

Holland Bloorview

Kids Rehabilitation Hospital

*Engaging clients and families as partners
in care: Implementation of the
connect2care consumer health portal*

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Canada Health
Infoway Inforoute
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About us



Holland Bloorview is Canada's largest pediatric rehabilitation teaching hospital. We provide specialized programs and clinical care for children and youth with rehabilitation and complex care needs. Every year, we see 7,000 children with 600 inpatient admissions and 58,000 outpatient visits.

Engagement and Activation

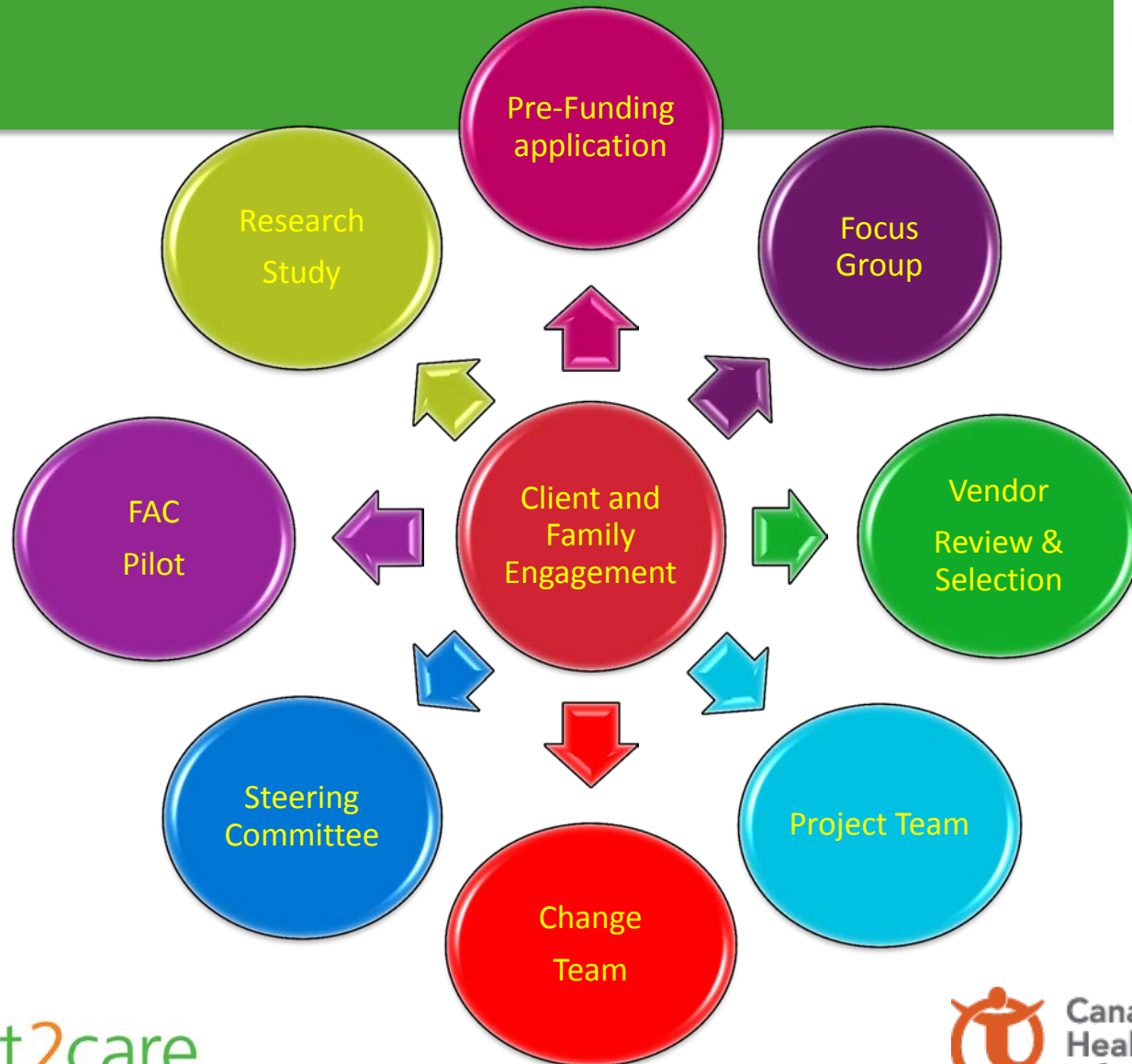
Patient engagement: actions of the organizations and project team to involve clients (patients) and caregivers as active participants in planning, development, refinement and evaluation of our connect2care portal.

Patient activation: a patient's knowledge, skills, ability, and willingness to manage his or her own health and care. This is more individual and speaks to the beliefs and behaviours of a client or caregiver with respect to his or her own health care.

Our goal is Activation through Engagement



Authentic and Integrated Engagement



Why a portal at Holland Bloorview?

Pre – Funding
Application



connect2care



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Main features of connect2care

Focus
Group



View clinical documentation



View appointment schedule as well as cancel and request functions



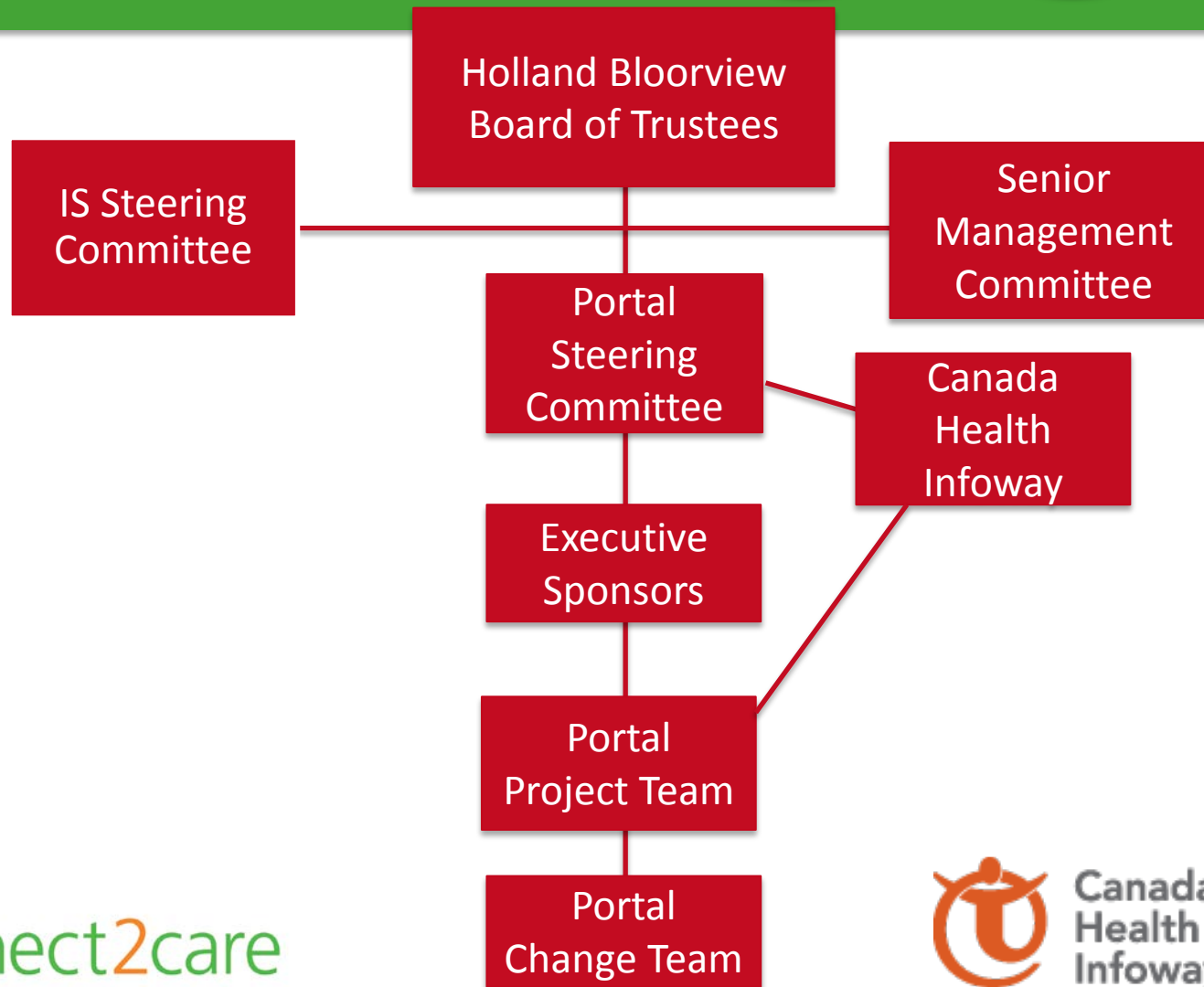
Secure two way messaging with clinicians

Project Governance

Steering
Committee

Change
Team

Project
Team



Vendor selection

Vendor
Review &
Selection



Features



Security



Simplicity



Cost



Integration

Soft launch with Family Advisory

Family
Advisory
Committee
Pilot



connect2care

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Enrollment



680+
users

3600+
uses

FAC Pilot

Inpatient

FLP & Staff

Outpatient

**Education
Workshops**

**Satellite
Clinics &
Nursery
Schools**

**Community
clients**

connect2care



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Learnings

Family
Engagement



- Enrollment leads
- Go where the people are
- Evenings & weekends
- Partnership
- Recognize & identify champions

What we have heard

- “Reviewing my visit history reminded me of how much Holland Bloorview has been part of our lives. We’re so grateful!”
- “This is amazing – I can show this to my coach and he can plan my training accordingly”
- “I can’t wait to get rid of this binder”
- “It's a huge advantage to have all that information at my fingertips as I continue to plan their care.”
- “Having immediate communication via email is critical as we start to wean my son of medication.”





- There is very little in the literature about the impact of consumer health portals on engagement in care, or the impact on clinical documentation
- 1. Effects of a Client/Family Portal on Client Satisfaction, Engagement in Care, and Client-Provider Communication
- 2. Understanding barriers to transparency in clinical documentation

Sustainability: Enrollment



Focus
Group

- Family focus/advisory group
- Onboarding requires more than just login info
 - Creating awareness of the value is key
- Take advantage of waiting spaces
- Support different learning needs (videos, educational sessions, attach to appointments)
- Potential to decrease paper mail
- Not at a clinical interface
- Provide updates/new features via email

Supporting interprofessional practice

- Clients and families as part of the care team
- Taking an active role in care
- Communicating with providers in a way that is convenient and secure



Supporting clinicians through change

- Strategies
- Training & education
- Champions
- Incentives



Questions?

