



# Patient-Centric Care and the Role of Technology: The Proof is in the Innovation

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*“Some say that doctors and patients should now be partners in care. Not so, I think. In my view, we doctors are not our patients' partners; we are guests in our patients' lives.”*

Donald Berwick, MD

November 2008

Former Administrator of the Centers for Medicare and Medicaid Services  
And Institute for Healthcare Improvement

# What Ails Canada's Healthcare Delivery

- High cost to maintain old and inefficient delivery system
  - Spending continues to rise, but same problems remain
- Cannot continue this way
  - At a stage where fundamental change required
  - Move from remedial to focus on health and wellness
  - How do we get there?
- Transformation needed to bring it all together
  - To an efficient system that serves people effectively
- Hospital has been the centre of healthcare – patient needs to be the centre

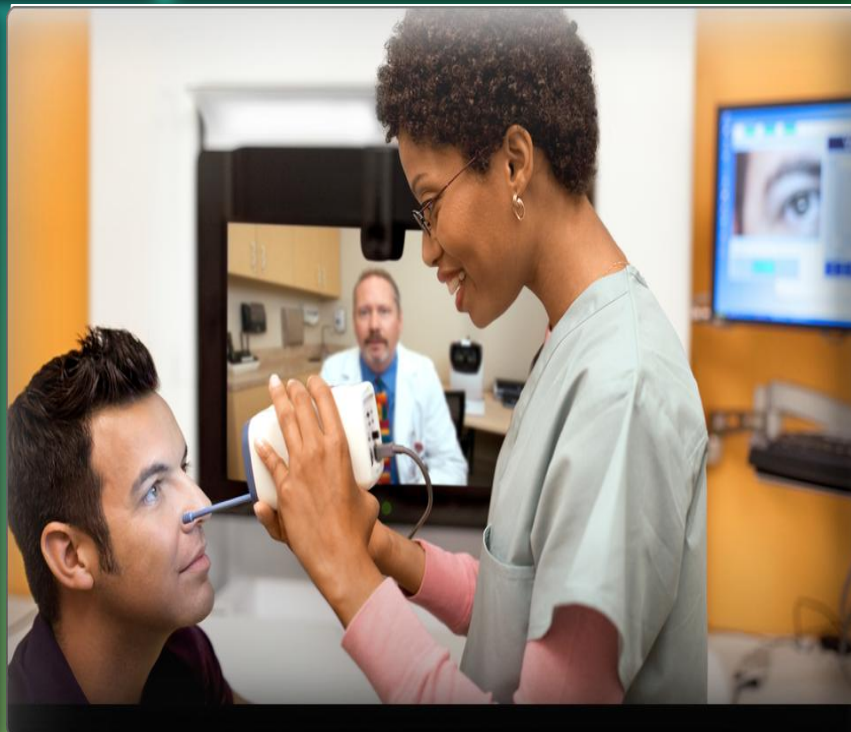
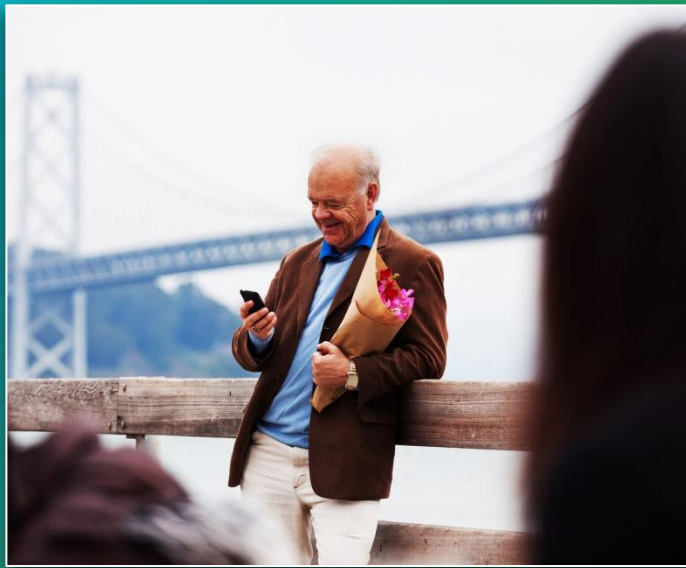


# The “Prescription”: INNOVATION

- TeleHealth – Video Technology
- Mobility - BYOD
- Health Education
- “MyEHR”
- Patient Portals
- Social Networking
- Kiosk-based services
- Personalized Medicine through DNA testing

# We need to say “YES” to innovation through technology

- Immersive Video – Tablets, Desktops, TV based Video Solutions, Smart Phone based solutions
- User friendly portals to schedule appointments, subscribe to specific care plans, ability to view the various home health services that are available, ability to view past vitals, trend reports
- Alerts and Notifications: Appointment Reminders, Medication Alerts
- Social Networking capabilities, ability to participate discussion forums, chat with other patients who have similar conditions, seek expert advice online
- Online prescription refill services
- Ability to transmit medical device readings
- Ability to view the billing details, file online claims for reimbursement
- Access to health education content



Thank you.



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