

Enabling Improved Healthcare Journeys

The healthcare industry struggles to provide continuity of care for patients. A patient admitted to hospital often comes with little to no medical history, a lack of information about medications, and are then discharged with little to no communication back to their care team for follow up. Small changes to connect the different parts of a patient's healthcare journey from admission to discharge, follow ups, and referrals, could markedly improve health outcomes.

Persona

Sally is retired, living in a small town with most of her family living in the nearby city; she uses an iPad and a cell phone to stay in touch with them. She has osteoarthritis and struggles with anxiety and depression, but gardens and goes cycling with her grandchildren regularly. While gardening, she begins to feel shortness of breath and pain in her chest and makes a trip to the emergency room where doctors find she has had a heart attack.



The Problem

Sally

Sally's emergency room visit was unexpected, and she must try to remember her medical history, and communicate needs with her care team with little support.

Health Agency

The local hospital is looking for ways to streamline Sally's care, but is limited by current silos of data and outdated system architecture blocking access to her data.

Community

The hospital needs a system that enables its care providers to access and contribute clinical information and make this available to Sally and her care team upon discharge

The Solution

A digital ecosystem built to empower citizens to access trusted health information. After a patient is registered into the system, they are enabled to use a range of digital services, including the ability to share their PHI with another healthcare provider, and having control of consent and access to their PHI for others in their care team. Sally, who is managing chronic and regularly monitored health conditions alongside her acute cardiac condition, will be able to access and make use of her entire health record. PHI collected during her regular care encounters is stored at her hospital and in provincial assets, specifically imaging, lab results, and any other dispensed medication information. This information is now available for Sally and her care team to use quickly and efficiently. With digital health as an integrated part of the healthcare journey, Sally's experience from hospital admission to follow-up back in her home community is seamless from start to finish.