

The Evolving Role of Canada Health Infoway

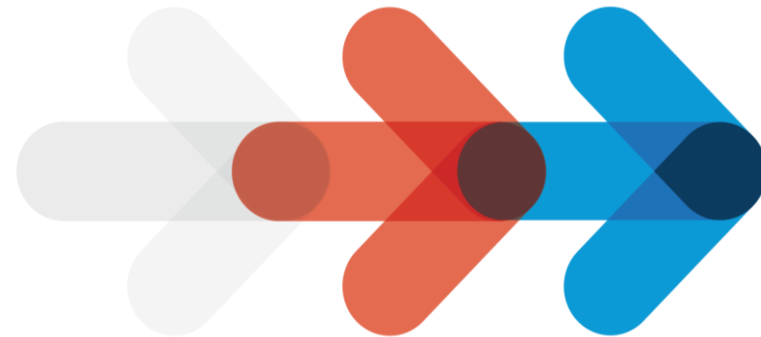
17th Annual International Healthcare Summit

Kelowna, BC

June 26, 2017

Michael Green, President and CEO

@MGreenonHealth







Was the Largest Enterprise in Europe



The Red Army was the Second Largest Enterprise



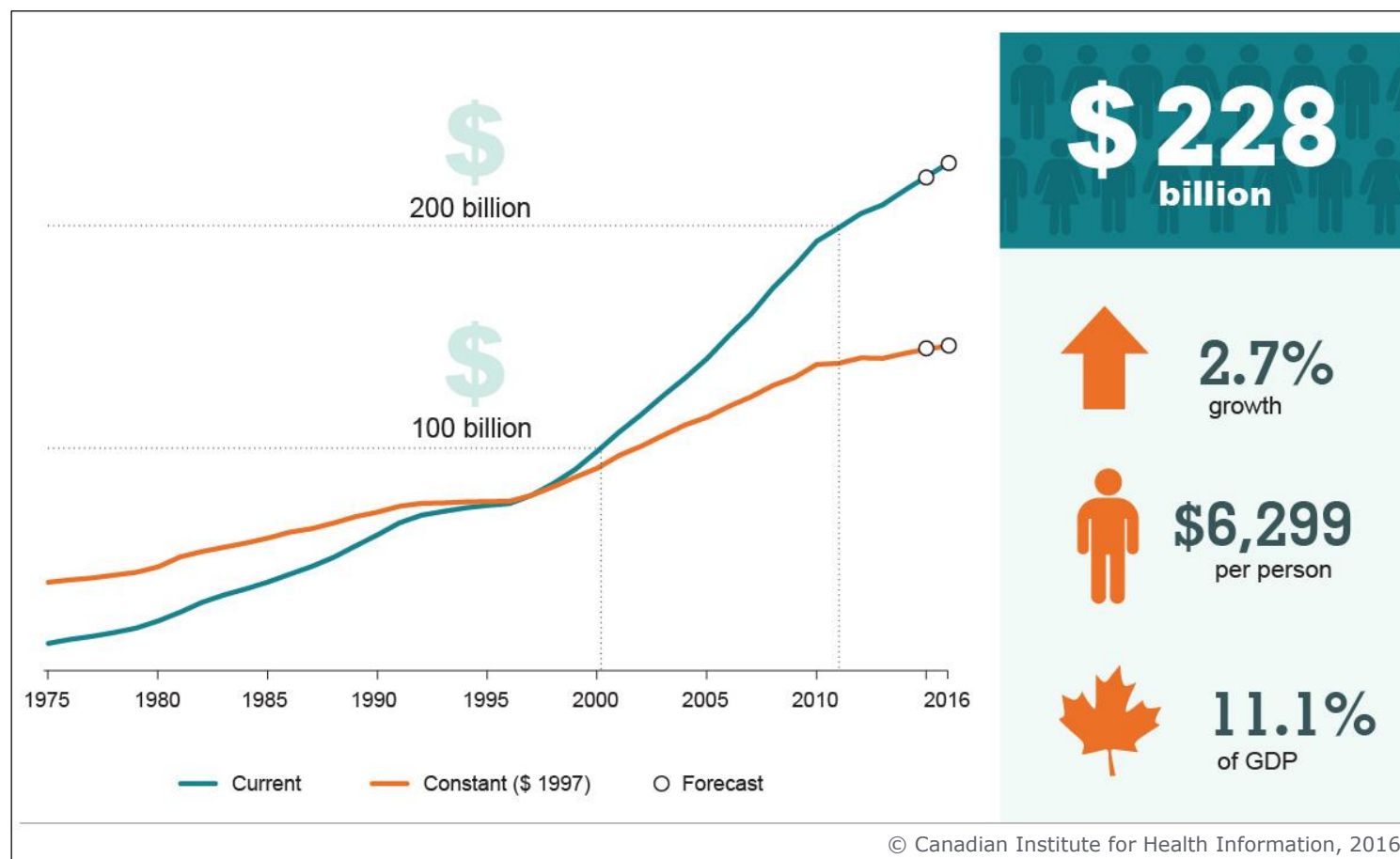


NHS Statistics

- Free at point of use for all UK residents
 - More than 64.6 million people in the UK (54.3 million people in England alone)
- NHS in England deals with more than 1 million patients every 36 hours
 - Covers everything, including antenatal screening, routine screenings (such as the NHS Health Check), treatments for long-term conditions, transplants, emergency treatment and end-of-life care, dentistry and prescription drugs
- NHS employs more than 1.5 million people
 - In the top five of the world's largest workforces, together with the US Department of Defence, McDonalds, Walmart and the Chinese People's Liberation Army
- Funding comes directly from taxation
 - 1948 budget of £437 million (roughly £15 billion at today's value)
 - 2015-2016 budget approximately £116.4 billion (£101.3 billion managed by NHS England)



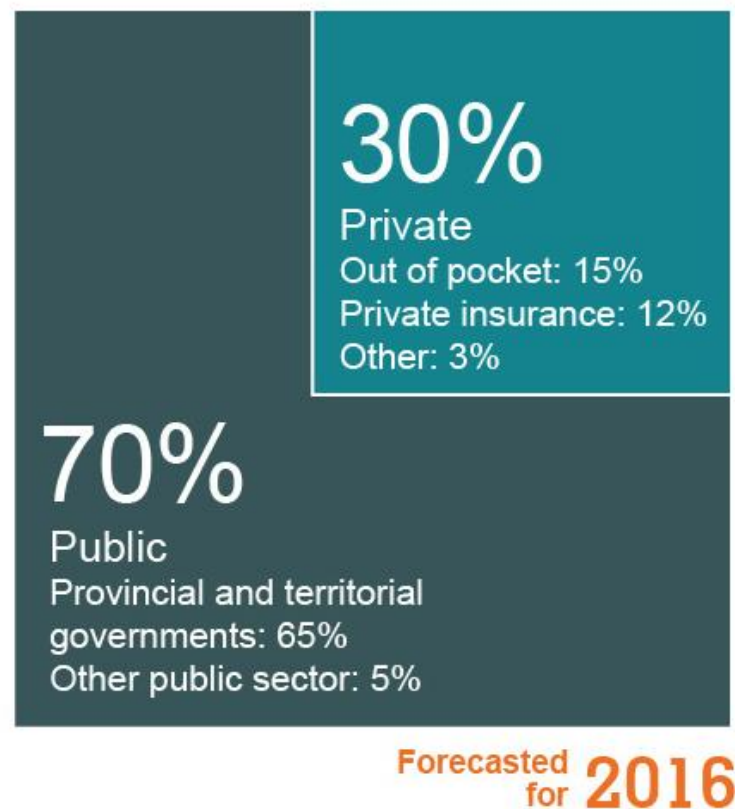
How Much will Canada Spend on Health in 2016?



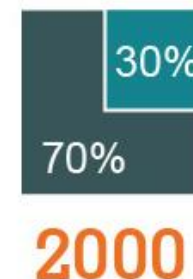
Source: National Health Expenditure Database, Canadian Institute for Health Information.



Who is Paying for These Services?



The public-private split has been fairly consistent since the late 1990s.

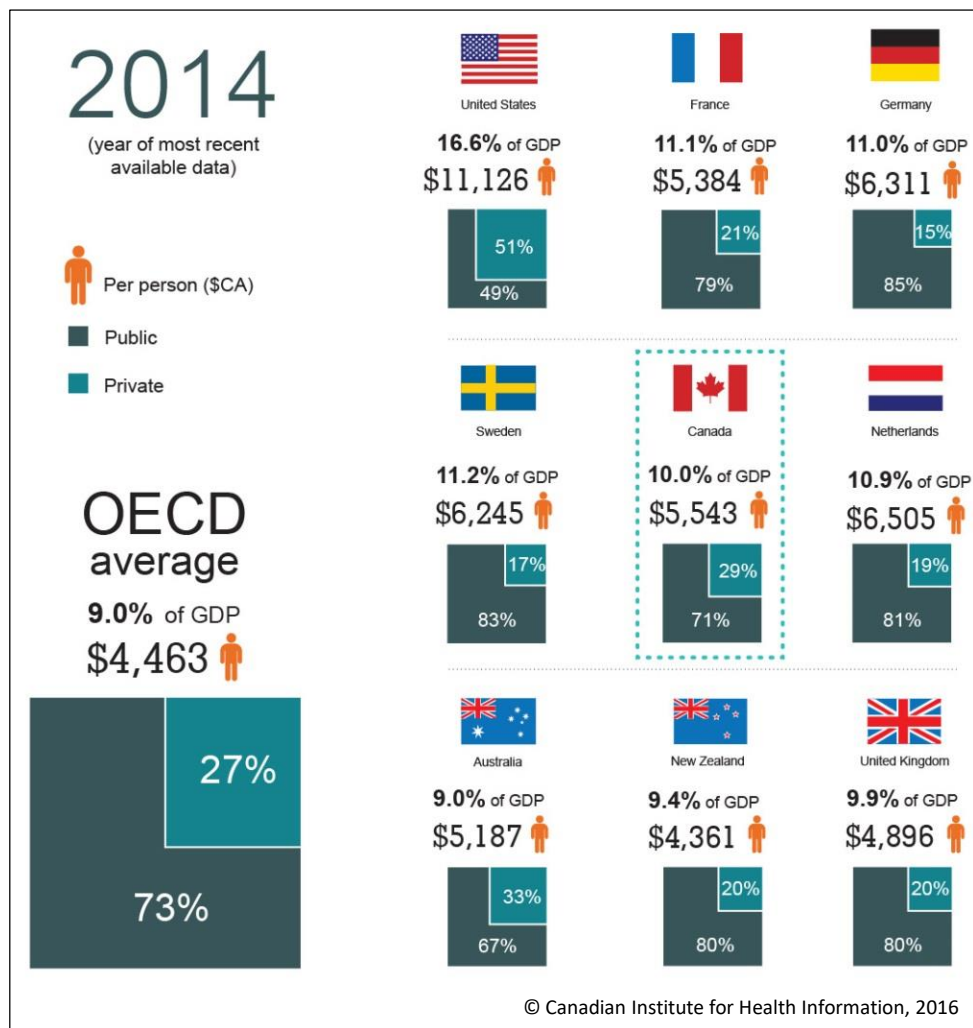


© Canadian Institute for Health Information, 2016

Sources: National Health Expenditure Database, CIHI; Statistics Canada; The Conference Board of Canada.



How Does Canada Compare Internationally?



Note: Total current expenditure (capital excluded). Expenditure data is based on the System of Health Accounts. Source: OECD Health Statistics 2016 (June edition).



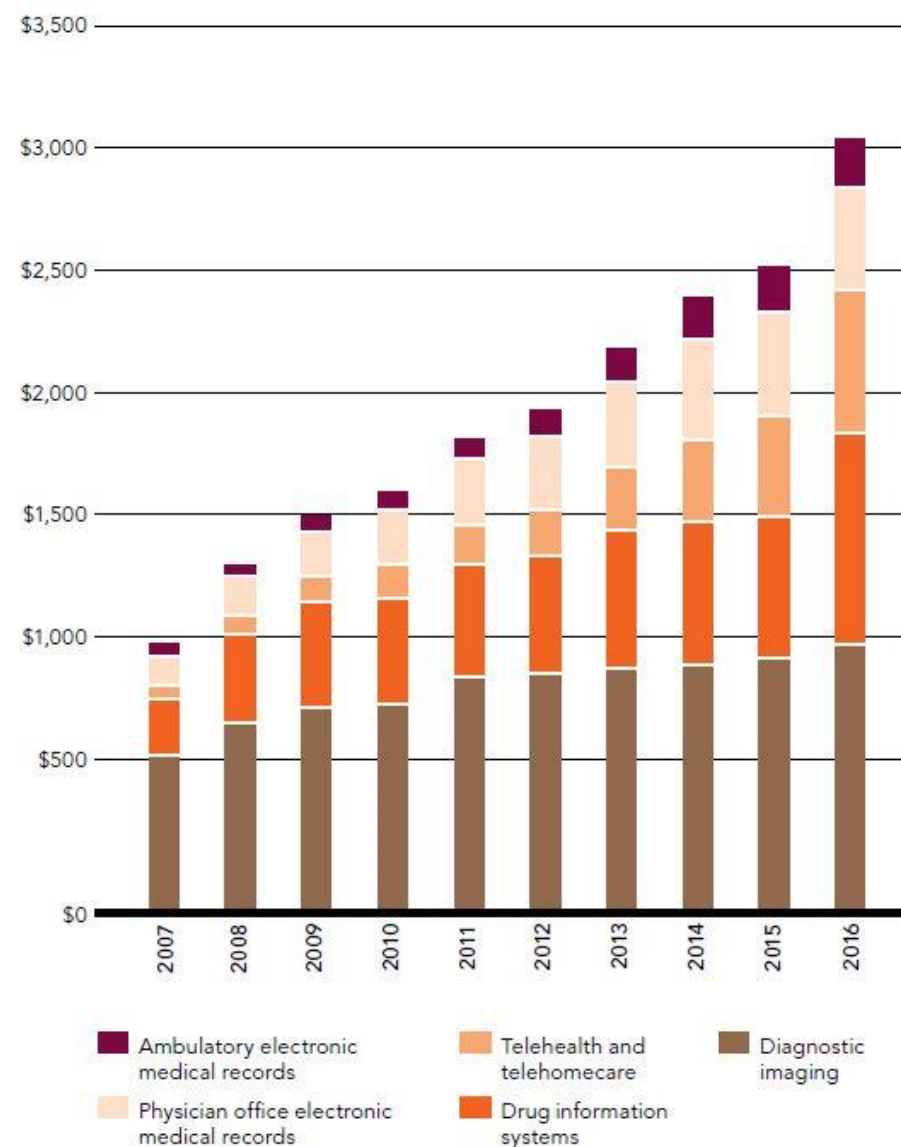
Infoway's Vision: Healthier Canadians Through Innovative Digital Health Solutions





Estimated Cumulative Benefits of **\$19.2 Billion** Since 2007

(in millions of dollars – inflation adjusted to 2016 dollars)





Progress: Electronic Health Record Users





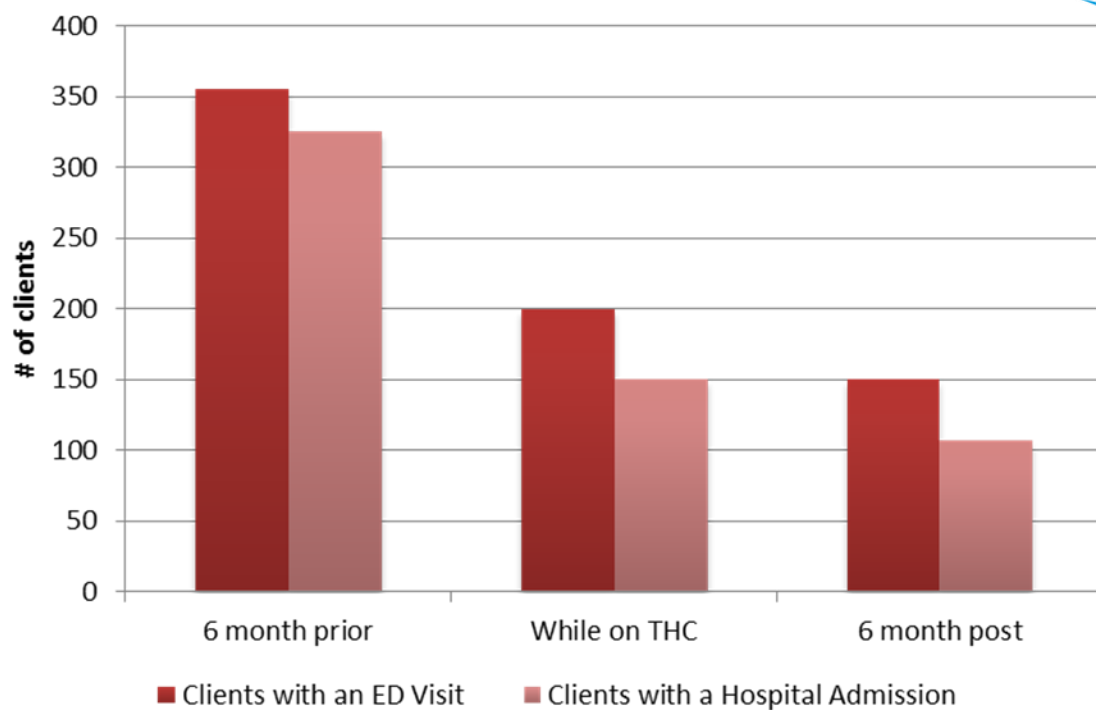
Empowering Patients





New Findings Confirm Value of Telehomecare

Hospital Admission & Emergency Department Activity Pre/Post Telehomecare



58% reduction in # of clients with ED visits

67% reduction in # of clients with Hospital Admission

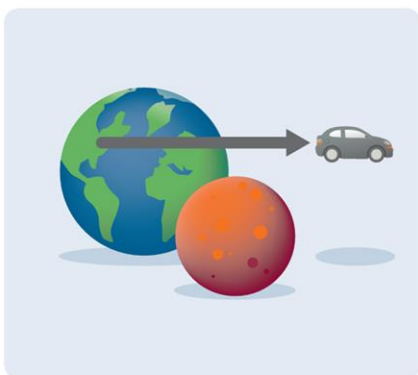
630 clients
October 2015 data

Source: Ontario Telemedicine Network. Telehomecare Deployment Project: Phase 2 - Remote Patient Monitoring Benefits Evaluation Report (June 30, 2016)

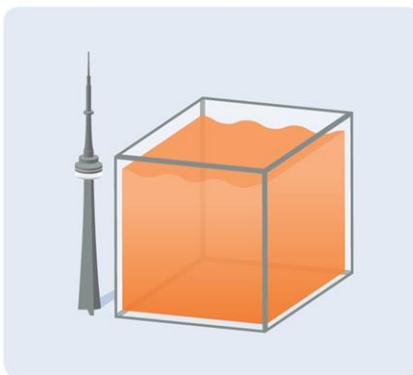


Telehealth Virtual Consults and the Environment

approximately 600,000 rural telehealth events could avoid:



Close to
**300 million
kilometres**
of travel



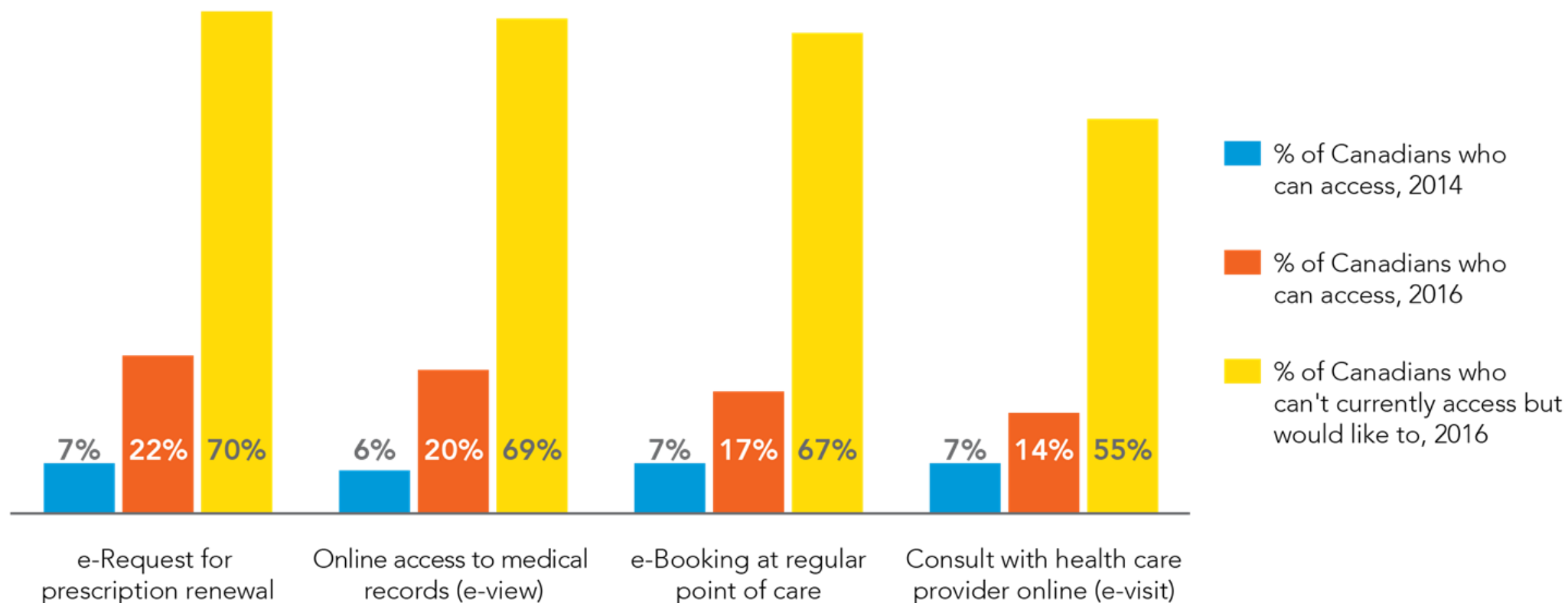
Nearly
**35 million
litres**
of gasoline



**80 million
kilograms**
of CO₂ emissions



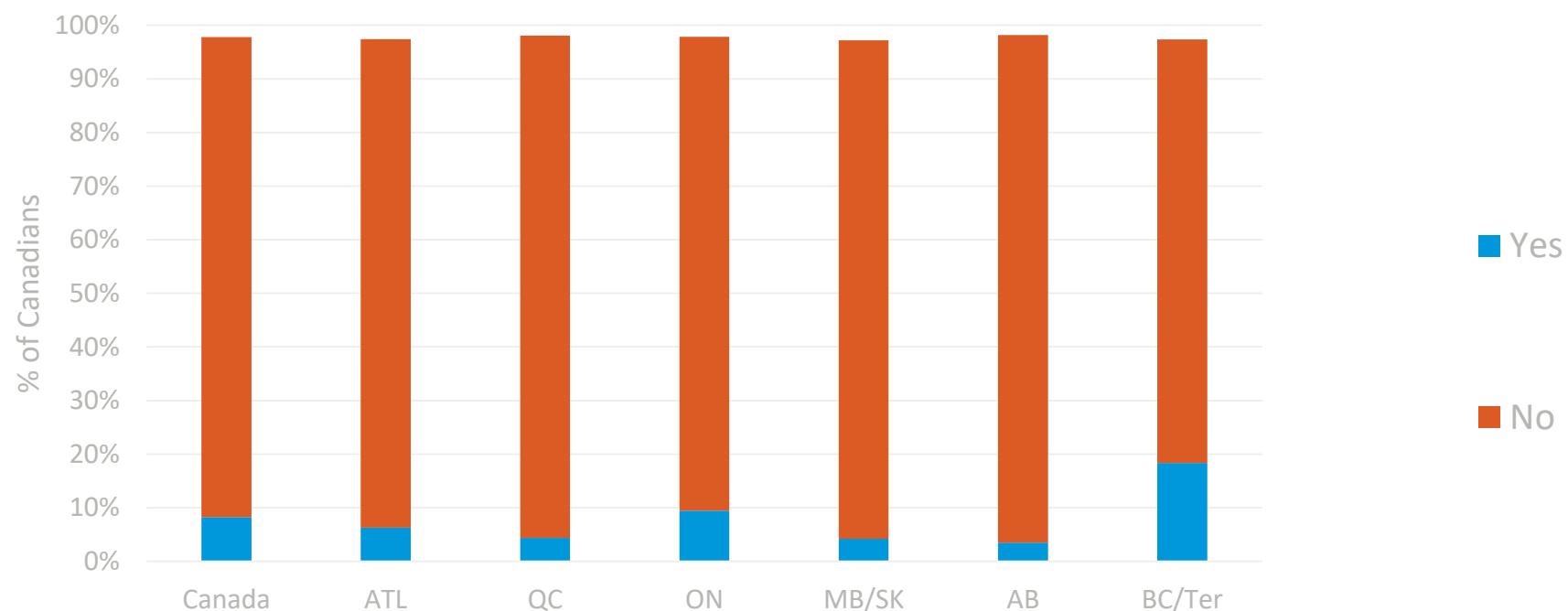
Recent Survey Results: Access to and Interest in Virtual Care Services





Patients Actually Accessing their Information Lags

Canadians who have accessed their medical records electronically in the past year



Accessed your own medical records electronically (e.g., to look up a summary of your visit, upcoming/past appointments or view your lab test results) (For each of the following, please indicate if you have done any of these things in the past year)



Busting Myths about Digital Health

- Campaign online and in social media, spring and summer 2017
- Dispelling common myths and giving Canadians evidence-based facts

Digital Health Myths

www.infoway-inforoute.ca/myths



Myth

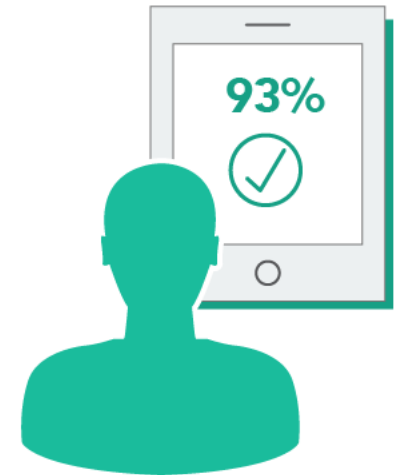
If patients are able to view lab test results online before talking to their doctors, they will be overly anxious.



Fact

Patients who view their results online are no more anxious than those who wait to learn about them in person.

A study showed 93% of patients who accessed their lab results online said they had more informed discussions with their doctor. Additionally, patients with one or more chronic conditions were less likely to report being anxious.



Source: Mák G, Smith Fowler H, Leaver C, Hagens S, Zelmer J, "The Effects of Web-Based Patient Access to Laboratory Results in British Columbia: A Patient Survey on Comprehension and Anxiety," J Med Internet Res 2015;17(8):e191 DOI: [10.2196/jmir.4350](https://doi.org/10.2196/jmir.4350)



Canada Health Infoway
Inforoute Santé du Canada





Diffusion of Digital Health in Canada



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HEC Montréal

Research Chair
in Digital Health
HEC MONTRÉAL





86% of Respondents own a Smartphone and/or a Tablet

		
Adoption rate (2017)	78%	57%
CRTC Canada (2016)	73%	52%

32% of respondents, i.e. 38% of smartphone or digital tablet owners, have used at least one mobile app to monitor aspects of their health or well-being in the last 3 months



Perceived Benefits of Mobile Health Apps

“somewhat agree” or “strongly agree”

My knowledge concerning my own health has been improved	52%
I feel more confident taking care of my health	47%
I feel I can have more informed discussions with my doctor	42%
I feel less anxious about my health	34%





Use of Smart Devices for Health



25% of all respondents, or **33%** of those who possess a smartphone or a digital tablet, own at least one smart device that captures health or well-being data.

Only **14%** of all respondents actually use a smart device.



Perceived Benefits of Smart Devices for Health

“somewhat agree” or “strongly agree”

My knowledge concerning my own health has been improved	60%
I feel more confident taking care of my health	58%
I feel less anxious about my health	44%
I feel I can have more informed discussions with my doctor	41%



Patient-centred Health Care: Do we Have it and can Digital Technology Enable it?





Can Health Care Technology Make the Same Shift?

- Change is difficult and takes time
- Fairmont experience
- Disney and McDonald's models



It's all about good customer service



How British banking evolved

1966
1st British
credit card, the
Barclaycard.



1967
First ATM



1986
Law allows
banks to sell
mortgages



1987
1st UK debit
card.



1990
Cashback
services
launched.



1997
1st UK Internet
banking
service.



2003
1st Chip and
Pin card



2007
1st contactless
card
transaction



2010
UK mobile
banking apps
launched.



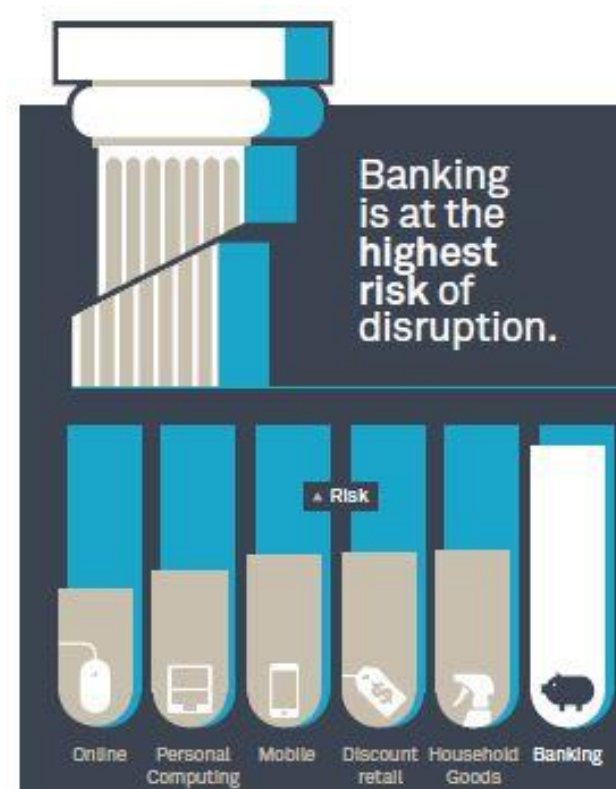
2014
Paym, near
industry-wide
payment by text
technology.





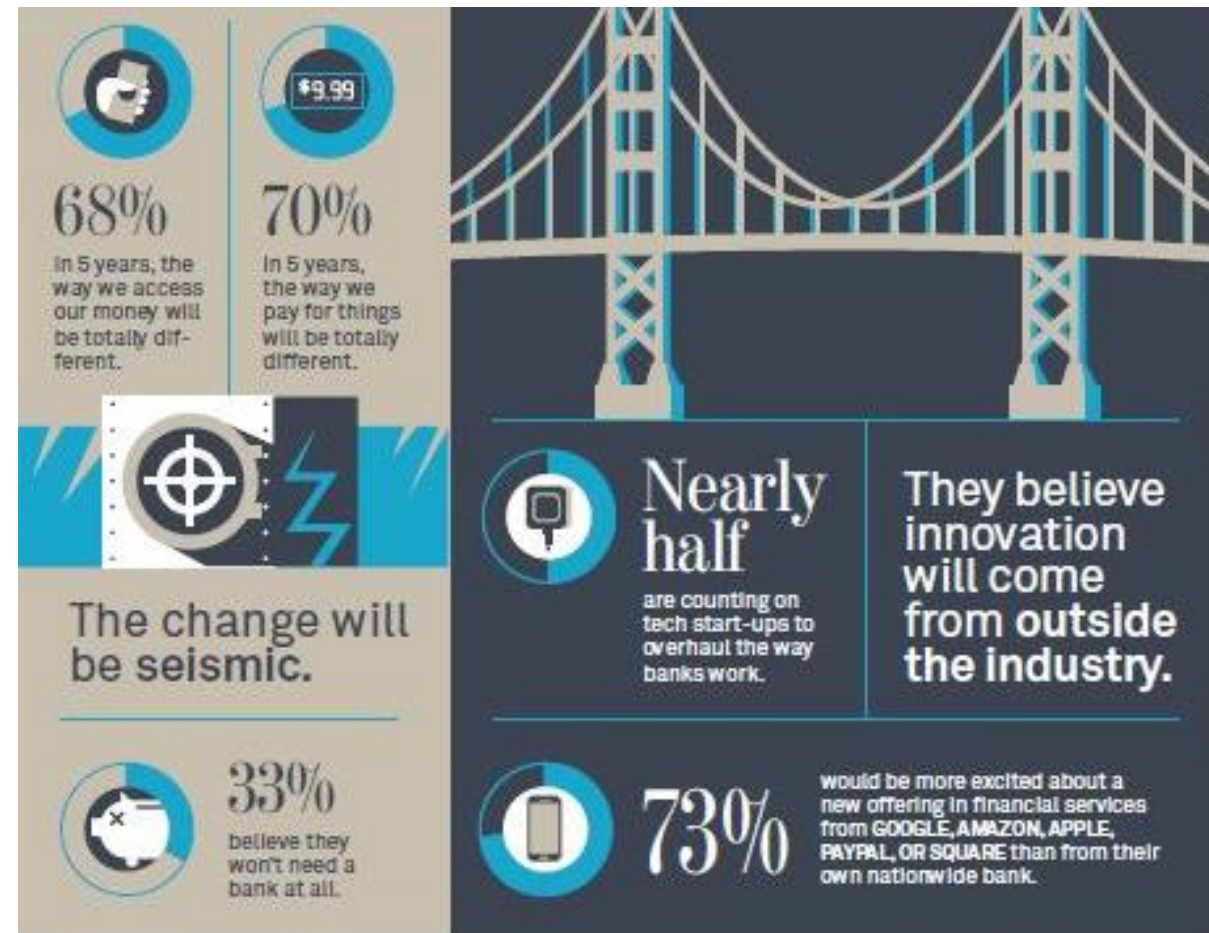
The Millennial Disruption Index

- Identifies the industries most likely to be transformed by Millennials, the largest generation in American history
- 3 years, 15 categories, 200+ interviews, 10,000+ respondents





The Millennial Disruption Index




©2013 Viacom Media Networks



Deloitte Millennial Survey 2017

- Almost 8,000 millennials (born after 1982) surveyed across 30 countries in 2016
- 76% feel business is a force for positive social change
- 71% in emerging markets predict they will be better off financially than their parents
 - Only 36% in mature markets feel that way
- 43% in mature markets see hunger/**health care**/income inequality as issues
 - 50% in emerging markets have same concerns



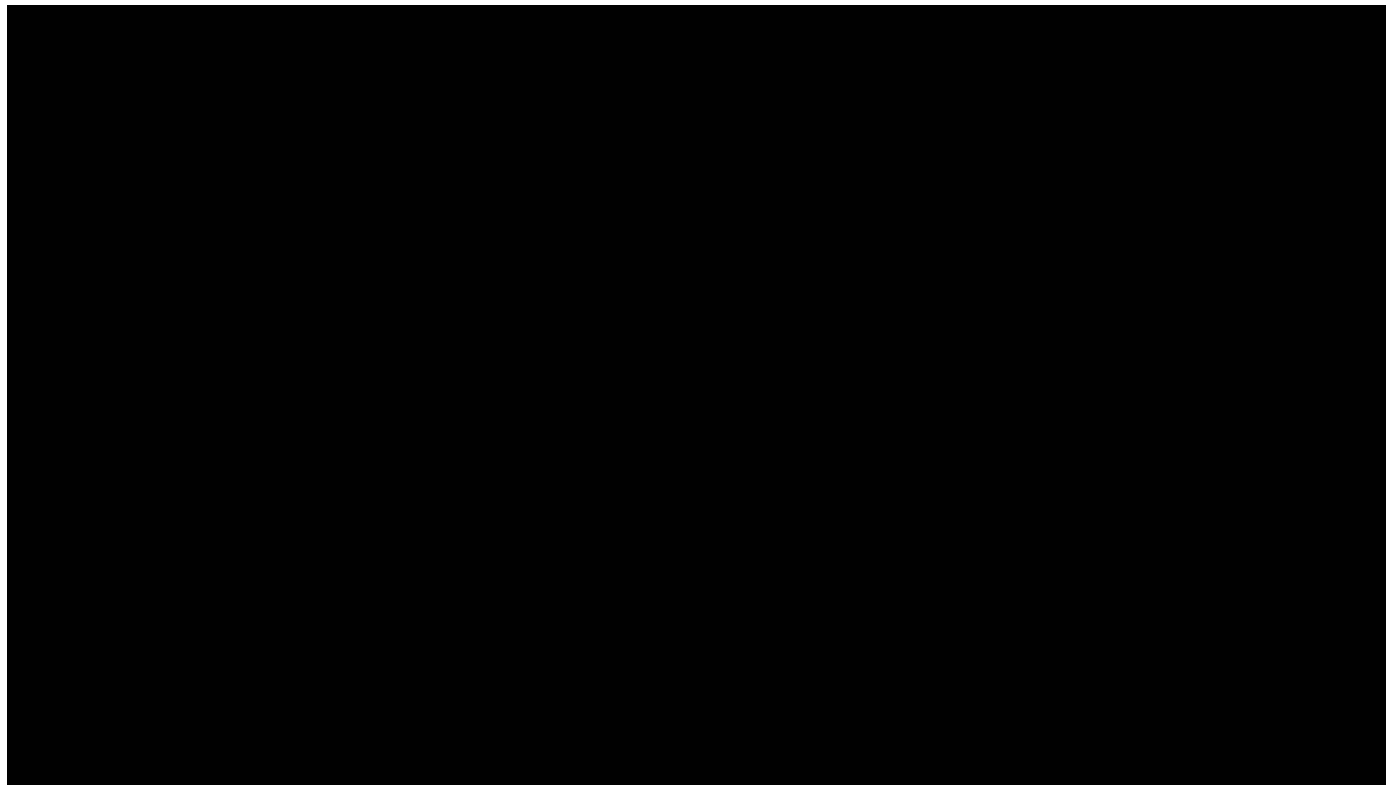


The Sharing Economy



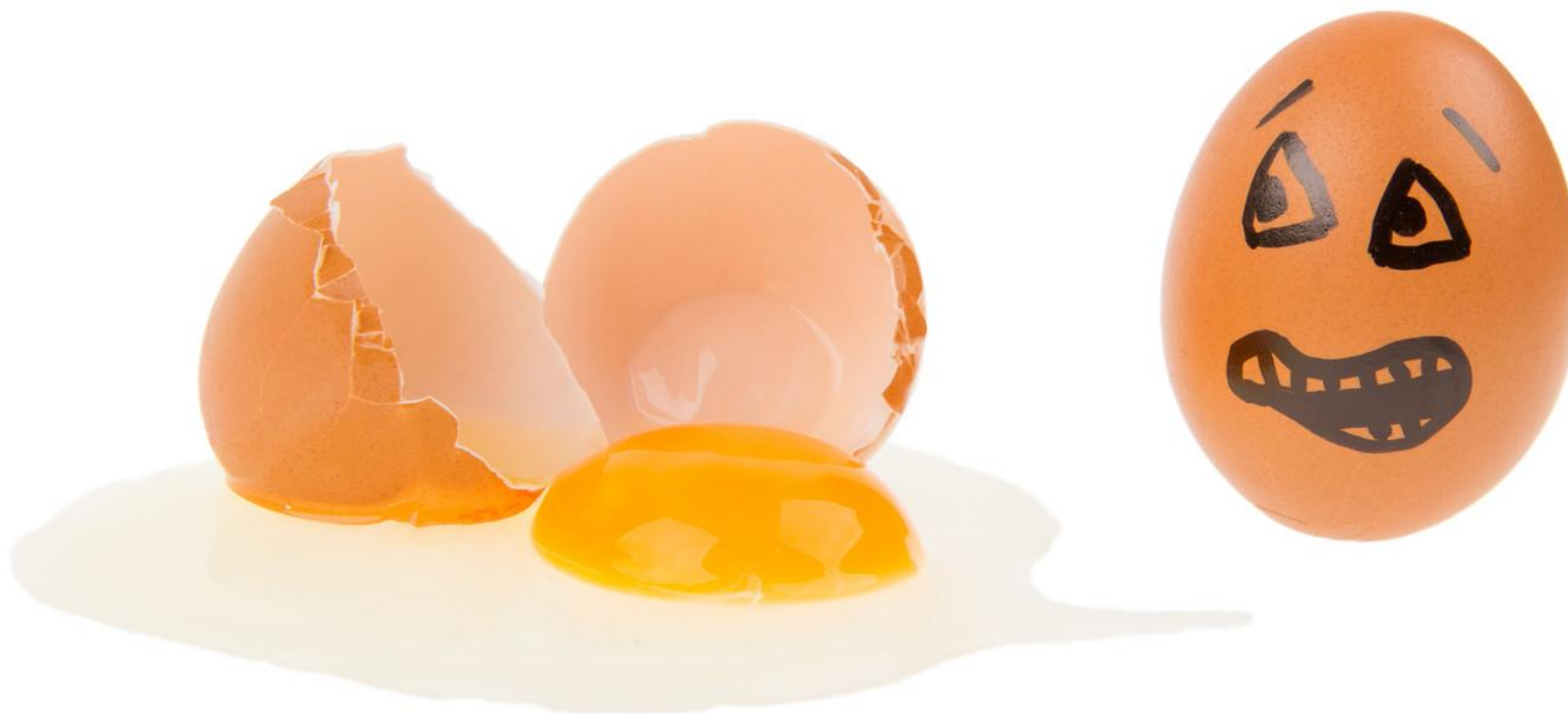


Kaiser Permanente: Connecting People to Healthy Future





What we Need is Disruptive Change





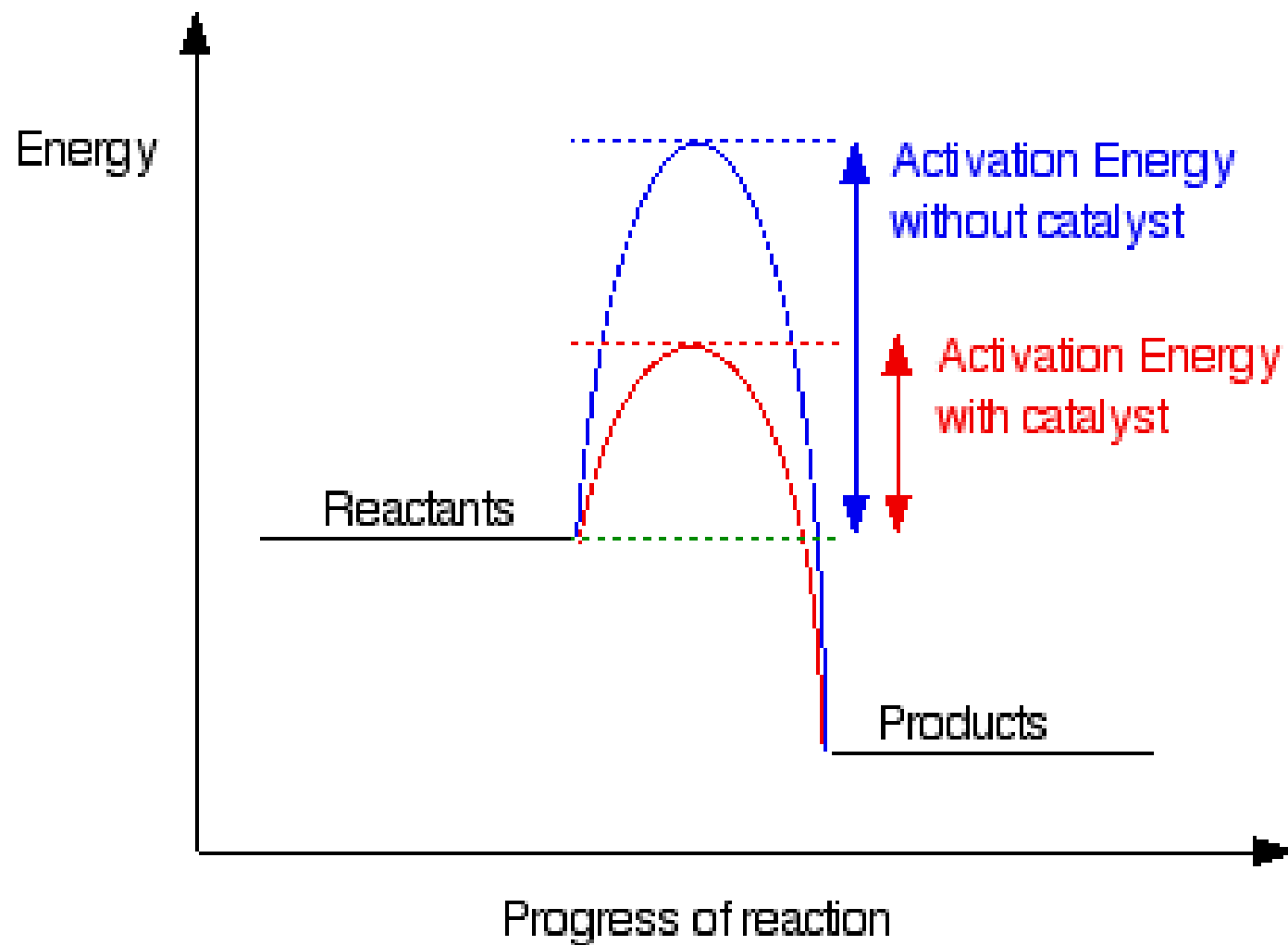
...but there are Challenges

- Provinces and territories all move at a different pace
 - Different priorities at different times
- Political forces
- Health care spending has remained focused on the same things for decades





Infoway's Role: A Catalyst for Change and Innovation





From the Health Minister...

Call to Action:


To note the potential that exists should we consider, tap into, and respond to the needs of patients and their families. We have an opportunity to harness the eagerness of patients to be active participants and contributors to health system improvement, and to challenge old assumptions of what patients need and how health systems should function.

Challenge to this:

The main problem is a disjointed and fragmented health care system that is wasteful, inefficient, unresponsive and of uneven quality. This leads to substantial frustrations for all those involved in the system (including patients and their families and health care providers), sub-par outcomes, and high costs.



Health Minister Jane Philpott
- family physician

 Our vision is to enable Canadians to hold and share their health information, empower them to take control of their health, and create a more seamless interaction with their care team



Enabling Canadians to hold and share their own health information will have a transformative effect on health care delivery in Canada by improving the flow of information and delivering more effective clinical decision-making





Canada Inforoute
Health Santé
Infoway du Canada

Thank You!