



Next Generation Care

People-Centred Health Services in a Digital Age

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Jennifer Zelmer (@jenzelmer)

President, Azimuth Health Group

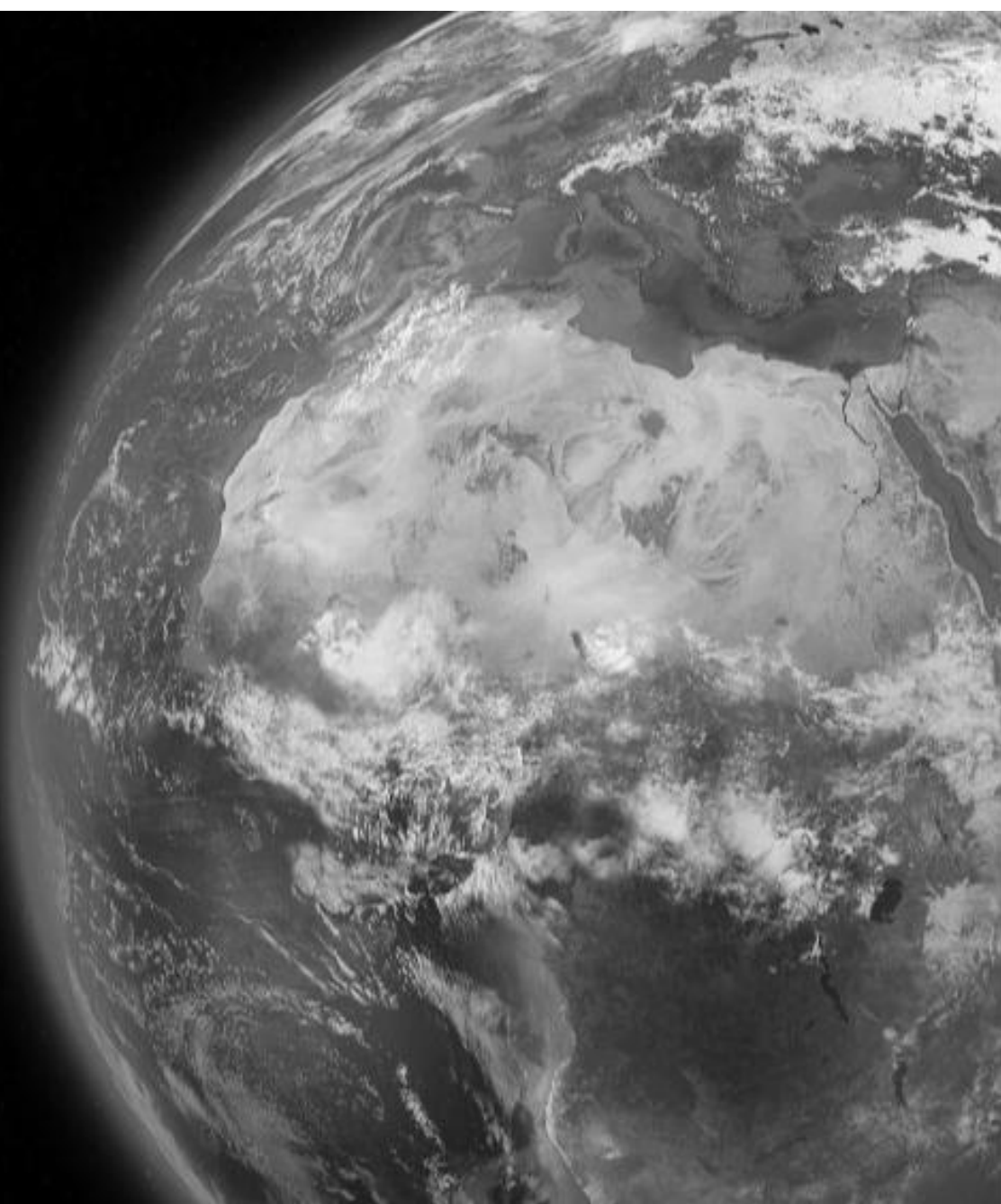


THE BASIC FACT OF TODAY
IS THE TREMENDOUS PACE
OF CHANGE IN HUMAN LIFE.

JAWAHARLAL NEHRU

It is essential to make appropriate use of information and communication technologies in order to improve care, to increase the level of engagement of patients in their own care, as appropriate, to offer quality health services, to support sustainable financing of health care systems, and to promote universal access.

66th WHA, 2013

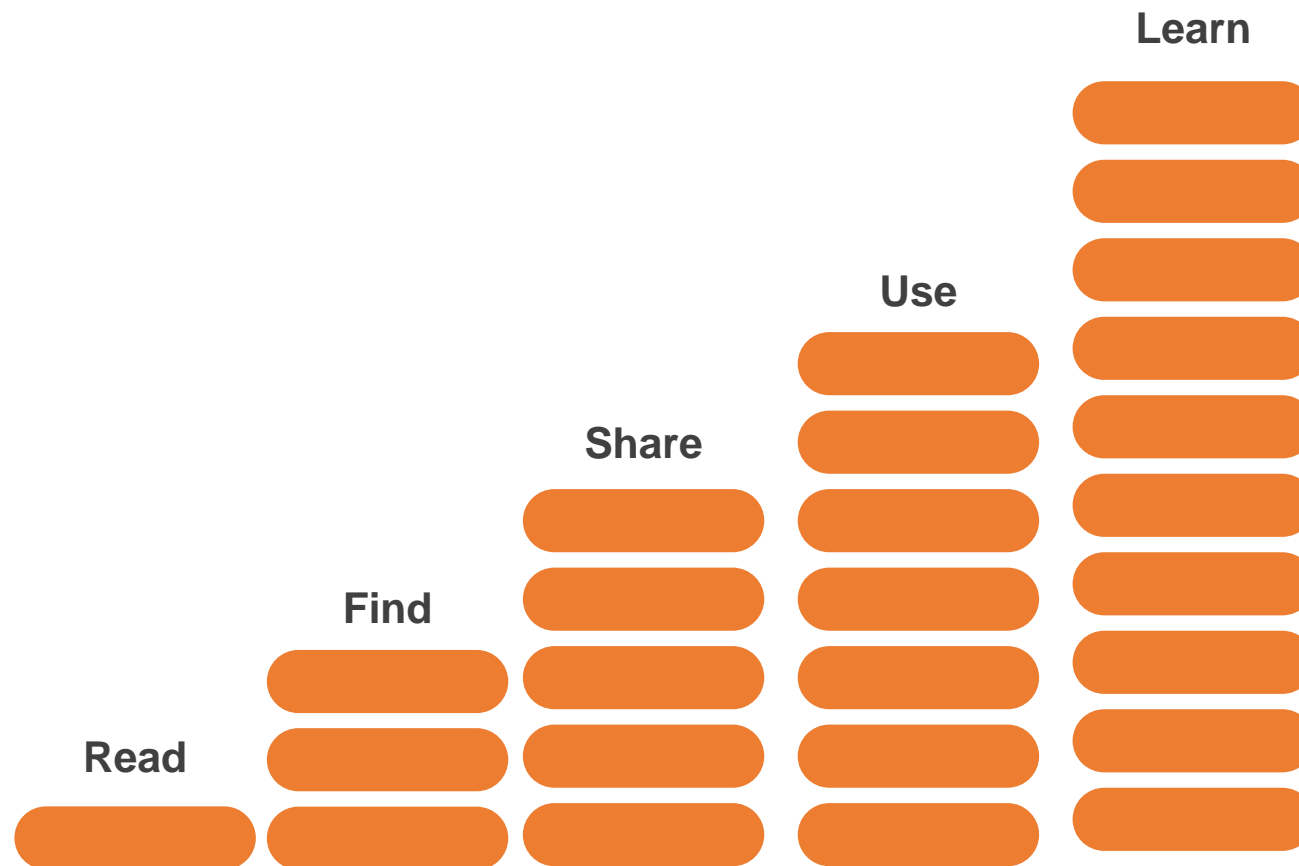


The Digital Advantage & What Canadians Say

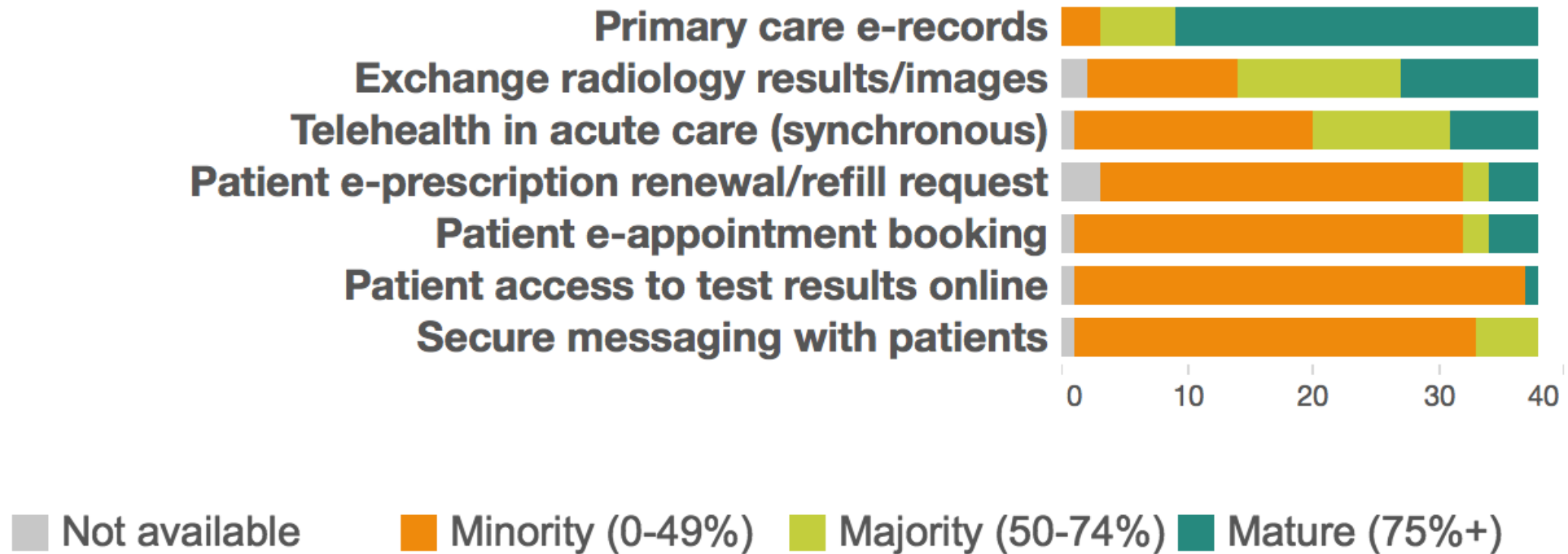
96%

keeping health records
electronically important

(Nielsen, 2016)



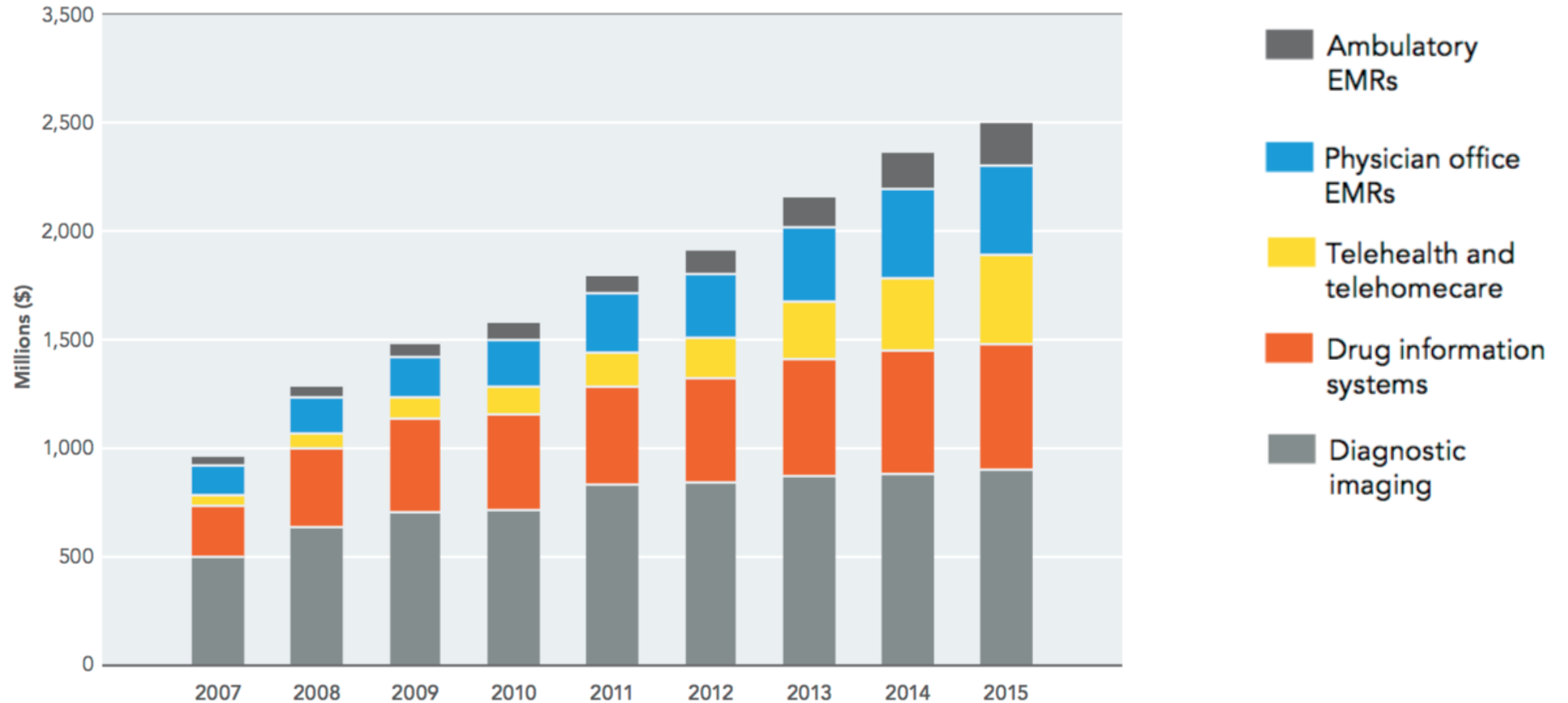
Benchmarking Health ICT Use in 38 Countries



Source: Zelmer, J, et al. (2016). JAMIA. <https://doi.org/10.1093/jamia/ocw111>

Estimated Aggregate Benefits

(Millions of



Source: Canada Health Infoway 2015-16 Annual Report

A person wearing a blue shirt is seen from the side, working at a desk. A large computer monitor is in front of them, displaying a code editor with two panels of code. The background is softly blurred, showing a desk lamp and some office equipment. A semi-transparent purple circle is overlaid on the lower-left portion of the image, containing the text.

It's not only, or
even mostly, about
technology

Opportunities for Smarter, Safer Care



From 'doing to' to
'doing with'

From connected
systems to connected
services

Enabling a high-
performing learning
health system



- Person is a data point/ subject
- 'doing to'

- Person contributes/ co-creates
- 'doing with'

Empower Patients ~ Streamline Care

77%

of Nova Scotia PHR users said that they felt more involved with their care (Stylus, 2014)

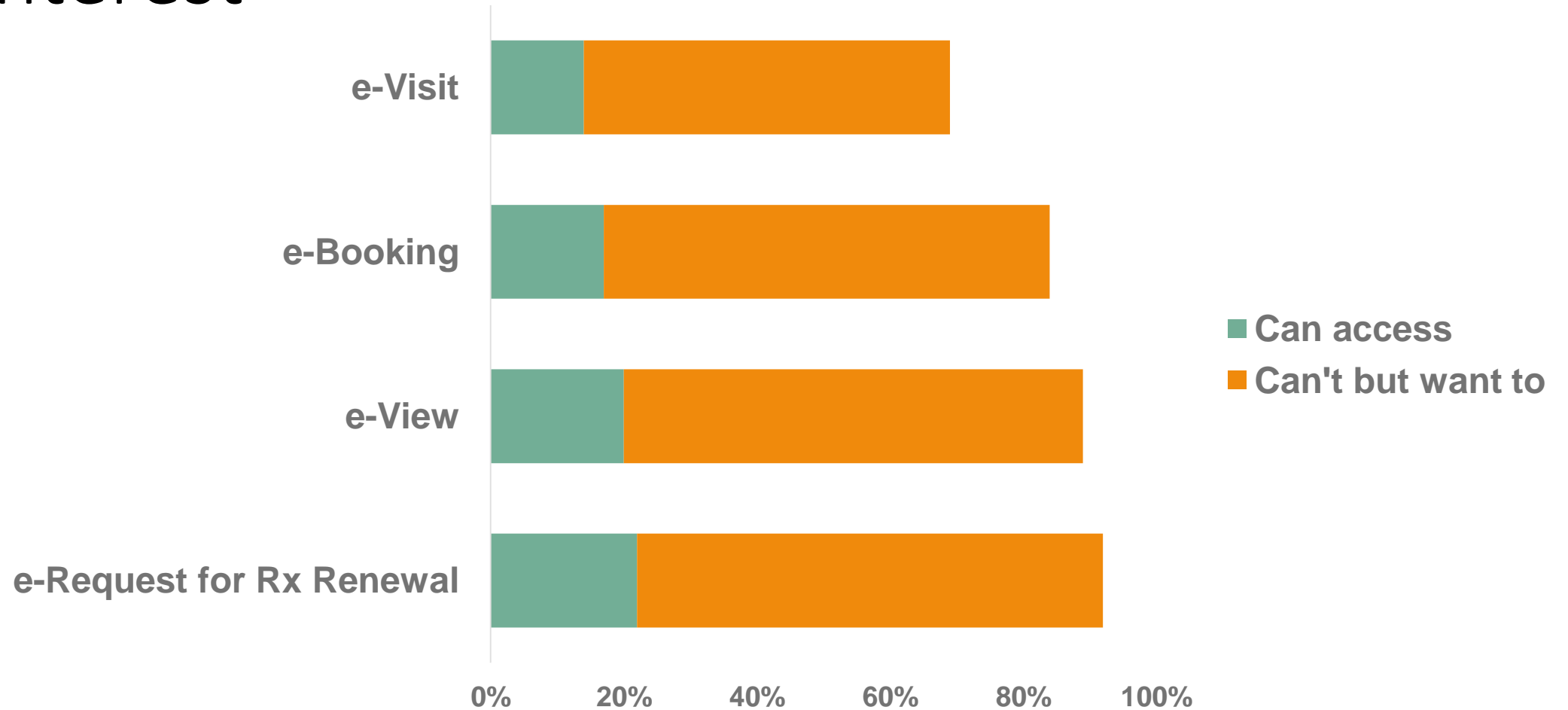
85-91%

of US MDs trialing OpenNotes agreed it was “a good idea” (Delbanco et al, 2012)

Faster test

results: BC patients accessing lab results online more than 2X as likely to get results in a few days, vs other access options, e.g. call or office visit (Mak et al, 2015)

Patient Online Services: Gap Between Access & Interest



Source: Canada Health Infoway 2015-16 Annual Report



First do no harm



Whose information is it?



Effects on quality



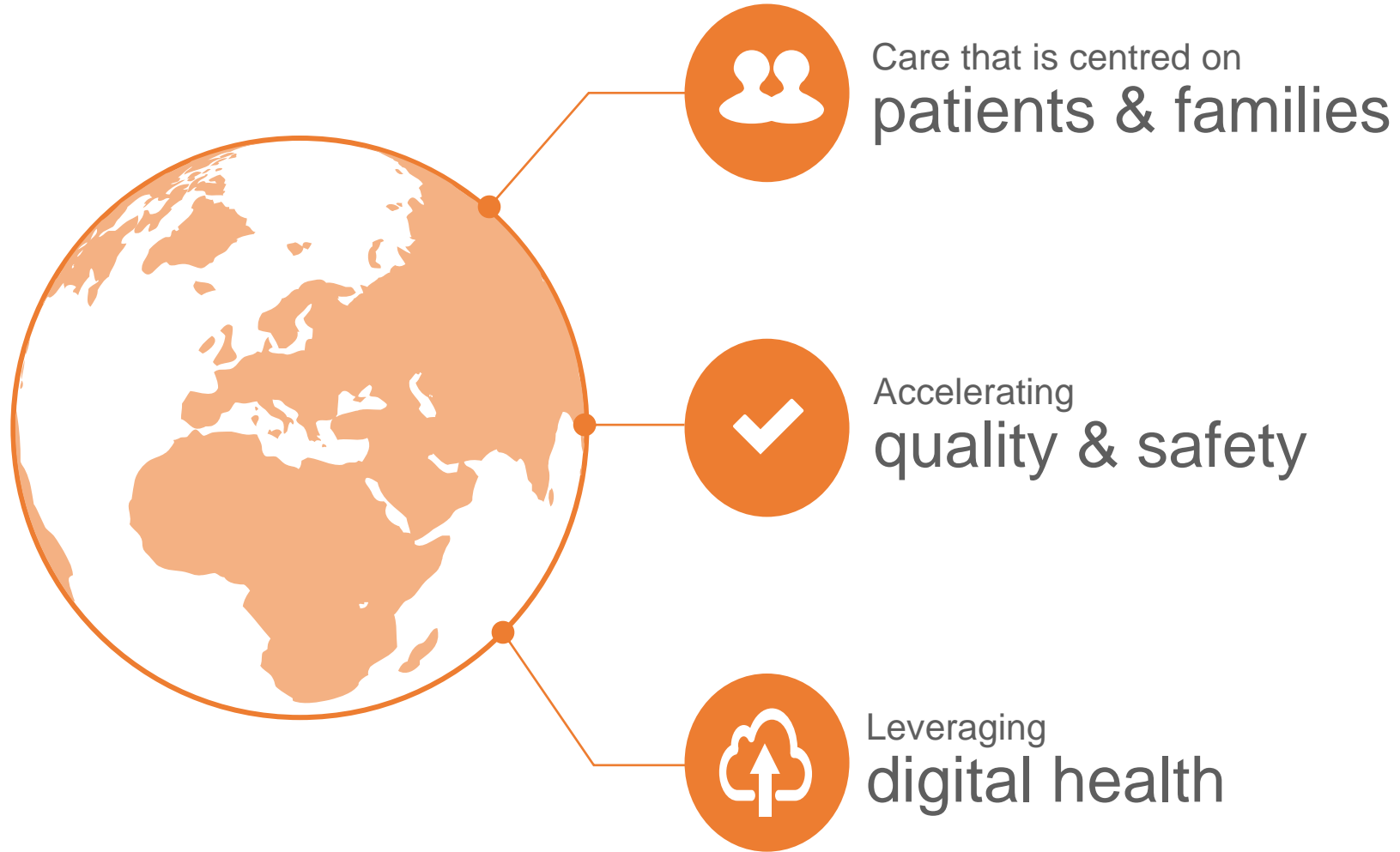
Is It Fair?



What about workload?



How ready are we?



Optimizing Value



CLARITY OF
FOCUS
&
ALIGNMENT



RIGHT CARE,
RIGHT WAY



PARTICIPATORY
CO-DESIGN



HOW YOU
IMPLEMENT
MATTERS ... SO
DOES FOLLOW
THROUGH

What can we promise

all

patients?



Thank You



@jenzelmer