

# e-Patients in British Columbia: Building Digital Health Capacity through Public Participation

e-Health 2016 Vancouver

June 7, 2016

Presented by: *Jennifer Cordeiro, UBC Digital Emergency Medicine* on behalf of Dr. Helen Novak Lauscher, Sherry Bar and Dr. Kendall Ho

Digital Emergency Medicine



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

FACULTY OF MEDICINE

# What is happening

- The digital health explosion:
  - Fitness, health and wellness apps
  - Wearables
  - Telehealth expansion
  - Government portals
- BC Ministry of Health's focus on patient- and family-centred care.
  - Founded upon active participation in self-management

**Digital health can offer many opportunities to motivate, inform, engage, and support patients and families**

# What we know about digital health

- There is evidence that demonstrates digital health works well for:
  - Promoting changes in behavior
  - Increasing self-efficacy, and knowledge
  - Impacting health outcomes



# What we know about *eHealth literacy*

- To be able to get all the benefits offered by digital health, people need to know:
  - What is available
  - Where to find things
  - How to use the tools and resources appropriately and safely
  - How to evaluate for themselves if eHealth tool is a good fit to their needs
  - How to use it to provide input into the future direction of digital health
- **eHealth literacy<sup>1</sup>**: *the ability to seek, find, understand, and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem*

<sup>1</sup>Norman, Cameron D., and Harvey A. Skinner. "eHealth literacy: Essential skills for consumer health in a networked world." *Journal of Medical Internet Research* 8.2 (2006).



*"You can't list your iPhone as your primary-care physician."*

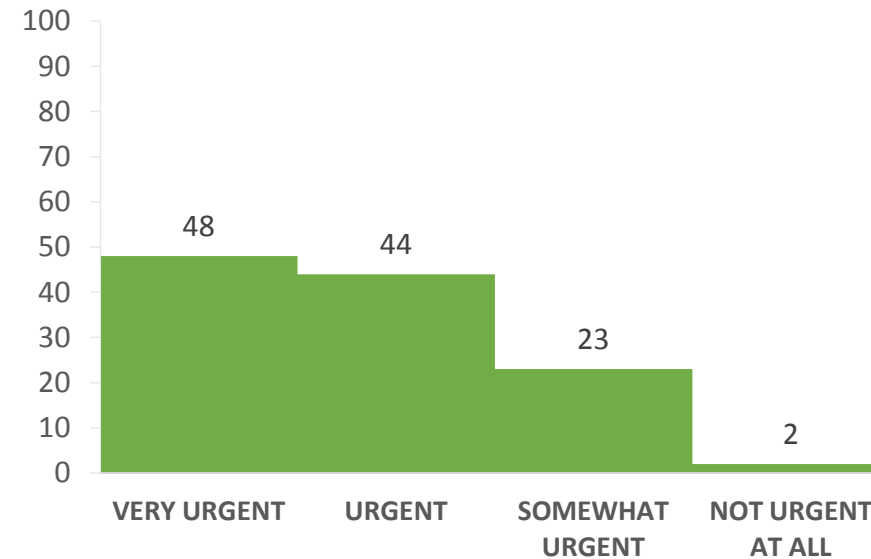
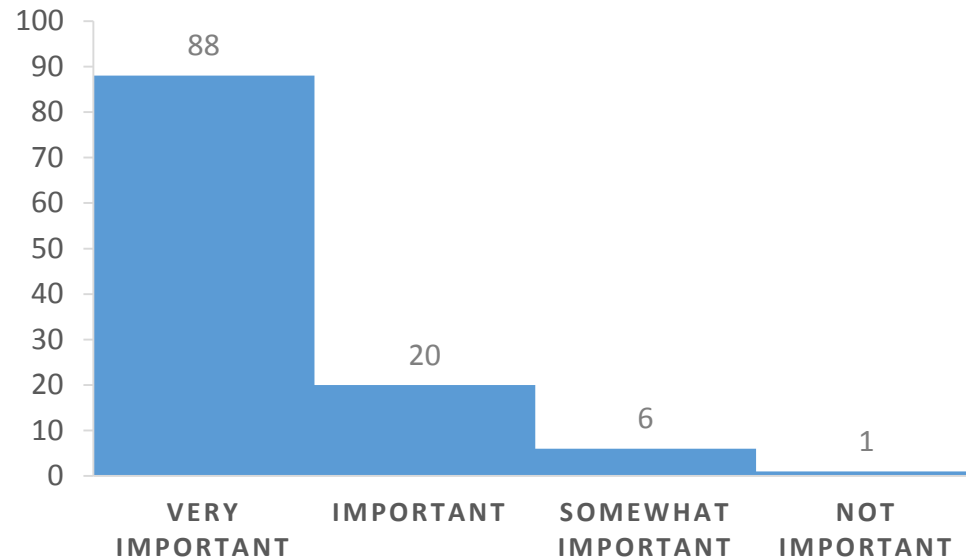
Credit: Kaamran Hafeez, New Yorker magazine

# What we did (and are continuing to do)

- UBC Faculty of Medicine + BC Ministry of Health Patients as Partners
  - **Vision:** Using digital health to support patient- and family-centred care
  - **Mission:** Engage, enable and equip BC residents, families and communities to take charge of and manage their own health through the *informed and appropriate* use of digital health tools.
- Formed a **provincial e-Patient committee** to steer the direction and design of our engagement activities.

# Snapshot: Patient and public perspective

- **Action: Understand the interest and perspectives of patients and the public.**



...to include digital health in provincial initiatives supporting patient- and family-centred care in BC

# Snapshot: Increase eHealth awareness

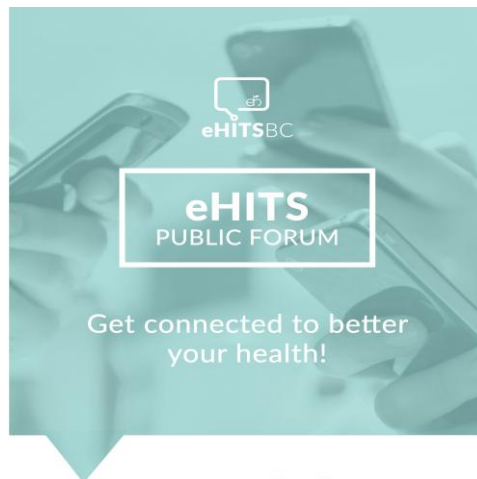
- **Action: Develop resources and tools to increase eHealth awareness**
- Highlight: *What is eHealth? video*





# Snapshot: Start the dialogue

- **Action: Host online and in-person public forums**
- Highlight: *eHealth and Innovation Technology Showcase: Get connected to better your health!*



**Date** | Thursday, November 19  
**Time** | 6:00 - 9:00 p.m.  
**Location** | Alice MacKay Room,  
 Vancouver Public Library

#eHITSbc

**Hosted by:**  
 UBC Faculty of Medicine,  
 eHealth Strategy Office  
 B.C. Ministry of Health,  
 Patients as Partners  
 e-Patient / eHealth Working  
 Group

### Event Program

- 6:00 p.m. Light refreshments, health organization displays
- 6:30 p.m. Opening remarks
- 6:50 p.m. Discussion panel including audience participation (and Twitter chat feed #eHITSbc)
- 8:20 p.m. Closing remarks
- 8:30 p.m. Health organization displays and networking

#### Event Host

**Dr. Kendall Ho, Director, eHealth Strategy Office, Faculty of Medicine**  
 Emergency doctor, UBC Professor, eHealth researcher, gadget enthusiast, a very blessed husband and father.

#### Opening Remarks

**Letter of Greeting by: Honourable Terry Lake**  
 Health Minister, Province of British Columbia

**Video Message by: Dr. Dermot Kelleher**  
 Dean, Faculty of Medicine, UBC









**Fraser Ratchford**  
 Group Program Director, Consumer Health and Innovation at Canada Health Infoway

Join in on the conversation! Follow us online at [www.eHITSbc.ca](http://www.eHITSbc.ca) @eHITS

### Meet the Panel

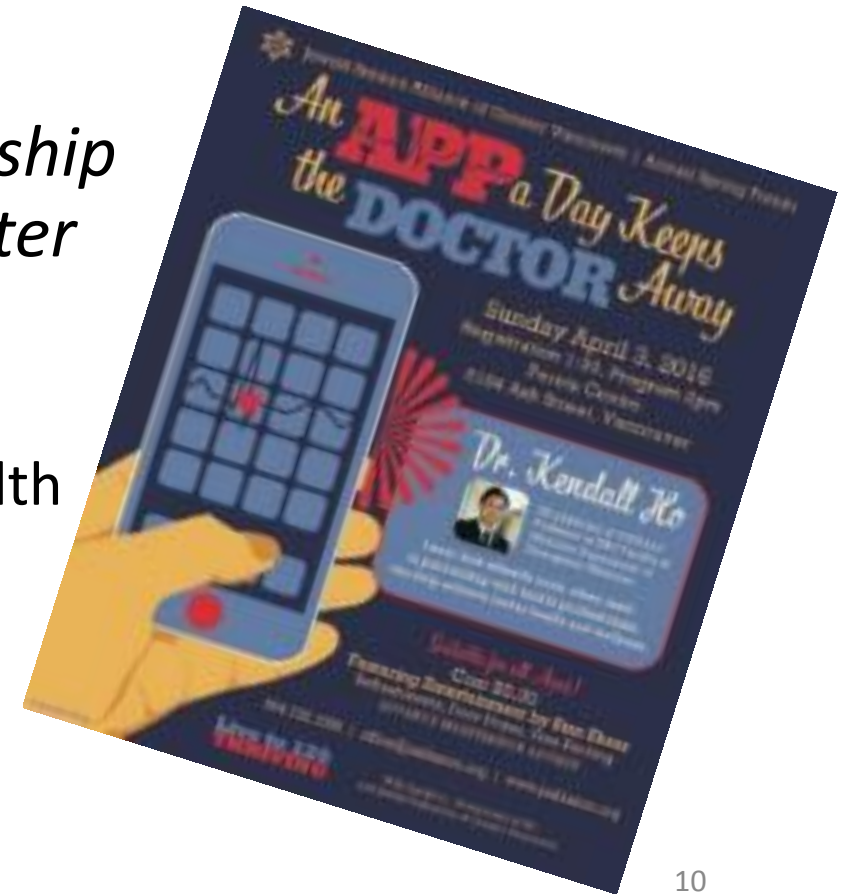
The panel of seven speakers has been asked to discuss how technology is and can be used to support the health and wellness of British Columbians. The speakers selected represent a diversity of viewpoints and experiences, and include patient partners, health professionals and organizations.

The panel portion of the session includes time for audience participation. **Have a question or a comment? Speak up!** Step up to the microphone, send a chat message online, or tweet out your questions and comments using #eHITSbc.

 <b>Dr. Kendall Ho   MODERATOR</b> Emergency doctor, UBC Professor, eHealth researcher, gadget enthusiast, a very blessed husband and father.	 <b>Dr. Jilliane Cook   Patient Partner</b> Educator and researcher, heart transplant recipient, ePatient advocate, speaker and blogger. Passionate about promoting organ donation, family-centered care, and eHealth for patient empowerment.	 <b>Dr. Sama Ganesan   Vancouver Coastal Health</b> Refugee from Vietnam. Dedicated to immigrant mental health, cross-cultural psychiatry, and spirituality.	 <b>Ms. Jennifer Hanson   Pato BC</b> Education professional focused on teaching and learning with technology. Instructional designer, lifelong learner, passionate about healthy living, and mother to two amazing little boys.
 <b>Ms. Judith Lee   eHealth BC</b> Management expert, health and education advocate, and inspired parent.	 <b>Ms. Marie Ross   Healthlink BC / B11</b> A nurse, an avid gardener and craftsperson, a wife and a grandmother to 4, and a best friend to a white Miniature Schnauzer.	 <b>Dr. Colson Chimes   Family Physician</b> Passionate about the health and welfare of the community. Radio talk show personality. First Indian-born Canadian to be elected M.L.A. in Canada. Devoted husband and father.	 <b>Ms. Iris Kinosh   Patient Partner</b> Enthusiastic supporter of eHealth, avid gardener (always searching for unusual plants), enjoys photography, dedicated ancestral researcher. Wife and mother.

# Snapshot: Keep the dialogue going

- **Action: Find and create opportunities to engage.**
- Highlight: Workshop and presentation series
- *Learn how eHealth tools, when used in partnership with health professionals, can help achieve better health and wellness!*
  - National Seniors Day, Vancouver Public Library
  - Newton Seniors Centre Computer Club, Fraser Health Authority
  - Jewish Alliance Centre Spring Forum



# Snapshot: Partner to engage and enhance

- **Action: Involve the patient and family care giver voice in eHealth project planning and implementation**
- eHealth innovation partnership program research
  - During development: Patients and family caregiver representatives member of the grant application submission team.
  - In action: Patient and family caregiver representative in the healthcare innovation community and project committees.
- Virtual care strategy planning
  - Call for public/ patient feedback on drafted provincial virtual care strategy.
  - Opportunity to review, discuss, ask questions and express opinions.

# Key observations

- There is an unequivocal interest and demand from patients in using eHealth strategies to support patient and family centred care.
- Patients want to know how to use digital health technology to:
  - Learn more about their health and wellness
  - Connect to health care providers and resources
  - Provide input into their health
- The timing is right for the inclusion and integration of eHealth in patient and family centred care.

**eHealth has promise to motivate and inform patients. Engaged e-patient partners are essential to effectively integrate eHealth in patient and family centred care.**

# Thank you!

## Acknowledgements:

- Patients as Partners, BC Ministry of Health
- e-Patient Committee members:

<b>Kendall Ho</b> , Digital Emergency Medicine, UBC	<b>Dale and Iris Kisch</b> , Patient Partners	<b>Karla Warkotsch</b> , Interior Health
<b>Barbara MacLean</b> , Family Caregivers BC	<b>DeAnn Adams</b> , Fraser Health	<b>Sam Burnett</b> , Centre for Collaboration, Motivation and Innovation
<b>Cheryl Rivard</b> , Vancouver Coastal Health	<b>Helen Novak Lauscher</b> , Digital Emergency Medicine, UBC	<b>Sherry Barr</b> , BC Ministry of Health
<b>Connie Davis</b> , Centre for Collaboration, Motivation and Innovation	<b>Jennifer Cordeiro</b> , Digital Emergency Medicine, UBC	