Telemedicine: Policy Issues

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The views expressed here do not necessarily reflect those of the Government of Ontario
Overview

1. Background – a changing health care system
2. Impact of Telemedicine
3. Policy Implications
“Gentlemen, we have run out of money. It’s time to start thinking.”

- Ernest Rutherford - Physicist
MARTHA
DIDN’T HAVE TO GO TO THE HOSPITAL TODAY.
Health Care **Shift**

**moving from...**
- Provider oriented
- Silos
- Fragmented
- Episodic
- Bricks and mortar
- Centric
- Expensive

**...towards**
- Patient-centred
- Team based
- Integrated
- Information/Data rich
- Ubiquitous access to healthcare services
- More efficient
What is telemedicine?

Use of information technology:

- Enabling patients to **access** their health care providers and/or **engage** in their own health management
- Enables providers to **collaborate with each other** to improve care delivery

AKA **“Virtual Health Care”**
OTN Programs

Telemedicine services that have been scaled province-wide:

- Clinical Videoconferencing
- Distance Education
- Emergency/Urgent
- Telederm & eConsult
- Telehomecare
Telehomecare

Remote Monitoring and Coaching for People with Chronic Disease
Find the people and sites that make telemedicine work!

Enter any search terms...
Impact of Telemedicine

Enabling new, patient-centred models of care
1. Consumer-Oriented Telemedicine

Mobile Refill and Pharmacy Chat

Telemedicine Visit with Walgreens NP or MD
Consumer Telemedicine
2. Self-Management Apps (BYOD)

- Diabetes
- Mental Health
- Hypertension

Take 2 Apps and Call me in the morning
The first Mobile Prescription Therapy

BlueStar is the only product FDA cleared for real-time patient coaching and clinical decision support.

First-in-Class Therapy
Clinical Outcomes
Reducing Costly Hospital Visits
Prescribed
Reimbursed

Patented Clinical & Behavioral Engine

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3. Team-Based Care

One Patient, One Care Plan, One Team

- Goal: One plan of care that is entirely seamless to the patient
- Home – Hospital – Rehab – Primary Care - LTC
- Target outcomes:
  – improve quality
  – better experience
  – improve efficiency and value for money
OTN’s Home Video Visit

CONNECTED!
Remote Monitoring
4. Team-based Care - Episodic

QoC
5. Complex or Frail Elderly
Policy Implications
Opportunity

- More health care will be delivered using telemedicine than not
- A patient-centred, sustainable health care system is attainable!
Challenges

- Value for money
- Safety
- Security
- Fragmentation
- Adoption
Adoption = Innovation

- Innovation is the introduction of new business processes (supported by technology) that scale

- Our health system needs new business models that allow innovation
Transformation in Ontario has Begun

- Family Health Teams
- Health Links
- Excellent Care for All Act
- QBPs (bundled care payment)
- Integrated Funding Models
- Enhanced Primary Care
- Patients First: Action Plan for Health Care
Patients First: Action Plan for Health Care

Access
Improve access - providing faster access to the right care

Connect
Connect services - delivering better coordinated and integrated care in the community, closer to home

Inform
Support people and patients - providing the education, information and transparency they need to make the right decisions about their health

Protect
Protect our universal public health care system - making decisions based on value and quality, to sustain the system for generations to come

The next phase of Ontario's plan for changing our health system reflects our commitment to put people and patients at the centre of the system, and focuses on putting patients’ needs first.
Telemedicine is an enabler and catalyst for new business process. (ie innovation)

Policy must enable innovation/disruption by:
- Paying for value and outcomes, not services
- Clarifying accountability and attending to siloed governance
- Carefully and deliberately creating a new culture
The Journey to a Healthier Ontario Has Begun