

Telehomecare:  
*Remote Patient Monitoring and  
Health Coaching at Home for Patients  
With Chronic Disease*

**AFHTO Conference**  
*October 16<sup>th</sup> 2014*

# Agenda

- OTN Overview
- Telehomecare Overview
- Panel Discussion
- Audience Q&A

# Presenter Disclosure

- **Presenters:**
  - Dr. Ed Brown
  - Dr. Frank Martino
  - Dr. Izabella Kogan
  - Dr. Richard Almond
  - Dr. Nicole Nitti
- **Relationships with commercial interests:**
  - None to disclose
- **Disclosure of Commercial Support**
  - None to disclose
- **Potential for Conflict of Interest**
  - None to disclose
- **Mitigating Potential Bias**
  - None to disclose

# Objectives

- Learn how Telehomecare can empower patients with chronic disease to better manage their health
- Understand the details and benefits of OTN's Telehomecare program and how Telehomecare is a “good fit for a FHT”
- Review Telehomecare Program results to date
- Consider the future for Telehomecare and virtual health

# About OTN

An independent not-for-profit corporation funded by the Government of Ontario

Members include:  
1,289 health care organizations and more than 8000 healthcare providers at more than 1,700 sites

Partners include:

- eHealth Ontario
- OntarioMD
- Canada Health Infoway
- Keewaytinook Okamakanak Tribal Council

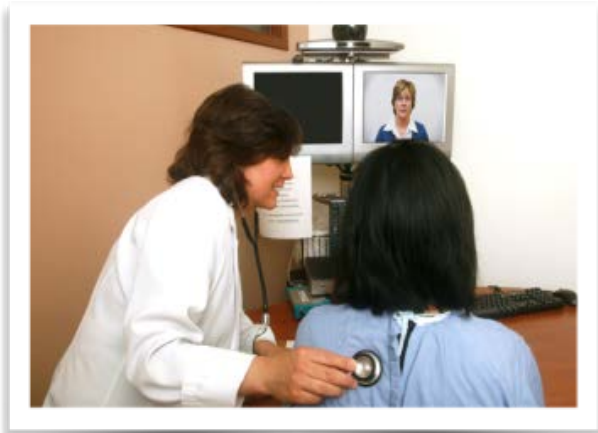


# What is Telemedicine?

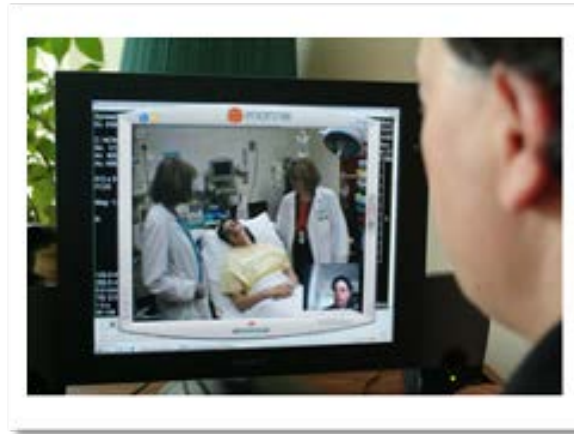
- Use of information technology by **health care providers**
  - To **deliver care** to their patients;
  - To **engage their patients** in their own health management and/or:
  - To **collaborate with each other** to improve care delivery



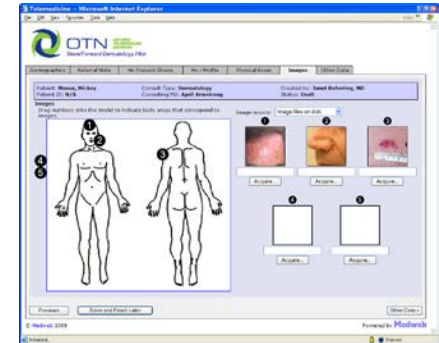
# Current OTN Services



1. Clinical  
Videoconferencing



2. Acute Care



3. Provider eConsult



4. Learning



5. Telehomecare

# The virtual care transition – continuing the transformation

1992...

More people leave hospital after procedure than remain overnight

Inpatient Care

Outpatient Care

Virtual Care

2020?

More virtual visits than physical visits

- Each transition involved **people**, **process**, and **technology** changes.
- Major shifts in how we organize our care delivery services and assets





# TELEHOMECARE

# Telehomecare Program

*Remote Monitoring and Coaching for People with Chronic Disease*



**Patient Education and Empowerment**



**Clinician Health Coaching**

# Telehomecare Overview

Currently for COPD and CHF patients

Time-limited intervention (6 months on average) at no cost to the patient

Delivered by a registered health care provider (RN or RT) with specialized training in health coaching and self-management support

Telehomecare coach works with primary care provider as part of the Circle of Care

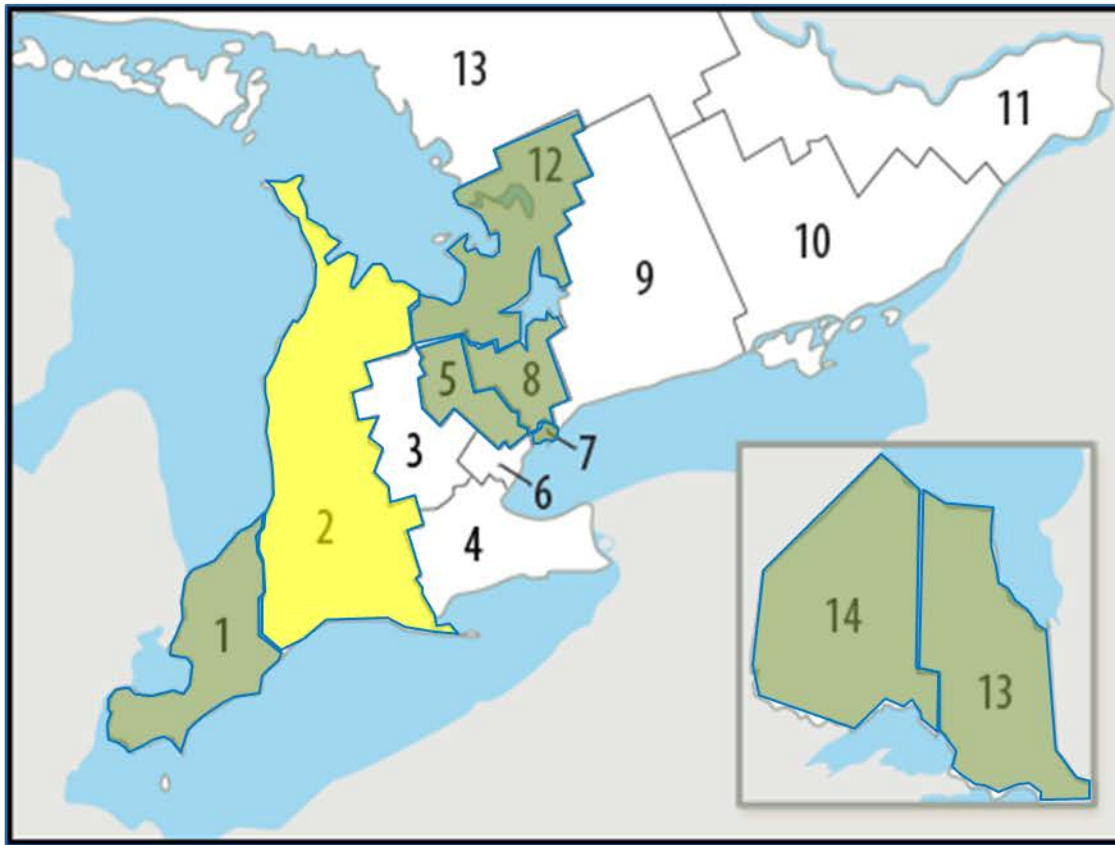
Based on guidelines that are evidence-based and approved by a provincial clinical expert committee

# Health Coaching Using Best Practice Guidelines

- Just-in-time coaching when something goes awry – “a Teaching Moment”
- Weekly coaching focusing on motivation and self-management education including:

<b>Self-Monitoring</b>	<b>Medication Management</b>
<b>Symptom Recognition &amp; Management</b>	<b>Physical Activity</b>
<b>Diet/Weight Management</b>	<b>Sodium/Fluid Intake</b>
<b>Smoking Cessation</b>	<b>Managing Anxiety &amp; Depression</b>
<b>Goal-Setting</b>	<b>Community Resources</b>
<b>Stress</b>	<b>Continuing Self-Management Post-Telehomecare</b>
<b>Working with your Health Care Provider</b>	

# 7 (of 14) LHINs Active and 3300 patients enrolled as of September 5, 2014



## 7 LHINs Currently Live:

- LHIN 1: Erie St. Clair (CCAC)
- LHIN 5: Central West (William Osler Health System)
- LHIN 7: Toronto Central (CCAC)
- LHIN 8: Central (HealthLinks via Southlake & CCAC)
- LHIN 12: North Simcoe Muskoka (CCAC)
- LHIN 13: North East (CCAC)
- LHIN 14: North West (CCAC)

## Planning Stage:

- LHIN 2: South West (CCAC)

# Eligibility

- Diagnosis of COPD/CHF (moderate)
- Live in a residential setting
- Be able to perform the functions of the Telehomecare program (stand on a weight-scale without support, complete blood pressure, measure oxygen saturation and use tablet)

***\* This population aligns well with Health Links***



# Tablet Screen Shot – Daily Questions

The image shows a tablet screen with a light blue background. At the top right, there is a 'Logout' button and a network icon. Below this, the date and time are displayed: 'Thursday, 14 March 2013' and 'Thursday Cough (6:30 AM)'. The main heading is 'Cough'. The question is 'Has your sputum changed in colour, amount, or thickness?'. There are two large buttons: 'Yes' (dark blue) and 'No' (medium blue). To the right of the question is an 'Add note' button. At the bottom left, there is a checkbox labeled 'No reading'. At the bottom center is a 'Continue' button with a right-pointing arrow. At the bottom right is the 'TELUS HEALTH' logo.

Logout

Thursday, 14 March 2013  
Thursday Cough (6:30 AM)

**Cough**

Has your sputum changed in colour, amount, or thickness?

Add note

Yes No

No reading

Continue ▶

TELUS HEALTH



# EVIDENCE & BENEFITS



# Telehomecare Impact - Short Term

Early system usage results are consistently showing a dramatic impact on hospital usage:

- ED Visits 37% - 48% reduction
- Admissions 44%-57% reduction

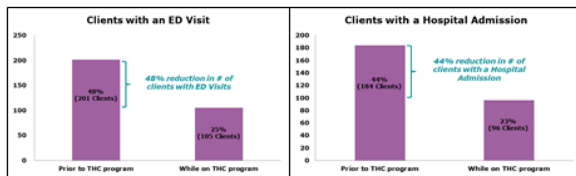
**TC CCAC** -reduced ED Visits by 48% and Hospital Admissions by 44%.

**WOHS** - reduced ED Visits by 37% and Hospital Admissions by 46%.

**SRHC** - reduced ED Visits by 48% and Hospital Admissions by 57%.

## Tele-Home Care – Making a Difference

*Reducing the number of visits to the Emergency Department and the number of hospital admissions...*



THC Clients as of Oct. 31/13 = 422

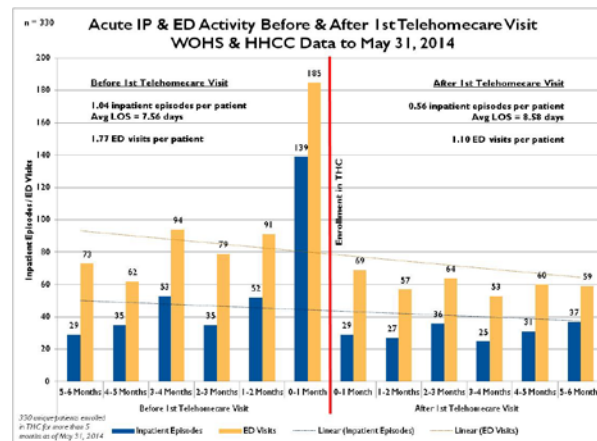
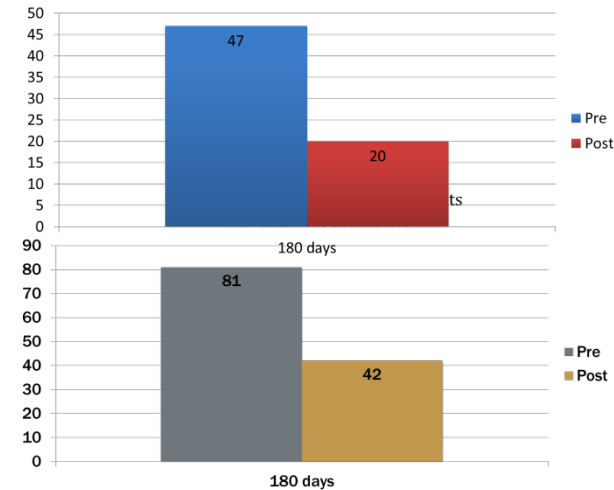


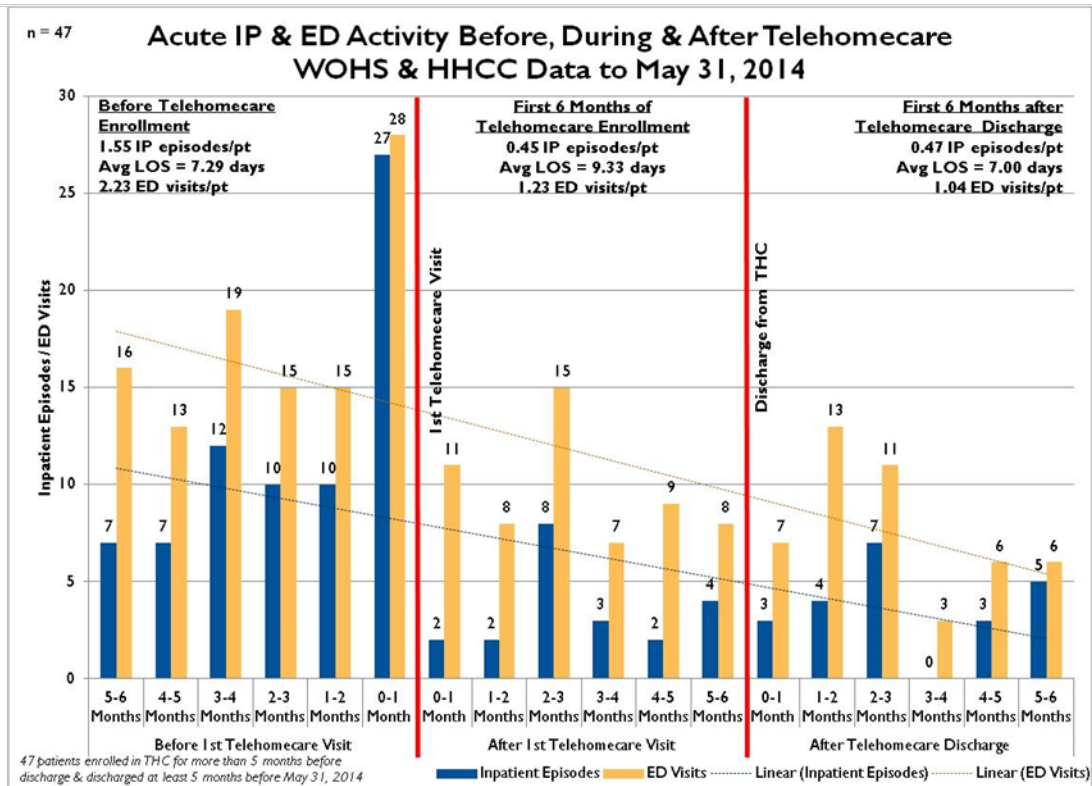
Figure 1. Number of Inpatient Admissions Pre- and Post-Start Date



# Telehomecare Impact – Longer Term

WOHS is reporting longer-term reduction in system usage:

- Inpatient – 70% reduction 6 months after THC discharge compared to pre-THC usage
- ED Visits – 53% reduction 6 months after THC discharge compared to pre-THC usage
- LOS – 4% reduction 6 months after THC discharge compared to pre-THC usage



# Telehomecare Impact – Patient Experience

- Patient Experience (Toronto Central results)
  - **87%** of patients would definitely recommend the program to others
  - **98%** agreed that the THC Nurses understood what was important to them
  - Managing medications were the most important patient learning



# How to Refer

If you have a Telehomecare program in your area, you can refer your patients in one of two ways:

1. Referral form at: <http://rxtelehomecare.ca/refer-a-patient>
2. If you use Practice Solutions, download the Telehomecare custom form and your EMR will identify candidates for Telehomecare (option will also be available in Nightingale in the near future)



Care. Connected.