

Faculty/Presenter Disclosure

- Faculty: Cindy Convey and Tiffany Chui – Fraser Health Authority
- Relationships with commercial interests:
 - None

Disclosure of Commercial Support

- This program has received no financial support
- This program has received no in-kind support
- Potential for conflict(s) of interest:
 - None

Mitigating Potential Bias

- Not applicable – no potential bias

The mHealth Factor

**Wirelessly Enabling Value-Add Applications
for Clinical Communications, Equipment Locating and
Enterprise Mobility Management**

e-Health 2015: Making Connections
June 1, 2015, 4:00 p.m.

Presenters:

Cindy Convey, Manager, eHealth & Integration

Tiffany Chui, Senior Consultant, mHealth

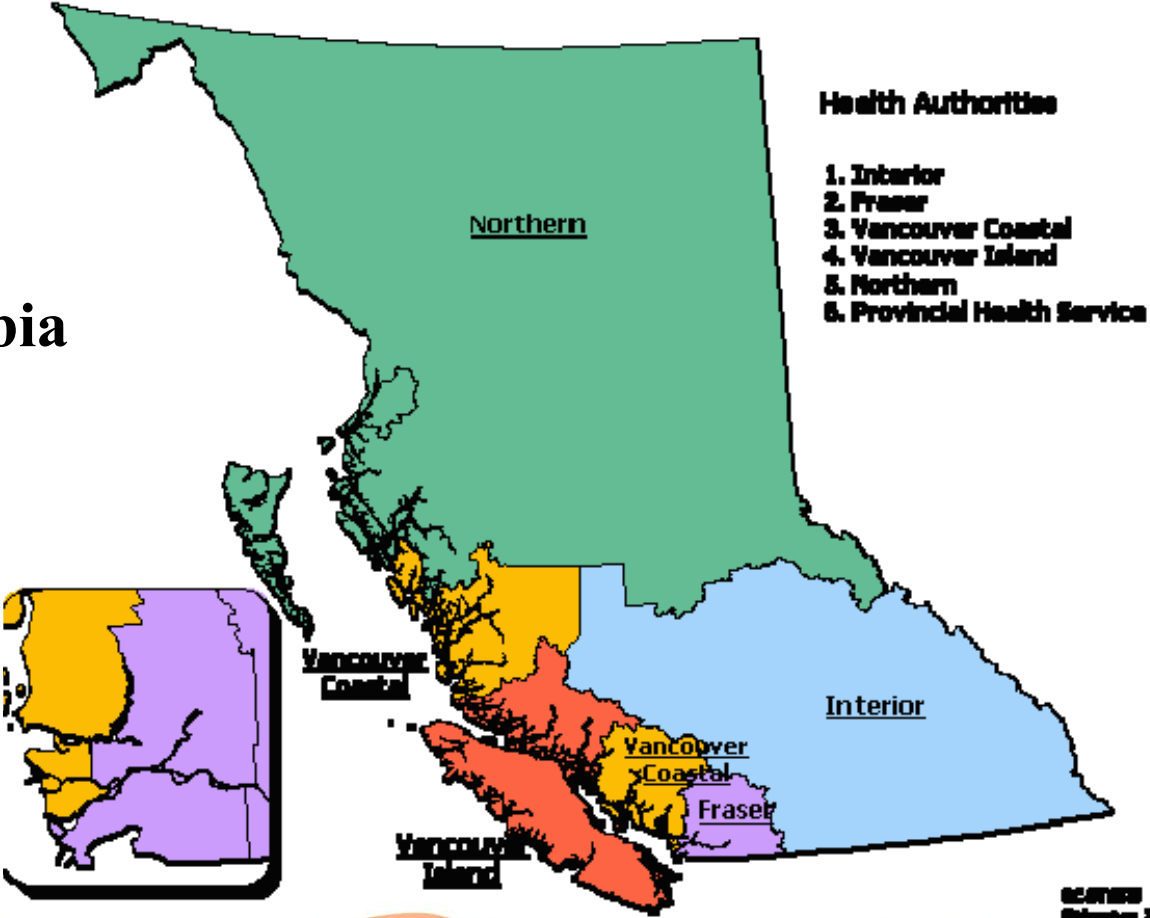


Agenda

- Purpose:
 - To describe the approach to mobile health (mHealth) at Fraser Health Authority (FHA) as an enabler to Telehealth
- Slide Deck includes:
 - Overview of FHA
 - Overview of FHA mHealth strategy and environment
 - Overview of FHA mHealth projects
 - Overview of critical success factors and lessons learned

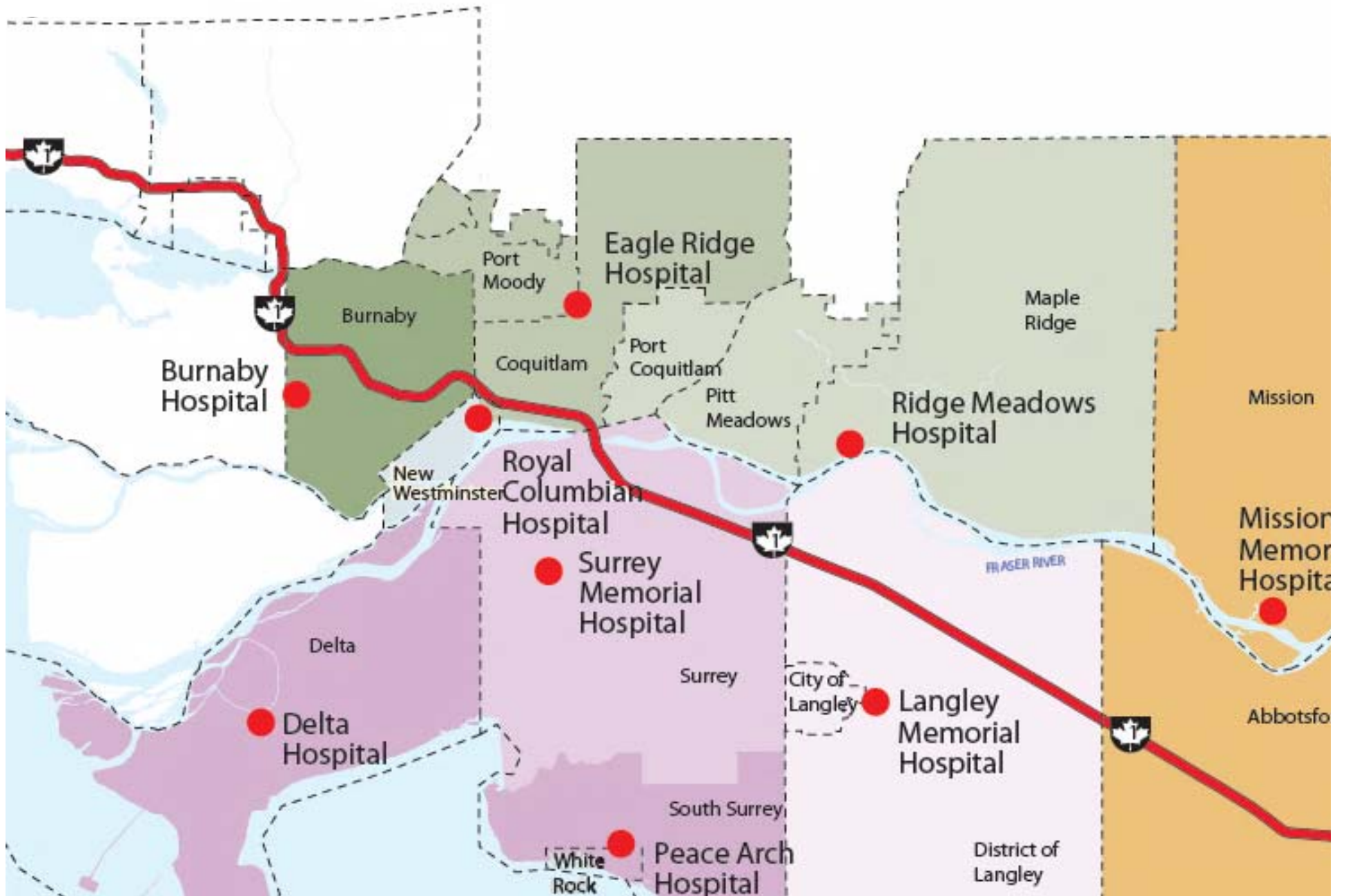
Background: Fraser Health Authority

British Columbia

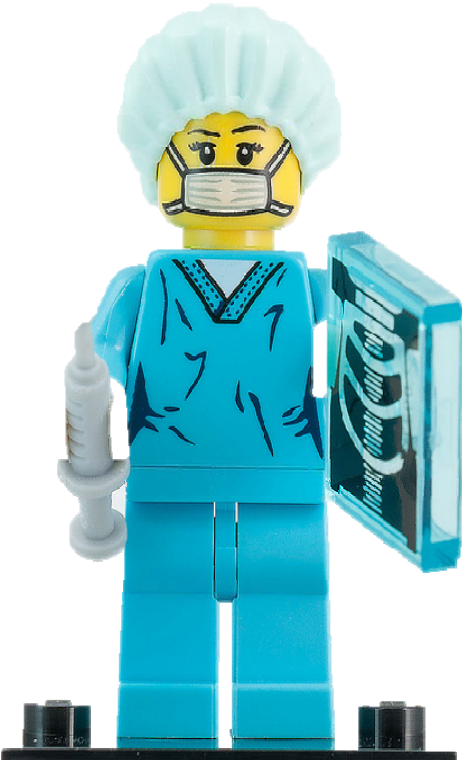
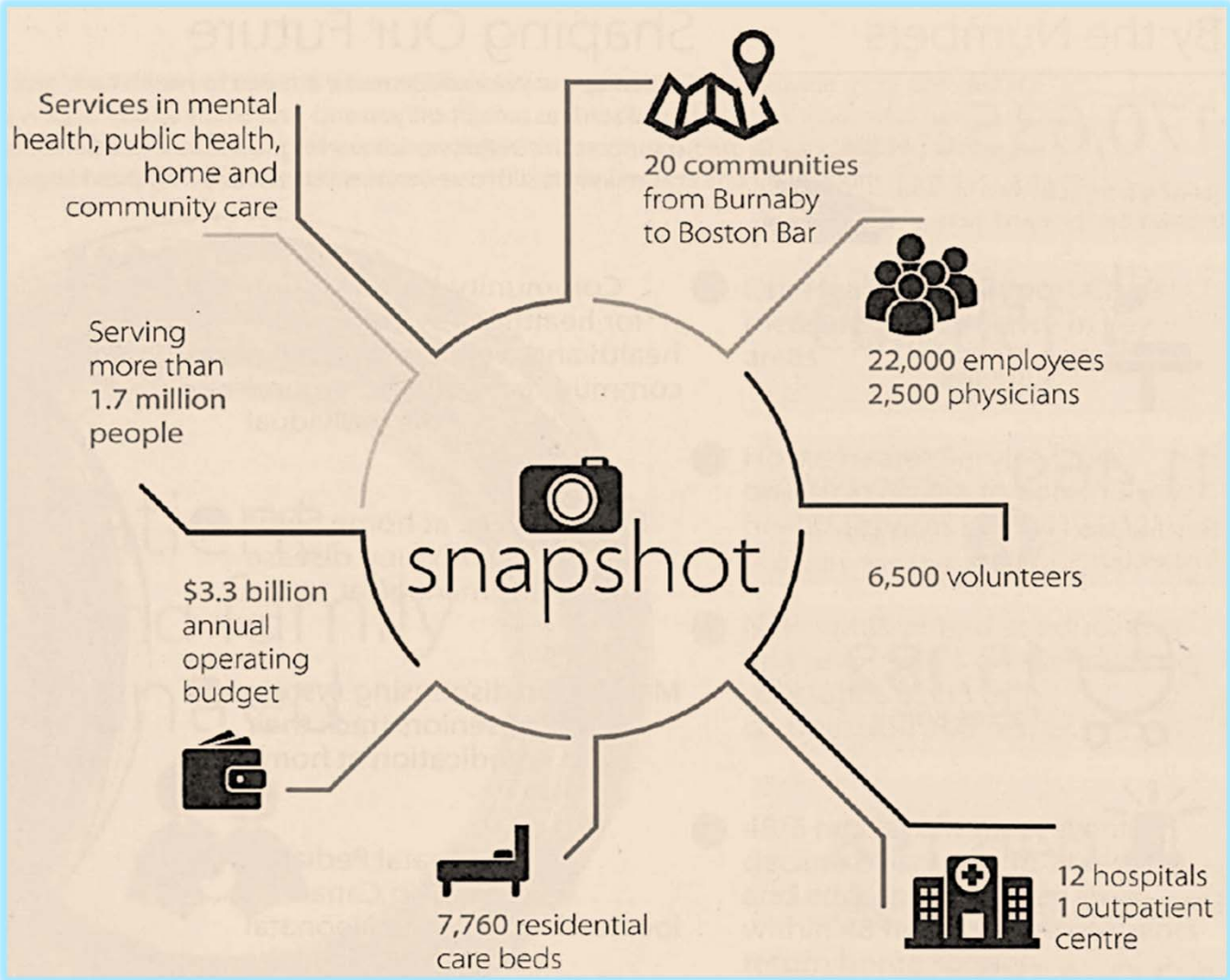


SCORING
February 2002





FHA – Some Statistics



FHA – Some Statistics

170,635 CT scans

Ranging from abdomen to head, to down the spine and more.



646,198

Emergency Department visits

139,133

Patients admitted to hospital



158,103

Surgeries



12,500

Clients who received home support

3,237

Placements to Residential Care



11,469

Restaurant Inspections



Includes take-out facilities, mobile food carts, food stores and food processing plants.



15,182

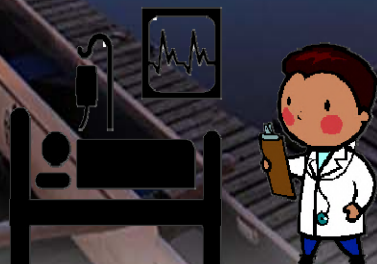
Babies Born

20,300

Mental Health and Substance Use



Number of clients in our programs.



FHA - Our Complexity

- 150+ physical sites (130+ community, 14 acute and corporate sites)
- Patients flow within and between these sites and associated services
- Clinical information systems track patients, record key information about their visits, and form a clinical record
- A few core systems are used for particular sites and programs
 - Meditech in Acute Care
 - Civica Paris for Home Health, Mental Health and Substance Use
 - IntraHealth Profile for Primary Health Care
 - Panorama for Public and Population Health
 - GE Centricity for perinatal care, and others
- This complexity has driven our need for mHealth

Background – Mobile Health

- Mobile Health is expansive and covers many emerging trends in wireless technologies, applications and mobility platforms
- Supports eHealth to achieve “accessibility, interoperability and sustainability in consumer and accountable care models”
- Telehealth is an expansion of mHealth

Background: mHealth at FH

- Built Critical Care Tower
 - P3 partnership
 - Pervasive wireless
 - Mobile applications
- Need and opportunity
 - mHealth Team formed

Business and Clinical Drivers

- Growing demand and need to enable:
 - mobilization of access to information and frontline technologies
 - simplification, optimization, and integration of workflow
- New initiatives require secure access to information using mobile applications with the use of managed mobile smartphones and tablets

Drivers continued...

- Physician Demand for BYOD
- A successful Mobile Device Management (MDM) pilot was completed to allow physicians' personal (BYOD) devices access to the corporate and Internet resources over the corporate Wi-Fi network
 - Identified Privacy & Security challenges
 - Drove standards
 - Informed future work

FH - A Call to Action

- Mobile Technology to support physicians and patients is increasing its footprint in the health sector
- Canada Health Infoway encourages Health Delivery Organizations to take action:
 1. mHealth Leadership to enable clinicians and patients
 2. mHealth Collaboration with health service partners
 3. mHealth Execution to create a multi-year roadmap
- Focus on solutions that enable system transformation, advance new care models and improve patient engagement



Ref: Canada Health Infoway, Mobile Health Computing Between Clinicians and Patients: White Paper (Full Report), April 2014

Strategy and Approach to support Mobile Health



Vocera



Wireless Duress System

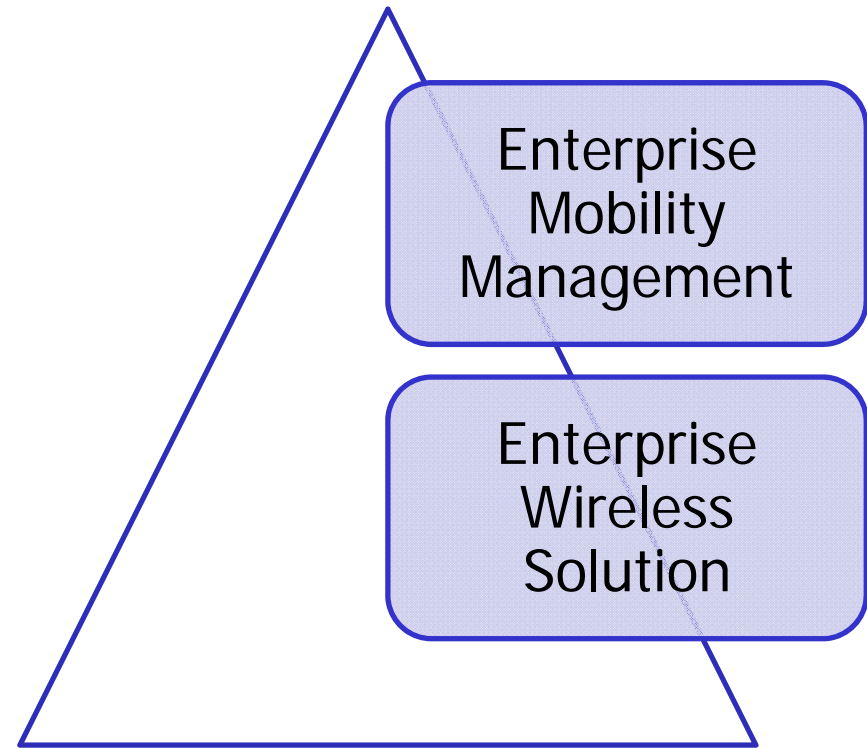


Equipment Locating System

lth

Strategy and Approach to support Mobile Health *(cont'd)*

- There is a need to support the **mobile worker**
- There is a need to become increasingly more mobile to enable devices seamless **access to information, anytime and anywhere**
- There is a need to support **patient engagement**



Mobile Health



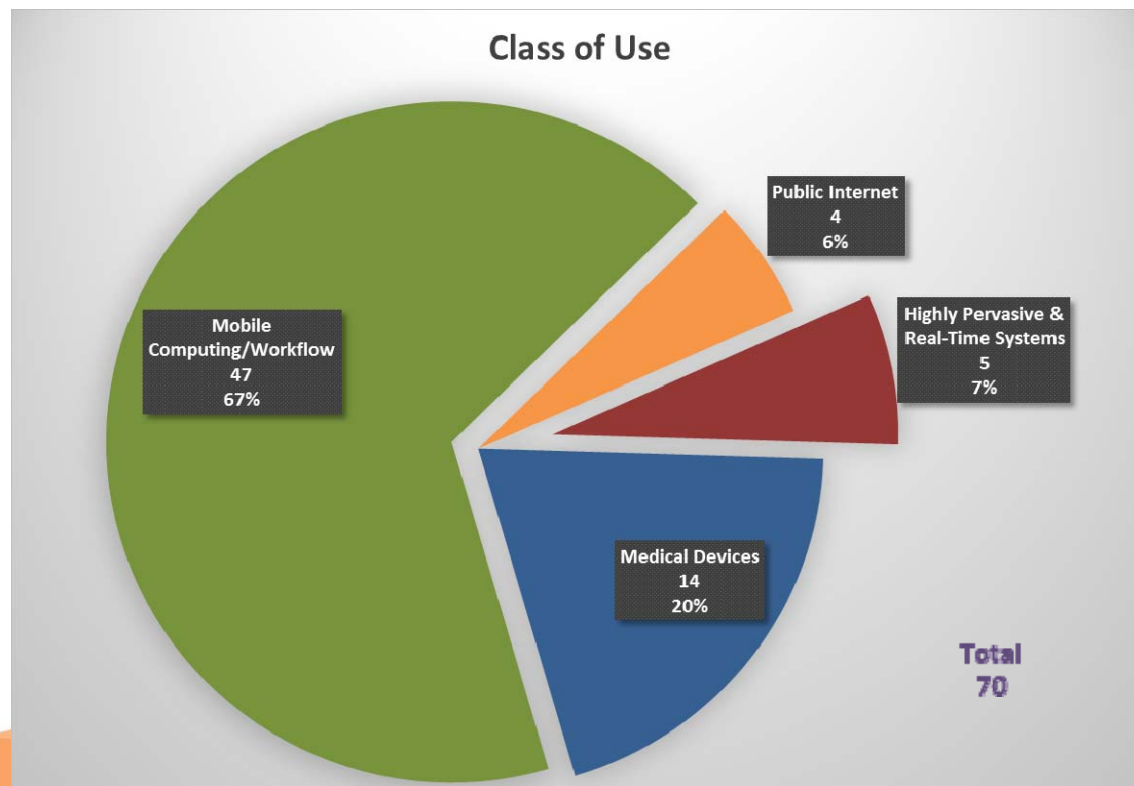
Implementing Wireless Networks across the enterprise

- Significant demand for wireless access across the organization which aligns to enterprise business values

General mobility use cases	FH Enterprise Business Capabilities
Providers accessing electronic medical records on mobile computing devices, securely and efficiently	Healthcare Anywhere
Connecting portable medical equipment operated by care staff to clinical applications and systems	Technology Enabled Performance Management
Managing work orders and event scheduling anywhere and anytime	Informed Decision Making at the Point of Service
Access medical reference resources and clinical education materials on demand	Workforce Enablement
Communicate with who you need and when you need	
Gather non-critical sensory data about patients at the bed or in-motion	

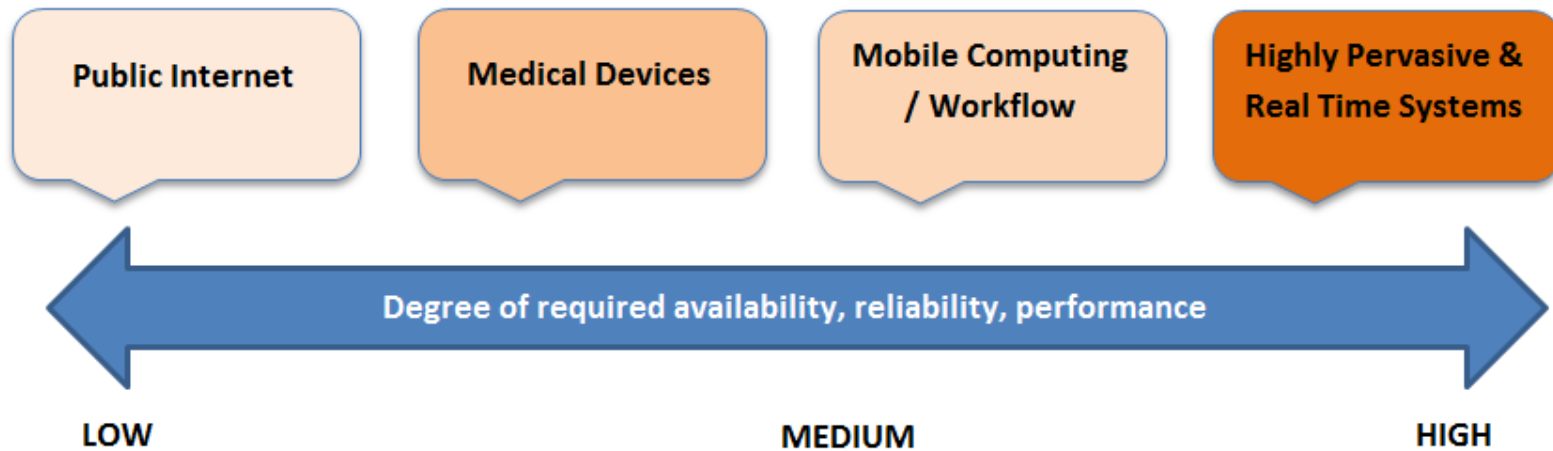
Implementing Wireless Networks across the enterprise *(cont'd)*

- Current state analysis identified 70 use cases categorized across **4 major classes of use** for wireless solutions



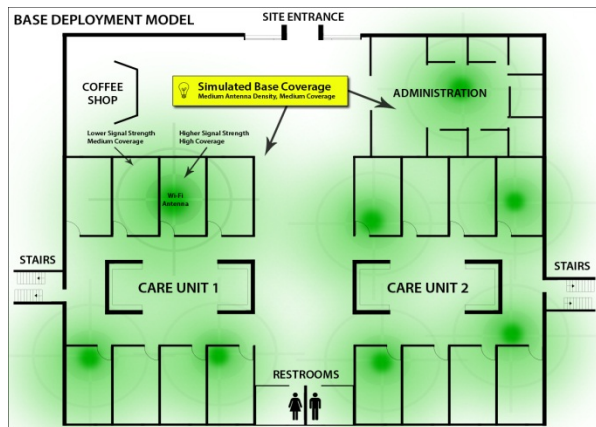
Implementing Wireless Networks across the enterprise *(cont'd)*

- Assessed at a site level for 14 acute sites and 130+ community sites re: Wi-Fi mandatory, Urgency, Criticality and Estimated Load on Wi-Fi use cases

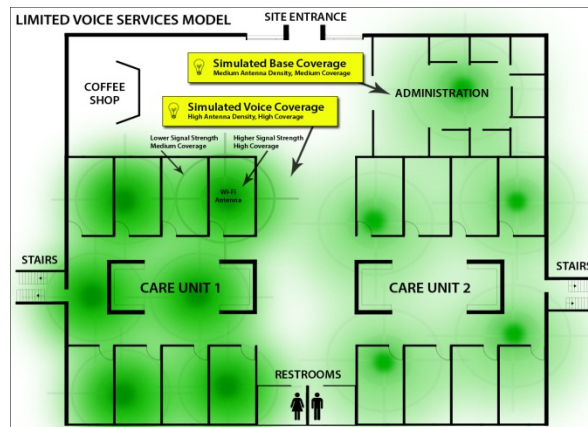


Implementing Wireless Networks across the enterprise (cont'd)

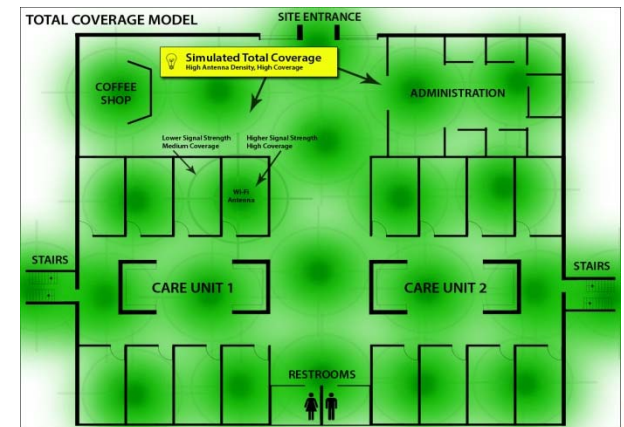
- Sites have varying degrees of wireless network connectivity
- Goal is to achieve an appropriate level of **wireless coverage and density** to support clinician/patient's ability to roam through facilities with Wi-Fi access



Low Base Deployment



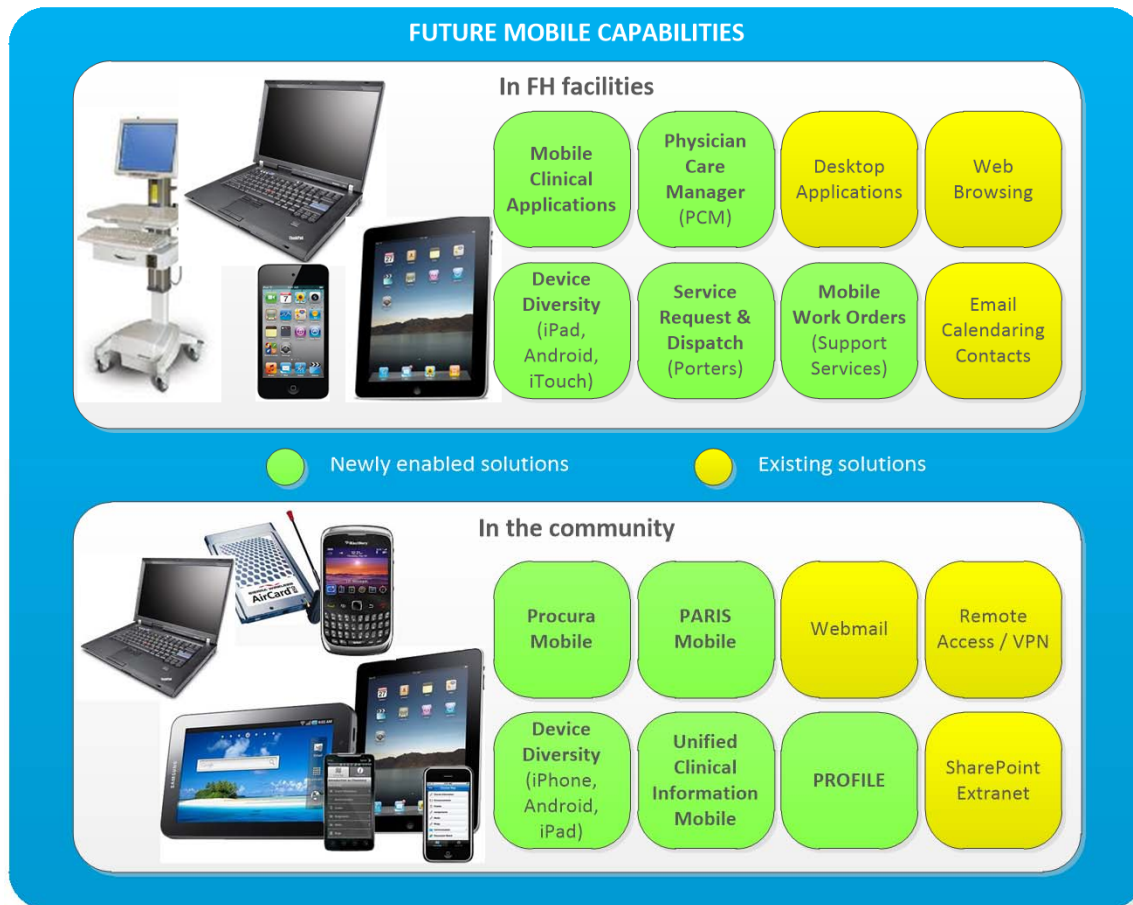
Limited Voice Services Model



Total Pervasive Coverage Model

Deploying an Enterprise Mobility Management Solution

aka. Mobile Device Management, Managed Mobility Service, Bring Your Own Device



Desire from clinical user that they want access to core clinical systems via mobile device

Deploying an Enterprise Mobility Management Solution *(cont'd)*

aka. Mobile Device Management, Managed Mobility Service, Bring Your Own Device

Major Benefits:

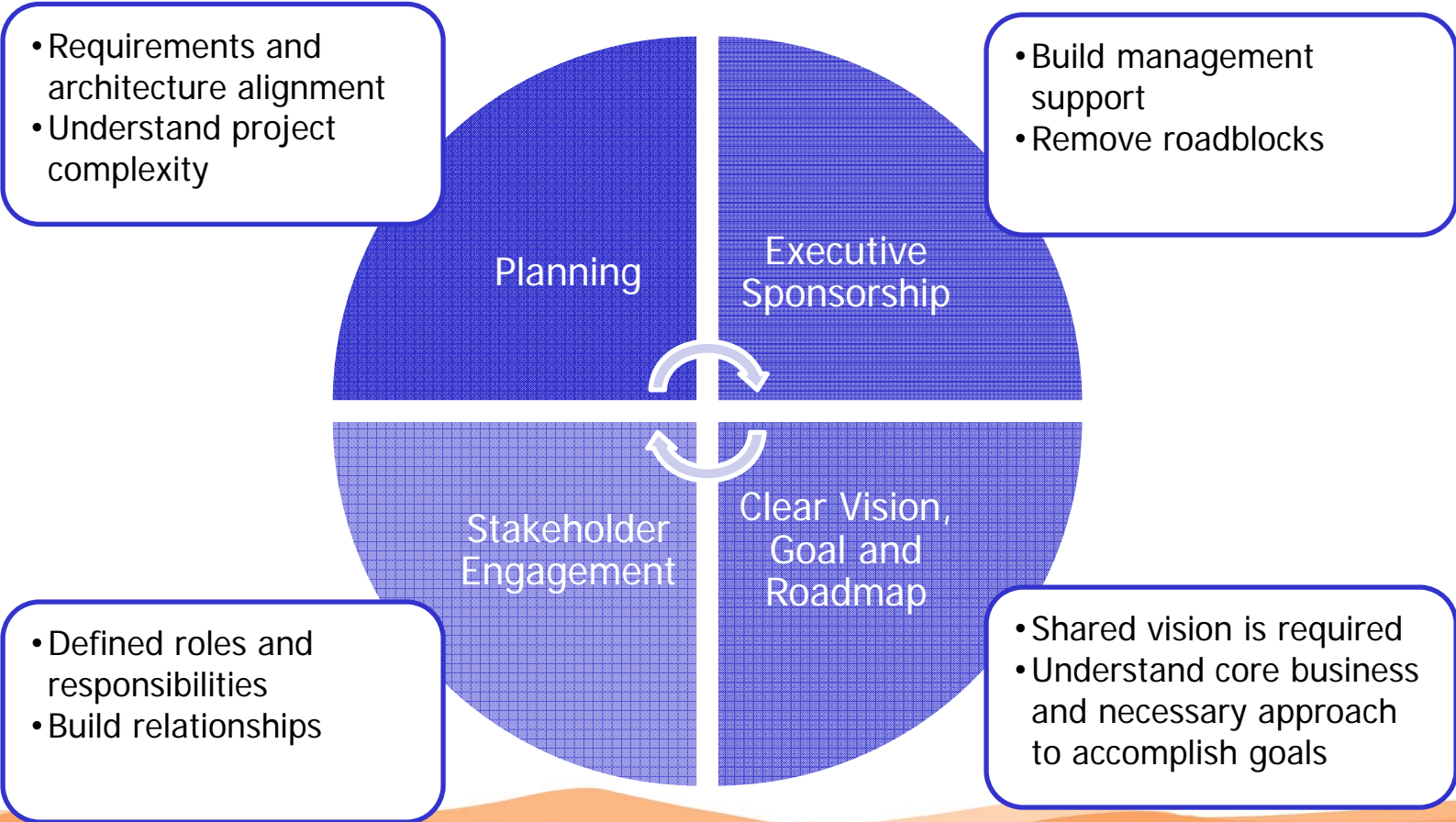
- Mobilization for access to information while frontline technologies can leverage innovation and clinical care tools
- Simplify information access to optimize productivity, integration of workflows, and overall system efficiencies
- BYOD mobile device management can result in cost savings for the organization

Deploying an Enterprise Mobility Management Solution *(cont'd)*

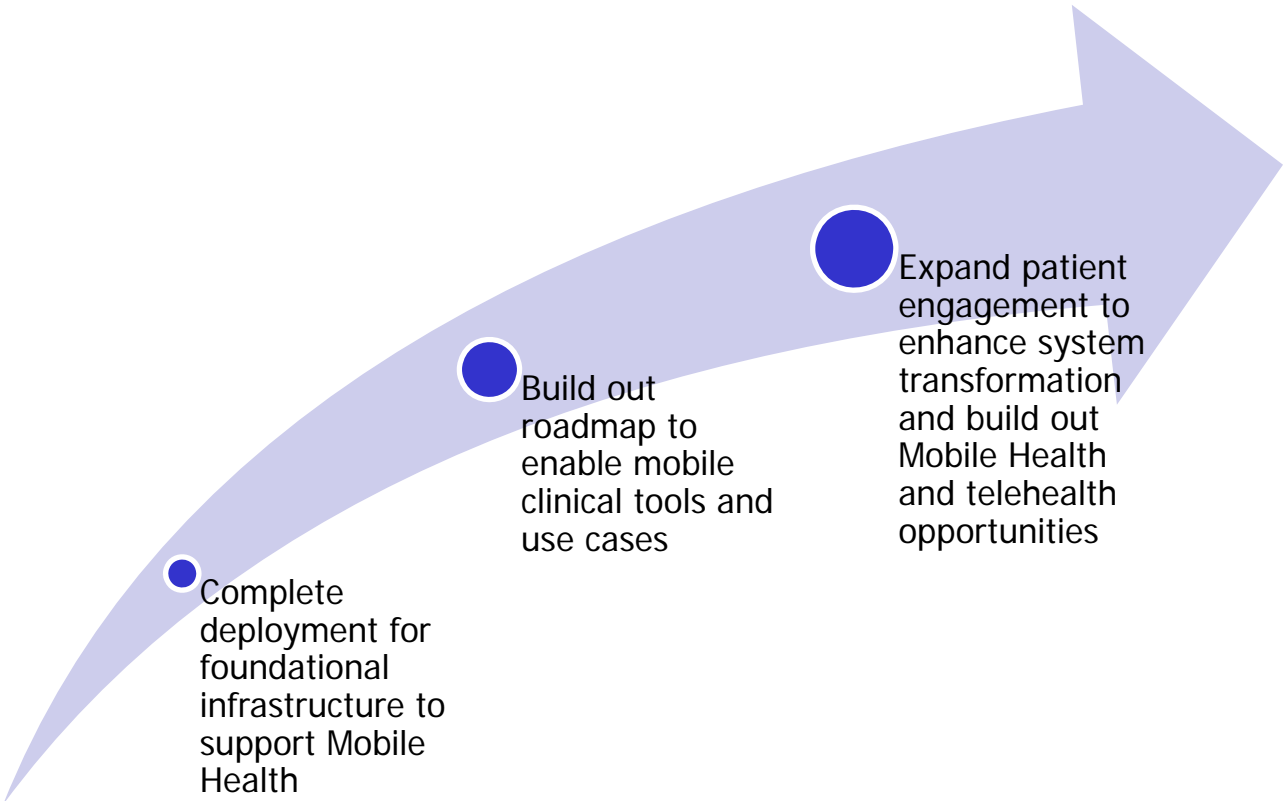
aka. Mobile Device Management, Managed Mobility Service, Bring Your Own Device

- **Scope of EMM service:**
 - AirWatch
 - Cloud Services (Hosting)
 - MMS Administration
 - MMS Assist
 - 24x7x365 – supports access anytime, anywhere within HA
 - Application Wrapping – corporate app store, app deployment, app management
 - Policies to prove security for shared cloud
- **Phased Roll-out**
 - Immediate need to get Meditech Physician Care Manager mobile application rolled out to an initial group of 1000 physicians BYOD
 - Expand to another 1000 BYOD users + 500 corporate users
- Goal mobilization to enable clinical and business applications

Critical Success Factors & Lessons Learned



Next Steps at Fraser Health



Thank You!

Questions?

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