



# Delivering Integrated Health Care Through a Virtual Patient Engagement Platform

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# About Continuum Medical Care

- An **integrated medical facility** providing comprehensive medical care to 17,000+ patients
- Provide a unique level of team based medical care, **seamlessly integrated with technology**
- Provide **a new model of Health Care for Canadians** - utilizing a Public Plus philosophy to offer patients optimal medical care in a seamless transition between public and private health care systems.
- Deliver a coaching model for primary care - Prevention to treatment, from family physician to specialist, from children to seniors, from public to private



# Patient Engagement



A patient's knowledge, skills, and confidence to manage their own health and wellness.

Improve Patient &  
Provider Experience

Provide Outstanding  
Healthcare

Achieve Financial Sustainability

# Patient-facing Virtual Care Platform

## Patient Education

- Interactive infographics on condition and treatment
- E-workbooks for guided learning
- Health library of organization's trusted content
- Social and Community Forums



## Mobile & Remote Monitoring

- Wearable & health monitoring device integration
- Diet, exercise, medication and biometric tracking
- Participant & Population Dashboards



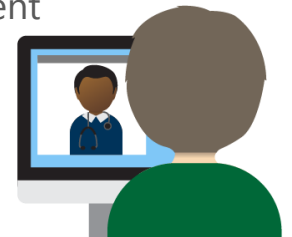
## Patient-facing Care Plans

- Medical Summary & Clinical Documents
- Online assessments, questionnaires, and surveys
- Roadmap to health action plan
- What to do in case of adverse and expected events
- Scheduling & Referrals

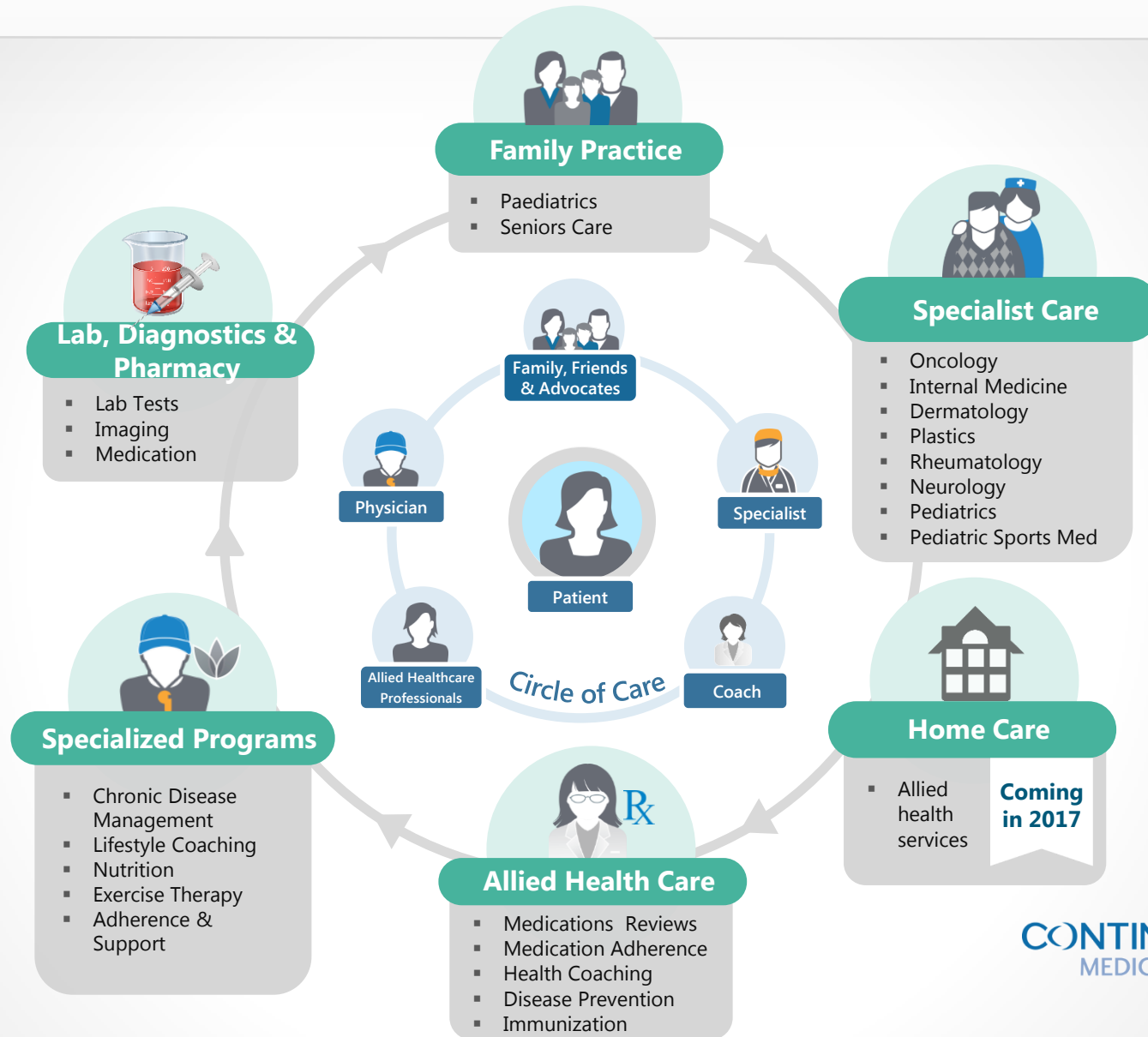


## Collaboration & Coaching

- Secure messaging
- Secure video chat
- Circle of Care Management & Sharing
- Motivational Messaging
- Notifications, Reminders & Alerts



# Integrated Care Model



# Interventions and Patient Support Programs



## Lifestyle Programs for Disease States:

- Diabetes
- Cancer Care
- Weight Management
- Hypertension
- Mental Health
- COPD/Asthma
- Women's Health



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## Health Optimization and Disease Prevention

- Brain Health
- Cancer Prevention
- Heart Health



# A Day in the Life Feature Scenarios



## Andrew Brown

70 years old  
Retired  
Vancouver, BC  
Married, 2 kids  
Lives at home

*"I want to see my grandkids grow up. I want to support them and not be a burden."*

### I am:

Recently I've gained some weight and have foot pain.

I stopped taking Glyburide (2.5mg daily) and am now taking Lipitor (10mg daily)

My HbA1c is 8.1%.

My doctor just referred me to a Health Coach.

### I want:

To see my grandkids grow up

To spend more time with my family

To not be a burden

To save money on meds

To get my sugar levels in check so I can feel better and stop having abrupt mood swings

### Habits:

Skipping breakfast.

Smoked 1 pack a day for 10 years. Quit in 2007.

Forgetful. Sometimes skips meds or takes them twice.

### Dislikes:

I am getting sick easier nowadays.

My foot hurts a lot. It sometimes gives me nightmares.

I am afraid that my mood swings may ruin my family relationships.

### Health Issues:

- Type 2 Diabetes
- Hypertension
- High Cholesterol
- Glaucoma
- Overweight
- Foot pain
- Wounds slow to heal
- Prone to infections

### Triggers:

- Notice my legs starting to swell
- Start to not feel well
- Feeling tired



# Monitor the Status of Your Patient Population

The screenshot displays a mobile application interface for monitoring a patient population. The main dashboard features two donut charts: one for 'Steps' (9710.4 steps, 62.5% green, 12.5% orange, 25% red) and one for 'Blood Pressure' (40% green, 60% orange). Below the charts is a list of patient profiles including Andrew Brown, Chris Bolen, Christiana Bolen, and Laura Chan. A 'New Message' window is open on the right, showing a list of recipients and a message body with a 'Send' button. Four callout boxes provide instructions: 1. 'Select tracker to filter on' (points to the top right), 2. 'Click to filter patient population' (points to the 'Steps' dropdown), 3. 'Send encouragement or "nudges" to a group of patients' (points to the 'Send' button), and 4. 'Drill in to individual patient status' (points to a patient profile).

**1** Select tracker to filter on

**2** Click to filter patient population

**3** Send encouragement or "nudges" to a group of patients

**4** Drill in to individual patient status

**Population Dashboard**

Search

Steps Blood Pressure

9710.4 steps 62.5% 12.5% 25%

40% 60%

Andrew Brown  
Male, 70 years old  
213808775

Chris Bolen  
Male, 64 years old

Christiana Bolen  
Female, 65 years old

Laura Chan  
Female, 52 years old

**New Message**

Chris Bolen ✕  
Christiana Bolen ✕  
Laura Chan ✕  
Richard Chan ✕

An individual message will be sent to each recipient. You can personalize the message with the recipient's first name under 'More Options' below.

Attachment

Message \* [More Options](#)

Great job reaching your step goal!

Send

# View Andrew Brown's Progress

**Andrew Brown**  
Male, 70 yr  
412312424

Andrew sets a personal goal that he can work towards

Gamification in the form of points and badges help keep Andrew engaged and motivated.

10,929 points

Content is assigned to Andrew by his HCP. It is relevant to Andrew's condition and treatment.

Andrew can see at-a-glance his upcoming appointments

He can see what he has to track next, improving adherence.

Andrew can see his tracker status

**What to do today**

- Overdue**  
73% Intro to Type II Diabetes Due 2 weeks ago
- Due**  
Coaching Session Due today
- Morning**  
Blood Glucose Due 2 hours ago  
2 Medications (Janumet, Enalapril) Due 1.5 hours ago  
Blood Glucose Due 10:00 AM

**Pre-Meal Blood Glucose (mmol/L)**

Date	Glucose (mmol/L)
29 May	7.5
31 May	7.0
01 Jun	6.5
03 Jun	6.5

**Steps (Steps/day)**

Date	Steps (Steps/day)
29 May	10000
31 May	10000
01 Jun	10000
03 Jun	10000

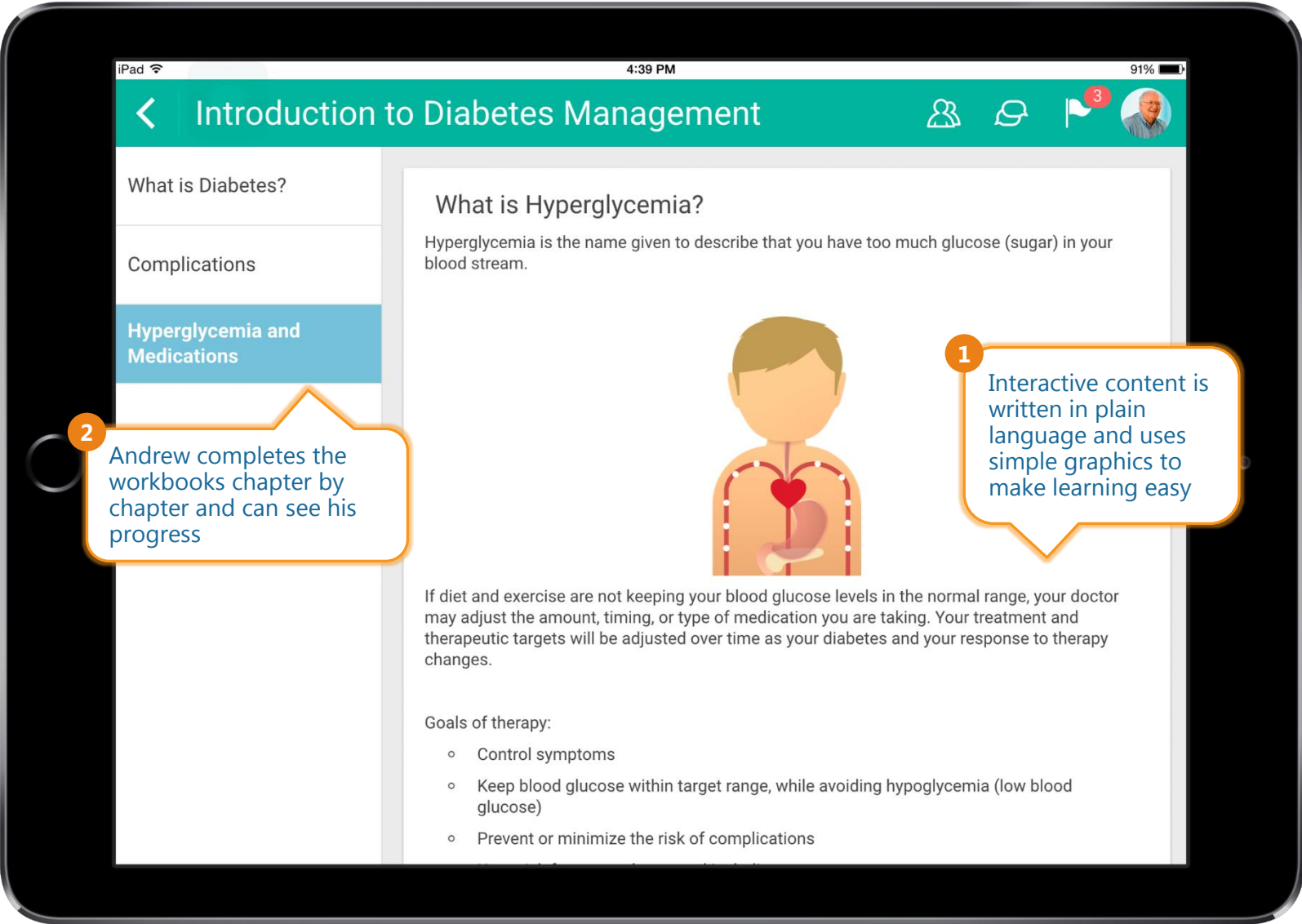
**Exercise Summary This Week**

120 Min  
30 minutes to go!

Activity	Time	Status
Running	80 min	2 of 2 Great Work!
Walking	30 min	1 of 2 completed
Cycling	10 min	2 of 3 completed

Avg: 11018 steps/day 8945 steps to go today!

# Assign Andrew a Workbook



2 Andrew completes the workbooks chapter by chapter and can see his progress

1 Interactive content is written in plain language and uses simple graphics to make learning easy

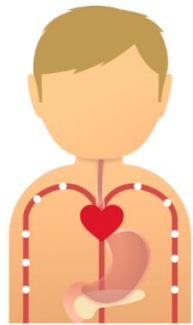
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## Introduction to Diabetes Management

- What is Diabetes?
- Complications
- Hyperglycemia and Medications**

### What is Hyperglycemia?

Hyperglycemia is the name given to describe that you have too much glucose (sugar) in your blood stream.



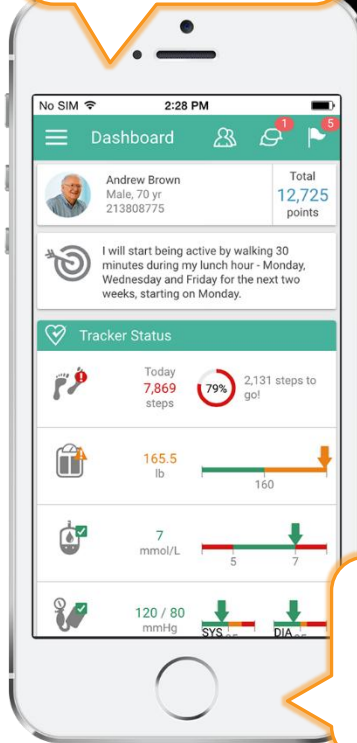
If diet and exercise are not keeping your blood glucose levels in the normal range, your doctor may adjust the amount, timing, or type of medication you are taking. Your treatment and therapeutic targets will be adjusted over time as your diabetes and your response to therapy changes.

#### Goals of therapy:

- Control symptoms
- Keep blood glucose within target range, while avoiding hypoglycemia (low blood glucose)
- Prevent or minimize the risk of complications

# Create a Wellness Plan that's Personalized to Andrew's Health Goals

2 Andrew uses his smartphone to track his biometrics, behaviors, and how he feels.



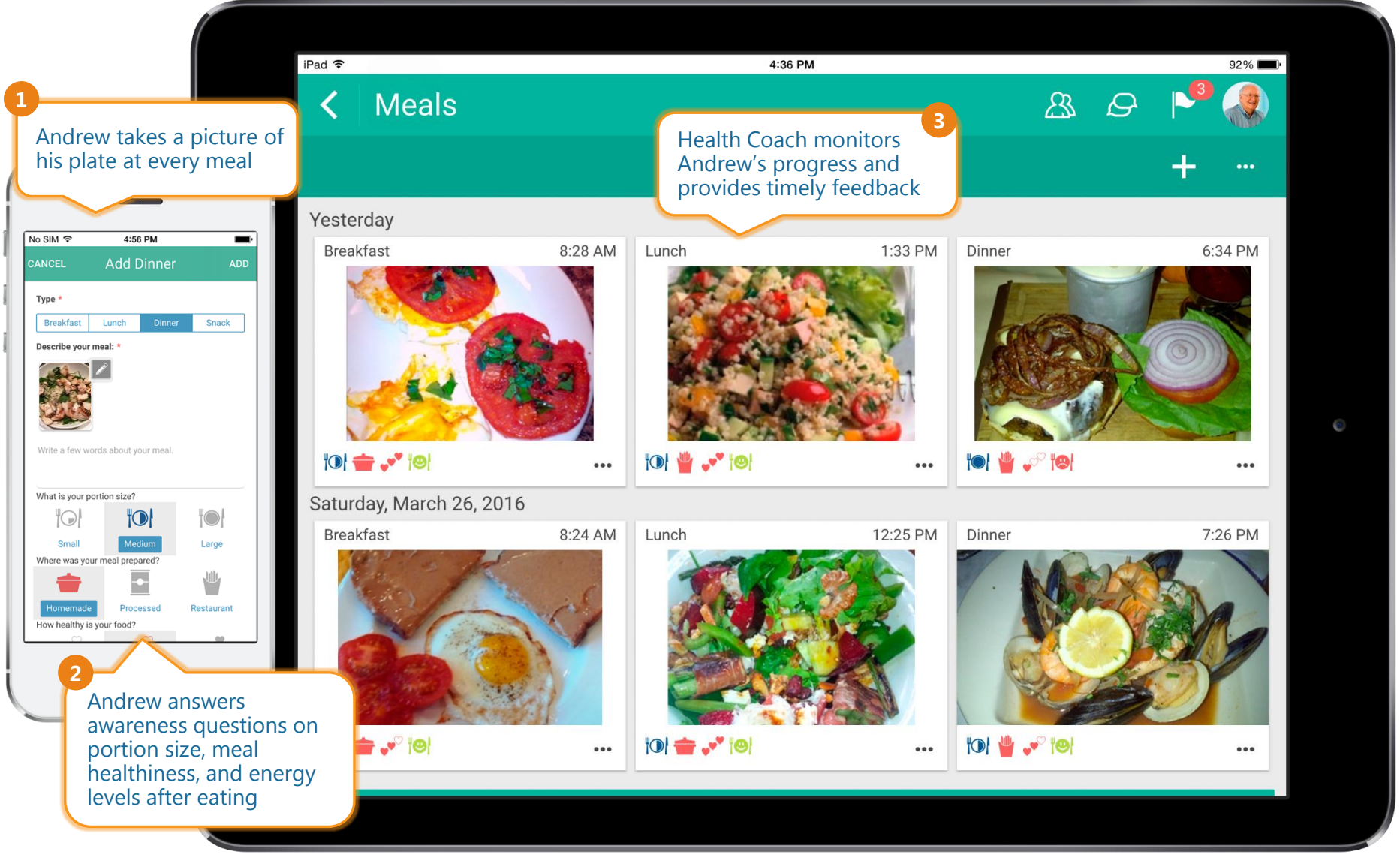
1 The Health Coach creates a wellness plan that is personalized to Andrew's condition and wellness goals.



4 The Health Coach messages Andrew with timely feedback and encouragement.

3 Andrew can view his progress, compare multiple trackers and see the effect they have on one another.

# Monitor Andrew's Eating Habits



1 Andrew takes a picture of his plate at every meal

3 Health Coach monitors Andrew's progress and provides timely feedback

2 Andrew answers awareness questions on portion size, meal healthiness, and energy levels after eating

iPad 4:36 PM 92%

## Meals

Yesterday

- Breakfast 8:28 AM
- Lunch 1:33 PM
- Dinner 6:34 PM

Saturday, March 26, 2016

- Breakfast 8:24 AM
- Lunch 12:25 PM
- Dinner 7:26 PM

# Overcoming Barriers

## Financial issues

Patient pay model. No funding from MSP.



## Staffing

Coaches with appropriate training are challenging to find

## Patient & Provider Acceptance

New model of care



**Challenges with Integration** into traditional model/current workflows- MD's, staff, patient education

# Measuring Outcomes and Success



**Clinical**



**Financial**



**Patient Engagement**



**Impact on Practice Capacity**



**Process and Costs**

# Choosing a Platform



Dashboard



Canadian-based servers



Seamless integration  
with wearables



Custom branding



Mobile-enabled



Simple User Interface



Cost Effective



# Contact Us to Learn More



[www.cmcare.ca](http://www.cmcare.ca)



[www.nexjhealth.com](http://www.nexjhealth.com)

