

Partnership: Is the grass greener?
 Early Insights from the Home Health Monitoring and Enabling Services Initiative in British Columbia

Presented at

 June 4, 2014
 Concurrent Session 48: eHealth Governance in BC

Strategic Projects Branch



VISION
 Effective people | Transformative business solutions | Better health care

MISSION

- Empower partners for sustainable delivery

WHAT WE DO

- Lead, deliver & transition high-value, high-stakes, complex projects
- Drive transformation through IMIT solutions
- Inspire team excellence and support opportunities for growth
- Build health sector engagement and public awareness

PORTFOLIO

- Panorama, PharmaNet Modernization, BC Services Card, eRx, and Home Health Monitoring and Enabling Services

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Growing Evidence Supporting HHM

- Telehomecare program in Montérégie, QC resulted in **\$1,557 per patient annualized savings**, representing a net gain of 41%¹
- Home telehealth monitoring program at University of Ottawa Heart Institute **cut hospital readmission by 54%** for heart failure patients; shown to **save up to \$20K per patient** safely diverted from an ED visit, re-admission and hospital stay ²
- Increased **patient knowledge** about the management of illness, including importance of **self-management**, some drugs, **adherence to therapy** and **recognition of signs and symptoms** that might play a major role in **improving outcomes** ³

¹ Home Telemonitoring for Chronic Disease Management: An Economic Assessment. Guy Paré, Floride Pabis-Nizoué & Claude Sicotte, HEC Montreal, 2012.
² Telehome Monitoring Technology-Regional Home Monitoring Program for Cardiac Patients, University of Ottawa Heart Institute, 2009.
³ Heart failure case disease management program: a pilot study of home telemonitoring versus usual care. Saverio Caporasso, GianDomenico Piro, Maria Teresa La Rovere, Roberto Masetti, Monica Caruso, Marina Ferrari, Cesare Felbo, Angelo Caporotondi, Giampaolo Guazzoni, Francesco Lenta, Sergio Baldi, Andrea Montano and Franco Cobelli. Dipartimento di Cardiologia, Istituto Scientifico di Montesano, Italy, 2004.

Strategic Focus

Category	% Population	% Health Budget
Low Complexity Chronic Condition	~28%	~15%
Medium Complexity Chronic Condition	~10%	~12%
High Complexity Chronic Condition	~5%	~20%
Frail in Community	~2%	~5%
Frail in Residential Care	~2%	~25%
Palliative	~2%	~8%

...B.C. generally has the healthiest population in Canada and experiences among the HIGHEST LIFE EXPECTANCY ...

THERE ARE SEVERAL POPULATION SEGMENTS WHERE IT IS CRITICAL that we achieve system-wide improvement not only from a population wellness, patient health and quality of life perspective, but also from a budget management perspective...

2014 Health System Priorities in BC

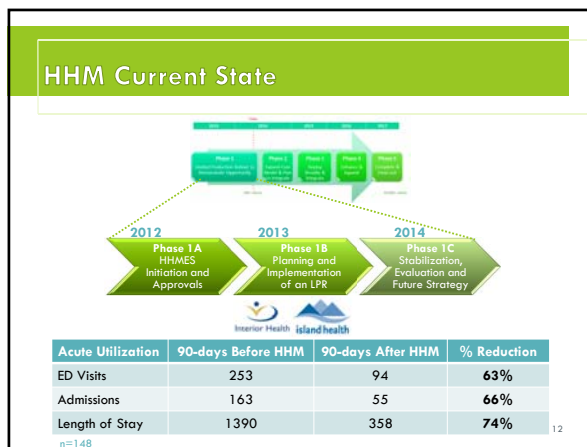
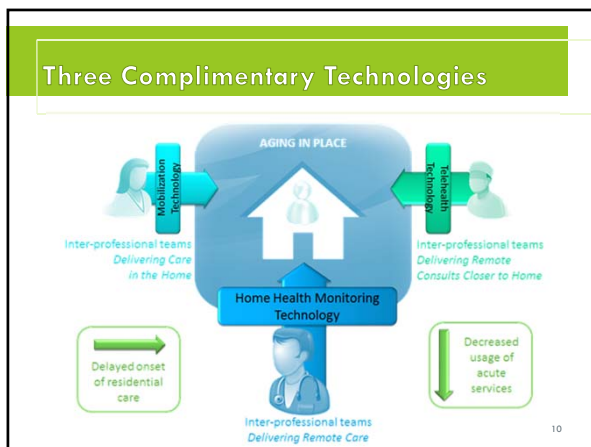
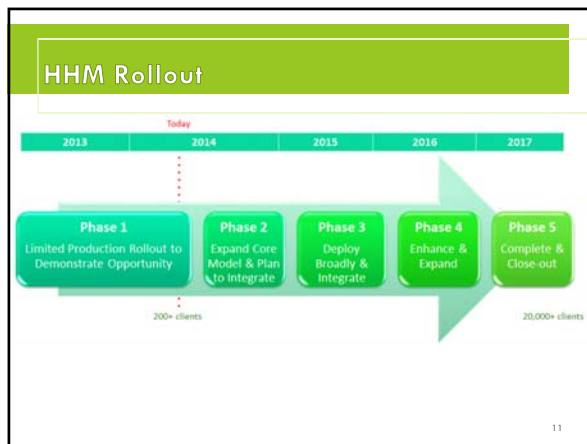
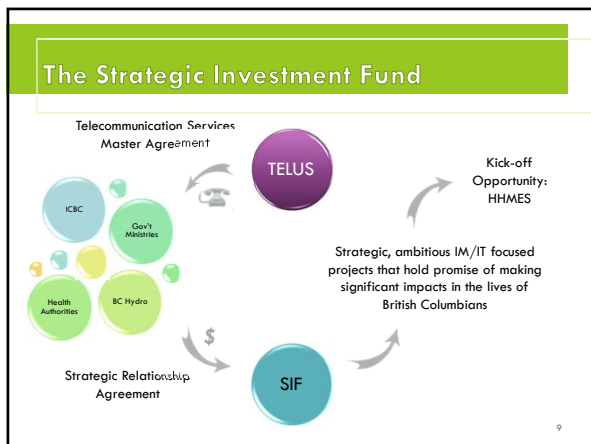
- SUPPORTING the health and well-being of BC citizens
- DELIVERING a system of responsive and effective health care services for patients across BC
- ENSURING value for money

The HHMES Initiative

- In 2013, BC launched a five-year, multi-component Home Health Monitoring and Enabling Services initiative

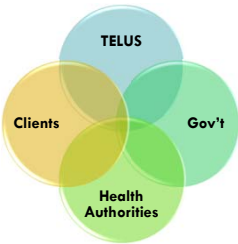
OBJECTIVES

- Implement a standardized, provincial platform and protocols for HHM in BC, targeting improved self-management across multiple chronic and mental health conditions
- Enhance key telehealth and enabling infrastructure to support wide-scale adoption, scalability and extensibility and extend the reach of telehealth to the home
- Leverage the Strategic Investment Fund to accelerate implementation and innovation



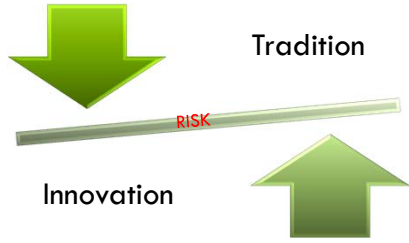
Key Challenge: Partnership

- Multi-party partners vs. traditional 1:1 customer-vendor
 - Establishing **trust** - significant overhead to propagate the intent and ideals of the partner model
 - Transparent and engaged **governance**
 - Alignment** of public, private and client objectives
 - Negotiating** without traditional procurement
 - Balancing** flexibility to innovate with certainty to deliver
- Long-time listener; first-time caller



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Is the Grass Greener?



Tradition

Innovation

“Screw-ups are the mark of excellence”

Tom Peters, Management Consultant

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Key Challenge: Sustainability

- Long-term business model is still being developed and refined
 - Informed by ongoing evaluation
 - Outpaced by technology advancement and consumer expectations
- Cost avoidances in acute and residential care \neq Funding for enhanced community care

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Thank you!

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