The connect2care consumer health portal: Delivering value through leadership & engagement

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Tweet questions and comments with the hashtag #c2cNHLC
Holland Bloorview is Canada’s largest pediatric rehabilitation teaching hospital. We provide specialized programs and clinical care for children and youth with rehabilitation and complex care needs. Every year, we see 7,000 children with 600 inpatient admissions and 58,000 outpatient visits. #c2cNHLC
Why a portal at Holland Bloorview?

- Access to information
- Partnership
- Continuity of care
- Communication
- Reduce visits
Engagement and Activation

**Patient engagement:** actions of the organizations and project team to **involve clients (patients) and caregivers as active participants in planning, development, refinement and evaluation** of our connect2care portal.

**Patient activation:** a patient's **knowledge, skills, ability,** and willingness to manage his or her own health and care. This is more individual and speaks to the beliefs and behaviours of a client or caregiver with respect to his or her own health care.

**Our goal is Activation through Engagement**

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How did we get here?
Authentic family engagement every step of the way

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How did we get here:

Strong Leadership and Project Governance

- IS Steering Committee
- Holland Bloorview Board of Trustees
- Senior Management Committee
- Portal Steering Committee
- Canada Health Infoway
- Executive Sponsors
- Portal Project Team
- Portal Change Team
Change Leadership: Portals mean changes for both consumers and clinicians

- **Technology** is changing the way we capture and share information about care

- **Client and family centred care** is changing the way providers and healthcare users engage with each other

  - Together, they are driving changes in clinical documentation practices
  - Who are we documenting for?
Change Leadership: Lessons learned

• Team building and recognition
• Repeat the message in multiple ways
• Family leaders (end users) were invaluable champions
• Identify what is of most value to families as this drives use and adoption
• Build and share a compelling story
• Engage and identify champions
• Expect initial resistance and understand it
Holland Bloorview’s Consumer Health Portal - *connect2care*

- *connect2care* is an easy to access and easy to navigate web-based application through which clients and families:
  - View clinical documentation
  - View appointment schedule as well as cancel and request functions
  - Secure two way messaging with clinicians
• Becky and Jenna videos

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connect2care demo

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Holland Bloorview
Kids Rehabilitation Hospital

Joanne Maxwell

Announcements
If you have a concern, compliment, or other feedback about your experience at Holland Bloorview, please contact Client and Family Relations at 416-425-6220 ext. 5654 or feedback@hollandbloorview.ca.

***NEW***
Volunteer hours being offered to youth aged 16-21 (with and without disabilities) along with a chance to win a $100 gift card. Play video games at home or play a road trip in your neighborhood and be video taped. Contact Youth about at mentor@hollandbloorview.ca or 416-425-6226 x5151 for more information.

External Links
Holland Bloorview Website
Music and Art programs at HBR
Changes to tele-health system
Client and Family Relations

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Licensed from Medical Information Technology, Inc.
Transforming the way we share information with families

- 1850+ Enrolled Users
- 15,350+ Uses
- 3000+ New* Notes
- 1000+ Message Threads

- Family Advisory Pilot
- Inpatient
- Outpatient
- Education Workshops
- Satellite Clinics & Nursery Schools
- Community clients
connect2care is valued by our clients and families

- Survey #1 – November 2015 (109 responses)
- Survey #2 - April 2016 (165 responses)
  - Responses remained fairly consistent across the two time points

Would you recommend connect2care to other clients and families of Holland Bloorview as a tool to support their healthcare? (Definitely /Probably)

90% Definitely
83% Definitely
Survey Results - Access and Managing care

connect2care makes it more convenient to get access to my health information
Agree/Strongly Agree 91%

connect2care makes it more convenient to get access to my appointment schedule
92%

I feel more confident that I am prepared with information and questions for in-person visits with healthcare providers
68%

connect2care system allows for better use of my time when communicating with my care providers
67%

connect2care helps me manage my health care needs
82%

I feel more confident managing my health and well-being
85%
Survey results: Most valuable feature

- Two way messaging
- Appointment info
- Clinical notes

- Most important
- Second
- Third

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No boundaries
Survey Results – Changing communication

43% of users surveyed avoided making a phone call because they could access their health information electronically.

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Research activity


• Maxwell, J, Williams, L, Adamson, K, Karmali, A, Quinlan, B. Supporting Client and Family Engagement in Care Through the Planning and Implementation of an Online Consumer Health Portal. Journal of Patient Experience; August 2016. vol. 3 no. 2: 48-51

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I have appreciated how communicating via connect2care with patients/families has made documentation much more efficient and accurate/safe ... It feels like one stop shopping to meet the needs of families who prefer to communicate via email, avoiding duplication of documentation or need for transcription, the need for timely and accurate documentation, and meet regulatory standards.

Dilshad Kassam-Lallani, Nurse Practitioner

One of the reasons I like connect to care is that I can document in real time the telephone conversations/consults I have with families and the families have access to the recommendations and discussion points via connect to care quickly.

Cathy Petta, Registered Nurse
It was so great to know that the family could access the information right away instead of waiting for HDR to send it out to them by mail. The family required the information from my clinic consultation quickly as they have an upcoming appointment with their primary therapist and wanted to be able to share my recommendations with that therapist. Using connect2care to get the documentation to the family was much more efficient than the other processes we have available.

Rebecca Vanderburg, Occupational Therapist

I support a mom of an outpatient client who regularly uses connect2care to securely ask me clinical questions and confirm appointments regarding her daughter. Just yesterday she used connect2care to confirm that she & her daughter will stop by this morning. For busy parents like this mom, it is her preferred way to communicate with me.

Kathy Gravel, Social Worker
Panel Discussion

• Family Story
  – A real life example demonstrating the value of the portal
  – Meet the Cosgrove Family!

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