

# Holland Bloorview

Kids Rehabilitation Hospital

connect2care: Changing how  
we share information with  
clients and families

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*Joanne Maxwell, MSc, OT Reg. (Ont.), PMP, CHE*



Canada Health Infloway  
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# About us



Holland Bloorview is Canada's largest pediatric rehabilitation teaching hospital. We provide specialized programs and clinical care for children and youth with rehabilitation and complex care needs. Every year, we see 7,000 children with 600 inpatient admissions and 58,000 outpatient visits.

# Engagement and Activation

**Patient engagement:** actions of the organizations and project team to involve clients (patients) and caregivers as active participants in planning, development, refinement and evaluation of our connect2care portal.

**Patient activation:** a patient's knowledge, skills, ability, and willingness to manage his or her own health and care. This is more individual and speaks to the beliefs and behaviours of a client or caregiver with respect to his or her own health care.

**Our goal is Activation through Engagement**



# Why a portal at Holland Bloorview?



# *connect2care*: Features



View clinical documentation



Appointment schedule features



Secure two way messaging with clinicians

We've exceeded our own expectations!



# Enrollment and use has exceeded targets



**1170+**  
users

**8000+**  
uses

**900+**  
New  
Notes

**350+**  
Messages

**FAC Pilot**

**Inpatient**

**Outpatient**

**Education  
Workshops**

**Satellite  
Clinics &  
Nursery  
Schools**

**Community  
clients**

connect2care



**Canada Inforoute**  
**Health Santé**  
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# What we have heard

- “Reviewing my visit history reminded me of how much Holland Bloorview has been part of our lives. We’re so grateful!”
- “This is amazing – I can show this to my coach and he can plan my training accordingly”
- “I can’t wait to get rid of this binder”
- “It's a huge advantage to have all that information at my fingertips as I continue to plan their care.”
- “Having immediate communication via email is critical as we start to ween my son of medication.”

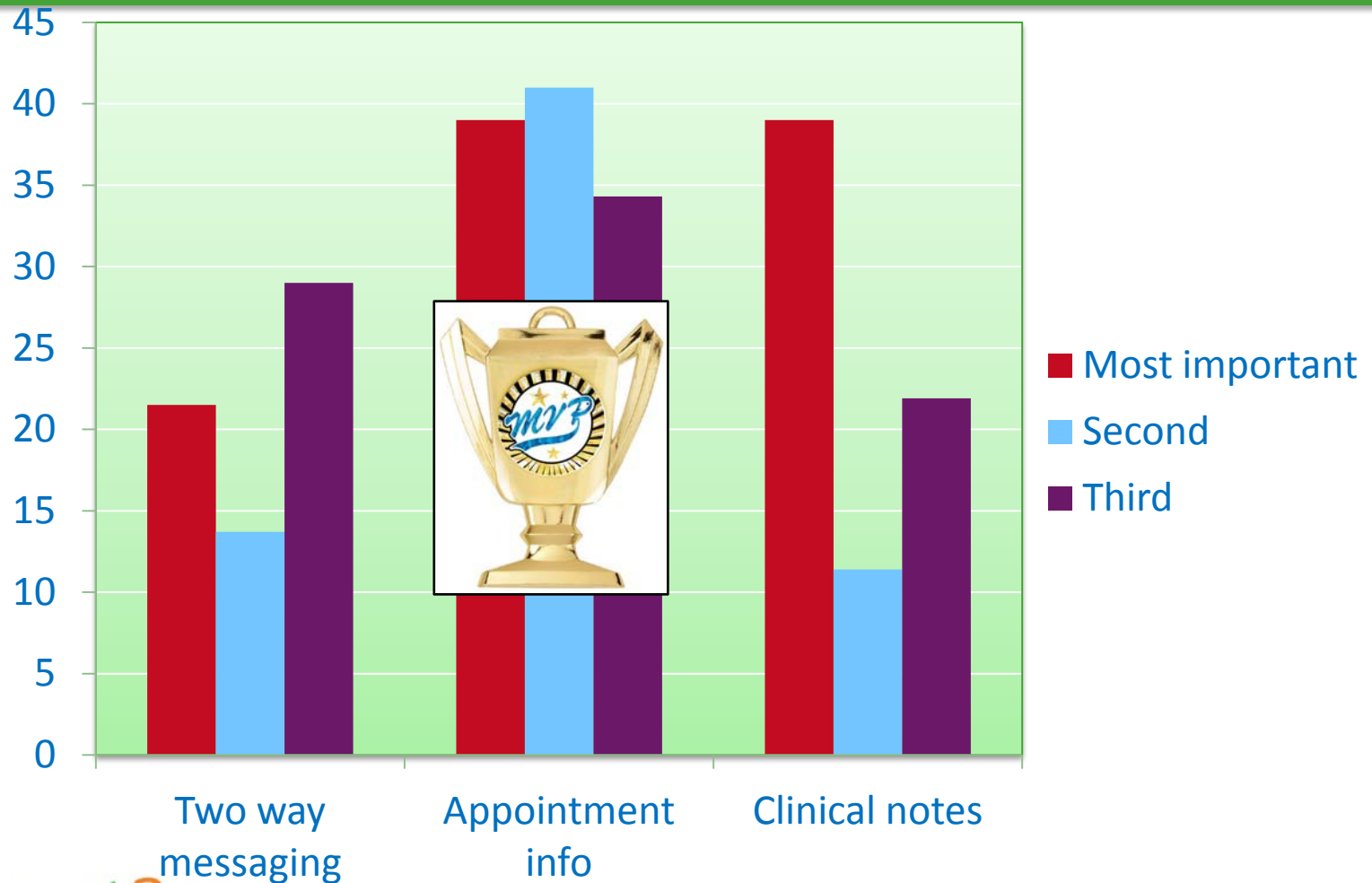




# What we have learned – Benefits Evaluation

- Survey #1 – November 2015 (109 responses)
- Survey #2 - April 2016 (165 responses)
  - Responses remained fairly consistent across the two time points
  - For the 2<sup>nd</sup> survey, we added a question about Most Valuable feature
  - A high percentage of enrolled users (22% at time 2) report not using the portal, yet still responded to the survey

# Survey results: Most valuable feature



# Survey Results – Changing communication



**43%** of users surveyed avoided making a phone call because they could access their health information electronically

# Survey Results - Access and managing care

## Agree/Strongly Agree



connect2care makes it more convenient to get access to my health information

91%



connect2care makes it more convenient to get access to my appointment schedule

92%



I feel more confident that I am prepared with information and questions for in-person visits with healthcare providers

68%



connect2care system allows for better use of my time when communicating with my care providers

67%



connect2care helps me manage my health care needs

82%



I feel more confident managing my health and well-being

85%

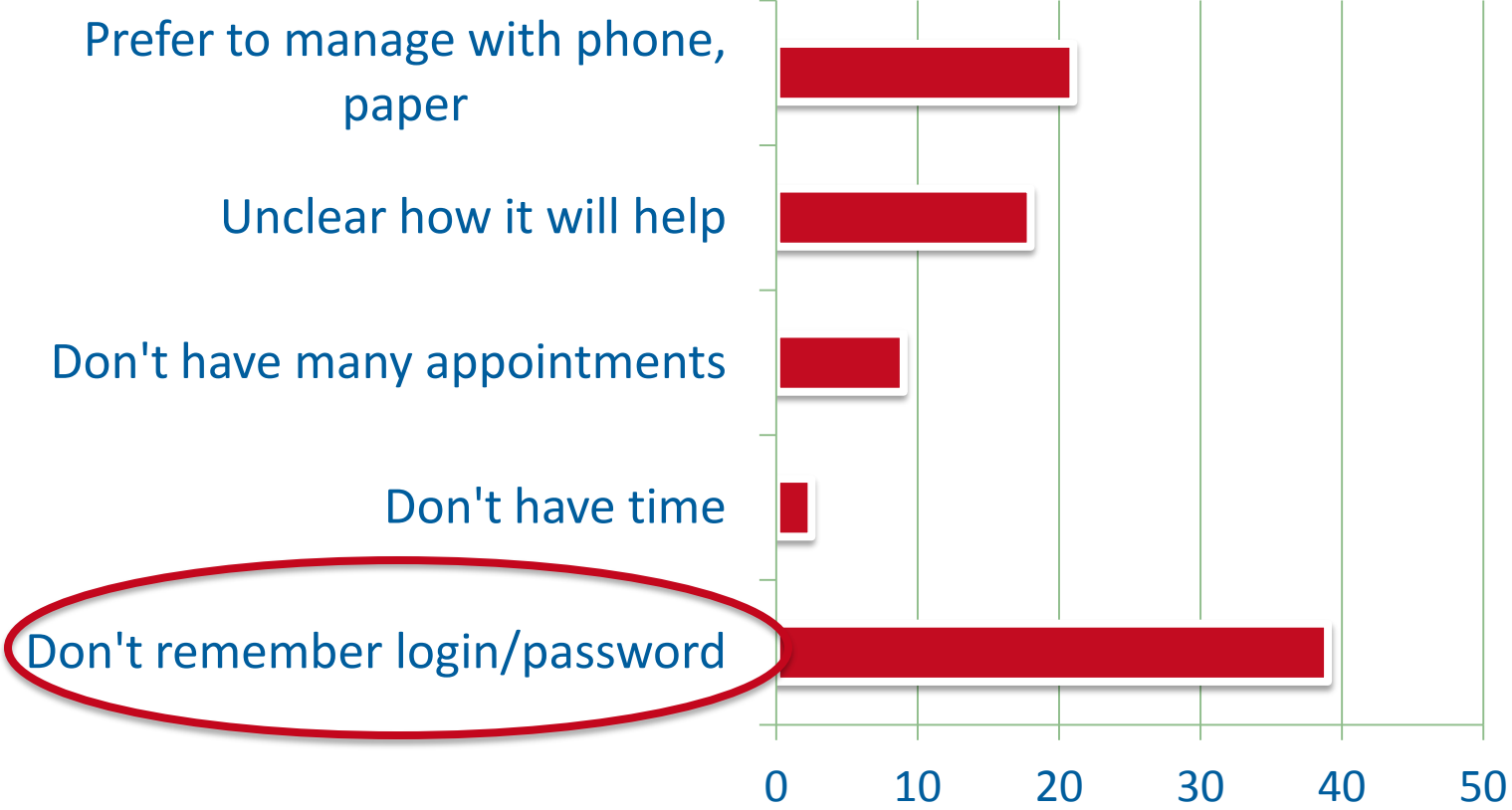


# Survey Results – Overall Recommendation

Would you recommend connect2care to other clients and families of Holland Bloorview as a tool to support their healthcare? (Definitely /Probably)



# Survey Results – Barriers to Access/Use



# This isn't just a change for clients and families ....

- Technology is changing the way we capture and share information about care
  - Client and family centred care is changing the way we engage
- *Together, they are driving changes in clinical documentation practices*

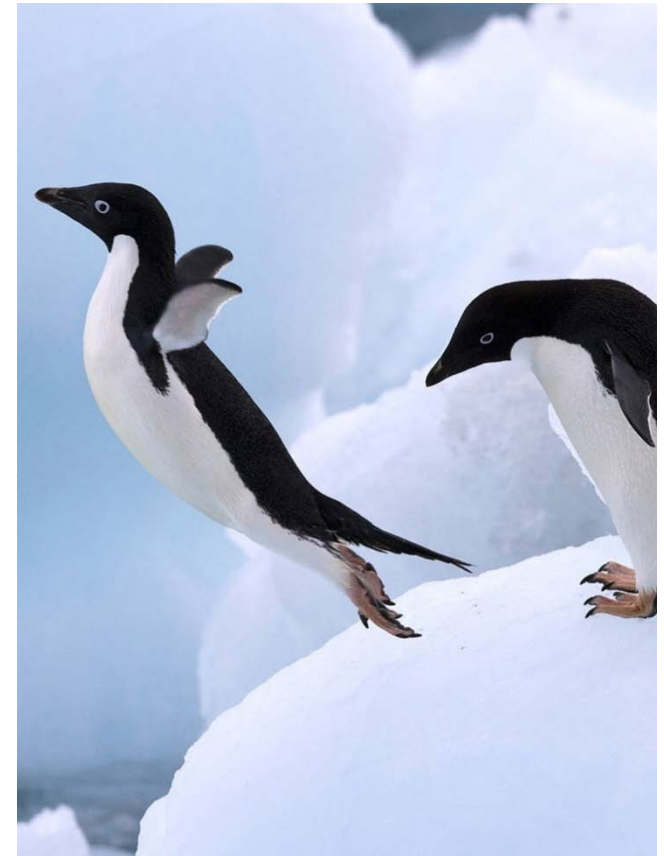




# If the EHR is a big step, then a portal is a giant leap....

The portal changes the way we think about clinical documentation

- Our documentation needs to be more client and family centred so that we can truly engage clients and families as partners



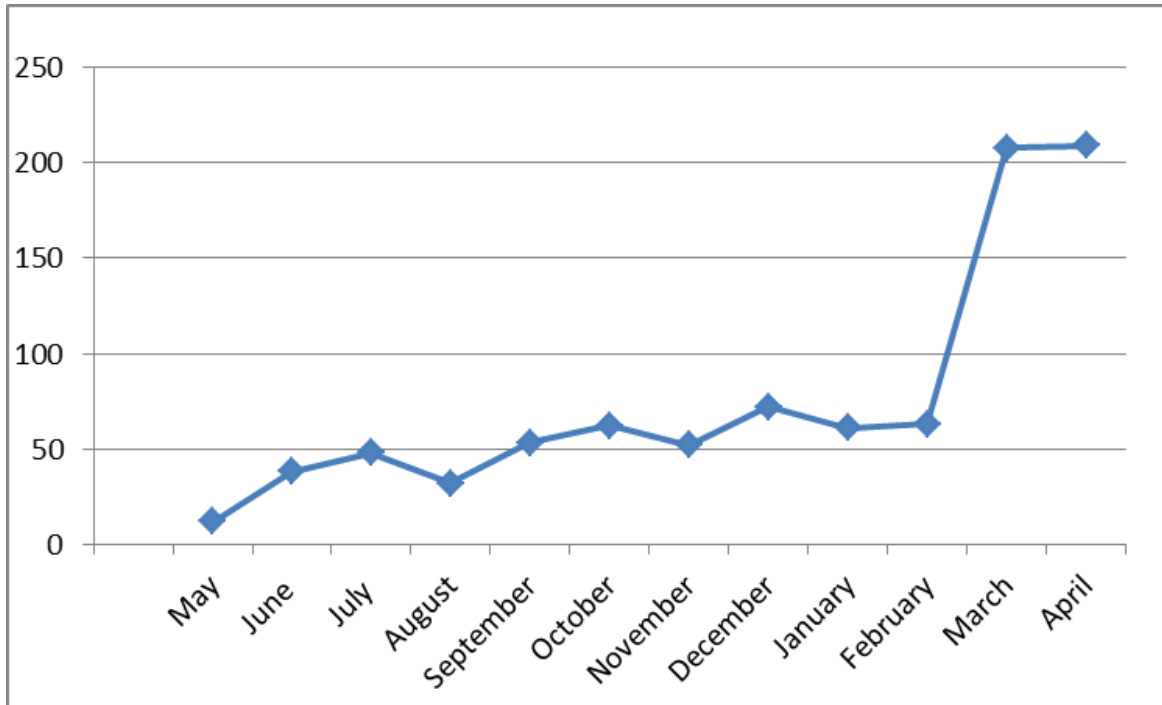
# Clinicians will be big drivers of the *value*

## Supporting clinicians through change

- Training & education
- Identify champions
- Incentives
- Create a culture of sharing and partnership



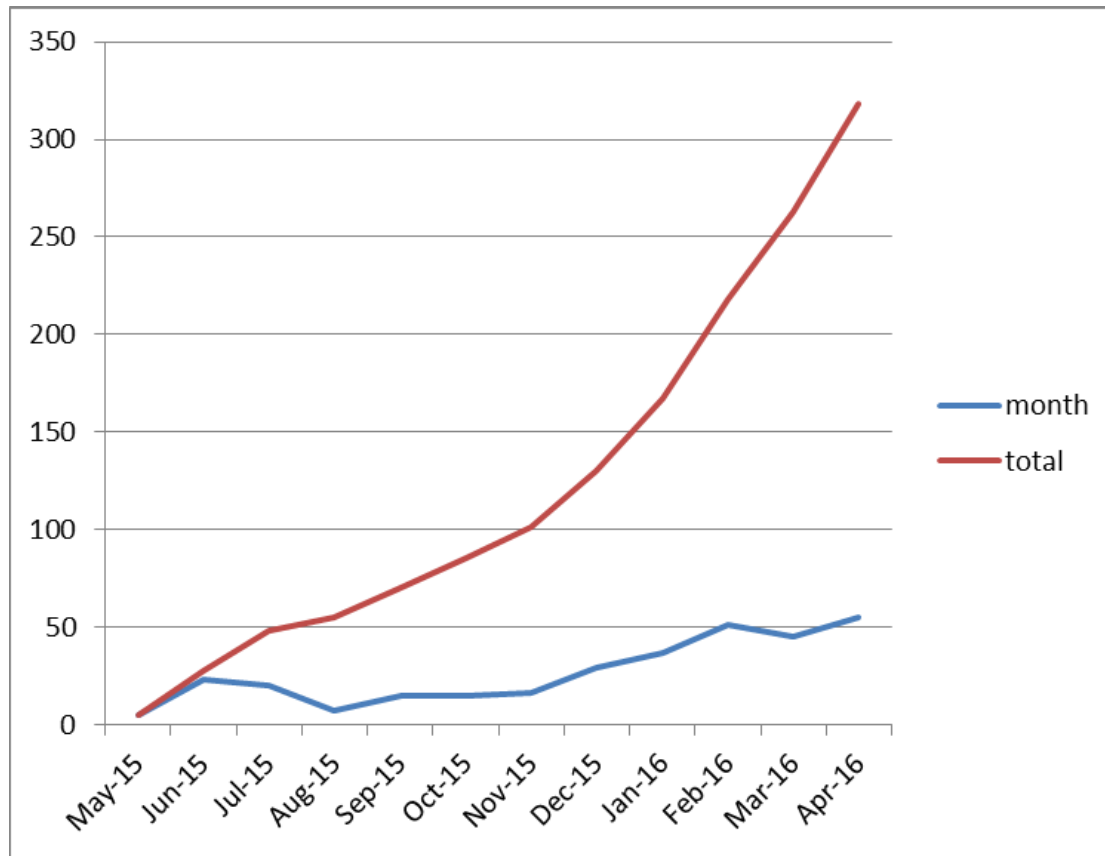
# Working to increase value: *Additional clinical documentation*



Additional screens being identified every month

- 150+ clinicians trained
- 900+ Notes sent to the portal
- Clinicians now driving the addition of new documentation
- Families are asking for this immediate communication

# Working to increase value: *Two-way messaging*



- 200 clinicians are set up to message
- To date: 324 message threads
- Steady growth month over month

# Lessons learned – Identify and share the value



- Team building and recognition are important
- Repeat, repeat, repeat the message
- Family leaders were invaluable champions
- Identify what is of most value to families (end users) as this drives use and adoption
- Build and share a compelling story
- Engage and identify champions
- Expect initial resistance and understand it

# Thank-You!

Joanne Maxwell

[jmaxwell@hollandbloorview.ca](mailto:jmaxwell@hollandbloorview.ca)

416-804-7327