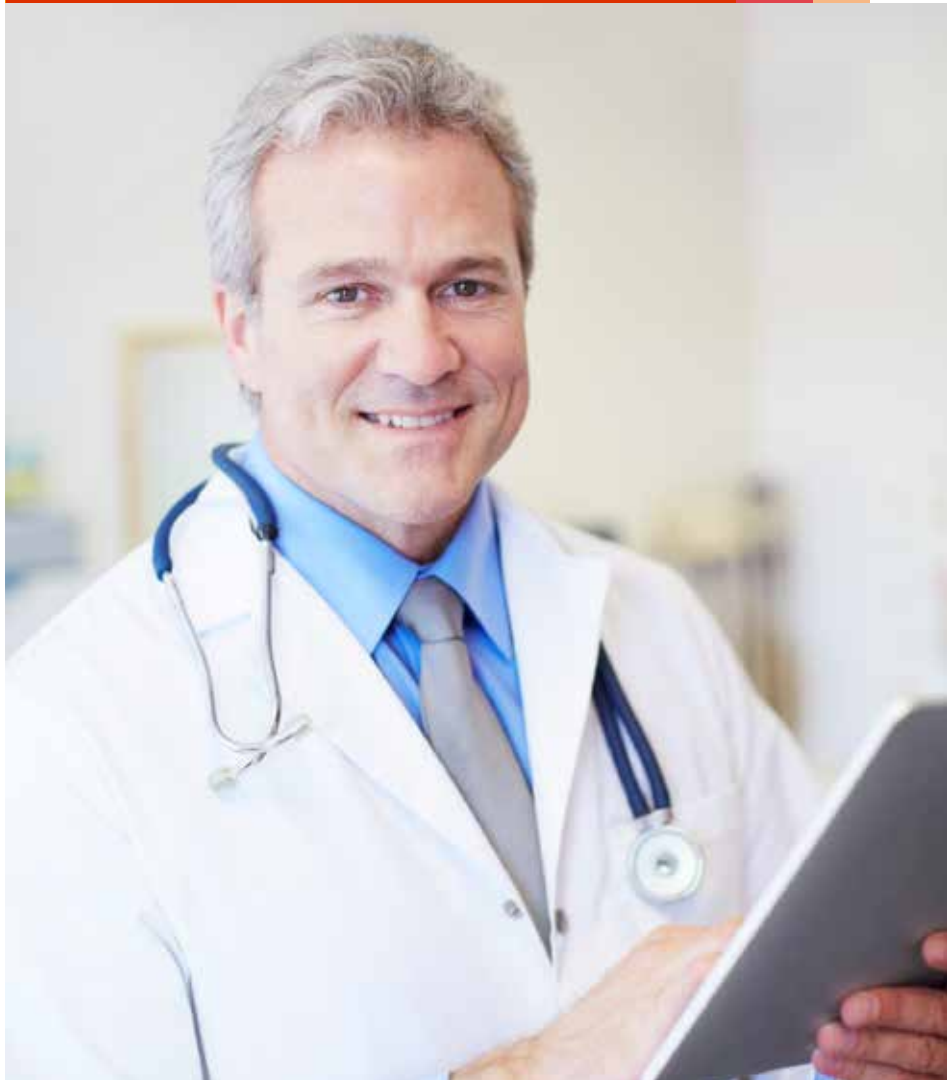


Making care mobile

A roadmap to the
virtualization of care



A roadmap to the virtualization of care

As services in nearly every aspect of daily life become digitized, Canadians are demanding greater access to their information and more personalized experiences.

In our recent study, *Making care mobile: shifting perspectives on the virtualization of care*, Canadians indicated that they want three things: to engage proactively in their health, to gain easier access to services and to exert more control over their care.

At the same time, costs for delivering care are climbing, budgets are tightening, and an aging population have increased care needs. Virtual health (vHealth) and mobile health (mHealth) solutions have the capacity to address these issues.

Emerging care models can feature vHealth and mHealth solutions that advance the quality and safety of care, increase accessibility, reduce costs, enhance client self-care and improve the overall experience for patients and their families. But with so many factors to consider before virtual care can be implemented, where should health care leaders start?

What's virtual health?

Virtual health (vHealth) allows health care professionals to collaborate with each other and deliver care remotely. This means health care providers can collect patient data and deliver care from a different location than the patient, using technologies such as video conferencing, so that patients can receive care from the comfort of their own home or in their local community.

What's mobile health?

Mobile health (mHealth) is the use of wireless tools to deliver and access virtual care and health information.

Often, virtual health services will be delivered using mobile devices. The device could be a cellphone or tablet, a wireless medical monitor or some other device that's not on the market yet. A doctor, nurse and/or patient could use these devices to communicate, share information, or monitor health in many different situations.

“By 2020, 25% of health will be delivered virtually.”

—Dr. Ed Brown, CEO, Ontario Telemedicine Network

Health care organizations need to consider these key steps:



Mobile strategy roadmap

Because each health care organization is unique, a mobile strategy roadmap that prioritizes opportunities for virtual care across stakeholder segments will help leaders determine their approach to implementation. The roadmap should take into consideration current opportunities for virtual care delivery, the value virtual care would offer stakeholder groups, a high-level cost-benefit analysis as well as the level of effort to execute.



Bring Your Own Device

Health care organizations will need to establish a Point of View or policy on Bring Your Own Device (BYOD). In addition to considering BYOD for staff and providers, leaders should consider ways to allow patients and families to manage and track their care using their personal devices. This should be based on a review of the current operating environment, your IT strategy and mHealth readiness assessment.



Mobile application inventory

Leading health care organizations should be developing an inventory of applications currently in use and determine which should be transitioned to mobile and when. This will enhance health service delivery in the future and help align IT infrastructure with the overall organizations' strategic objectives, maximizing the return on investment.



Apps formulary

Health care organizations need to develop and publish an *Apps formulary* that provides staff and patients with a list of apps that have been approved for use. This list will help providers safely and securely recommend mHealth tools for patients.

Our approach

The move towards the virtualization of care is already happening across Canada. To help your organization begin this transition, we bring a unique understanding of health care needs, cross-industry knowledge and leading best practices in virtual care transformation.

Interested to learn more about the findings?

Contact our local public sector professionals to request a briefing.

For more information, please contact:

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