

Balancing Clinical Needs with Healthcare Digitalisation

Alexis Villa

Senior Director, Digital Innovation

UHN Connected Care & Altum Health





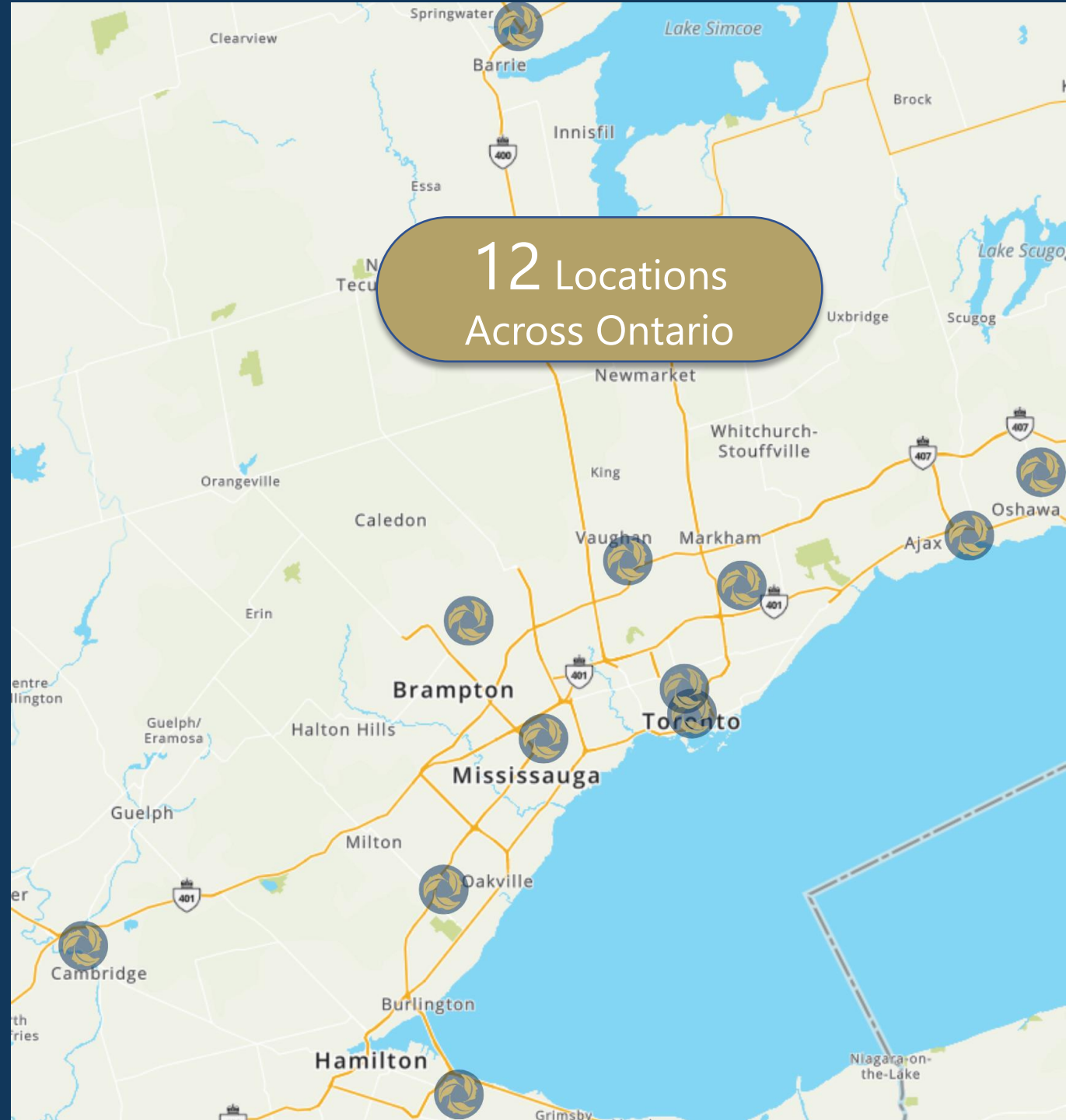
**Muskuloskeletal
Conditions**



**Concussion & Acquired
Brain Injury**



**Mental Health
Conditions**



Sampling of Our Customers



Sheridan



Waterloo Catholic
District School Board
Quality, Inclusive, Faith Based Education



Our Digital Health Strategy Journey

Where did we come from?



Chapter 1: Streamlining Clinician Workflows

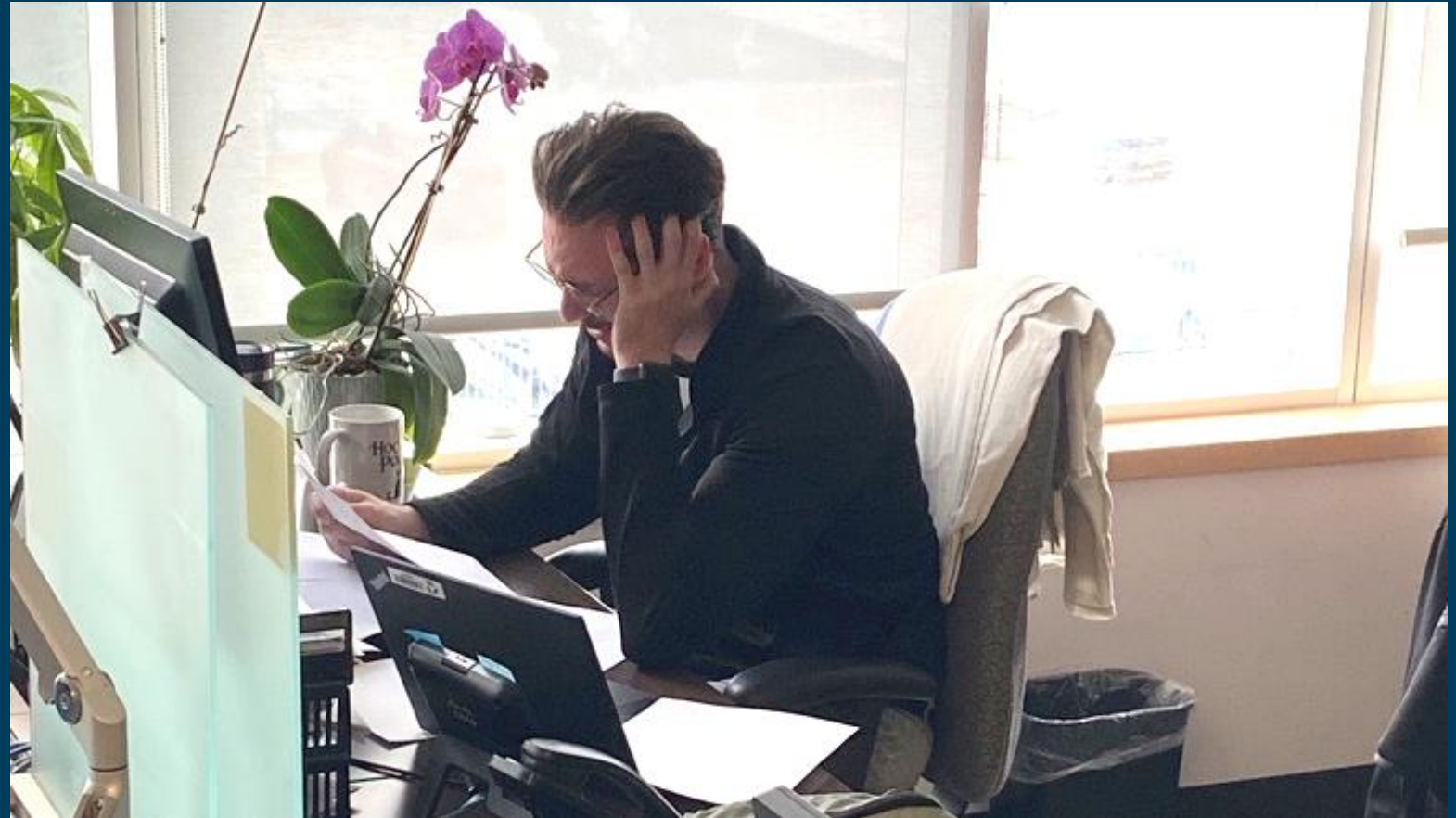


THE BEFORE

Multiple sites, multiple systems,
multiple ways to document

Time intensive to track patient care
journey in notes

Difficult to audit notes & reports
for quality



Chapter 1: Streamlining Clinician Workflows



FINDING BALANCE

Organized forms into categories, by using the "Navigator" feature

Easier to format & find information

Better user experience, improved report quality

Medication Documentation for Reports

Morphine Equivalency Calculator

Current Occupational Medications None

Drug Name	Dose/Frequency	Start Date	Indication	Response	Comment
med3	10mg 2 / day	April, 2024	Hlp pain	Partial	Doesn't like them D...
medication 7	20mg 2 / day	3 months ago	GERD	Partial	who knows

Morphine Equivalent Dose (mg of morphine) - do not add units **Above or Below MEQ 90mg Threshold**

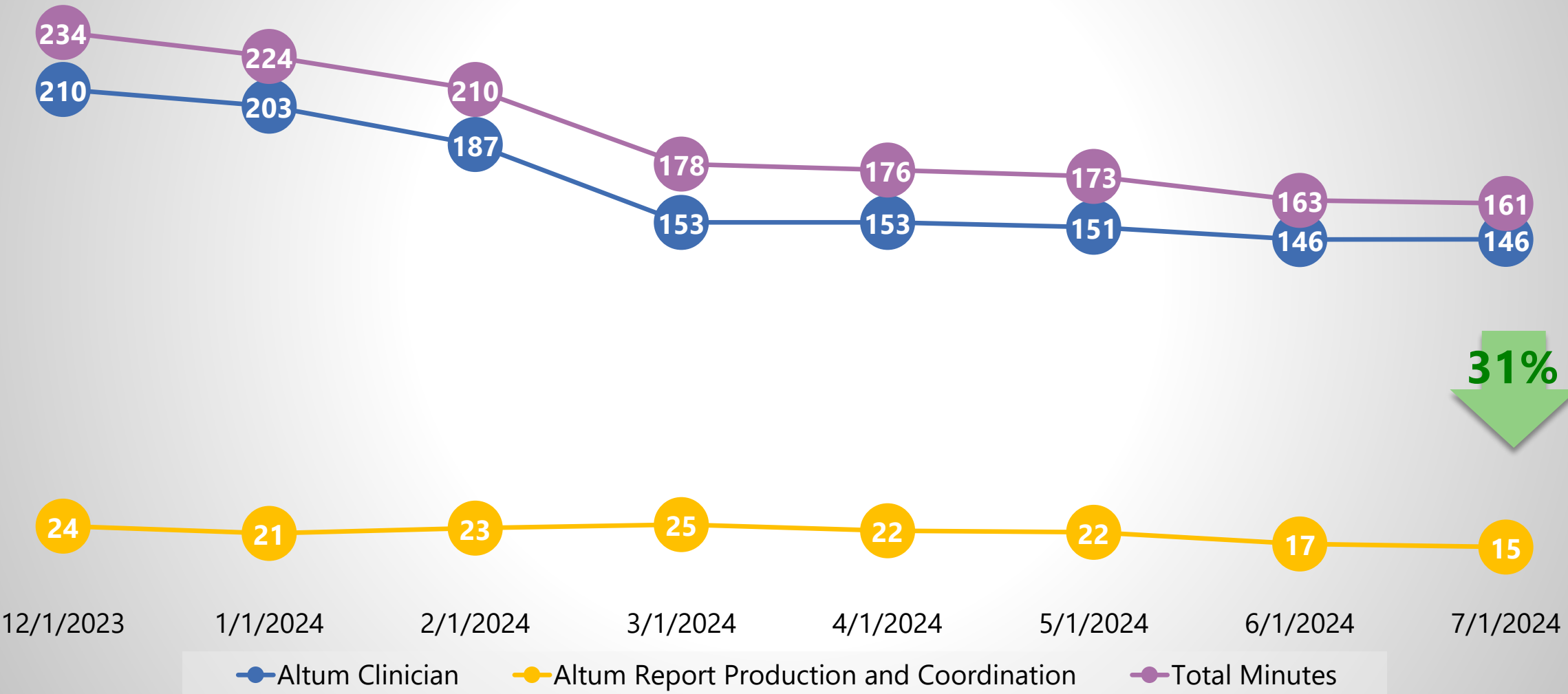
Past Occupational Medications None

Drug Name	Dose/Frequency	Start Date	Indication	Response	Comment
med1	20mg 2 / day	3 months ago	GERD	No Change	not impactful
med5	20mg 2 / day	3 months ago	GERD	Significant	who knows



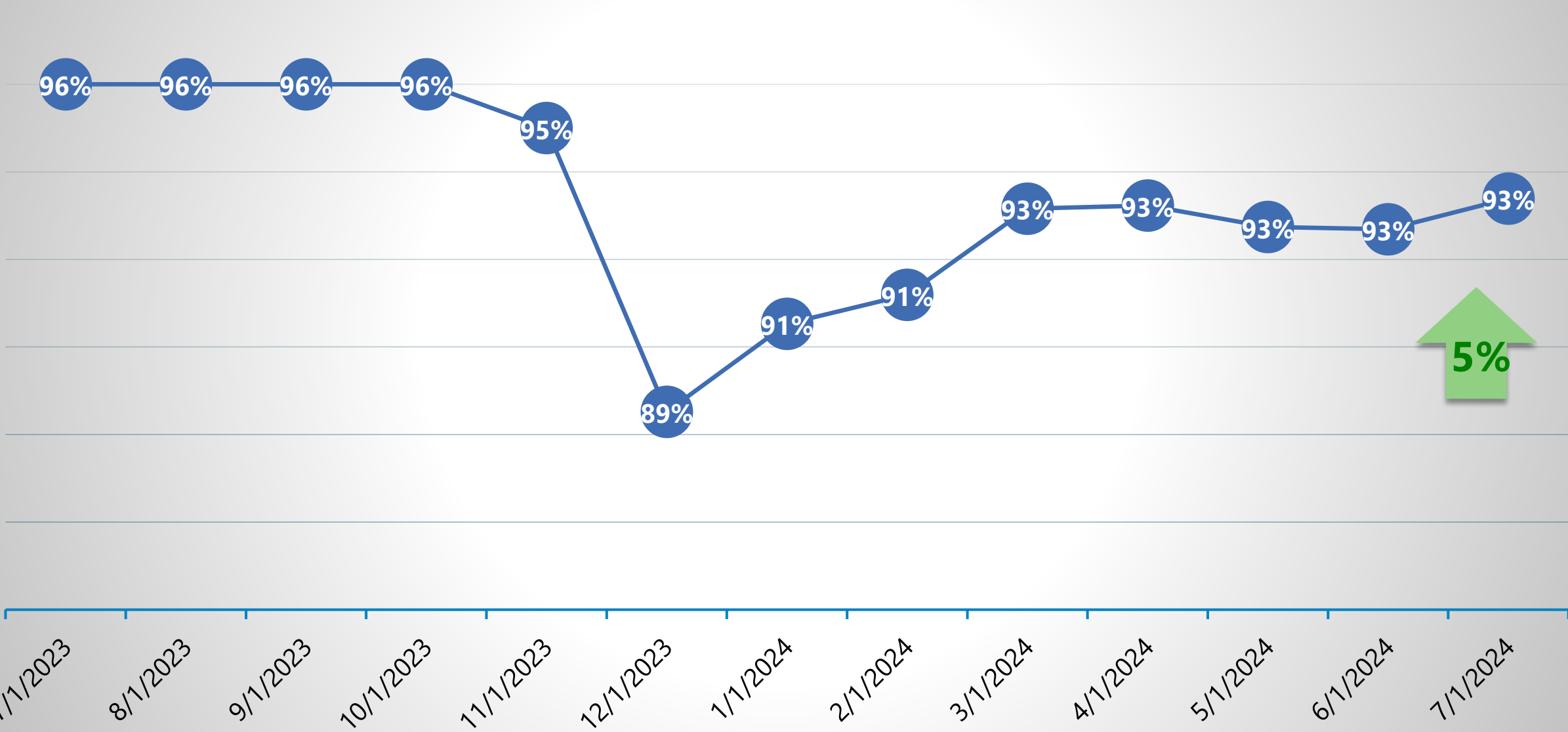


Documenting Minutes for Comprehensive Assessment Visits - WSIB Specialty Neurology Program





Average WSIB Report Audit Score





My report completion timelines are noticeably improved since working within Navigator. I've been the most productive since the software change."

- Altum Staff



WHAT'S NEXT?

Continued standardization

Leverage data to predict care outcomes

Improved both patient and staff experience

Chapter 2: Enabling Patient-Centred Care



THE BEFORE

Several emails with reminders & forms, managed manually by staff

In-person paper consent forms & questionnaires that are then scanned

Lengthy registration process



Chapter 2: Enabling Patient-Centred Care



THE "EPIC" SOLUTION

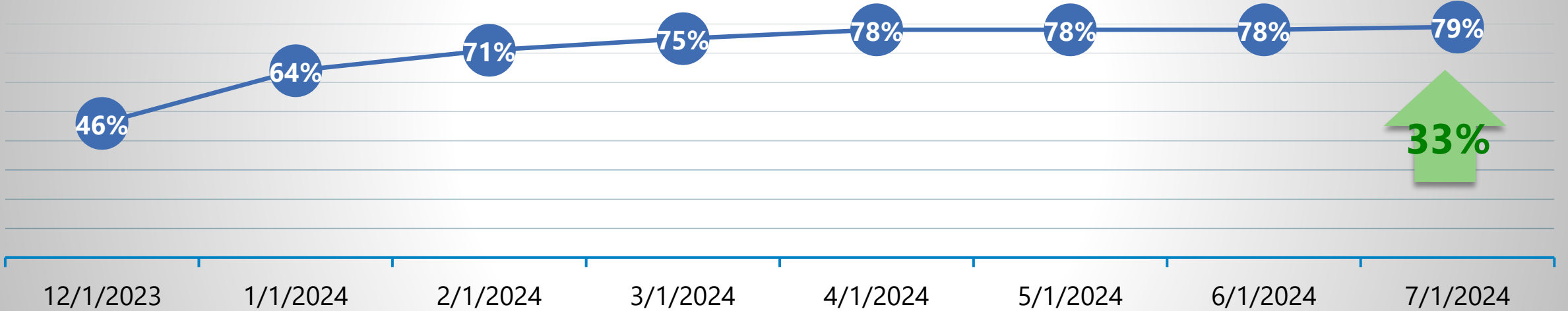
A patient portal

Consolidated health, consent & appointment information

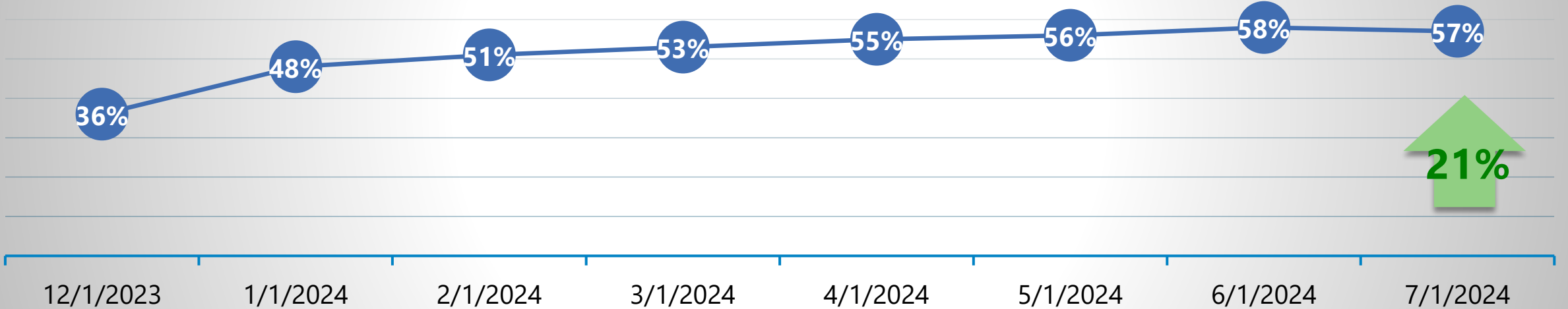




MyUHN Activation Rate



Client Questionnaire Completion Rate





E-checkin has made accessing my personal, appointment and survey questions so easy. Makes my in-person appointment so much smoother!

- Altum Patient



WHAT'S NEXT

Optimize the patient portal

Implement on-site kiosks to cater to different populations

Solicit continuous feedback

Chapter 3: Understanding Resource Efficiencies



THE BEFORE

Multiple systems & tracking sheets

Unknown staff capacity

No measurable indicators

CLINICIAN NAME											
KIN-OTAPTA											
June 6 - 10											
	Services completed (# or # units)	Cancelled Services (# or # of units)	Time Used per service (hrs)	Reporting Time per service (hrs)	Time Used for Cancelled Service (hrs)	Approved Time Off (hrs)	Approved Non-Clinical Activities (hrs)	Available clinical time (hrs)	Used clinical time (hrs)	Required Reporting time (hrs)	Utilization
Tx Session (15 min)			0	0	0	7	2	0.918	22.082	3	96%
Tx Session (30 min)	13	13	7.5833333	0	7.5833333			Cancellation Rate			29.17%
Tx Session (60 min)	4		4.332	0	0			Average # services per day			5.8
Allied Health with report			0	0	0						
Allied Health without report			0	0	0						

Overall Utilization		Legend	0%	61%	80%	101%								
			60%	79%	100%	150%								
Based on 35 hrs of available clinical time per week														
Name	Discipline	June 6-10	June 13-17	June 20-24	June 27-July 1	Jul 4-8	Jul 11-15	Jul 18-22	Jul 25-29	Aug 1-5	Aug 8-12	Aug 15-19	Aug 22-26	Aug 29-Sep 2
	CPL	106%	94%	49%	90%	NA	120%	85%	45%	106%	119%	188%	181%	47%
	OTA/PTA	78%	69%	85%	73%	64%	74%	70%	92%	90%	38%	NA	68%	64%
	KIN	92%	93%	106%	84%	88%	90%	99%	NA	100%	126%	101%	133%	100%
	OT	75%	66%	56%	93%	58%	79%	80%	81%	42%	89%	14%	30%	NA
	PT	79%	89%	81%	73%	NA	71%	98%	76%	65%	89%	73%	NA	74%
	PT	74%	97%	80%	65%	80%	58%	81%	85%	67%	64%	70%	63%	80%
	PT	91%	86%	88%	72%	99%	76%	NA	76%	76%	97%	66%	66%	74%
	OT	62%	56%	71%	NA	82%	68%	37%	39%	84%	14%	19%	36%	NA
	OT	67%	62%	97%	82%	78%	106%	89%	110%	135%	73%	132%	96%	87%
	PT	98%	NA	NA	73%	82%	68%	89%	87%	79%	85%	46%	100%	84%
	PT	40%	66%	76%	68%	92%	77%	77%	64%	47%	101%	80%	87%	76%
	KIN	96%	103%	NA	110%	115%	93%	90%	90%	63%	89%	118%	100%	94%

Chapter 3: Understanding Resource Efficiencies



THE "EPIC" SOLUTION

Centralized scheduling, billing & clinical data into one system



Department Summary Only

Number of groups: 10

Summary

	Tue 27/8	Wed 28/8	Thu 29/8	Fri 30/8	Mon 2/9
	0%	0%	0%	0%	—
	0%	8%	10%	0%	—
	0%	0%	0%	0%	—
	0%	0%	0%	0%	—
	5%	—	—	100%	87%
	92%	—	—	—	0%
	75%	75%	100%	84%	86%
	0%	0%	7%	0%	0%
	0%	7%	7%	0%	0%

Chapter 3: Understanding Resource Efficiencies



FINDING BALANCE

Leverage proxy measures

Implement digital prompts
and self-service reports

Optimized staff wellbeing,
service delivery & patient care





The utilization reports will provide me better oversight of activity at my site, which makes it easier for me to schedule my staff and address client needs.

- Altum Site Manager



WHAT'S NEXT?

Better define indicators & service delivery standards

Explore predictive models & artificial intelligence

Key Strategies for Success



Streamline before
digitizing



Expect to iterate
(a lot!)



Consider the people
experience



Operate differently





Thank you!

Contact:

Alexis Villa, *Senior Director, Digital Innovation, UHN Altum Health*

Alexis.Villa@uhn.ca

@Alexis_L_Villa

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