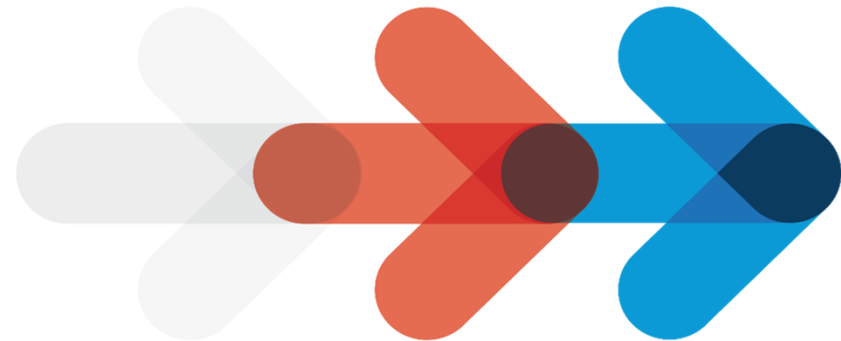# The role and value of digital health in improving access to care for consumers

eTELEMED 2018
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Moderator: Bobby Gheorghiu

Participants:
Heman Choy (Institute for Safe Medication Practices)
Kendall Ho (University of British Columbia)
Allison Enjetti (University of British Columbia)

Context for discussion:
The State of Digital Health in Canada

Canada Health Infoway
Inforoute Santé du Canada

Where we are 2018

- Canada ranks 9 out of 11 in Commonwealth Fund report
  - Canada ranks last in timely **access** to physicians and services
- Over reliance on expensive hospital care and on physicians
- Canadians rank lowest in **access** to their health information
  - Especially for people in rural and remote areas
  - Health records for Indigenous Peoples still largely paper based
  - Lack of digital services for mental health issues
- Lack of coordination across the provincial/territorial health systems
  - Fragmented systems and sparse population
- EHR infrastructure is siloed and has not yet been leveraged to improve access to care
- The pace of change is very slow

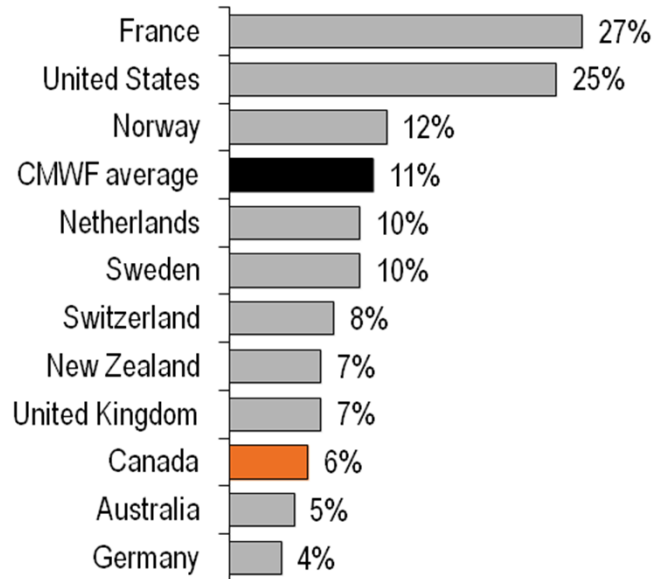# Fewer Canadians Have Online Access to Health Information

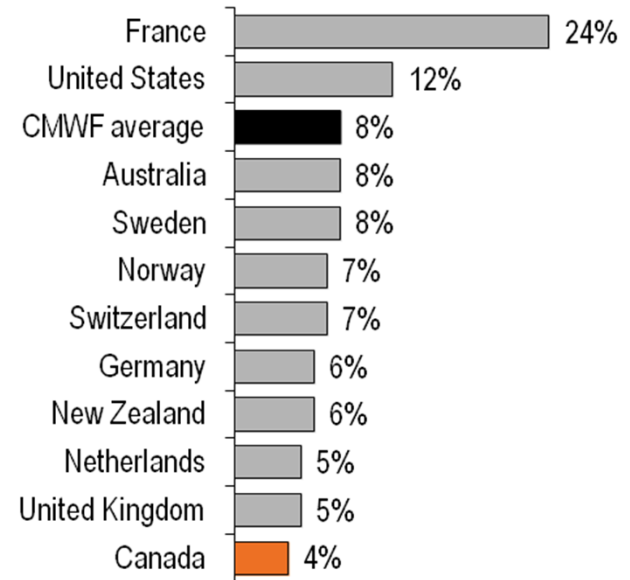Viewed online or downloaded your health information, such as your tests or laboratory results, in last 2 years

How does Canada compare (2016)?

Country	Percentage
France	27%
United States	25%
Norway	12%
CMWF average	11%
Netherlands	10%
Sweden	10%
Switzerland	8%
New Zealand	7%
United Kingdom	7%
Canada	6%
Australia	5%
Germany	4%

Emailed your regular practice with a medical question in last 2 years

How does Canada compare (2016)?

Country	Percentage
France	24%
United States	12%
CMWF average	8%
Australia	8%
Sweden	8%
Norway	7%
Switzerland	7%
Germany	6%
New Zealand	6%
Netherlands	5%
United Kingdom	5%
Canada	4%

● Above average   ○ Same as average   ● Below average

Source: *How Canada Compares: Results From The Commonwealth Fund's 2016 Health Policy Survey of Adults in 11 Countries*, Canadian Institute for Health Information, 2017.

Canada Health Infoway   Inforoute Santé du Canada

Discussion Questions

- What is the value proposition of bringing digital health information to consumers?
  - Any experiences in which you were personally involved? Current, previous studies?

- Who are users of health apps?
  - Do any particular segments of the population use health apps more than others?
  - Alternatives to apps? E.g., the WelTel experience (SMS-based)
  - Should they be targeted at disease groups or mass distributed?

- Who should pay for health apps/other consumer-oriented platforms? Consumers, providers, government, private sector?
  - Examples of funding mechanisms such as public health subsidies, social impact bonds, etc.
  - Role of private sector (e.g., health plans, insurance)

- We have talked about health system transformation for decades but it has not happened. Can digital health disrupt? How?

Kendall Ho, Emergency Physician & Researcher
Clinical Perspectives in Digital Health

- Digital health to engage patients in behavioural change
    - Levers: Quantified self with wearables, Social Media for sharing

- BC examples: TEC4Home (discharging patients home with sensors)
    - Increase patients' quality of life
    - Decrease Emergency Department and Hospital readmissions
    - Reduce health system costs

- How can stakeholders synergize to integrate digital in Health system? Patients, caregivers, clinicians, health administrators, tech experts

THANK YOU!

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