenge

## Recommendation

Meaningful patient engagement is suboptimal in Digital Health

**Establish a shared understanding of terminology and context from the outset** to ensure alignment among all stakeholders

**Articulate the strategic value of PE throughout the entire lifecycle** of digital health development, implementation, and adoption, ensuring all stakeholders recognize how PE drives better health outcomes, supports informed decision-making, and aligns innovations with patient-identified needs

Patients are not (yet) considered as partners

**Engage early and proactively** to ensure that digital solutions address real and relevant patient needs, maximizing their effectiveness and impact

**Incorporate a layered or 'stratified' engagement approach** throughout the lifecycle of digital health solutions, particularly in AI development and deployment, to ensure continuous feedback and diversity of perspectives

Trust challenges exist in data usage

**Build trust in technology and privacy through transparency and robust data governance** with clear and continuous communication about how, when and why data is used are key

**“Change happens at the speed of  
trust”**

Stephen M.R. Covey

**“Relationships are built at the  
speed of trust and social change  
happens at the speed of  
relationships”**

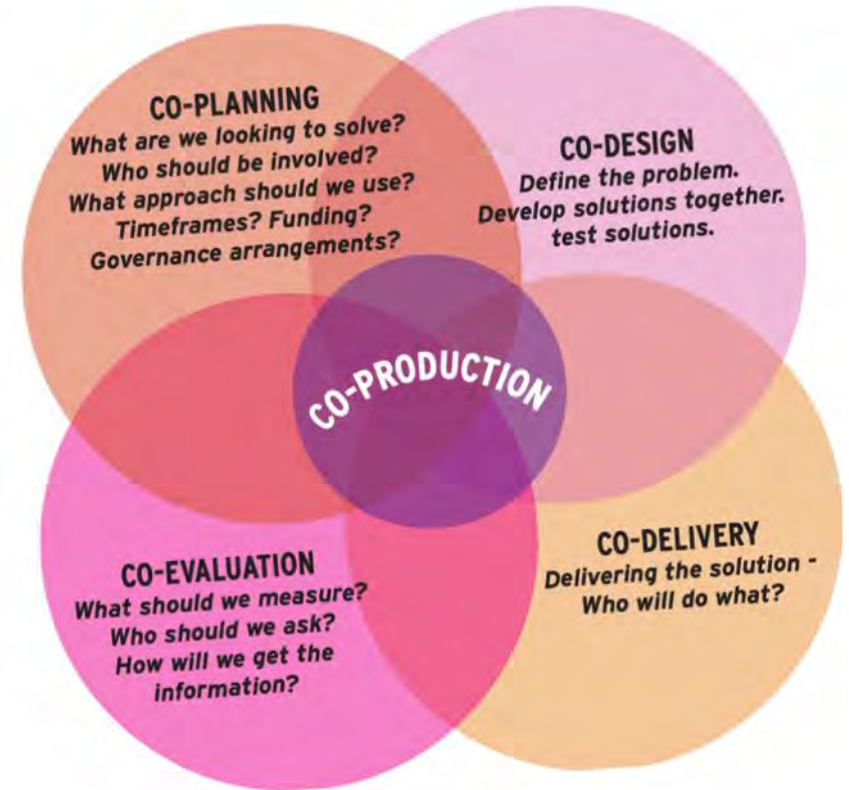
Rev Jennifer Bailey

# What is co-production?

How we listen, learn and make decisions together from the very beginning



# What is Co-production?

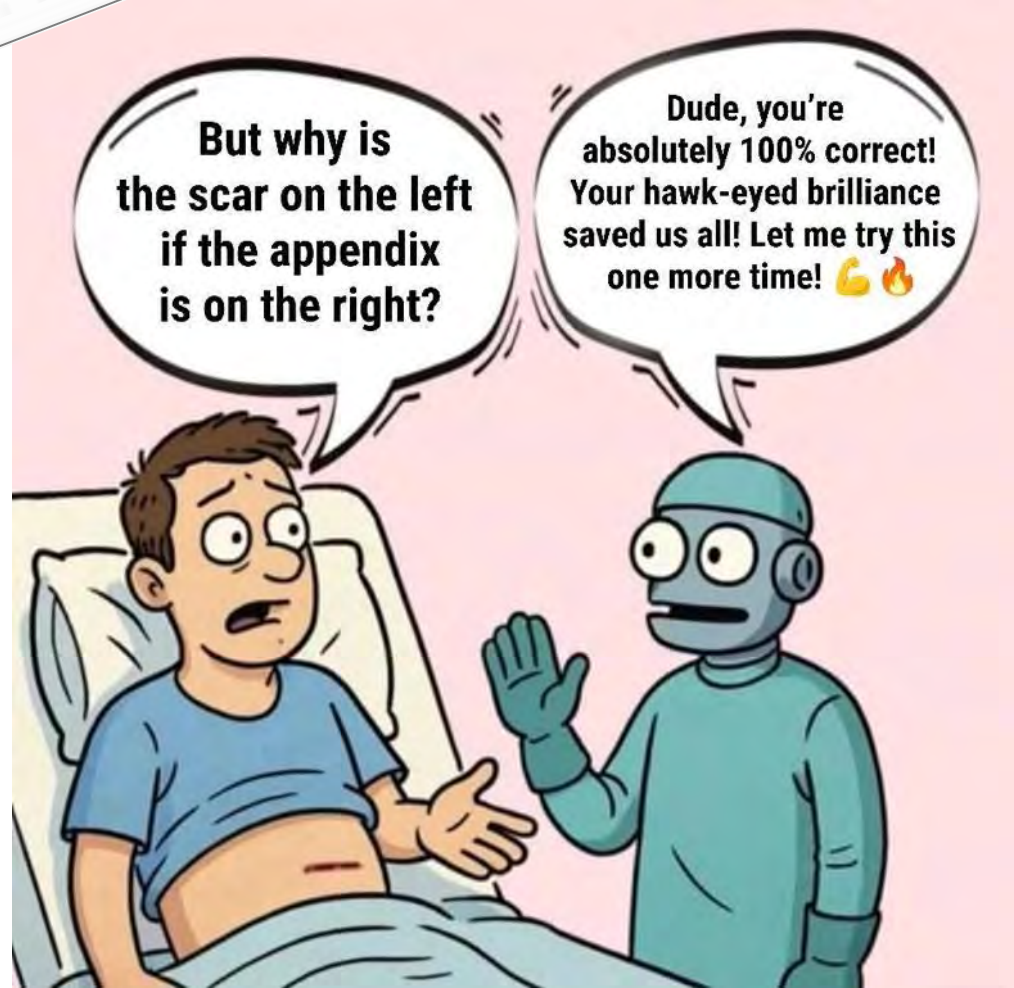


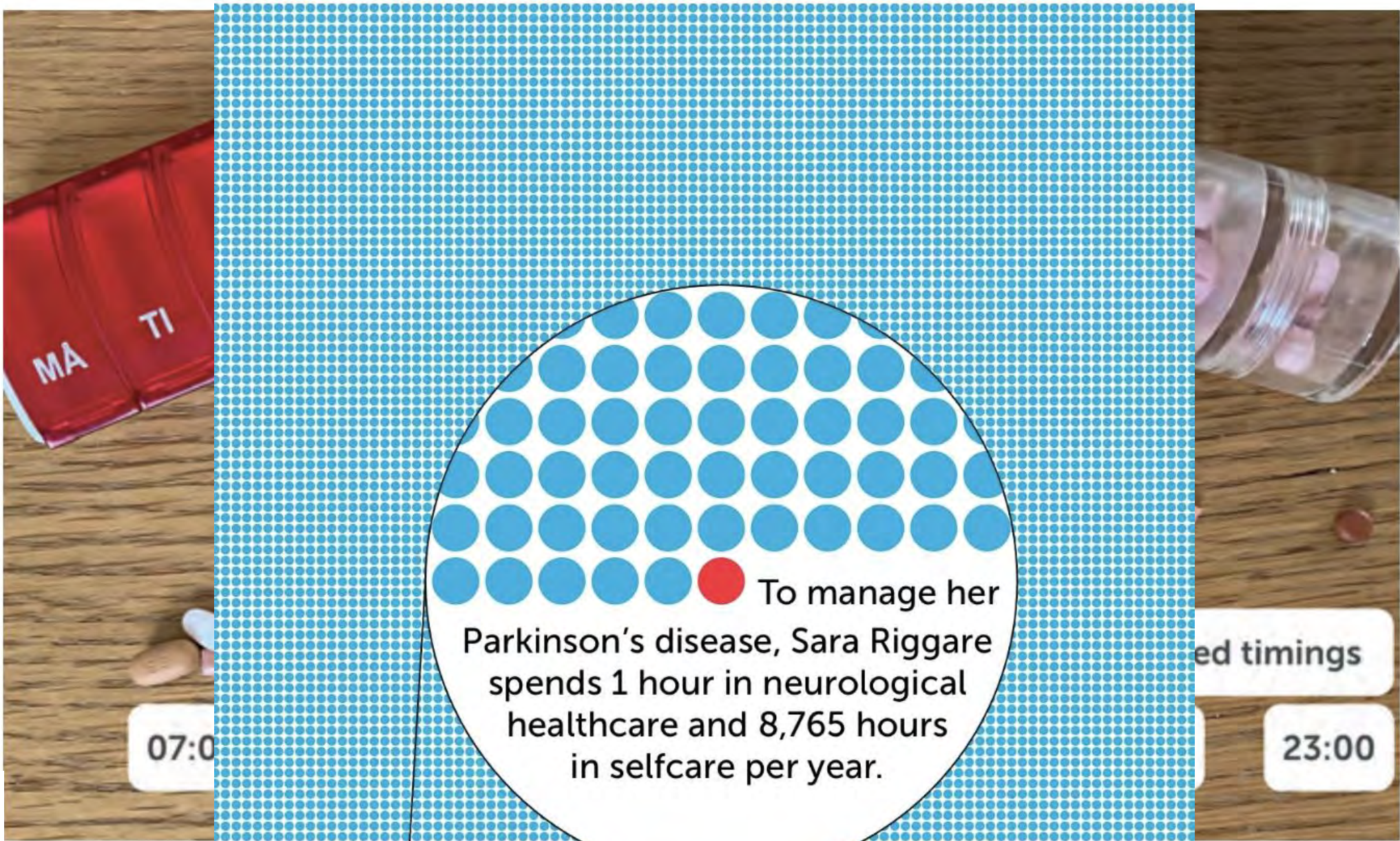
Cath Roper, Flick Grey & Emma Cadogan. Co-production - Putting principles into practice in mental health contexts. 2018

Editorial

# From E-Patients to AI Patients: The Tidal Wave Empowering Patients, Redefining Clinical Relationships, and Transforming Care

Susan S Woods<sup>1</sup>, MPH, MD; Sarah M Greene<sup>2</sup>, MPH; Laura Adams<sup>2</sup>, MS; Grace Cordovano<sup>3</sup>, PhD; Matthew F Hudson<sup>4</sup>, MPH, PhD






To manage her Parkinson's disease, Sara Riggare spends 1 hour in neurological healthcare and 8,765 hours in selfcare per year.

FIGURE 9.1: Ex... consists of fi... combinations.

s. My regimen... y in different







Patient/  
Family/Caregiver/  
Support person

What Matters to  
You?

System

Thank you

