Driving on the Right Path towards Mobile Patient Engagement

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Speaker Introduction

Terence Hedley, RN, Clinical Informatics Analyst

Terence is a Registered Nurse who completed his Bachelor of Nursing Science at Trent University. Terence is a Clinical Informatics Analyst who is passionate about the use of technology having a meaningful impact on patient care. Terence is currently completing his Masters of Health Informatics with the University of Waterloo.

Bethany Holeschek, OT Reg. (Ont.), Clinical Practice Leader

Bethany is a master’s prepared Occupational Therapists currently working as a Clinical Practice Leader in Professional Practice. Bethany’s commitment to advancing mental health care for patients and families is demonstrated in her ongoing contributions to initiatives such as patient engagement solutions, standardization of practice and service delivery through Quality Standards.
Objectives

- To provide an overview of the mobile patient engagement solution implemented in the pursuit of innovative ways to promote, measure, and advance patient engagement.

- To share identified benefits and project successes.

- To provide an overview of the lessons learned during the development and implementation of the mobile technology solution.

- To contribute to the body of knowledge that will help guide other organizations as they embark on this journey.
Ontario Shores at a Glance

- Teaching hospital specializing in comprehensive mental health care and addiction services
- 326 beds with 113,000 patient days each year; over 70,000 outpatient visits
- Provide Recovery-oriented care to a wide range of services: Adolescents to Geriatrics
- Meditech 6.15 and EMRAM HIMSS Stage 7 in 2014 – first in Canada and first behavioural health facility in the world
- 2015 recipient of HIMSS Nicholas E. Davies Enterprise Award of Excellence
Patient engagement is the *blockbuster drug* of the century.

"Enhancing access

*Remedying* existing gaps

*Supporting* the paradigm shift towards service-user driven care

*Evolving* practices and culture toward a provider-service user partnership
Mobile Patient Engagement Solution

Ontario Shores collaborated to offer patients a mobile health patient engagement solution

- Interactive interventions and scheduled events
- Bi-directional integration with the EMR
- Real-time data collection for reporting and analytics
- 4 services & 2 research projects:
  - Eating Disorder Residential Program
  - Geriatric Services
  - Neuropsychiatry Inpatient & Outpatient
  - Transitional Aged Youth Services
Mobile Patient Engagement Solution

Enabling patients and families to become active participants in their mental health care

INDIVIDUALIZED CARE PLAN

EMR
- Remote care planning
- Medication prescription
- Active and passive data review

Mobile Interactive Patient Care Plan

Customized Schedules
- Support Resources
- Clinical interventions

PATIENT DATA UPDATES
Features Implemented

Hospital Resources
Relaxation Exercises
Meal Self Assessment
Form Interventions
Mindfulness Exercises
Features Implemented

Reminders and Notifications

- Scheduled forms and reminders
- In and out of app notifications
Evaluation Measures

Initial Engagement

- **56%** of patients who signed up to use the app in the pilot areas used the mobile patient engagement solution

Increased Patient Engagement

- On average, **19.5** page views/user/week

Improved Efficiency-In Person Services Avoided

- A total time savings of **4 hrs 34 mins 40 sec** related to the completion of the PHQ-9
- A total time savings of **11 hrs 9 mins 36 sec** related to the completion of the Patient Story
- A total time savings of **6 hrs 9 sec** related to the completion of the RAS-R
- A total time savings of **7 hrs 55 mins 12 sec** related to the completion of meal assessments
Celebrating Success

Project Successes

- Interoperability to support efficiencies through integration with Ontario Shores’ EHR system

- Ability to provide patient care and therapy outside of face-to-face interactions

- Getting devices in the hands of patients was a key enabler and had several unintended positive outcomes including positively shifting the conversation between patients and clinicians

- Improved engagement with patients in communicating with clinicians

- Vision Well Aligned with Clinician Views
  - Believe in the benefit of having patients contributing via technology to their care
  - Maintain that it is a worthwhile initiative
Lessons Learned

- Project team
- Clinicians using the app
- Patients who used the app
Project Team Lessons Learned

Project Management & Scope

- Communication of project scope
- Ensure project scope is sized appropriately for a pilot
- A clearly defined and communicated pilot goal is important to ensuring success
- Accurate resourcing for all aspects of the project
- Dedicated resourcing to support patient issues is key to ensuring patient engagement and adoption of app

Vendor Management

- Diligent assessment of the vendor prior to procurement
- Involving the vendor as a stakeholder in the creation of and signoff of the project’s scope will ensure that all parities have a mutual understanding of the project requirements and deliverables
Clinician Lessons Learned

Communication
- Provide reminders about available resources & updates

Clinician Engagement in Development of the App
- Most stated they were well engaged and were confident they were consulted in the process

Access to Technology
- Many benefits to having access to a device and Wi-Fi
- Access to Wi-Fi was a challenge for patients who used their own device

Access to Support
- Evenings and weekends a challenge
- Person providing support needs to know the EMR system, tablet devices, mobile patient engagement solution and network/Wi-Fi

Timelines
- Multiple changes in timelines caused challenges

Flexibility
- Inability to change most features of the app once implemented
Patient Experience

Successes

- Navigation within the app
- Error messages were rare

Challenges

- Unclear of the purpose of using the app
- App was slow to open
- App would freeze
Patient Lessons Learned

What did you like about the app?

- “Could ask questions. Help organize day.”
- “Reminders. Date-orientation.”
- “Easy to use.”

What could have made it better?

- “Review daily sleep questions—more options on question”
- “If there was more of a game aspect or even a way to make it less writing that would be nice.”
- “A mouse.”
- “The device. Swiping capacity and mobility when you have a walker.”
Next Steps

- Apply lessons learned to current and future mobile patient engagement endeavors.
- Further define purpose and vision for future patient engagement applications.
- Explore with patients and families how they see technology enabling their mental health care.
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Thank You