

Nurses & Informatics: Transforming Healthcare Conference

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Achieving Patient Centered Care through Videoconferencing: *Challenges, Opportunities & Successes*



University Health Network

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Objectives:

- To describe the UHN experience in adopting and implementing videoconferencing as a mode of care delivery
- To outline the opportunities for telehealth as a patient-centered approach to care
- To share successes and insights





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Barriers to access



- Distance and Geographical Isolation
- weather conditions
- Cost



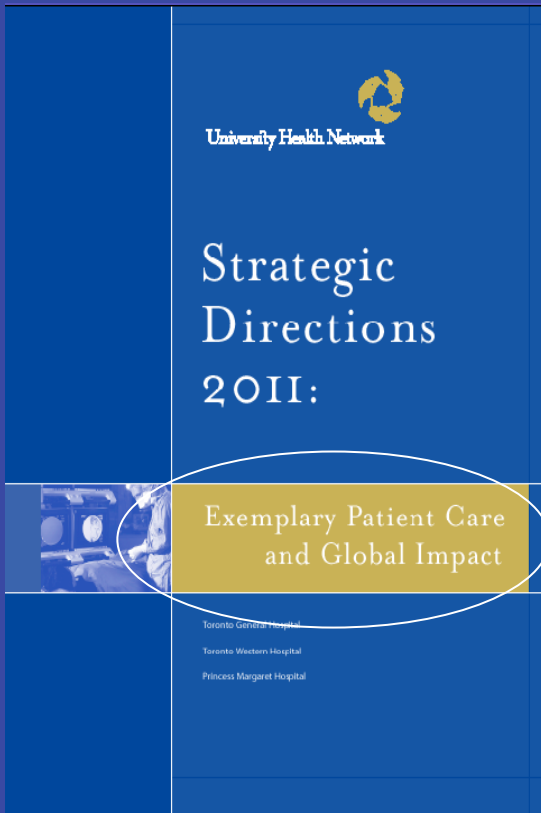


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UHN - 3 Sites, Tertiary, Teaching



Vision and Mission



Patient-Centered Care

"an approach that consciously adopts the patient's perspective... about what matters."



Through the Patient's Eyes
(Gerteis, M. et al., 1993)



Pickers 8 Dimensions

1. Respecting a patient's values, preferences and expressed needs
2. Information and education
3. Access to care
4. Emotional support
5. Involvement of family and friends
6. Continuity and transition
7. Physical comfort
8. Coordination of care



Identifying the need

Outpatient Visits UHN

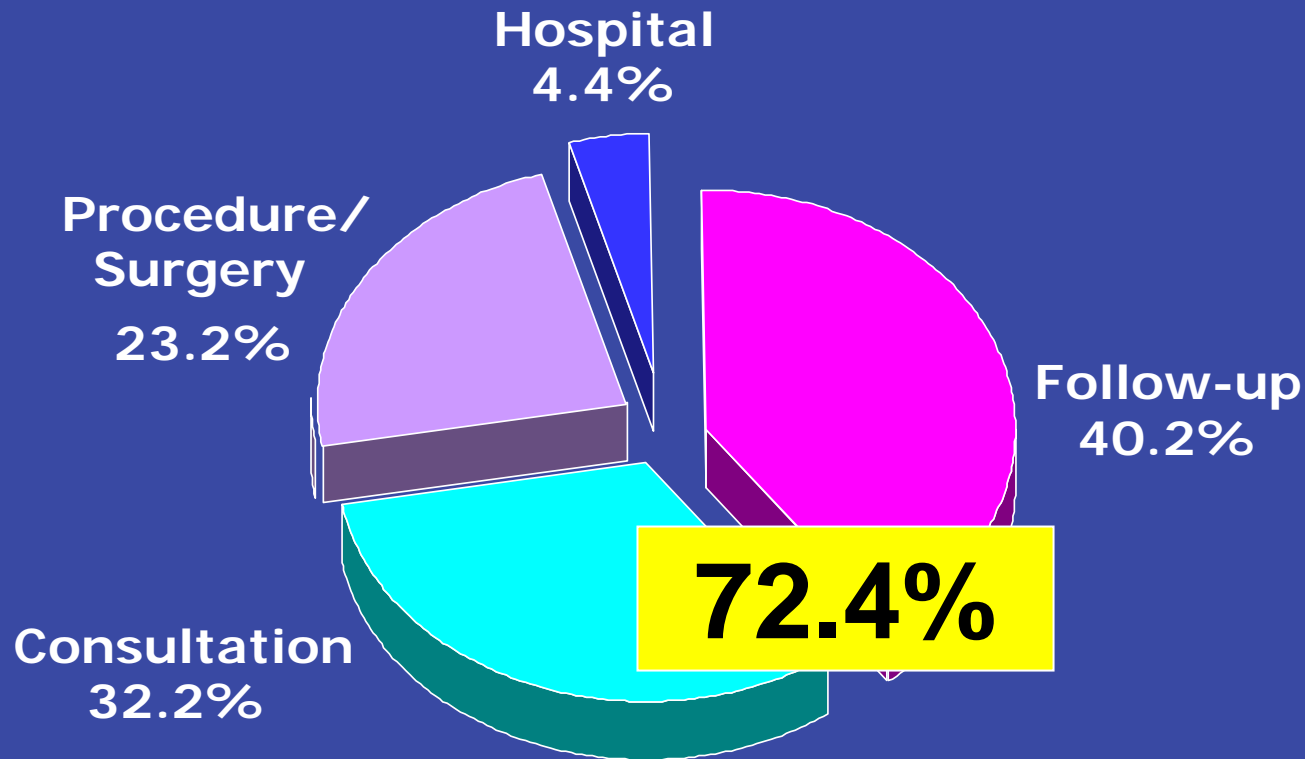
800,000 per year

15 % outside Metro Toronto, inside Ontario

~ 120,000



The need explored



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Slide courtesy of Dr. E. Brown, NORTH Network

Need Meets Opportunity

Serving
81
communities



Via
112 sites



Carpe Diem

1. Home TPN

2. Multi-Organ Transplant

Lung, Kidney, Heart & Bone
Marrow



Home Total Parenteral Nutrition (TPN)

- Multi-disciplinary approach
- Built on Long Term Relationships with Team
- Follow up visits q 3-6 months
- 50% of our home TPN patients live in the North



"What was helpful about your care?"

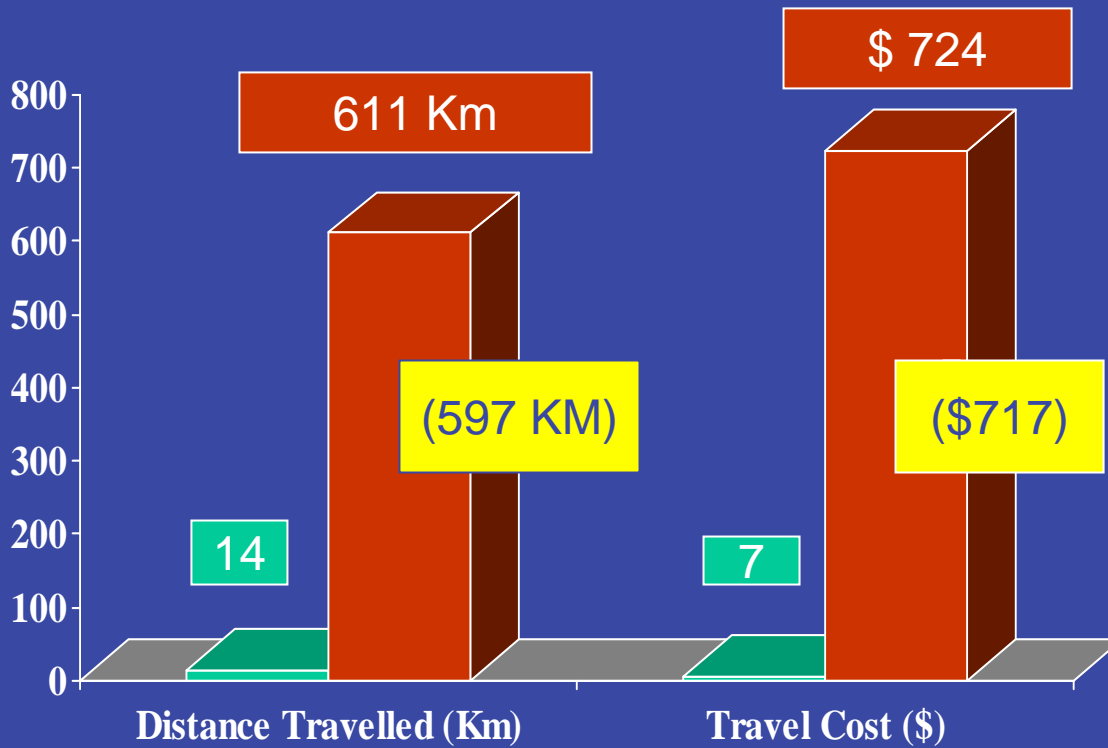
- Not having to travel
- Saving time, money and energy.
- My son didn't have to time off work and be away from his family to take me to my appointment
- I 'm feeling confident about being home



"an approach that consciously adopts the patient's perspective... about what matters."



Saving Time and Money (Home TPN)



■ Home to NORTH Network Site ■ Home to TGH



The times they are a changing....



- Patient Health Status
- Community Integration



A Patient-Centered Initiative for Organ Transplant Recipients



Urban Telehealth

Telehealth embedded in the rehab care pathway

Weekly follow up visits to UHN take place via Telehealth



Comparison of In-person Visits and Telehealth Visits

	In-person Visit	Telehealth Visit
Time	Up to 8 hours	30 – 45 mins
Money	\$64 (Taxi) or	-
	\$120 (Ambulance) or	-
	\$25 (Parking and Gas)	-
Energy Level	“drained”	none
Lost Rehab time	20%	minimal



Telehealth – Challenges, Insights & Successes

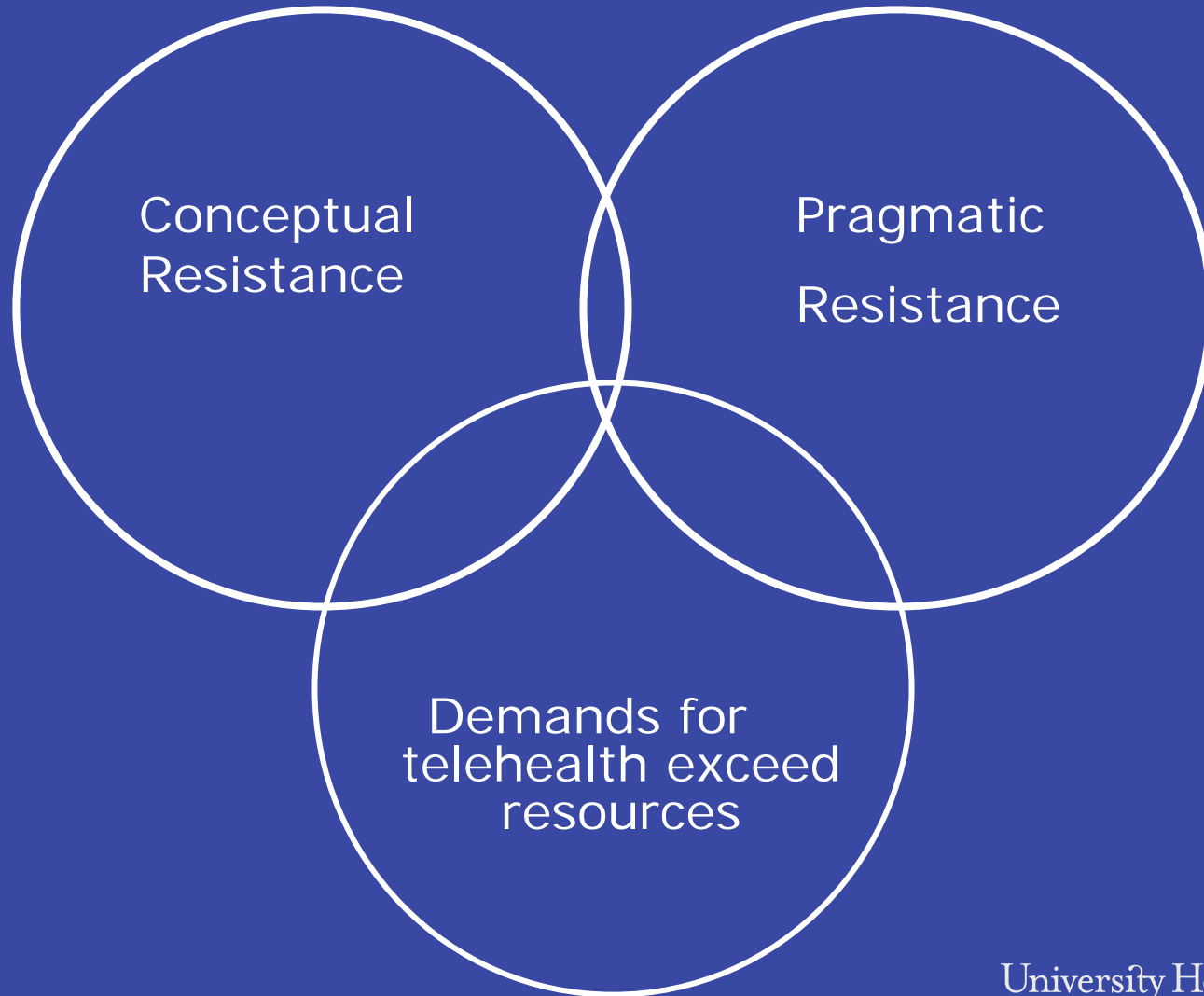
Not everyone
welcomes
Telehealth



"No. I wouldn't like a free quote for
Telehealth!"



Challenges – An Overview



Challenges: Recognizing conceptual resistance to Telehealth

- How important is it to be physically present with a patient in order to express caring ?

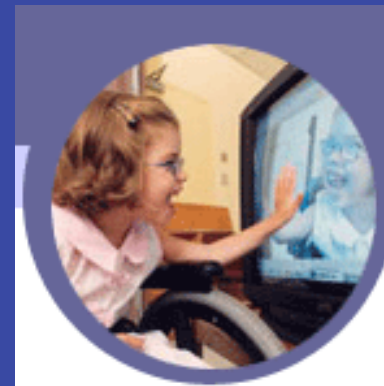


•Touch



•Proximity

How can we adequately express caring using a virtual medium?



•Virtual Touch



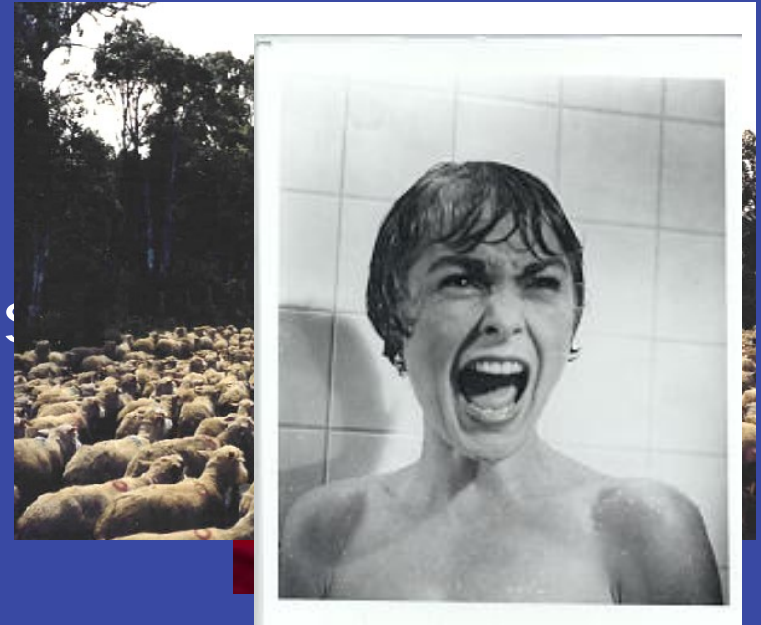
Challenges: Recognizing pragmatic resistance to Telehealth

Lack of Financial incentive?

Travel time to studios

Laborious Booking Process

Massive overwhelming change



Responding to challenges - Insights Gained

- Work with the willing!
- Take the studio to the user
- Keep booking process simple, fast & reliable.
- Preempt user 'discomfort'

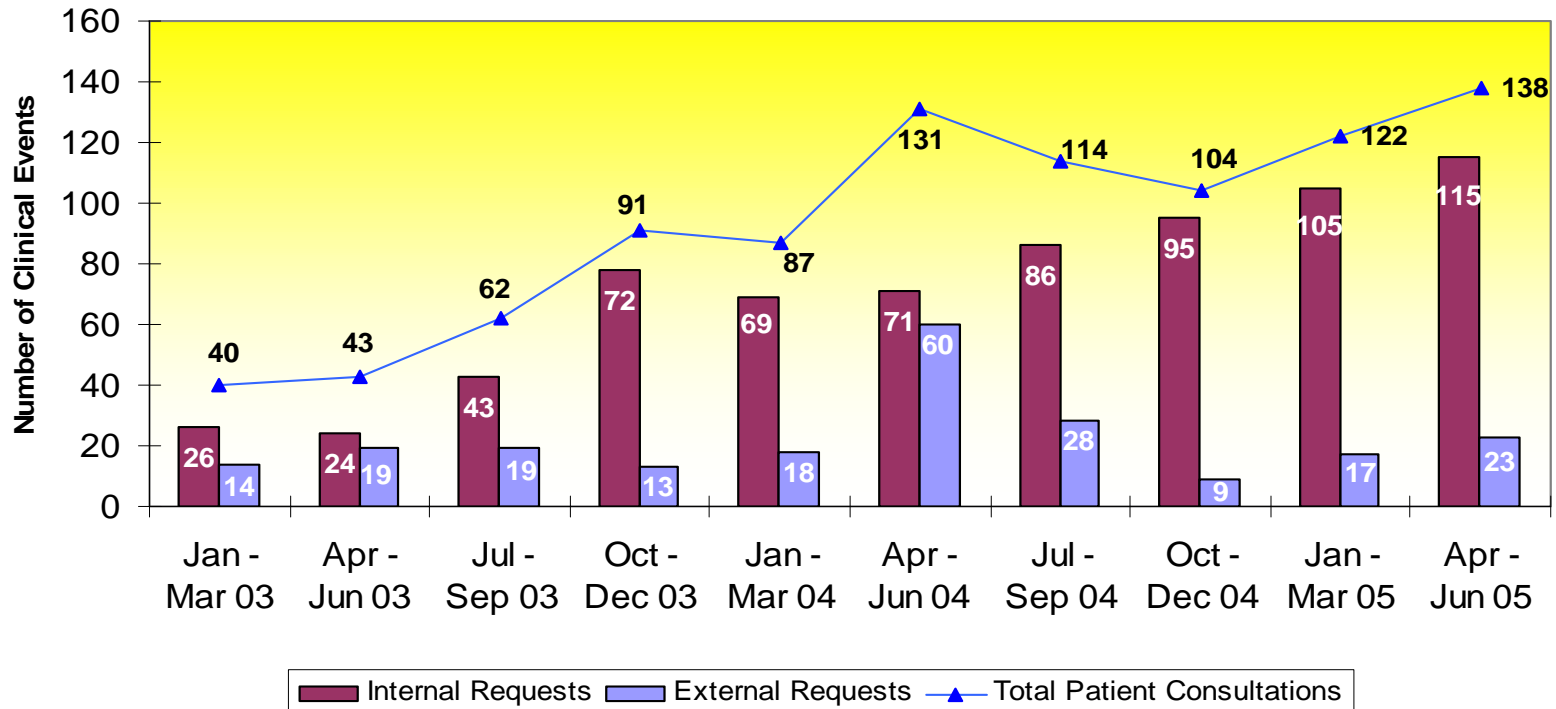


Further Insights – *Targeted & Creative Marketing*

- Seek out priority programs with numerous remote patients.
- Be creative in marketing!
- Tailor program expansion to existing resources for sustainability



Successful Integration of Telehealth into Clinical Practice



<u>Total Consults</u> Actual	2002: 39
Actual	2003: 236
Actual	2004: 436

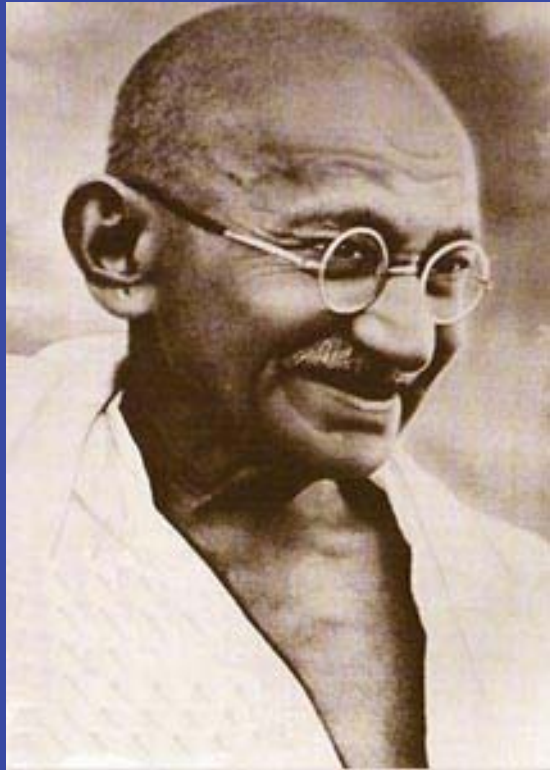


Successful Telehealth Initiatives by Nursing

- Patient teaching
- Nurse mentoring
- ACNP Clinic's
- Compassionate Visits
- Home TPN Program
- Pre-Admit Clinic



Parting thoughts.....



You must be the change
you want to see in the
world

Mahatma Gandhi

*Indian ascetic &
nationalist leader*

(1869 - 1948)



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***Allied with the Vision:
Achieving Global Impact and
Exemplary Patient Care***

***Supporting Key Initiatives:
Patient Centered Care***



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