International Foundation for Integrated Care
IFIC Canada

HSPN Health System Performance Network

IFIC

Advancing Integrated Care with Digital Health Innovation

March 28, 2023 from 12:00 – 1:30 PM EST

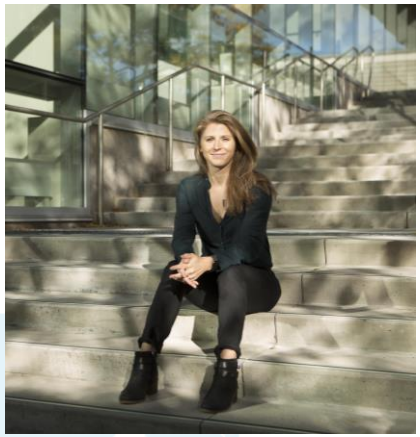
International Foundation for Integrated Care
IFIC Canada

IFIC Canada Co-Founders

Jodeme Goldhar
@JodemeGoldhar

Walter Wodchis
@WWodchis

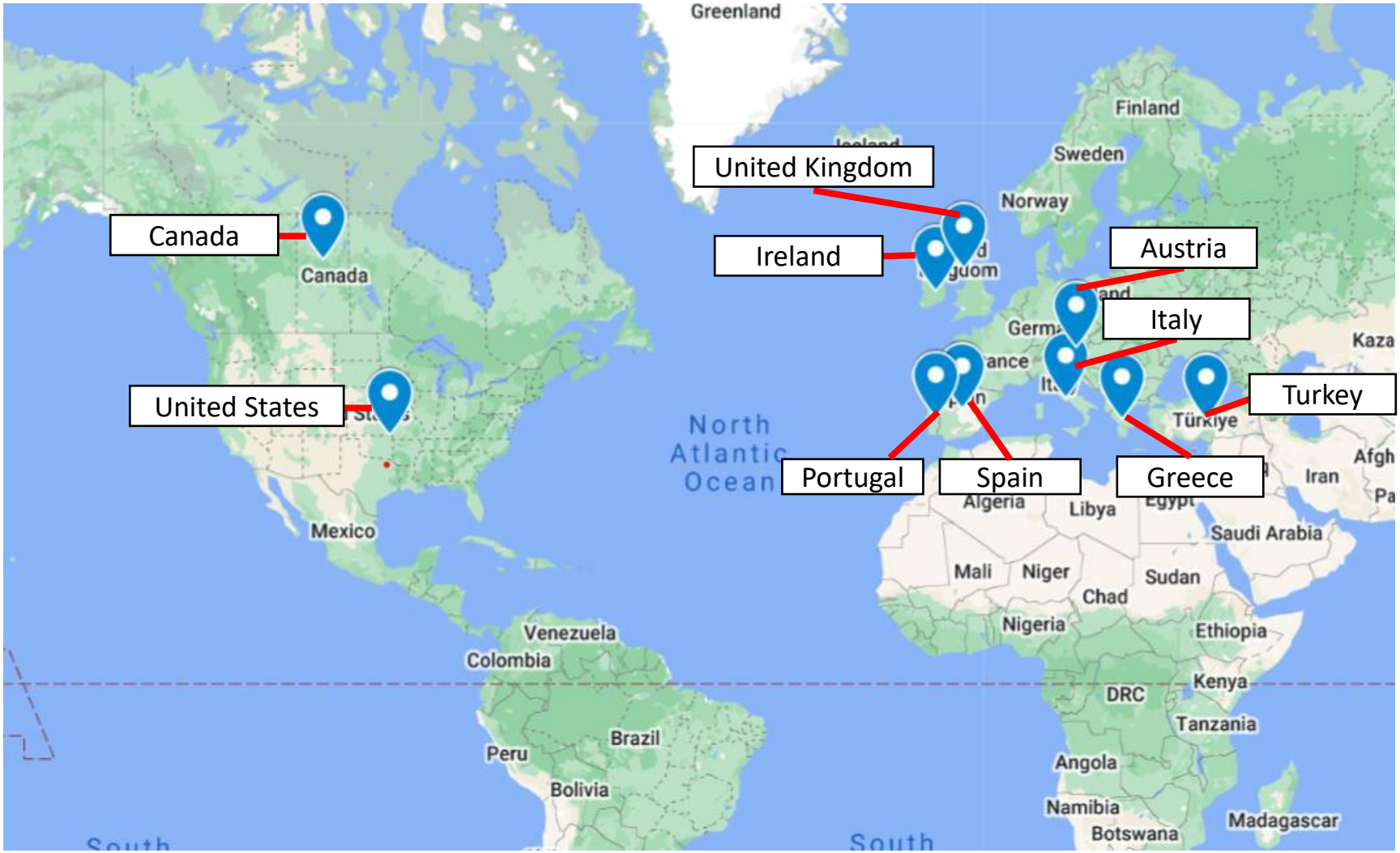
Today's Co-Host



Carolyn Steele-Gray
@Dr_SteeleGray

Who Was At the Session?

Over 250 Participants Joined Us from 10 Countries Around the World



WELCOME!

How to Take Part in the Virtual Community

Please use the chat box to introduce yourselves, ask questions and contribute troughout the session.

Share your thoughts on social media using the hashtags:

#IFICCanada

Please send chat messages to **all participants and attendees** so everyone can see.
If you are replying in the chat box to someone else, please start your comment with **@[theirname]**

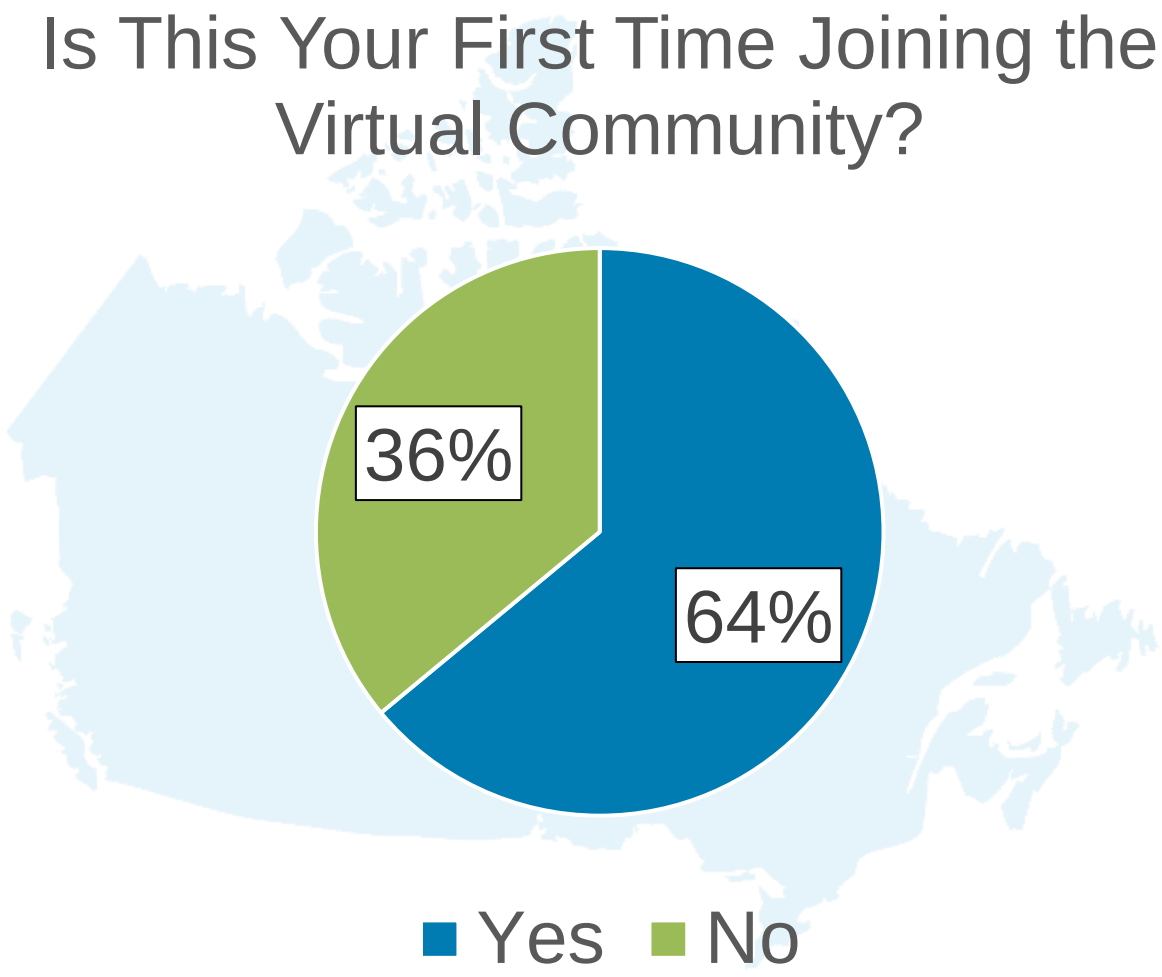
Land Acknowledgement

We acknowledge the land on which we are hosting this meeting is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

We acknowledge that Canada is home to many diverse First Nations, Inuit and Métis peoples, and that each of you are joining us from one of those many traditional and treaty territories.

We are grateful to be able to come together in this way.

Poll Results: We'd Like to Know…



Making It All Happen

HSPN Health System Performance Network

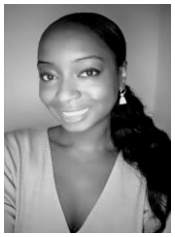
International Foundation for Integrated Care
IFIC Canada

IFIC International Foundation for Integrated Care

Hennick Bridgepoint Hospital
Sinai Health

Trisha Martin

Deb Gollob
@DebGollob



Yinka Macaulay
@YinkaMacaulay

Niamh Daly Day

Fiona Lyne
@spiderslips

Ingryd Ventura
@VenturaIngryd

What is the Virtual Community about?

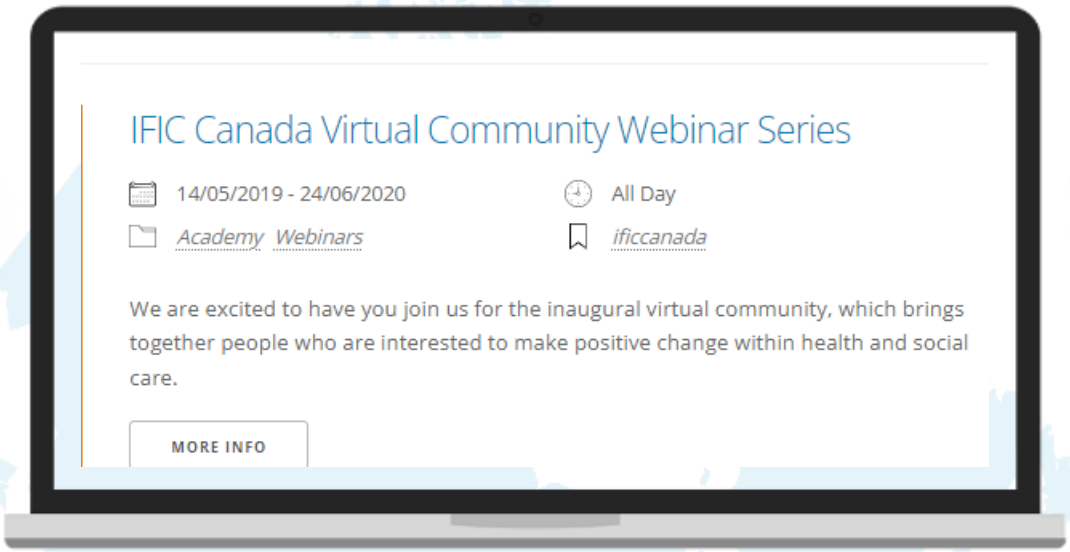
OUR PRINCIPLES

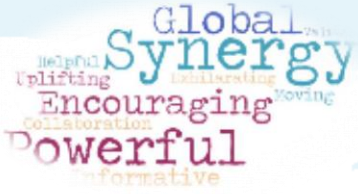
- Connect those with an interest in Integrated Care
- Provide opportunities to learn from leaders in healthcare: including clinicians, policy makers, academics, patients and caregivers
- Develop the skills and capabilities to produce better, people-centred, co-designed integrated care
- Celebrate current integrated care practices throughout North America
- Identify global best practices and how they can be adapted to the context of North America
- Identify the learning needs of the community, and create learning opportunities with these needs in mind

Find out more at: https://integratedcarefoundation.org/ific-canada

Previous Sessions

You can find ALL of our previous sessions at https://integratedcarefoundation.org/events/ific-canada-virtual-community-webinar-series





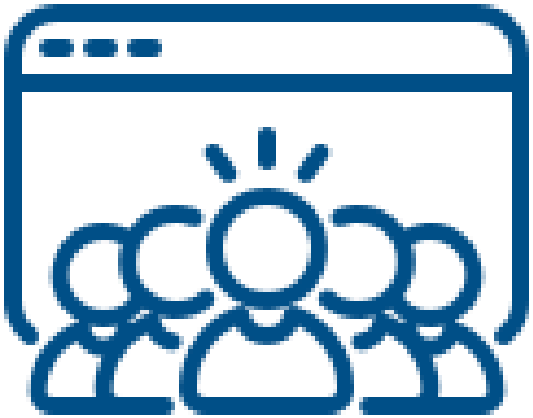
Access the inaugural North American Conference on Integrated Care

Access Session Recordings and Conference Abstracts on our website

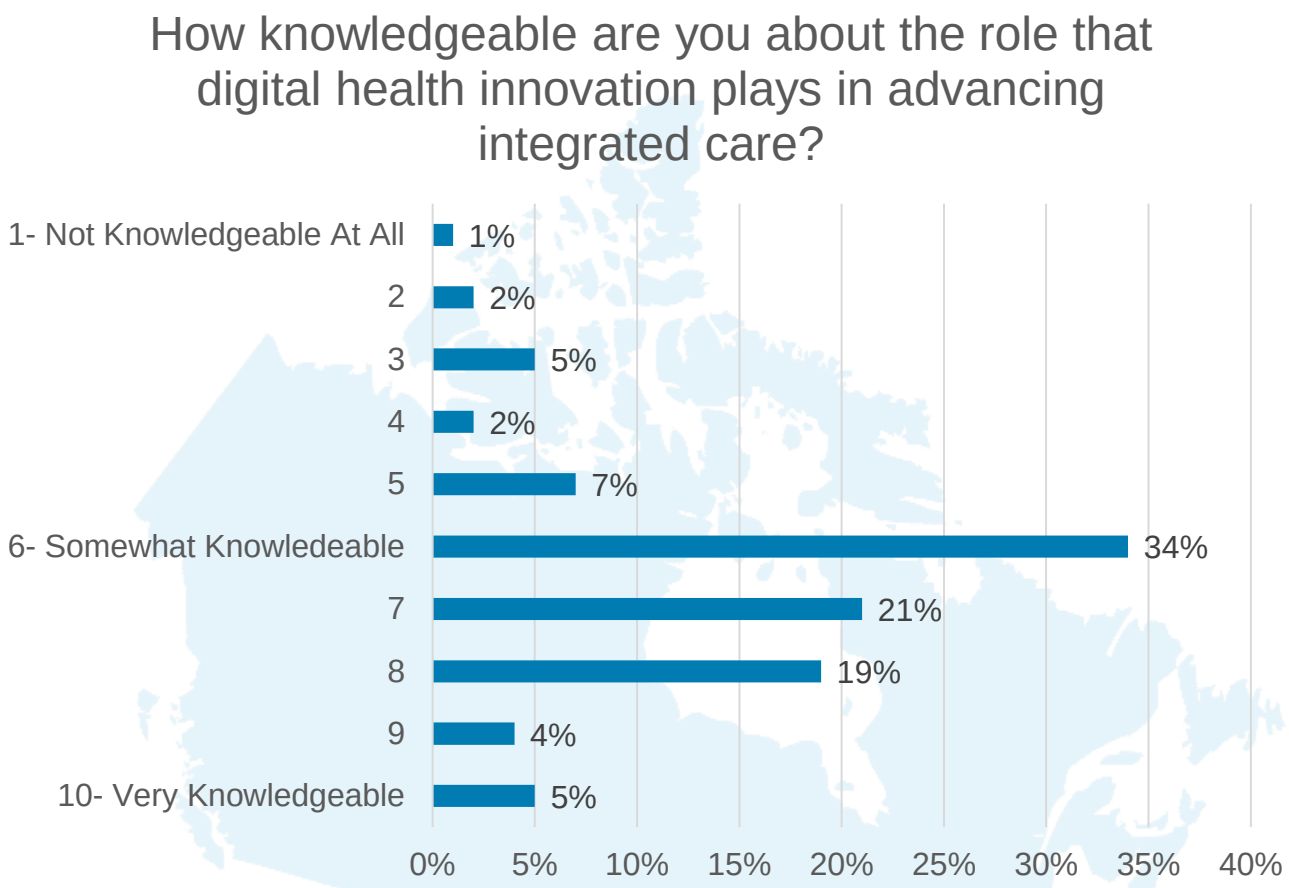
CLICK HERE

Today's Session:

Advancing Integrated Care with Digital Health Innovation



Poll Results: Your Knowledge About Today's Topic



Digital Services and Data Enabling Integrated Care Special Interest Group

Carolyn Steele Gray
Tier 2 Canada Research Chair in Implementing Digital Health Innovation
Science of Care Institute
Lunenfeld Tanenbaum Research Institute, Sinai Health
Canada

Leo Lewis
Senior Associate & International Lead
International Foundation for Integrated Care
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Head of Department
University of Cologne
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International Foundation for Integrated Care

Digital Services and Data Enabling Integrated Care SIG

Journal of Integrated Care: Advancing Integrated Care with Digital Health Innovation

The articles in this Special Issue will be free to access between 28 March and 27 April 2023. All articles can be found at the following link: https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4

Guest Editors

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Today's Topics

1. Co-creating a human-centered integrated care pathway for a digital, user-centric health information solution.
2. Adopting technology-enabled integrated care education to address the micro-, meso-, and macro-dimensions of integrated care.
3. Evaluating the effectiveness of a digitally enabled integrated care program for post-acute care of stroke patients.
4. Discussing how this learning can help us keep the patient at the centre when adopting technology into models of integrated care.

Meet Today's Speakers!

Gerard Carot-Sans
Researcher, Department of Information System, Catalan Health Service, Barcelona, Spain

Eva Turk
Senior Researcher, previously University of Oslo, Centre for Digital Health and Social Innovation, University of Applied Sciences St. Pölten, Austria; Associate Professor, Science Centre Health and Technology, University of South-Eastern Norway

Viola Wontor
Director, Research & Development Lead, International Labeling Group, Global Regulatory Sciences, Global Product Development, Pfizer, UK

Jane Zhao
Research Associate, Toronto Rehabilitation Institute, University Health Network, Toronto, Canada

Maria Mylopoulos
Scientist & Associate Director, The Wilson Centre and Associate Professor, Department of Paediatrics, Curriculum Scientist,

Hilary Horlock
Patient Partner; Senior Enterprise Architect, Manager Business Architect, Digital Health and Strategy Office, Provincial Health Services Authority

Digital, user-centric health information solutions

A Human-Centred approach to tackling complex challenges through cross-sector collaboration and co-creation

Eva Turk

Senior Researcher, previously University of Oslo, Centre for Digital Health and Social Innovation, University of Applied Sciences St. Pölten, Austria and Associate Professor, Science Centre Health and Technology, University of South-Eastern Norway

Viola Wontor

Director, Research & Development Lead, International Labeling Group, Global Regulatory Sciences, Global Product Development, Pfizer, UK

Gravitate Health

Digital, user-centric health information solutions

A Human-Centered approach to tackling complex challenges through cross-sector collaboration and co-creation

Eva Turk – previously University of Oslo (UiO)
Viola Wontor – Pfizer, R&D lead

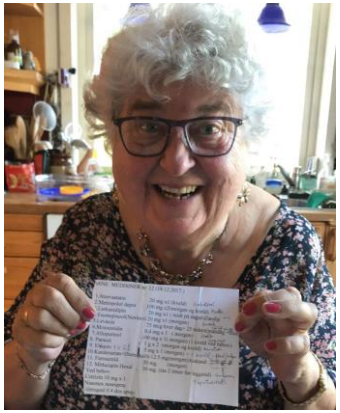
DISCLAIMER: The presentation reflects the authors view. IMI JU, European Union, EFPIA, or Datapharm Limited are not liable for any use that may be made of the information contained herein.

Gravitate-Health Public-Private Partnership

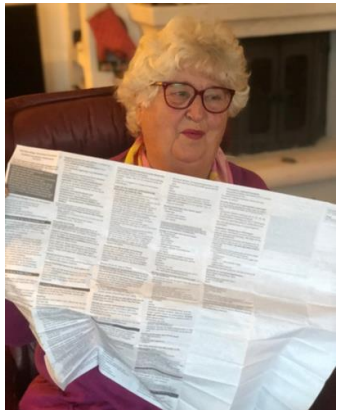
An integrated digital health information platform

Empowering and equipping Europeans with health information for active personal health management and adherence to treatment

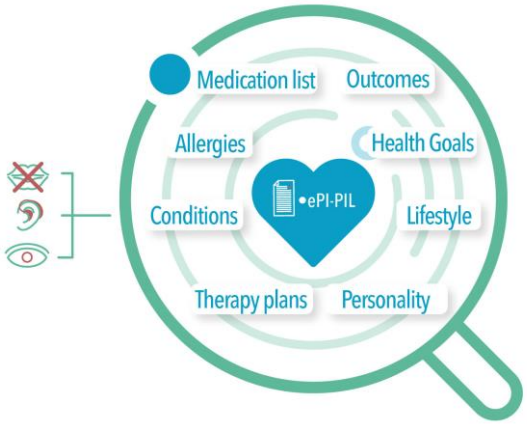
Maria and her list of medications

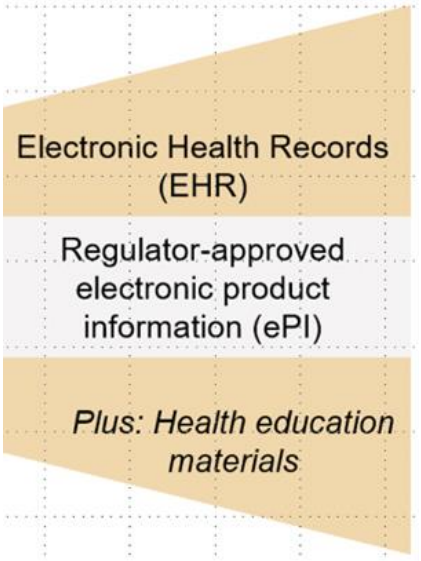


Picture: Line H. Linstad, NSE



Picture: Hanne Bjertnes, UiO





How can we apply an open-access digital platform with trusted Digital Health Information to transform the way patients access and understand health information, and apply this in personal health for adherence to treatment, risk minimization and quality of life?

The Gravitate-Health Consortium in a nutshell

40 partners in Europe and USA

20 Members of User Advisory Group

60 months 11/20 – 10/25

18.5 mill €

European start Global Outreach

ACADEMIA / RESEARCH INSTITUTES

Universitetet i Oslo (UiO) (Coordinator)
Karolinska Institute (KI)
Universidad Politécnica de Madrid (UPM)
Empirica (EMP)
Norwegian Center for eHealth research (NSE)
The European Institute for Innovation through Health Data (i-HD)
Università Cattolica del Sacro Cuore (UCSC)
University of Copenhagen (UCPH)
Trinity College Dublin (Trinity)
University College Dublin (UCD)

REGULATORS & PRODUCT INFORMATION PROVIDERS

Norwegian Medicines Agency (NoMA)
Spanish Drug Agency (AEMPS)
Dutch Medicines Evaluation Board (CBG)

STANDARDISATION & OTHER STAKEHOLDERS

HL7 Europe
PredictBy*

PATIENT ORGANISATIONS & CONSUMER GROUPS

Forum Européen des Patients (EPF)

DISSEMINATION & COMMUNICATION

European Connected Health Alliance (ECHA)
HIMSS Europe
MINDVIEW*
The Synergist*

HEALTH CARE PROVIDERS & PAYERS

Akershus University Hospital (AHUS)
Shared Services of Ministry of Health (SPMS)
Servicio Madrileño de Salud (SERMAS)
Beth-Israel Deaconess Medical Center (BIDMC)
Karolinska Institute (KI)

DIGITAL TECHNICAL EXPERTISE

Datawizard SRL*
GuardTime*
Norsk e-Helse*
FrisQ*
Trifork

EFPIA & IMI2 Associated PARTNERS

Pfizer Limited (Project Lead)
AstraZeneca
Bayer
Grünenthal
Eli Lilly
Medidata
Viatris
Novartis
Roche
UCB Biopharma SRL
Datapharm

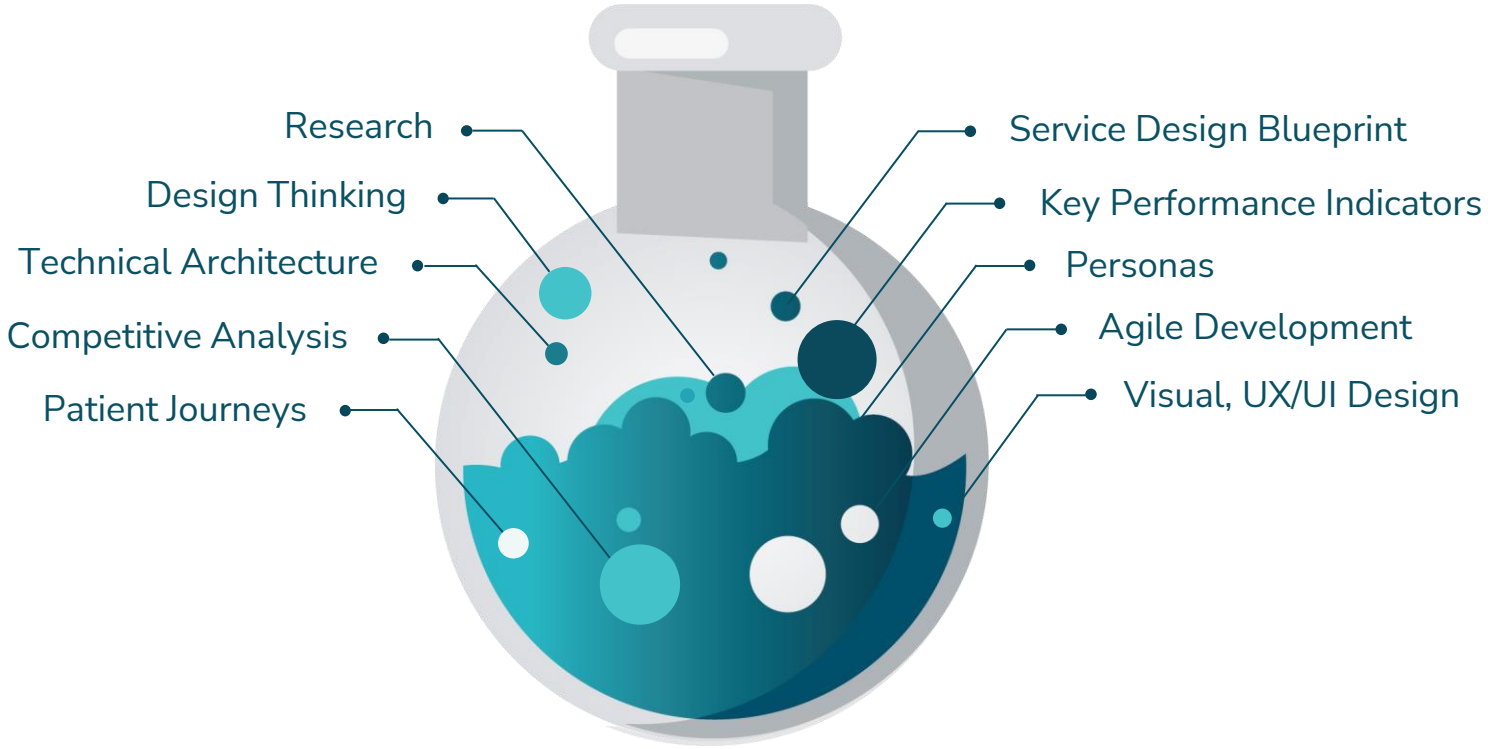
*SME (small and medium sized enterprises)

Our approach

Steps towards co-creating a digital solution

Human-Centered Design Toolkit

Methods, frameworks and mindsets



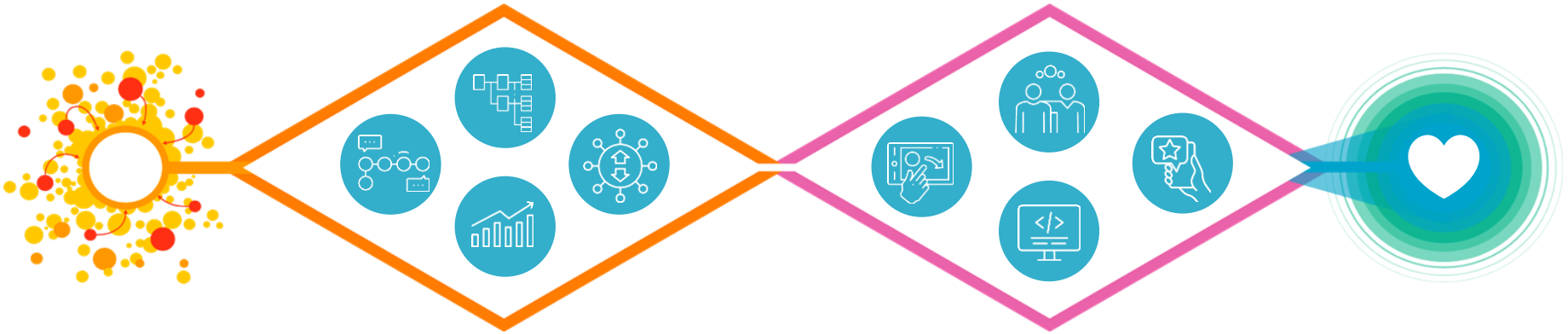
Maximizing Patient and cross-sector collaboration

Framing and planning
Research & Assessment

Exploration and co-creation
Defining Experiences

Co-design and evaluation
Evaluation and Feedback

Mindful solution
Continuous Improvement



INSIGHT | **CO-CREATION** | **IMPLEMENTATION**

APPROACH
- Challenge framing
- Hypothesis evaluation
- Landscape assessment
- Research and Delphi prioritization
- Measurement + metrics

OUTPUT
- Data synthesis and consensus
- Testing Scenarios
- KPIs + Requirements
- Alignment on outcomes

APPROACH
- Experience definition
- Experience metrics
- Identify nuances and patterns in needs and behaviors across patient journeys within persona vectors
- Sketch + assess opportunities

OUTPUT
- Personas, Patient Journeys, Service Design Blueprint
- Draft solution architecture

APPROACH
- Feature Development and Prioritization
- Concept Visualization
- Co-design
- Evaluation and testing
- Iterative development

OBJECTIVE
- High-level roadmap
- MVP Prototype
- Backlog and development schedule
- Activation and engagement plan

APPROACH
- Measure effectiveness
- Post-launch optimization
- Monitor metrics + KPIs
- Refine solution based on findings
- Identify opportunities for the iterations
- Prioritize roadmap items for scaled release.

Thank You

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Get our newsletter

The Gravitate-Health project has received funding from the Innovative Medicines Initiative Joint Undertaking under grant agreement No 945334

What role can education play integrated care?

Lessons from the ECHO (Extensions for Community Health Outcomes) Concussion program

Jane Zhao

Research Associate, Toronto Rehabilitation Institute, University Health Network, Toronto, Canada

Maria Mylopoulos

Scientist & Associate Director, The Wilson Centre and Associate Professor, Department of Paediatrics, Curriculum Scientist, Medical Education, Temerty Faculty of Medicine, University of Toronto, Canada

What Role Can Education Play in Integrated Care?

Lessons from the ECHO (Extensions for Community Health Outcomes) Concussion program

International Foundation for Integrated Care (IFIC) Canada

Mar. 28, 2023

Q. Jane Zhao, MSc
Research Associate, ECHO at UHN

Maria Mylopoulos, PhD
Scientist & Associate Director of Training Programs - The Wilson Centre
Associate Professor, Department of Paediatrics, University of Toronto

What role can education play in integrated care? Lessons from the ECHO (Extensions for Community Health Outcomes) Concussion program

Received 31 January 2022
Revised 17 May 2022

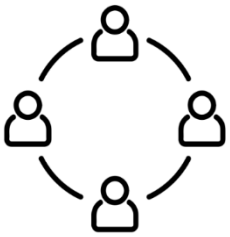
"The ECHO model is a novel digital health solution that uses technology-enabled learning to **facilitate, support, and model integrated care education**…

…To **expand and contribute to the ECHO literature** by creating a link between the ECHO model and integrated care."

Abstract

Purpose – Design, implementation, and evaluation are all important for integrated care. However, they miss one critical factor: education. The authors define "integrated care education" as meaningful learning that purposefully supports collaboration and the development of adaptive expertise in integrated care. The ECHO (Extensions for Community Health Outcomes) model is a novel digital health solution that uses technology-

What is ECHO?



Rainbow Model of Integrated Care

Valentijn et al. 2013

System integration: Approach to "enhance efficiency, quality of life and care, and satisfaction through vertical and horizontal integration"

Organizational integration: the extent that services are produced and delivered in a linked-up fashion

Professional integration: Development of interprofessional partnerships based on shared competences, roles, responsibilities, and accountability to deliver a comprehensive continuum of care to a defined population

Clinical integration: A person-focused perspective to improve someone's overall well-being and not focus on a particular condition

ECHO and Integrated Care

Integrated care level	ECHO Concussion program examples
Micro-level: Clinical integration	• Case-based learning • Development of adaptive expertise
Meso-level: Professional integration	• Development of professional networks between clinics • Development of empathy
Meso-level: Organizational integration	• Development of the “specialist generalist” and stronger interprofessional networks within their own clinic
Macro-level: System integration	• Education of providers across sectors, from primary to quaternary care • Establishment of a lateral peer-based network with a focus on population-level health

Key Concepts

- **Integrated care education**: meaningful learning that purposefully supports collaboration and the development of adaptive expertise in integrated care
- **Adaptive expertise**: framework for conceptualizing how expertise develops as both *procedural knowledge* (knowing what to do) and *conceptual understanding* (knowing why you're doing it)
  - Productive struggle
  - Emphasis on "whys" and "what-ifs"

Thank you for your attention!

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Maria Mylopoulos, PhD
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For more information, visit:
https://www.echoontario.ca/Join-an-ECHO/Programs

Effectiveness of an integrated care program for stroke

Gerard Carot-Sans

Researcher, Department of Information System, Catalan Health Service, Barcelona, Spain

Effectiveness of an integrated care program for stroke

Catalan Health Service

Digitalization for the Sustainability of the Healthcare System (DS3)

Sistema de Salut de Catalunya

International Foundation for Integrated Care
IFIC Canada

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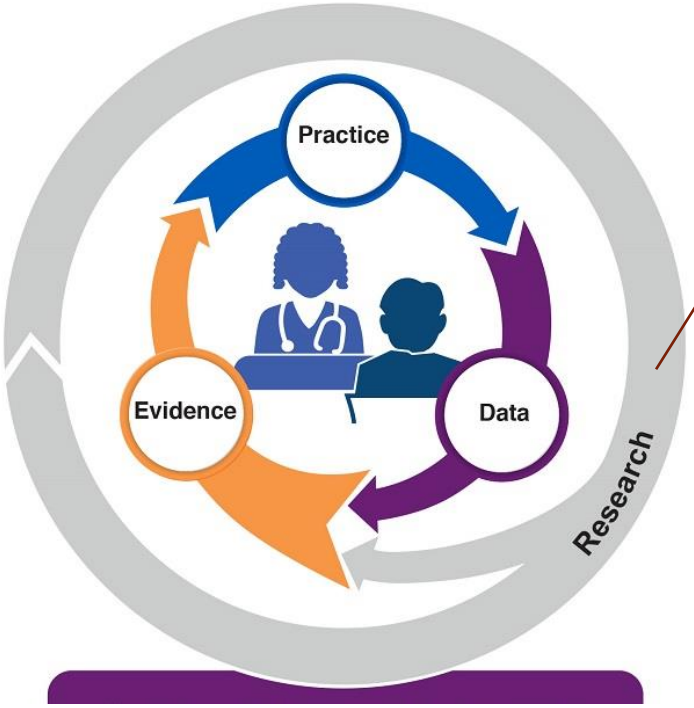
Stroke integrated care program: Why

Learning Health Systems

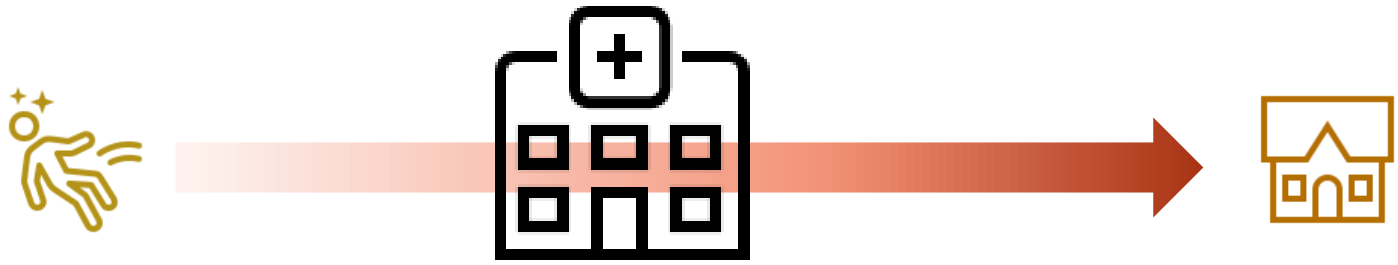


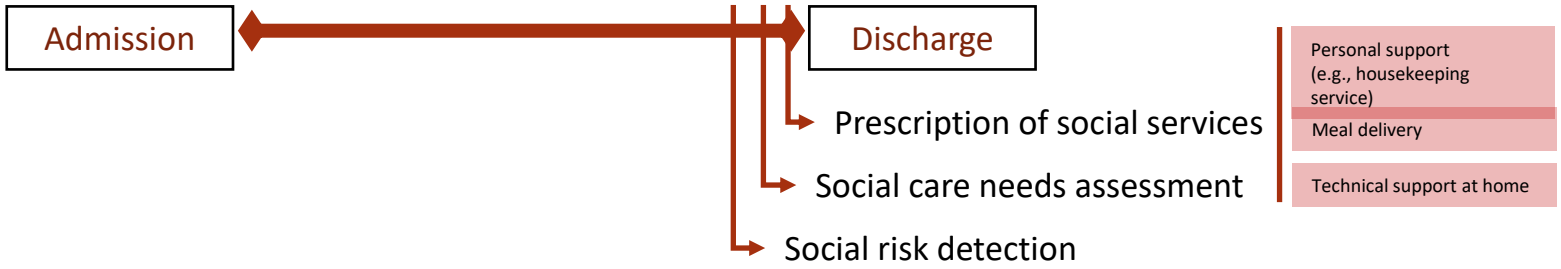
Continued rehabilitation and support after discharge reduces the risk of deterioration in function and improves activities of daily living (ADL)

Trialists, O. S. (2004). *The Lancet*, *363*(9406), 352-356.

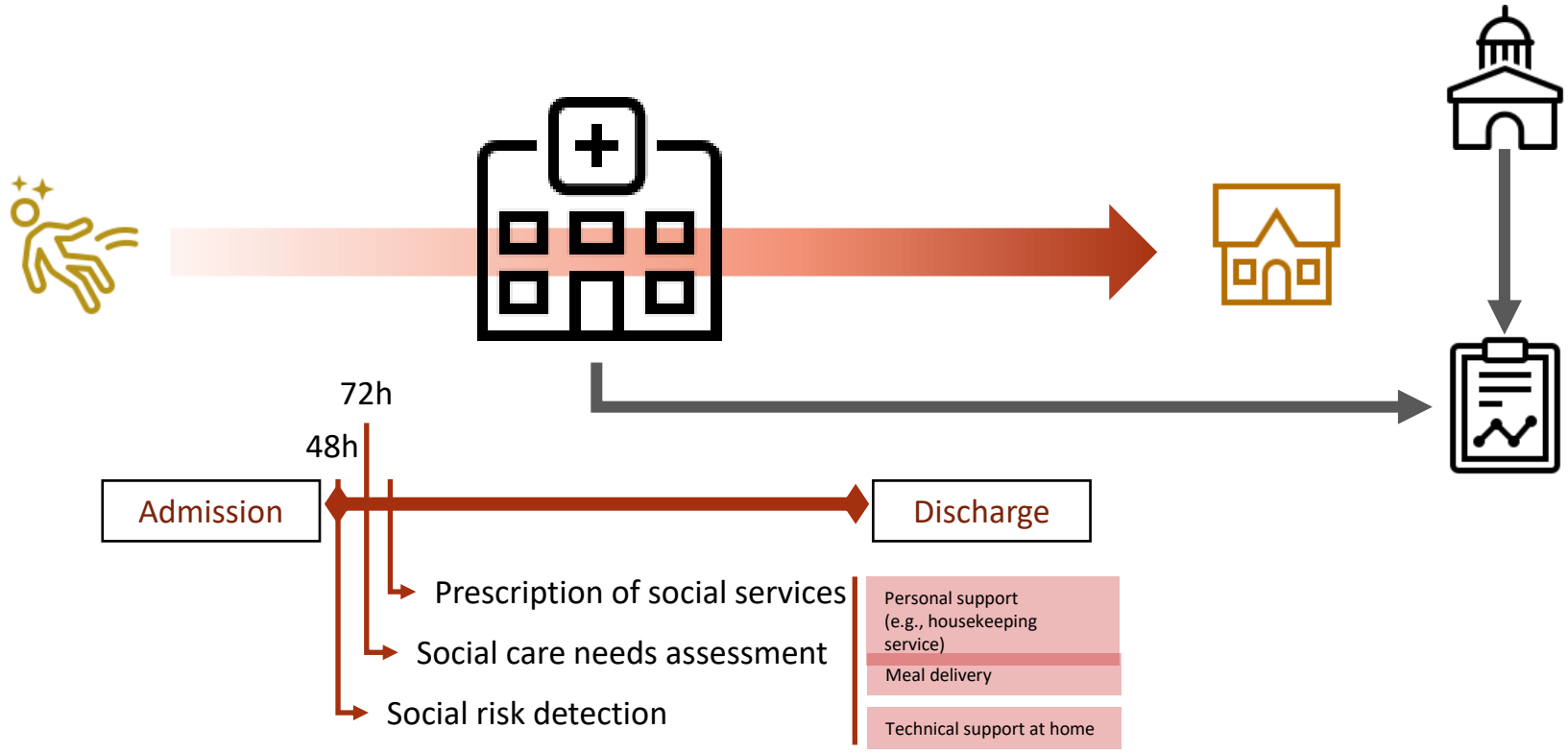
European Stroke Organisation (ESO) Executive Committee, and ESO Writing Committee. *Cerebrovascular diseases* 25.5 (2008): 457-507.

Stroke integrated care program: Why

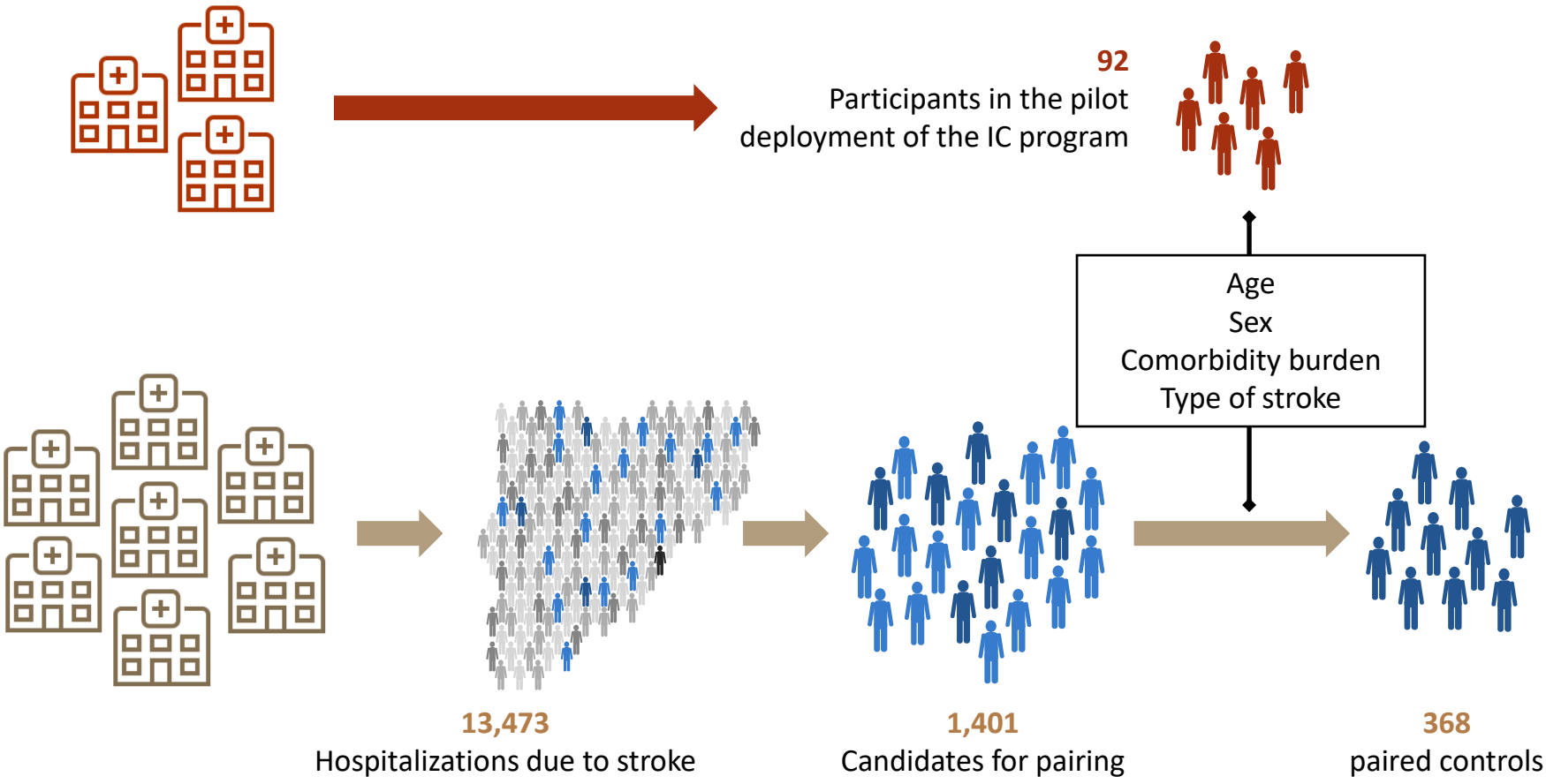




Stroke integrated care program: What

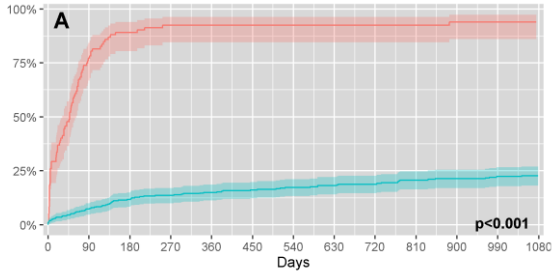


Stroke integrated care program: Assessment

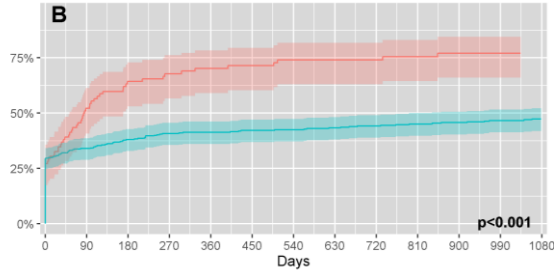


Stroke integrated care program: Result

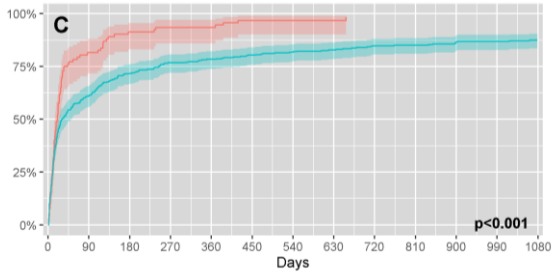
DOMICILIARY CARE



TELECARE

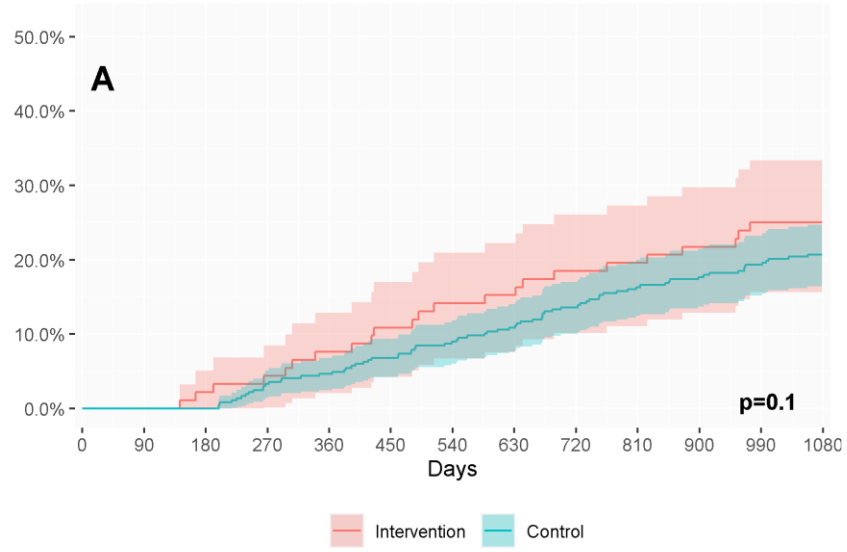


AT-HOME REHABILITATION

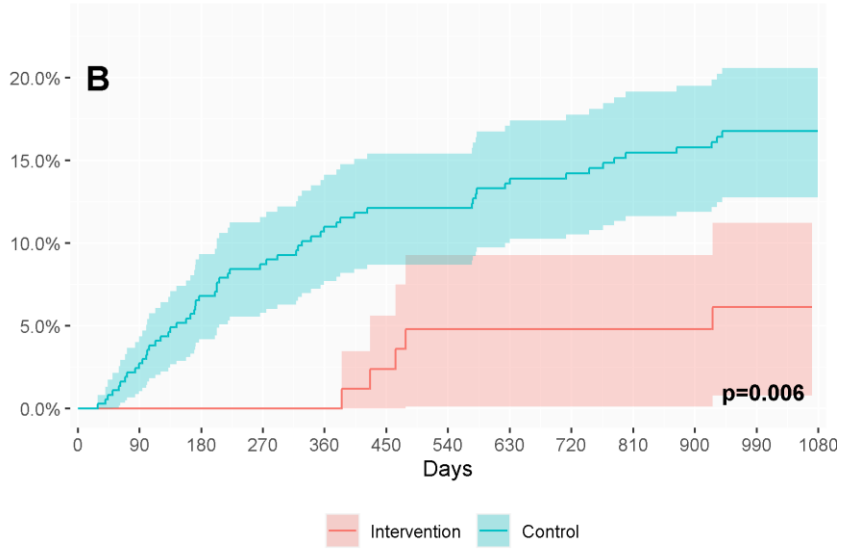


Stroke integrated care program: Result

MORTALITY



ADMISSION TO A NURSING HOME



Thank you!

Sistema de Salut de Catalunya

Hilary Horlock

Patient Partner; Senior Enterprise Architect, Manager Business Architect, Digital Health and Strategy Office, Provincial Health Services Authority

Discussion

Please share your thoughts using the chat box.

Summary

Perspectives shared on enablers to integrated care:

- An enabler to integrated care is how we create and enable trust across all partners and participants.
- It is important to create an integrated sight line to understand what others are doing and being able to connect.
- Currently in many efforts, administrators are only part of the advisory group, however that is not quite enough. It is important for patients, caregivers, providers, administrators and policy makers as part of the conversations.
- It is critical that we're all learning together and we're making connections together.
- **It has to be done in a relational way.**

Summary

Perspectives shared on human centered design:

- Traditional problem-solving approaches may not be effective in complex ecosystems and matrix organizations.
- Human centered design puts people, empathy, and curiosity at the center of the problem-solving process.
- Clear articulation of the problem is crucial before finding solutions
- The double diamond process focuses on two questions: how to solve the right problem and how to solve the problem right.
- This process ensures the right opportunities are addressed in a way that meets the needs of all stakeholders
- Achieving shared vision and goals was through iterative progress and iterations.
- The co-creation process has helped refine the design and clarify requirements for the user experience and platform architecture.

Summary

Perspectives shared on sustainability:

- It is important to understand and appreciate every partner, will have different needs and different circumstances and these must be taken into consideration in the sustainability model.
- We need to consider aspects such as what is the vision? What will the solution look like? How do we build it? How do we structure it?
- There is benefit in developing solutions that are modular. This will allow for the solution to be transferred and used across partners, though still be able to hold its integrity.
- By building solutions that are modular, they can account for the account individual requirements of each market and context.
- Different markets have different levels of maturity and sophistication in their digital health ecosystem. Solutions will take shape differently in different ecosystems and with different partners.
- It is important to build and test solutions across the different ecosystems and breadth of partners.
- We must ensure all partners and stakeholders are engaged as part of the development of solutions.

Summary

Perspectives shared on evaluation:

- Digital health is playing an interesting role in integrated care. It acts as an enabler of sharing information and communicating, and it is also acts as the scaffold and infrastructure.
- We need to ensure we are being clear on what component we are evaluating.
- Evaluation is more around the model and not specific to the technology.
- The ability to have connected information supports evaluation, through being able to identify the target population and determine whether the intervention is resulting in an impact.
- The example shared on the use of digital technologies within an integrated care model, provides us with insight into the future use and function of interoperable integrated systems.

Levers to advancing integrated care

Question: If you had one lever to pull that you think is going to move us in the direction of integrated care, one that maybe you understand, which one would you go for?

- "I would pull a leaf from adaptability. I think we don't want people to be taking solutions and applying them in different contexts without considering the different ways in which those contexts need adaptive adaptation and flexibility."
- "The whole purpose of adaptive expertise and thinking about how we train future health care workers is so that they meet the specific needs of the specific communities and people and patients that they're serving."
- "An additional level, is considering the adaptability between programs. This is important as it will enable us to think about context and not only a specific solution."
- "It is important that you view my experience as a patient, from a holistic lens and the end-to end journey."

Quotes

"Human centered design is not just a methodology, but also a mindset that recognizes the importance of creativity in unlocking powerful solutions."

"Patients and providers are central to the design and understanding the challenges within the health care system. It is important to consider their perspectives and needs when designing solutions."

" Co-creation creates a sense of ownership and emotional connection to a project, leading to increased investment and support ."

"Success is not only about the end result, but also about the process of developing and implementing the project. Intentional steps will be taken to expand the ecosystem and engage stakeholders to ensure sustainability."

"Iterative implementation and evaluation are crucial for successful design processes."

Quotes

"I'd like to build on why we have to reorient to what is most important and matters most to people and their families. Despite everybody's incredible efforts around integrated care, if clients and families aren't experiencing us as connected up and focused on what's most important, then we really have an opportunity for improvement."

"I really appreciate linking the model of education to integrated care. This ability for providers and patients to understand each other through this concept of productive struggle is a really powerful idea. As we both design and implement technologies or new models of care across very diverse perspectives and stakeholders, they might have different notions of where we are need to get to. Bringing each other together through the notion of productive struggle is a very powerful view."

"Digital health is playing two interesting roles in integrated care. It acts as an enabler of the moving parts, in terms of the way we are sharing information and communicating. But it's also a bit of a scaffold and an infrastructure."

" We need a huge cultural shift and readiness. This will require creating spaces and places that allow us to connect up all the elements and to focus on and understand what's most important to people and families."

Crowdsourcing Resources

Are there other examples or resources that you have on collaborative governance that you would like to share with the virtual community?

Let us know via the chat box

Crowdsourcing Resources

International Foundation for Integrated Care (IFIC) Canada

- IFIC Canada website: https://integratedcarefoundation.org/ific_hub/ific-canada
- IFIC Canada 2021 conference: https://integratedcarefoundation.org/conference-pages/nacic2021-conference-live-stream
- All activities including past sessions can be found here: https://integratedcarefoundation.org/ific_hub/ific-canada-activities

International Foundation for Integrated Care- Special Interest Group

- Link to the special interest group: https://integratedcarefoundation.org/sig_groups/digital-health-enabling-integrated-care
- Link to the journal : https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4

Crowdsourcing Resources

HSPRN

- HSPN website for information on Ontario Health Teams (OHTs) https://hspn.ca/evaluation/ontario-health-teams/

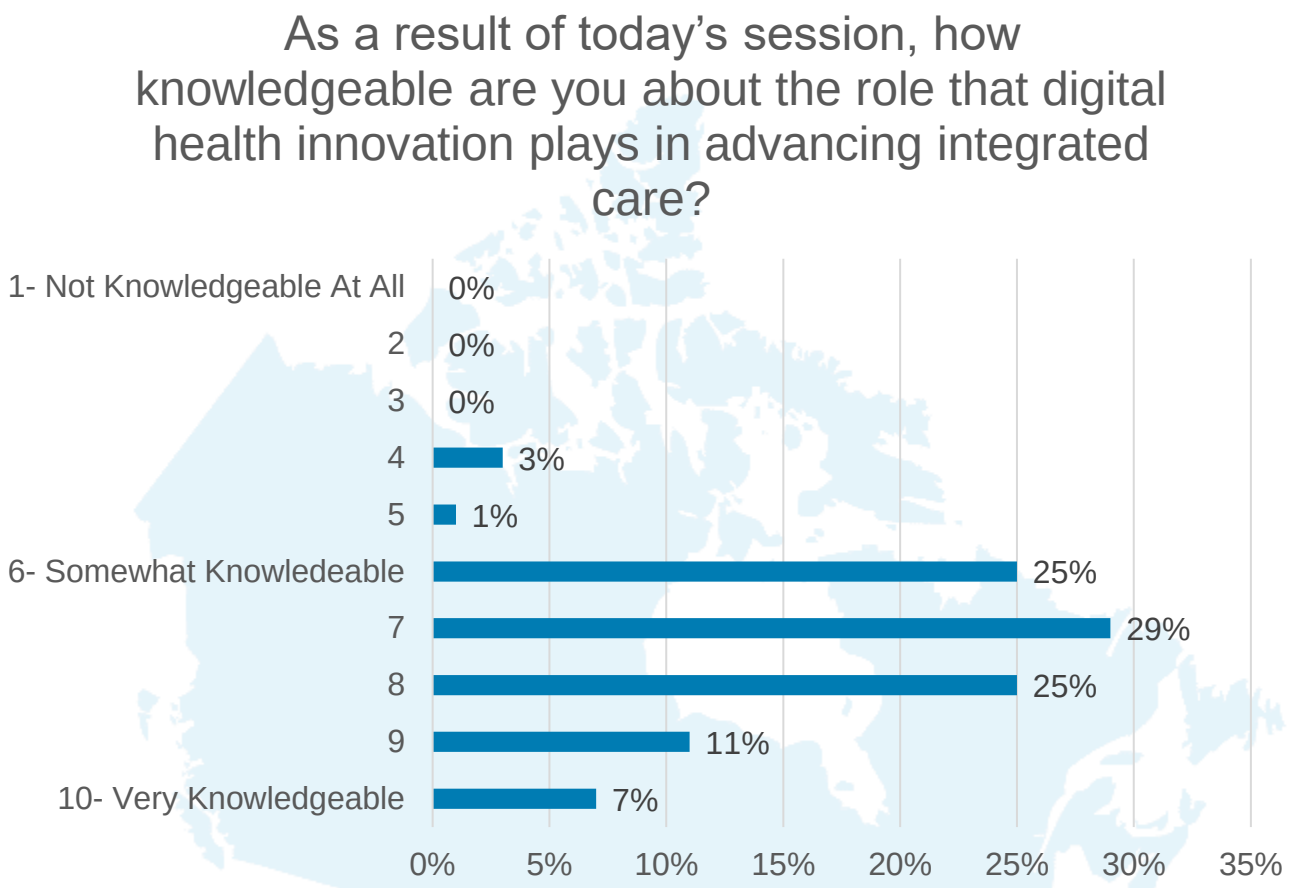
Supporting Materials from speaker presentations

- The link for Gravitate Health: www.gravitatehealth.eu
- Link to the ECHO paper: https://www.emerald.com/insight/content/doi/10.1108/JICA-01-2022-0012/full/html
- Link to the foundational paper on the ECHO approach: https://www.sciencedirect.com/science/article/abs/pii/S0360131512002308

Additional Resources

- Governance related to collective impact: https://collectiveimpactforum.org/what-is-collective-impact/
- Information on Seamless Care Optimizing Patient Experience (SCOPE): https://www.uhn.ca/healthcareprofessionals/SCOPE

Poll Results: Your Knowledge About Today's Topic



Journal of Integrated Care: Advancing Integrated Care with Digital Health Innovation

The articles in this Special Issue will be free to access between 28 March and 27 April 2023. All articles can be found at the following link: https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4

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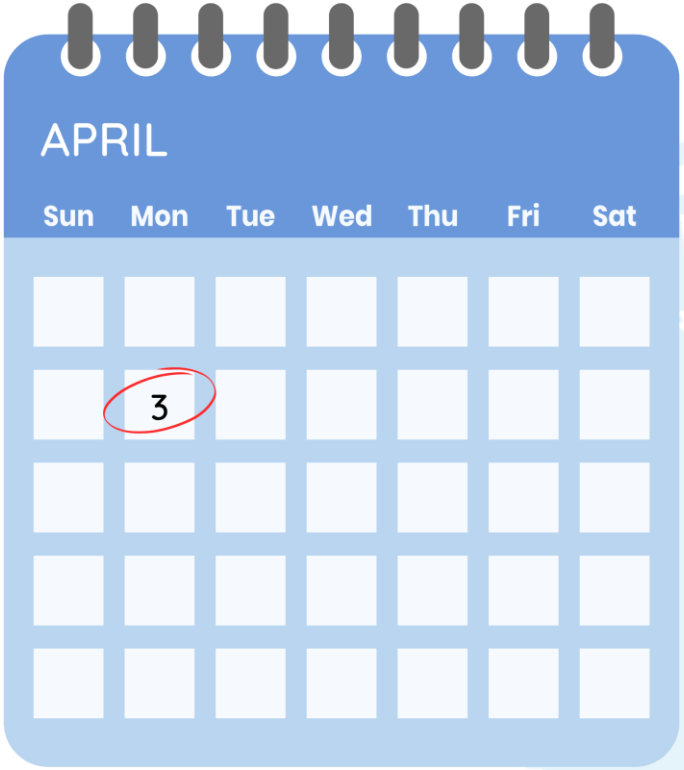
What's next?



Special Guest Speaker

Nick Zonneveld

Topic- The role of values in the interorganizational network response to care fragmentation: a case study of a pregnancy and childbirth network

IFIC Canada Virtual Community

Stay tuned for the upcoming IFIC Canada Virtual launch event in June 2023

Snowball

In one word, describe your experience being part of the virtual community today.

Let us know via the chat box

One Word to Describe Your Experience Being Part of the Virtual Community Today

THANK YOU!

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