



YOU ARE INVITED TO PARTICIPATE IN

A One-Day Symposium to Promote Patient eHealth

One Patient, One Record

Date/Time: Tuesday, April 6, 2010
8:30 am to 4:00 pm

Location: Crowne Plaza Hotel
101 Lyon Street, Ottawa, Ontario

Attendees: Healthcare personnel (including providers, administrators, researchers, academics, Ministries of Health) **and** Patients

Cost: Early bird \$300 including light breakfast and full lunch
After March 1st \$400
To register click [here](#).

Contacts: Kevin J. Leonard, Associate Professor, HPME, University of Toronto
Founder, Patient Destiny (www.patientdestiny.com)
k.leonard@utoronto.ca; 416.464.7885

Sandra Dalziel, Program Manager, Patient Destiny
sdalziel@sympatico.ca; 416.464.6242

Introduction:

In partnership with the Canadian Association for People-Centred Health (CAPCH), Patient Destiny is hosting a second **“One Patient, One Record”** one-day symposium to promote patient eHealth on **Tuesday, April 6, 2010**. Building on the success of the inaugural symposium in Toronto in 2009, we seek to create further awareness of the vital importance of patients being able to access their own health information which we believe will improve their health outcomes.

What is the Canadian Association for People-Centred Health (CAPCH)?:

Over the last few years, there has been a tremendous growth in the awareness of the need for patients to become more involved in the management of their own healthcare. In fact, a number of new initiatives have focused solely on promoting this awareness and the need for change in healthcare delivery. One such organization is the Canadian Association for People-Centre Health or CAPCH (www.capch.ca).

CAPCH’s philosophy is that our health system should be “people-centred”. CAPCH advocates more involvement by the average Canadian in their healthcare so that we all become the strategic architects of our own system – “a people-model” health system. Patient Destiny believes that the first step of “patient involvement” is patients accessing their own health information. However, this is only a first step and needs to be seen as the beginning of the path towards patient empowerment – and not an end in and of itself. As such, there are many steps along the way and partnering with CAPCH will strengthen efforts to achieve our mutual goal of a patient-centric healthcare system.



“One Patient, One Record” Symposium

Symposium Objective:

To create the dialogue between patients and representatives of the healthcare system to arrive at **One Patient, One Record**.

Ultimately, we believe in developing an electronic health record for all Ontarians that can be accessed by the continuum of healthcare providers as well as the patients themselves which will then lead to improved health outcomes.

Attendees:

“One Patient, One Record” symposia are unique as they offer a dialogue opportunity between two distinct stakeholders – healthcare personnel and patients. The event on April 6th will, once again, bring together key healthcare decision makers and service delivery personnel in direct communication with highly motivated and informed patients.

Patients:

Patients are recruited in several ways: contacted through disease associations and foundations, cross-patient representatives and communications to the public at large through health providers and the media. We are seeking 50 patient representatives.

Healthcare Personnel:

Healthcare personnel are comprised of providers, administrators, researchers, academics, vendors and funding organizations. It is our intention to bring together as representative a group as possible in terms of perspectives, organizational relationships and geography. We are also targeting 50 attendees from this group.

Adopt-A-Patient Program:

“One Patient, One Record” symposium offers a creative registration structure where each healthcare personnel sponsors the attendance of one patient. For this symposium, the early-bird registration fee is \$300 (\$150 for the healthcare personnel and \$150 for the patient). The registration fee increases to \$400 after March 1st.

Symposium Background:

In today’s healthcare system, the objective, put quite simply, is to treat the patient. One can argue that it is much more complicated than just “treating patients” – it is about many complex factors including illness care, wellness strategies, population and public health initiatives, and varying degrees of trauma management. While this detail is accurate, from a very broad perspective, health system operations are “all about the patient” – if there were no illness or trauma, there would be no need for a healthcare system.

Yet, even though the patient group represents the fundamental foundation of the healthcare system, patients have seldom been viewed as more than a “by-product” or “side-effect”. To illustrate, patients are not typically involved in (i) setting healthcare policy; (ii) conducting and disseminating research; (iii) coordinating patient networks; (iv) providing or managing individual care; and (v) evaluating the performance and outcomes of varied healthcare delivery plans. Adding the patient voice to these activities would bring the healthcare system in line with many other industries that have achieved successful adoption of information technology by incorporating consumer inputs.

We need to allow patients the freedom and time alone with their healthcare information BUT not alone with their problems! This is where the healthcare delivery system needs to step in. Research to date has identified a very specific patient group that is eager to challenge the *status quo*. We refer to these patients as Consumers with Chronic Conditions (or the **3C’s**). This group is very knowledgeable about their condition(s) and extremely motivated to become fully empowered – both individually and collectively!

Symposium Methodology:

We anticipate an attendance of 100 people (excluding speakers and support personnel). The symposium will be set up with 10 tables with each table comprising five healthcare personnel and five patients. At different points during the day (see the **Agenda** in table below for more detail), we will have discussion on five previously-prepared questions. After each question has been discussed, each participant will be asked to confidentially vote. Votes will be tabulated and reported back at the end of the day.

The five questions will cover the areas of access, content, use, privacy and outcome measurement. The answers will yield a framework for an action plan on how to move forward in the development of one electronic health record accessible to both patients and healthcare providers.

Next Steps:

To register click [here](#). Register by March 1st and enjoy the early-bird registration fee of \$300. Your fee will cover your cost as well as that of one “adopted patient”. The registration deadline is March 15, 2010.

If you have any questions, or require further information, please contact Sandra Dalziel (sdalziel@sympatico.ca; 416.464.6242).

One Patient, One Record – April 6, 2010

7:30 am – 8:30 am	Coffee and light breakfast – Registration
8:30 am – 8:45 am	Kevin J. Leonard: “Welcome and Introduction” Department of Health Policy, Management and Evaluation (HPME), Faculty of Medicine, University of Toronto, and Founder, Patient Destiny
8:45 am – 9:30 am	<u>Keynote</u> – Dr. Daniel Z. Sands: “The Patient and the Physician Face Illness in the e-World” Cisco Internet Business Solutions Group, Beth Israel Deaconess Medical Center, and Harvard Medical School, Harvard University
9:30 am – 10:30 am	Break and discussion of first two questions
10:30 am – 11:00 am	Vaughan Glover: “The Leadership Challenges of Evolving to a People-Centred Health System” Canadian Association for People-Centred Health
11:00 am – 11:30 am	Khaled El Emam: “What Does the Canadian Public Think About the Privacy of Their Health Information?” Associate Professor, Faculty of Medicine, and School of Information Technology and Engineering, and a Canada Research Chair in Electronic Health Information, University of Ottawa
11:30 am – 1:00 pm	Lunch break and discussion of next two questions

1:00 pm – 1:30 pm	Dr. Jay G. Mercer: “Meeting Patients On-line to Actively Manage Chronic Illness” Central Ottawa Family Health Organization, Department of Family Medicine, University of Ottawa, Canadian Medical Association, and MD Physician Services Inc.
1:30 pm – 2:00 pm	Kevin J. Leonard: “What is the True Value of <u>One Record</u>?” Founder, Patient Destiny
2:00 pm – 2:30 pm	Discussion of last question
2:30 pm – 2:45 pm	Break and tabulation of votes
2:45 pm – 3:15 pm	Dianne W. Carmichael: “Achieving Optimal Patient Outcomes through Better Information and Access to Expertise – Is there a Silver Bullet?” Best Doctors Canada
3:15 pm – 4:00 pm	Final discussion – reporting on votes and action plan