

e-Health 2018 Sunday Symposium **“Patient Engagement: Taking it to the Next Level”**

May 27, 2018
Fairview Room III+IV+V, Conference Level
JW Marriott Parq Vancouver

- Program Outline -



Welcome

Thank you for spending your Sunday with us!

Patient Engagement: Taking it to the Next Level is the theme of this year's e-Health Sunday Symposium, brought to you by Canada Health Infoway, Canadian Institute for Health Information and Digital Health Canada.

Patients have a unique perspective as key stakeholders in the health system. Health system planning and delivery organizations are increasingly recognizing the value of engaging patients. As you endeavor to include patients in your own work, what are the best practices to inform your efforts, the pitfalls to avoid, and how do we collectively accelerate our progress? We invite you to learn about this dynamic and evolving field and consider how it applies to your role in digital health.

The symposium program has been designed to enrich your e-Health 2018 conference experience and is relevant to the entire e-Health 2018 community including clinicians, administrators, analysts, vendors, government agencies and regulatory authorities, academics, researchers, students and patients.

Symposium Learning Objectives

The Patient Engagement: Taking it to the Next Level Symposium Program provides attendees with opportunities to:

- Understand the various ways patients engage in the health care system.
- Learn from patients and health care leaders about effective engagement practices and pitfalls.
- Learn how to apply patient engagement best practices in your role.

Program Accreditation

The Symposium program is accredited to allow attending clinicians and health care leaders to earn valuable education credits, as follows:



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **3.6 Category II credits** for the Sunday Symposium towards their maintenance of certification requirement.



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MAINTIEN DE LA CERTIFICATION

Une participation à cette réunion par un membre certifié du Collège canadien des leaders en santé (CHE / Fellow) vaut **3.6 crédits de la catégorie II du MDC** pour le symposium de dimanche à l'égard de l'exigence du maintien de la certification à laquelle ceux-ci sont soumis.



CPHIMS-CAs are eligible to earn up to 4 Continuing Education (CE) hours to put towards their CPHIMS-CA renewal for attending the e-Health 2018 Sunday Symposium.

Sunday Symposium Program

Time	Description
11:00 am – 12:00 pm	Registration
12:00 pm – 12:30 pm	Networking Luncheon – Buffet Lunch
12:30 pm – 12:40 pm	Welcome and Opening Remarks Shelagh Maloney, Canada Health Infoway
12:40 pm – 1:25 pm	<p>A Patient Story – Falling Through the Cracks: Greg’s Story</p> <ul style="list-style-type: none"> • Teri Price and David Price, Greg’s Wings Projects <p>Greg Price was a young man from Alberta who died in 2012 after spending much of the previous year navigating a disconnected health care system. His care providers had good intentions, but there were multiple breaks in communication that caused significant delays in treating Greg’s cancer.</p> <p>Learn how Greg’s story has catalyzed patients and citizens to become engaged in health care issues and use their voices to effect change.</p>
1:25 pm – 1:40 pm	<p>Patient Engagement Overview and Context</p> <p>Introduction: Mark Casselman, Digital Health Canada</p> <ul style="list-style-type: none"> • Colleen McGavin, BC SUPPORT Unit <p>The field of patient engagement has evolved rapidly over the last decade. This session will provide an overview of the various interpretations of this term and set the stage for the panel discussion to follow.</p>
1:40 pm – 1:55 pm	Break
1:55 pm – 3:15 pm	<p>Patient Engagement in Action – Perspectives of Patients and Systems Developers on Building Effective Partnerships</p> <p>Moderator: Shelagh Maloney, Canada Health Infoway</p> <p>Panel Participants:</p> <p>Selina Brudnicki leads the Digital Patient Experience Program at University Health Network in Toronto.</p> <p>Annette McKinnon is an active patient advisor involved in the development of the myUHN patient portal.</p>

	<p>Dr. Kendall Ho, a practicing physician and professor at the University of British Columbia, is the principal investigator on TEC4Home – a study investigating the effectiveness of home health monitoring for patient self-management and improved health care.</p> <p>Colleen McGavin is a patient advisor in the TEC4Home program.</p> <p>This interactive panel session will highlight patient engagement in action and describe how effective engagement works. The session will:</p> <ul style="list-style-type: none"> • present two examples of how health organizations have engaged patients in their design or adoption of digital health solutions; • provide advice about how to work in partnership with patients to address what matters to them; and • identify the enablers and supports needed to foster patient engagement.
<p>3:15 pm – 3:50 pm</p>	<p><i>International Perspectives on Patient Engagement – Considerations for the Canadian Context</i></p> <p>Introduction: Caroline Heick, Canadian Institute for Health Information</p> <p>Šarunas Narbutas is a professional lawyer and former advisor to the President of the Republic of Lithuania who was diagnosed with chronic myelogenous leukemia (CML) at the age of 18. Since 2013 he has been President of the Lithuanian Cancer Patient Coalition (POLA), is a co-founder of Youth Cancer Europe and Global Action for Cancer Patients.</p> <p>Sarunas will provide reflections on the state of patient engagement in Europe and considerations for the Canadian context.</p>
<p>3:50 pm – 4:00 pm</p>	<p>Closing Remarks: Caroline Heick, Canadian Institute for Health Information</p> <p>Reflections on the key learnings of the day and the way forward for patient engagement in digital health.</p>

