Leveraging Technology to Enhance Patient Engagement

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Outline

• Why Patient Engagement?

• Describe technologies that can improve patient engagement, experiences and outcomes

• The AHS experience
# Patient Engagement Matters

<table>
<thead>
<tr>
<th>MORE Activated Patient</th>
<th>LESS Activated Patient</th>
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<tbody>
<tr>
<td>12.8%</td>
<td>28%</td>
<td></td>
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<tr>
<td>Readmitted to the hospital within 30 days of discharge</td>
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<tr>
<td>19.2%</td>
<td>35.8%</td>
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<tr>
<td>Experienced a medical error</td>
<td></td>
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<tr>
<td>12.6%</td>
<td>41.8%</td>
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<tr>
<td>Have poor care coordination between healthcare providers</td>
<td></td>
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<tr>
<td>13.2%</td>
<td>48.6%</td>
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<tr>
<td>Suffer a health consequence because of poor communication among providers</td>
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</tr>
<tr>
<td>15.1%</td>
<td>59.8%</td>
<td></td>
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<tr>
<td>Lose confidence in the healthcare system</td>
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Source: Adapted from AARP & You, “Beyond 50.09” Patient Survey. Published in AARP Magazine. Study population age 50+ with at least one chronic condition.

www.albertahealthservices.ca
What is Patient Engagement?

Google “Patient Engagement” 712,000 RESULTS
Patient Engagement

mHealth Apps 40,000+ and growing

70% of downloaded apps are used 10 or less times.
Learning your way around Personal Patient Portal ...

- Welcome screen
- Convenient health record request link
- Indicates when inbox has messages
- Lists alerts/upcoming vaccines
- Displays past statements
- Displays current billing statement
- Menu to access specific lab reports — individual lab results
- Uses tabs to list allergies/problems/procedures/vitals/medications/immunizations/labs/social/family histories
- Search previous visits for treatments/recommendations
- View past appointments — dates/times/reasons
- View/print/download complete health record
- View referrals created/sent on your behalf
- Complete for surgeries/allergies/immunizations
- Use for updating pharmacy/address/contacts/employer
- Reset password for optimum security
- Ask our staff questions that they will respond to via e-mail
- Message center for sending/receiving communications to/from our staff

Questions/Concerns
- Ask the Clinician
- Messages
  - Inbox
  - Sent Messages
  - Deleted Messages
- Account Information
  - Personal Information
  - Additional Information
  - Reset Password
- Intake Forms
  - Surgical and Allergies
  - Immunizations
- Review
  - Lab/Diagnostic Reports
  - Current Statement
  - Past Statement
  - Referrals
  - Personal Health Record — Complete Report
  - Personal Health Record — View
- Visit Summary
- Appointments
  - Historical Appointments

Personal Health Record
- Request your PHR

Welcome Bill Test,

Please remember that this service is for non-urgent communications only! If you have an emergency needing clinical care, please dial 911.

Reminders

- Annual Flu Vaccine 6-35 Mos: Last Done: 2013-02-14
- Diabetes Alert(s): Last Done: 2011-02-14
- Diabetes Alert(s): Last Done: 2012-02-14
- Diabetes Alert(s): Last Done: 2013-02-14
- Adult Influenza alerts: Last Done: 2011-02-14
- Adult Pneumonia alerts: Last Done: 2012-02-14
- Asthma Alerts: Last Done: 2011-02-14
- Malaria Alerts: Last Done: 2011-02-14
- Hepatitis A Alerts: Last Done: 2011-02-14
- HIV Alerts: Last Done: 2011-02-14
- Hepatitis B Alerts: Last Done: 2011-02-14
- Hepatitis C Alerts: Last Done: 2011-02-14
- Hepatitis D Alerts: Last Done: 2011-02-14
- Human Papillomavirus (HPV) Alerts: Last Done: 2011-02-14
- Human Immunodeficiency Virus (HIV) Alerts: Last Done: 2011-02-14
- Malaria Prophylaxis Alerts: Last Done: 2011-02-14
- Meningococcal Alert: Last Done: 2011-02-14
- Polio Alert: Last Done: 2011-02-14
- Rabies Alert: Last Done: 2011-02-14
- Tetanus/Diphtheria/Pertussis (Tdap) Alerts: Last Done: 2011-02-14
- Tuberculosis (TB) Alerts: Last Done: 2011-02-14
- Yellow Fever Alert: Last Done: 2011-02-14
- Hepatitis A Vaccine: Last Done: 2011-02-14
- Hepatitis B Vaccine: Last Done: 2011-02-14
- Hepatitis C Vaccine: Last Done: 2011-02-14
- Human Immunodeficiency Virus (HIV) Vaccine: Last Done: 2011-02-14
- Meningococcal Vaccine: Last Done: 2011-02-14
- Polio Vaccine: Last Done: 2011-02-14
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- View/print/download complete health record
- View referrals created/sent on your behalf
- Complete for surgeries/allergies/immunizations
- Use for updating pharmacy/address/contacts/employer
- Reset password for optimum security
- Ask our staff questions that they will respond to via e-mail
- Message center for sending/receiving communications to/from our staff

Are our Patients Engaged?
Is Technology Making Us Less Human?
Meaningless Use

20 Day Stay 2001
212 Pages

14 Day Stay 2011
770 Pages
Defining Patient Engagement

TRUST  Build confidence

EMPATHY  Understand my experience

COMMUNICATION  Create a human connection

RELATIONSHIP  Know me

EASE  Remove barriers

NURTURE  Treat me as whole person
What Matters Most to Patients

Source: See Me as a Person: Creating Therapeutic Relationships with Patients and Their Families. Mary Koloroutis and Michael Trout
BUILD CONFIDENCE: TRUST

50%

Of patients are less likely to delay care when they trust their provider.

Increase in likelihood that diabetic patients have good HgA1c control if physicians have high empathy scores.

Hojat, Mohammadreza PhD; Louis, Daniel Z. MS; Markham, Fred W. MD; Wender, Richard MD; Rabinowitz, Carol; Gonnella, Joseph S. MD, "Physicians' Empathy and Clinical Outcomes for Diabetic Patients," Academic Medicine: March 2011 - Volume 86 - Issue 3 - pp 359-364.
CREATE HUMAN CONNECTION: COMMUNICATION

19%

Increase in patient adherence to treatment when physician communication is strong.

Of patients say it is important to have someone at their place of care who knows them well.

Blue Shield Foundation of California: 2012 Patient-Provider Relationships Among Low Income Californians
Of healthcare costs dropped when up-front primary care access was strengthened.

TREAT ME AS A WHOLE PERSON: NURTURE

Of patients have spiritual needs, but those needs are addressed only 6% of the time.

Technologies that enhance Patient Engagement.
Engaging Patient Across the Continuum

First Impression  Care Coordination  Last Impression

Emotion | Clinical | Physical | Communication
First Impression
79% of health extenders who use apps report that technology improves the quality of interactions with patients.
Pre-Arrival Engagement

- Access personalized instructions 24/7 using a landline, smartphone, or computer
- Follow guided tasks and assignments by specified disease or condition
- Link to hospital contact information and valuable healthcare resources
- Configurable templates enable hospitals or individual departments to create their own brand identity
Current Medications

<table>
<thead>
<tr>
<th>Medication</th>
<th>Dosage</th>
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<tbody>
<tr>
<td>Lipitor</td>
<td>40 mg/b.i.d.</td>
</tr>
<tr>
<td>Hygraton</td>
<td>100 mg/dieb. alt.</td>
</tr>
<tr>
<td>Medication</td>
<td>250 mg/e.m.p.</td>
</tr>
<tr>
<td>Medication</td>
<td>300mg/daily</td>
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</tbody>
</table>
Care Coordination
Rounding Robot
35% Increase in overall rating of hospital

Care Rounds
Valley Hospital

- 1:00PM
- 2:00PM
- 3:00PM

Debbie May 7/2/1939
Walker Shapkoff 7/18/1941
Lilac Braunstein 7/17/1913

Attendee information

Patient: Lilac Braunstein
Meryl Peterson MD
Jerry Slankard MD
Donna Witten RN

Go to the video conference

Share the Visit
South Health Campus

Overview:

- 4000 Active Users, including - MD's, RN's, Tech’s + Volunteers
- Enabling streamlined Peer to Peer communication + efficient workflow
- Resulting in elimination of pagers, noise reduction + improved throughput

The Vocera Badge is a lightweight, hands-free wearable voice-controlled device that enables instant two-way or one to many conversations using intuitive and simple commands.

Vocera Communications
Recording Bedside Discharge Instructions

CRMC Receives Robert Wood Johnson Foundation Transition to Better Care Program Award
Cullman Regional Medical Center recognized as award recipient, out of 100+ applicants for the Robert Wood Johnson Foundation Care About Your Care program for the Good-to-Go Patient Discharge Initiative. The Robert Wood Johnson Foundation (RWJF) Transition to Better Care program showcases innovative, patient-centered approaches coordinated by health care providers that improve the way care teams communicate with their patients, especially when a patient is transitioning from the hospital to home care. Click here for information about this prestigious award from the Robert Wood Johnson Foundation.
Focus Area: Discharge Process

Benefits & Results

Overall Readmissions: 24%
Heart Failure Readmissions: 16%

Patient Satisfaction Scores:
- Discharge Information: 6%
- Med Communication: 36%
- Nurse Communication: 13%
Extending the Care Team

Patient Tracking
Patients enroll to have doctors and wellness team members:

- Monitor key health indicators
- Flag care gaps
- Receive lab results
- Send articles and patient education
- Reminders about wellness plan components
- Provide real-time alerts when something needs attention

PriviaHealth Smart Technology
More AHS examples:

"The use of the vocera system has allowed Emergency Department Team members to stay in regular contact with the Charge Nurse and Site Managers which helps us manage flow in real time. The broadcast function also allows us to communicate to our Resuscitation team effectively and immediately. We can activate our entire code team which consists of RNs, Respiratory Therapists, a Cardio Tech, a Paramedic and the Social Worker at the push of a button!"
More AHS examples:

“I have attached a picture of one of our staff removing a tray from the cart. The carts are new technology, which has improved the patient experience in that the heating of the food (or rethermalization). It is computer controlled so that food is cooked to the correct internal temperature, and patients receive food that is hot, but not overcooked.”
Future:

“Technology can play a large role in improving communications. Patients and families have expressed a desire to have easier access to their personal health information, with the ability to contact healthcare providers from a distance. Communications can be streamlined through other technological modalities.”

AHS Patient First Strategy 2015
Improving Communications
Future:

“Just because I have a fitness app on my phone doesn’t make me an athlete”

Dr. Harry Greenspun, Senior Advisor, Healthcare Transformation and Technology at Deloitte