



International Foundation  
for Integrated Care  
*IFIC Canada*

HSPN



Health System  
Performance  
Network



# Advancing Integrated Care with Digital Health Innovation

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March 28, 2023 from 12:00 – 1:30 PM EST



International Foundation  
for Integrated Care  
*IFIC Canada*

## IFIC Canada Co-Founders



**Jodeme Goldhar**  
*@JodemeGoldhar*



**Walter Wodchis**  
*@WWodchis*

## Today's Co-Host



**Carolyn Steele-Gray**  
*@Dr\_SteeleGray*

# Who Was At the Session?

*Over 250 Participants Joined Us from 10 Countries Around the World*



# WELCOME!

## *How to Take Part in the Virtual Community*

Please use the **chat box** to **introduce yourselves**, **ask questions** and **contribute** throughout the session.



Share your thoughts on social media using the hashtags:

**#IFICCanada**



Please send chat messages to **all participants and attendees** so everyone can see. If you are replying in the chat box to someone else, please start your comment with **@[theirname]**

# Land Acknowledgement

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We acknowledge the land on which we are hosting this meeting is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

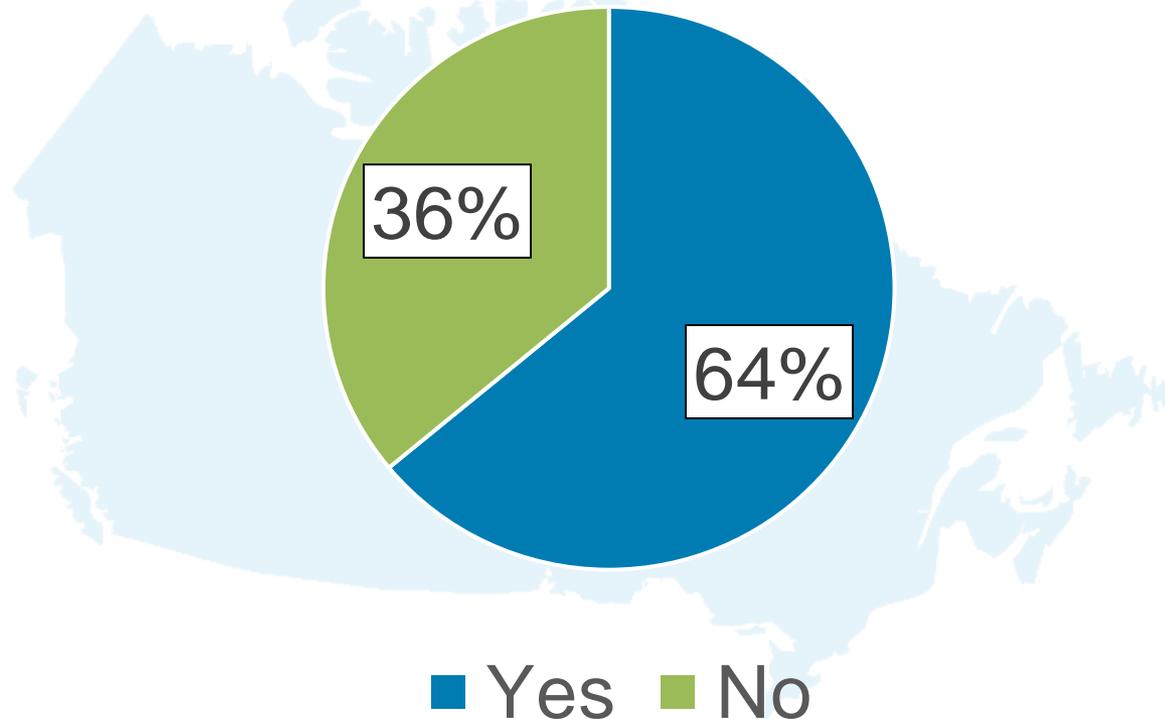
We acknowledge that Canada is home to many diverse First Nations, Inuit and Métis peoples, and that each of you are joining us from one of those many traditional and treaty territories.

We are grateful to be able to come together in this way.

# Poll Results: We'd Like to Know...

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Is This Your First Time Joining the Virtual Community?



# Making It All Happen



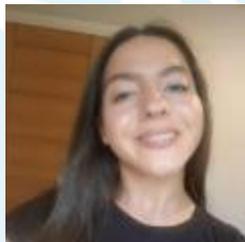
**Trisha Martin**



**Deb Gollob**  
*@DebGollob*



**Yinka Macaulay**  
*@YinkaMacaulay*



**Niamh Daly Day**



**Fiona Lyne**  
*@spiderslips*



**Ingrid Ventura**  
*@VenturaIngrid*

# What is the Virtual Community about?

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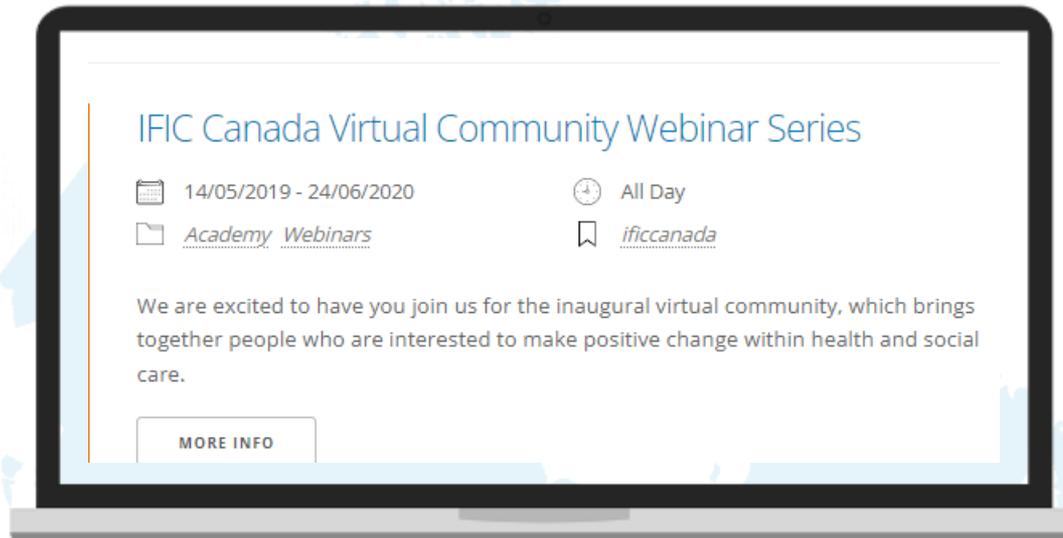
## OUR PRINCIPLES

- Connect those with an interest in Integrated Care
- Provide opportunities to learn from leaders in healthcare: including clinicians, policy makers, academics, patients and caregivers
- Develop the skills and capabilities to produce better, people-centred, co-designed integrated care
- Celebrate current integrated care practices throughout North America
- Identify global best practices and how they can be adapted to the context of North America
- Identify the learning needs of the community, and create learning opportunities with these needs in mind

Find out more at: <https://integratedcarefoundation.org/ific-canada>

# Previous Sessions

You can find **ALL** of our previous sessions at <https://integratedcarefoundation.org/events/ific-canada-virtual-community-webinar-series>



# Access the inaugural North American Conference on Integrated Care

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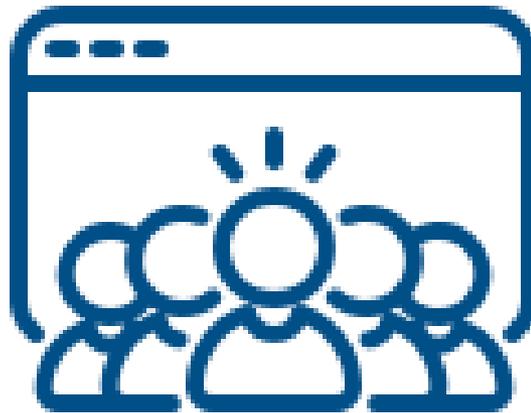


Access Session Recordings and  
Conference Abstracts  
on our website

[CLICK HERE](#)

# Today's Session:

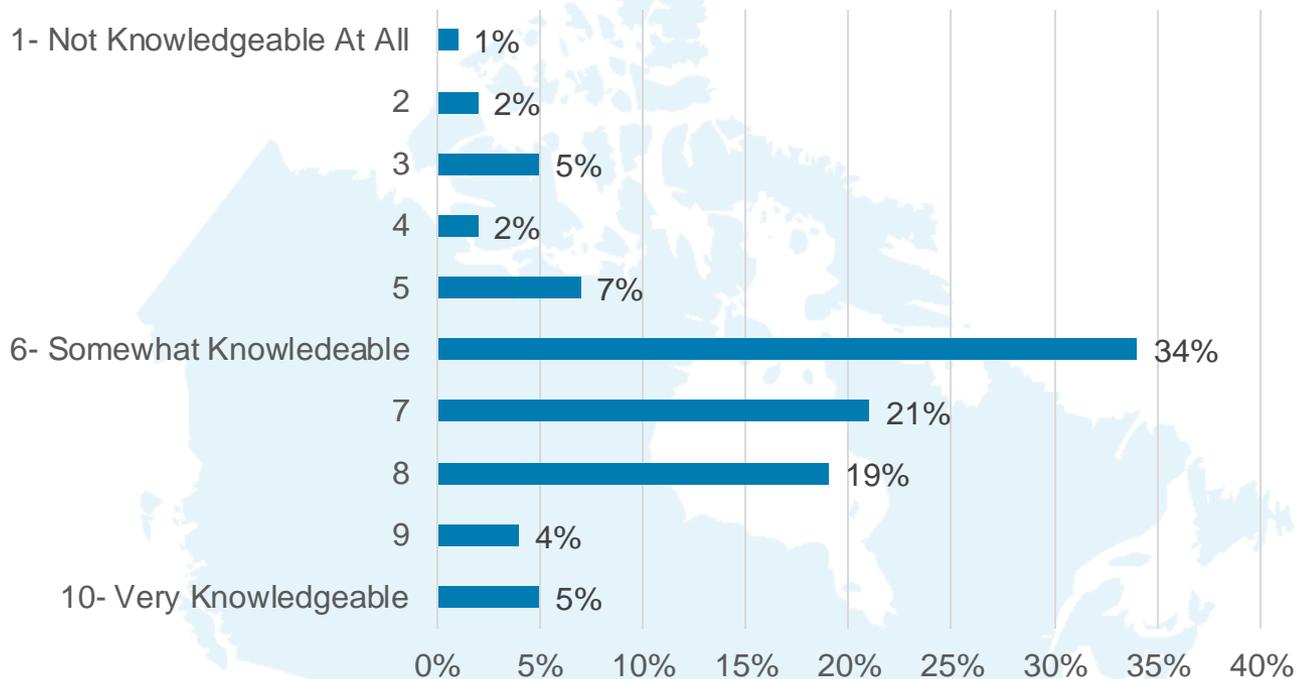
Advancing Integrated Care with  
Digital Health Innovation



# Poll Results: Your Knowledge About Today's Topic

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How knowledgeable are you about the role that digital health innovation plays in advancing integrated care?



# ***Digital Services and Data Enabling Integrated Care Special Interest Group***

**SIG contact:**

**[Meena.Ramachandran@sinaihealth.c](mailto:Meena.Ramachandran@sinaihealth.c)**



**Digital Services and Data  
Enabling Integrated Care SIG**



**Carolyn Steele Gray**  
Tier 2 Canada Research Chair in  
Implementing Digital Health Innovation  
Science of Care Institute  
Lunenfeld Tanenbaum Research  
Institute, Sinai Health  
Canada



**Leo Lewis**  
Senior Associate & International Lead  
International Foundation for  
Integrated Care  
Bevan Commission  
UK



**Ingo Meyer**  
Magister Artium  
Head of Department  
University of Cologne  
Germany

# Journal of Integrated Care: Advancing Integrated Care with Digital Health Innovation



The articles in this Special Issue will be free to access between 28 March and 27 April 2023. All articles can be found at the following link:

<https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4>

## Guest Editors

[Carolyn Steele Gray](#)

*Bridgepoint Collaboratory for Research and Innovation, University of Toronto, Canada*

[Irina Efimenko](#)

*Semantic Hub SARL, Lausanne, Switzerland*

[Jordi Piera-Jiménez](#)

*Universitat Oberta de Catalunya, Spain*

[Nick Guldemond](#)

*Leiden University Medical Center, The Netherlands*

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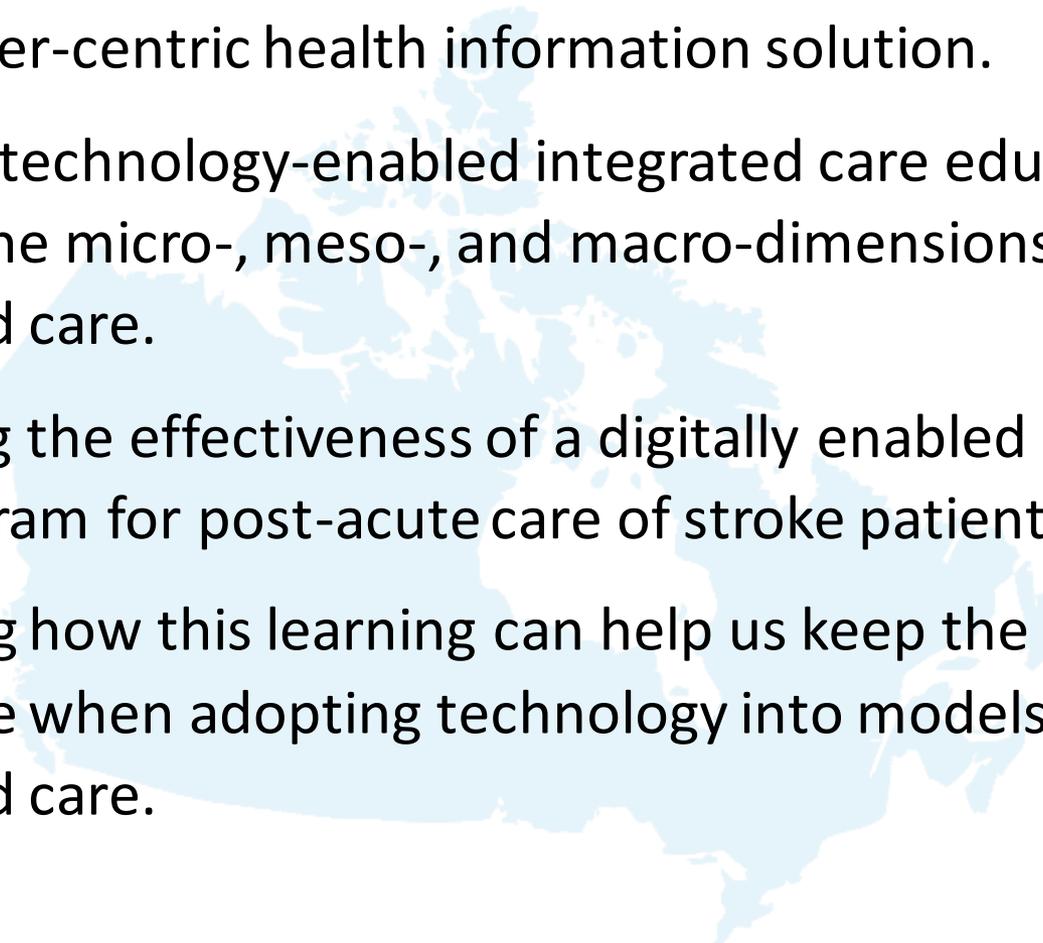
CiteScore 2021: 1.4

## Access the journal

<https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4>

# Today's Topics

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1. Co-creating a human-centered integrated care pathway for a digital, user-centric health information solution.
  2. Adopting technology-enabled integrated care education to address the micro-, meso-, and macro-dimensions of integrated care.
  3. Evaluating the effectiveness of a digitally enabled integrated care program for post-acute care of stroke patients.
  4. Discussing how this learning can help us keep the patient at the centre when adopting technology into models of integrated care.
- 

# Meet Today's Speakers!

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**Gerard Carot-Sans**

Researcher, Department of Information System, Catalan Health Service, Barcelona, Spain



**Eva Turk**

Senior Researcher, previously University of Oslo, Centre for Digital Health and Social Innovation, University of Applied Sciences St. Pölten, Austria; Associate Professor, Science Centre Health and Technology, University of South-Eastern Norway



**Viola Wontor**

Director, Research & Development Lead, International Labeling Group, Global Regulatory Sciences, Global Product Development, Pfizer, UK



**Jane Zhao**

Research Associate, Toronto Rehabilitation Institute, University Health Network, Toronto, Canada



**Maria Mylopoulos**

Scientist & Associate Director, The Wilson Centre and Associate Professor, Department of Paediatrics, Curriculum Scientist,



**Hilary Horlock**

Patient Partner; Senior Enterprise Architect, Manager Business Architect, Digital Health and Strategy Office, Provincial Health Services Authority

# Digital, user-centric health information solutions

*A Human-Centred approach to tackling complex challenges  
through cross-sector collaboration and co-creation*



## Eva Turk

Senior Researcher, previously University of Oslo, Centre for Digital Health and Social Innovation, University of Applied Sciences St. Pölten, Austria and Associate Professor, Science Centre Health and Technology, University of South-Eastern Norway



## Viola Wontor

Director, Research & Development Lead, International Labeling Group, Global Regulatory Sciences, Global Product Development, Pfizer, UK

# Digital, user-centric health information solutions

A Human-Centered approach to tackling complex challenges through cross-sector collaboration and co-creation

**Eva Turk** – previously University of Oslo (UiO)  
**Viola Wontor** – Pfizer, R&D lead



**DISCLAIMER:** The presentation reflects the authors view. IMI JU, European Union, EFPIA, or Datapharm Limited are not liable for any use that may be made of the information contained herein.

# Gravitate-Health Public-Private Partnership

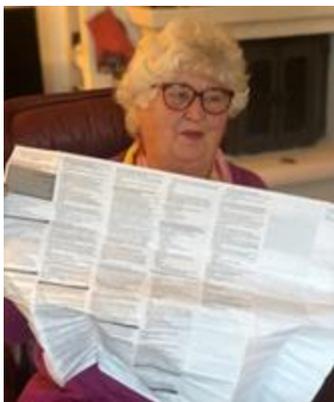
An integrated digital health information platform

**Empowering and equipping Europeans with health information for active personal health management and adherence to treatment**

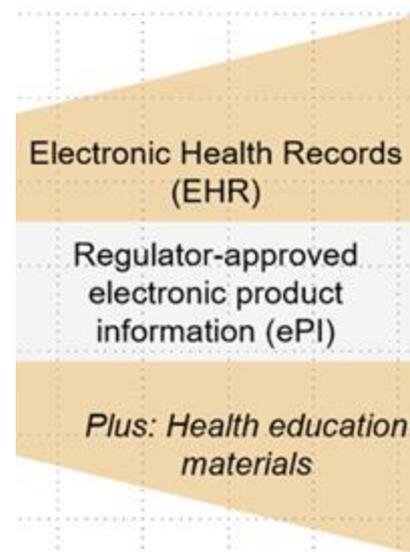
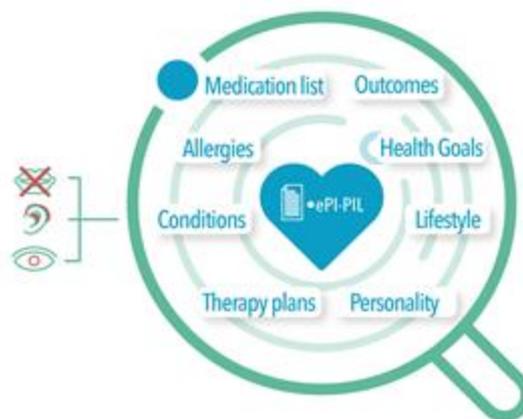
Maria and her list of medications



Picture: Line H. Linstad, NSE



Picture: Hanne Bjertnes, UIO



How can we apply an open-access digital platform with trusted Digital Health Information to transform the way patients access and understand health information, and apply this in personal health for adherence to treatment, risk minimization and quality of life?



# The Gravitate-Health Consortium in a nutshell



40 partners in Europe and USA



20 Members of User Advisory Group



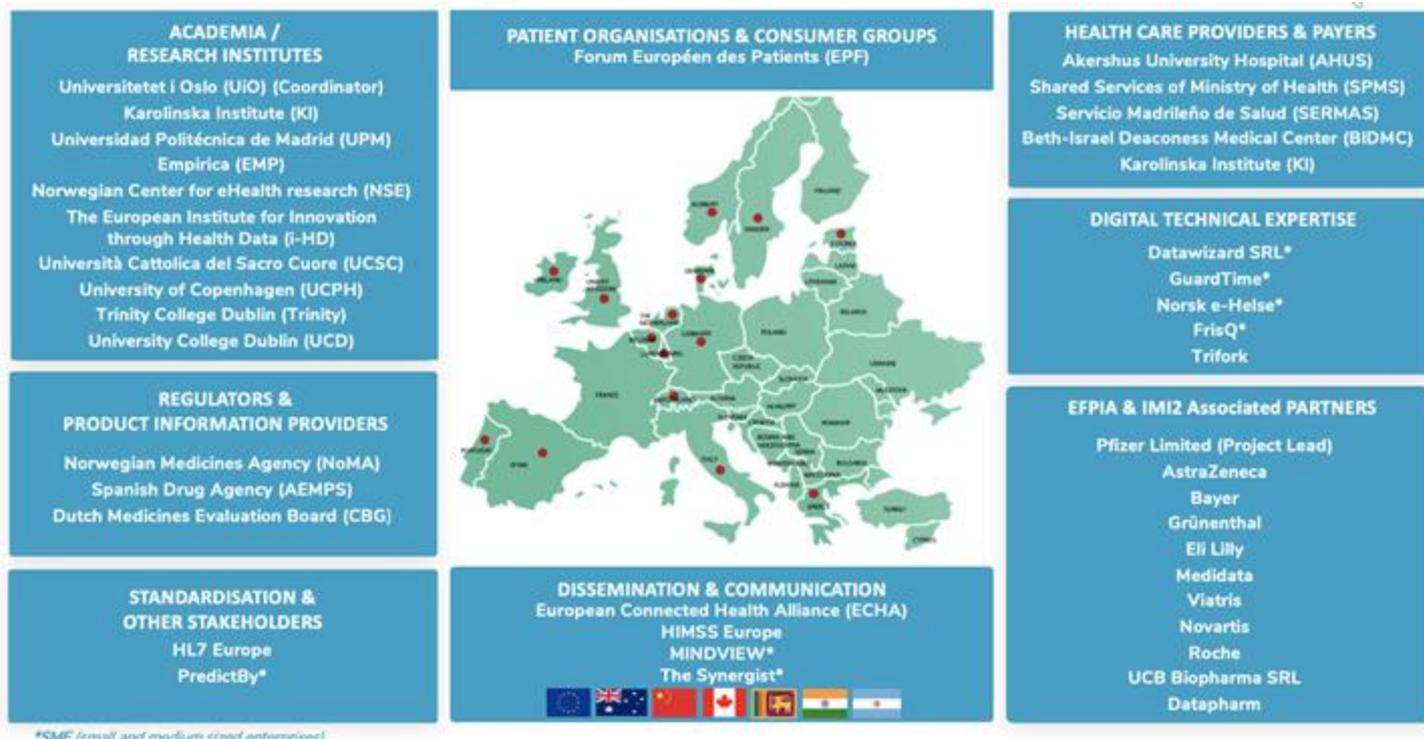
60 months  
11/20 – 10/25



18.5 mill €



European start  
Global Outreach



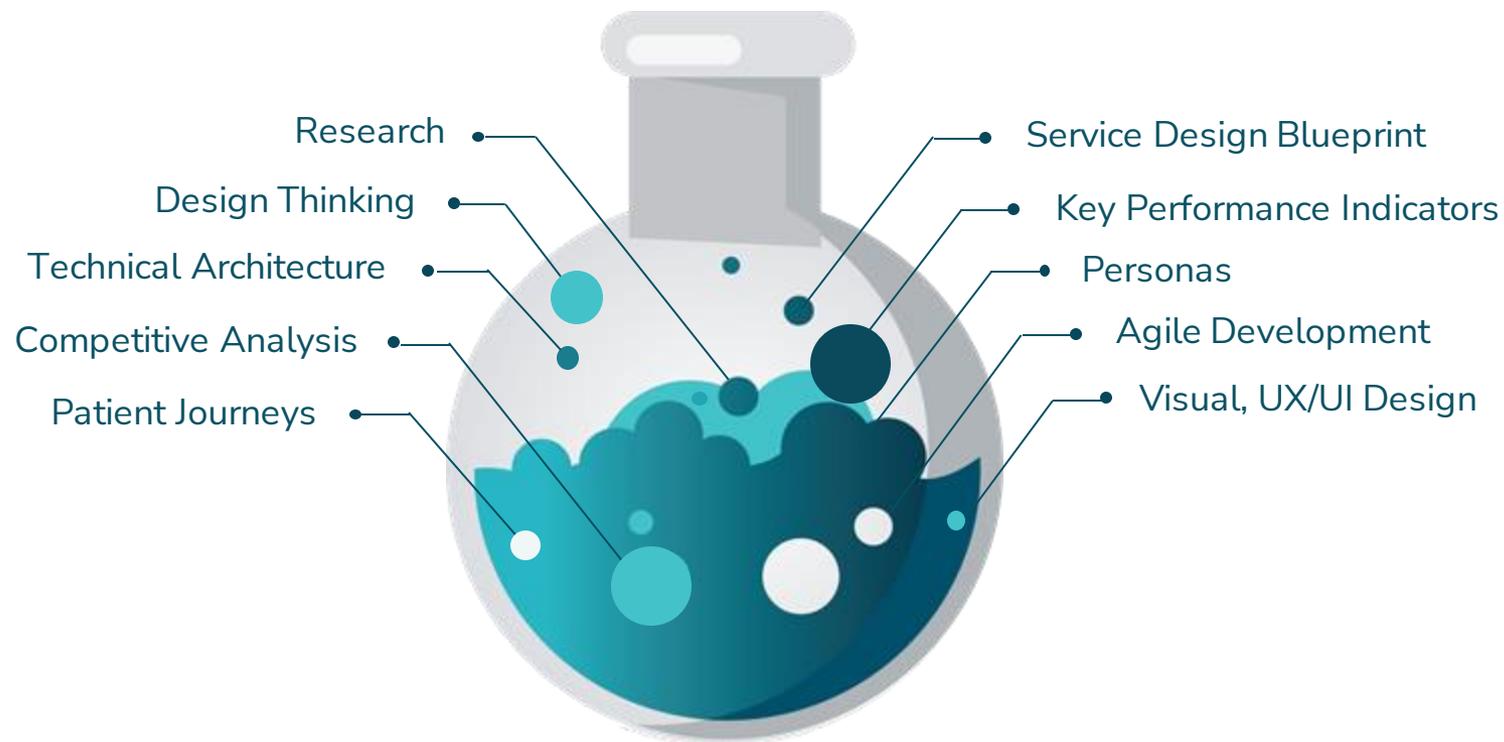
## Our approach

Steps towards co-creating a digital solution



# Human-Centered Design Toolkit

Methods, frameworks and mindsets



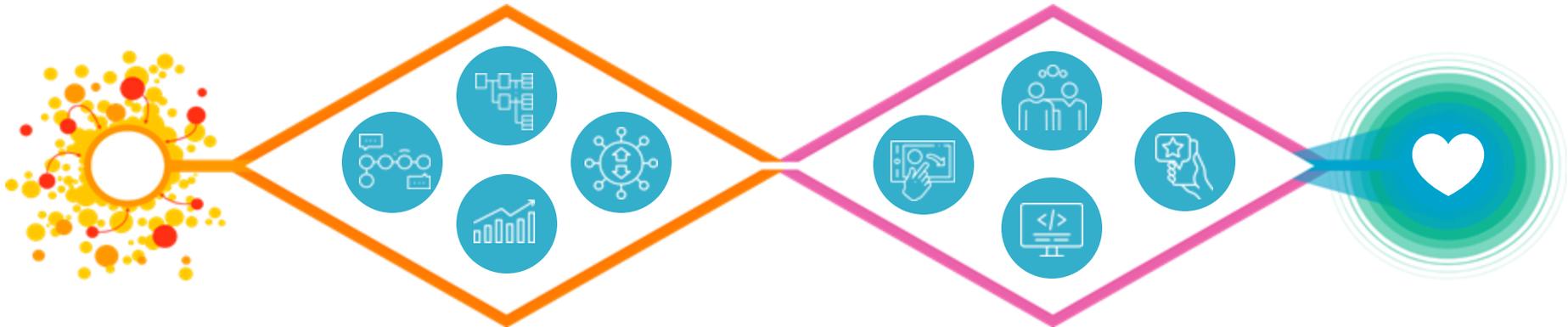
# Maximizing Patient and cross-sector collaboration

**Framing and planning**  
Research & Assessment

**Exploration and co-creation**  
Defining Experiences

**Co-design and evaluation**  
Evaluation and Feedback

**Mindful solution**  
Continuous Improvement



## INSIGHT

### APPROACH

- Challenge framing
- Hypothesis evaluation
- Landscape assessment
- Research and Delphi prioritization
- Measurement + metrics

### OUTPUT

- Data synthesis and consensus
- Testing Scenarios
- KPIs + Requirements
- Alignment on outcomes

## CO-CREATION

### APPROACH

- Experience definition
- Experience metrics
- Identify nuances and patterns in needs and behaviors across patient journeys within persona vectors
- Sketch + assess opportunities

### OUTPUT

- Personas, Patient Journeys, Service Design Blueprint
- Draft solution architecture

### APPROACH

- Feature Development and Prioritization
- Concept Visualization
- Co-design
- Evaluation and testing
- Iterative development

### OBJECTIVE

- High-level roadmap
- MVP Prototype
- Backlog and development schedule
- Activation and engagement plan

## IMPLEMENTATION

### APPROACH

- Measure effectiveness
- Post-launch optimization
- Monitor metrics + KPIs
- Refine solution based on findings
- Identify opportunities for the iterations
- Prioritize roadmap items for scaled release.





# Thank You

[contact@gravitatehealth.eu](mailto:contact@gravitatehealth.eu)

[www.gravitatehealth.eu](http://www.gravitatehealth.eu)  
[@gravitatehealth](https://twitter.com/gravitatehealth)

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# What role can education play integrated care?

*Lessons from the ECHO (Extensions for Community Health Outcomes)  
Concussion program*



**Jane Zhao**

Research Associate, Toronto  
Rehabilitation Institute,  
University Health Network,  
Toronto, Canada



**Maria Mylopoulos**

Scientist & Associate Director, The Wilson  
Centre and Associate Professor, Department  
of Paediatrics, Curriculum Scientist, Medical  
Education, Temerty Faculty of Medicine,  
University of Toronto, Canada



# What Role Can Education Play in Integrated Care?

Lessons from the ECHO (Extensions for Community Health Outcomes)  
Concussion program



**International Foundation for Integrated Care (IFIC) Canada**

**Mar. 28, 2023**

**Q. Jane Zhao, MSc**

Research Associate, ECHO at UHN

**Maria Mylopoulos, PhD**

Scientist & Associate Director of Training Programs - The Wilson Centre  
Associate Professor, Department of Paediatrics, University of Toronto

# What role can education play in integrated care? Lessons from the ECHO (Extensions for Community Health Outcomes) Concussion program

The role of  
education for  
integrated care

373

Received 31 January 2022  
Revised 17 May 2022

“The ECHO model is a novel digital health solution that uses technology-enabled learning to **facilitate, support, and model integrated care education...**

**...To expand and contribute to the ECHO literature by creating a link between the ECHO model and integrated care.”**

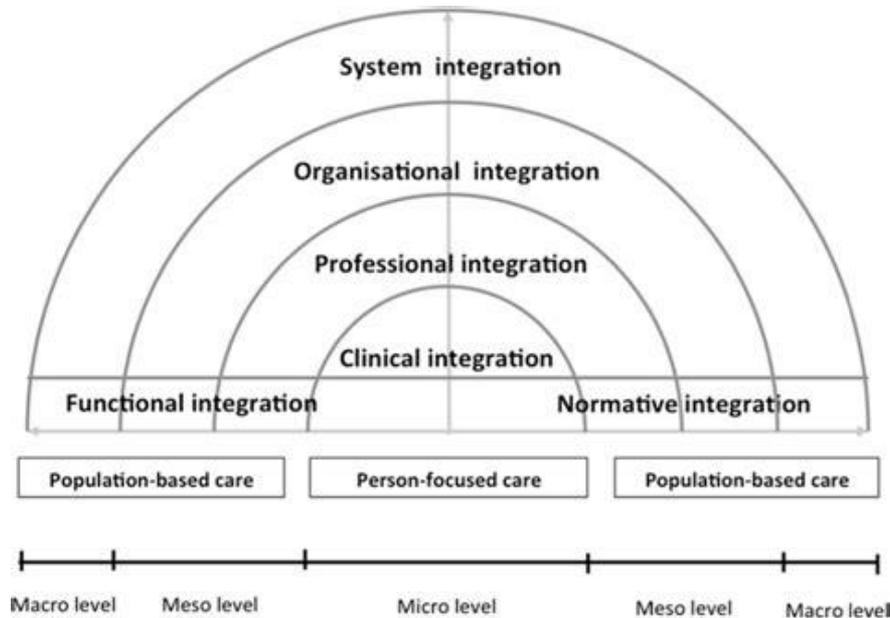
## Abstract

**Purpose** – Design, implementation, and evaluation are all important for integrated care. However, they miss one critical factor: education. The authors define “integrated care education” as meaningful learning that purposefully supports collaboration and the development of adaptive expertise in integrated care. The ECHO (Extensions for Community Health Outcomes) model is a novel digital health solution that uses technology-

# What is ECHO?



# Rainbow Model of Integrated Care



Valentijn et al. 2013

**System integration:** Approach to “enhance efficiency, quality of life and care, and satisfaction through vertical and horizontal integration”

**Organisational integration:** the extent that services are produced and delivered in a linked-up fashion

**Professional integration:** Development of interprofessional partnerships based on shared competences, roles, responsibilities, and accountability to deliver a comprehensive continuum of care to a defined population

**Clinical integration:** A person-focused perspective to improve someone’s overall well-being and not focus on a particular condition

# ECHO and Integrated Care

| Integrated care level                     | ECHO Concussion program examples   |
|---|--|
| Micro-level:<br>Clinical integration      | <ul style="list-style-type: none"><li>• Case-based learning</li><li>• Development of adaptive expertise</li></ul>  |
| Meso-level:<br>Professional integration   | <ul style="list-style-type: none"><li>• Development of professional networks between clinics</li><li>• Development of empathy</li></ul>  |
| Meso-level:<br>Organizational integration | <ul style="list-style-type: none"><li>• Development of the “specialist generalist” and stronger interprofessional networks within their own clinic</li></ul>   |
| Macro-level:<br>System integration        | <ul style="list-style-type: none"><li>• Education of providers across sectors, from primary to quaternary care</li><li>• Establishment of a lateral peer-based network with a focus on population-level health</li></ul> |

# Key Concepts

- **Integrated care education:** meaningful learning that purposefully supports collaboration and the development of adaptive expertise in integrated care
- **Adaptive expertise:** framework for conceptualizing how expertise develops as both *procedural knowledge* (knowing what to do) and *conceptual understanding* (knowing why you're doing it)
  - Productive struggle
  - Emphasis on “whys” and “what-ifs”

# Thank you for your attention!

## **Q. Jane Zhao, MSc**

Research Associate, ECHO at UHN

[jane.zhao@uhn.ca](mailto:jane.zhao@uhn.ca)

## **Maria Mylopoulos, PhD**

Scientist & Associate Director of Training Programs - The Wilson Centre  
Associate Professor, Department of Paediatrics, University of Toronto

[maria.Mylopoulos@utoronto.ca](mailto:maria.Mylopoulos@utoronto.ca)

For more information, visit:

<https://www.echoontario.ca/Join-an-ECHO/Programs>

# Effectiveness of an integrated care program for stroke



**Gerard Carot-Sans**  
Researcher, Department of  
Information System, Catalan  
Health Service, Barcelona,  
Spain

# Effectiveness of an integrated care program for stroke

Catalan Health Service

Digitalization for the Sustainability of the Healthcare System (DS3)

 Sistema de  
Salut de Catalunya



IFIC Canada Virtual Community Session – Advancing Integrated Care with  
Digital Health Innovation

# Stroke integrated care program: Why

## Learning Health Systems

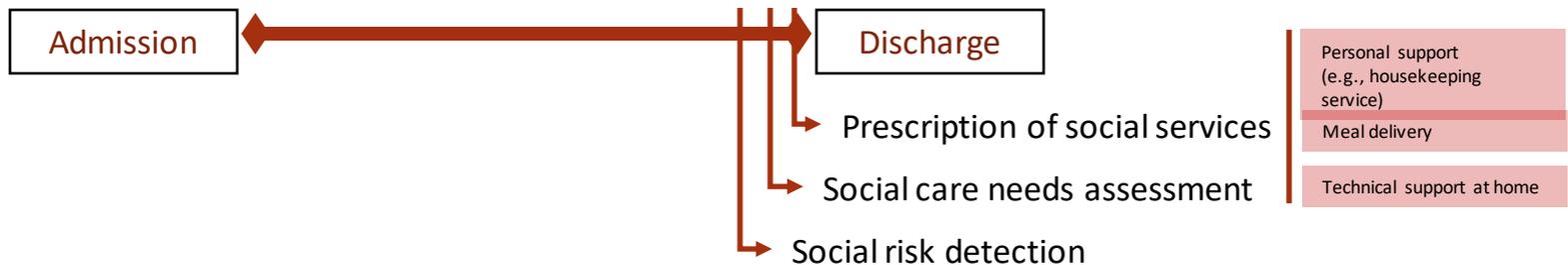
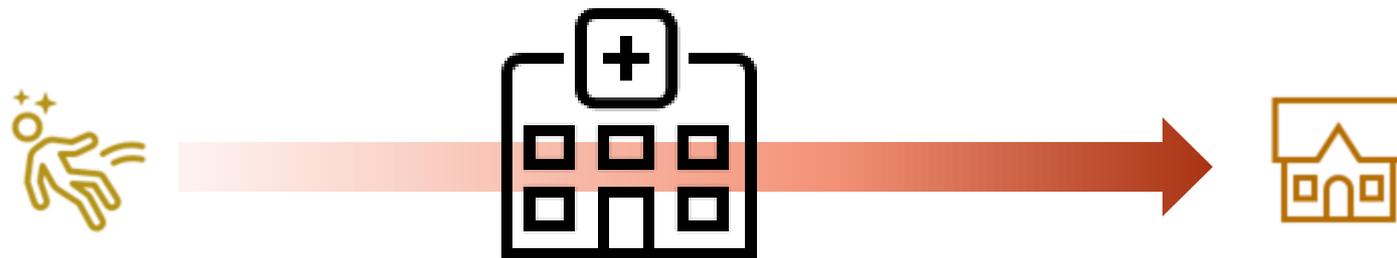


Continued rehabilitation and support after discharge reduces the risk of deterioration in function and improves activities of daily living (ADL)

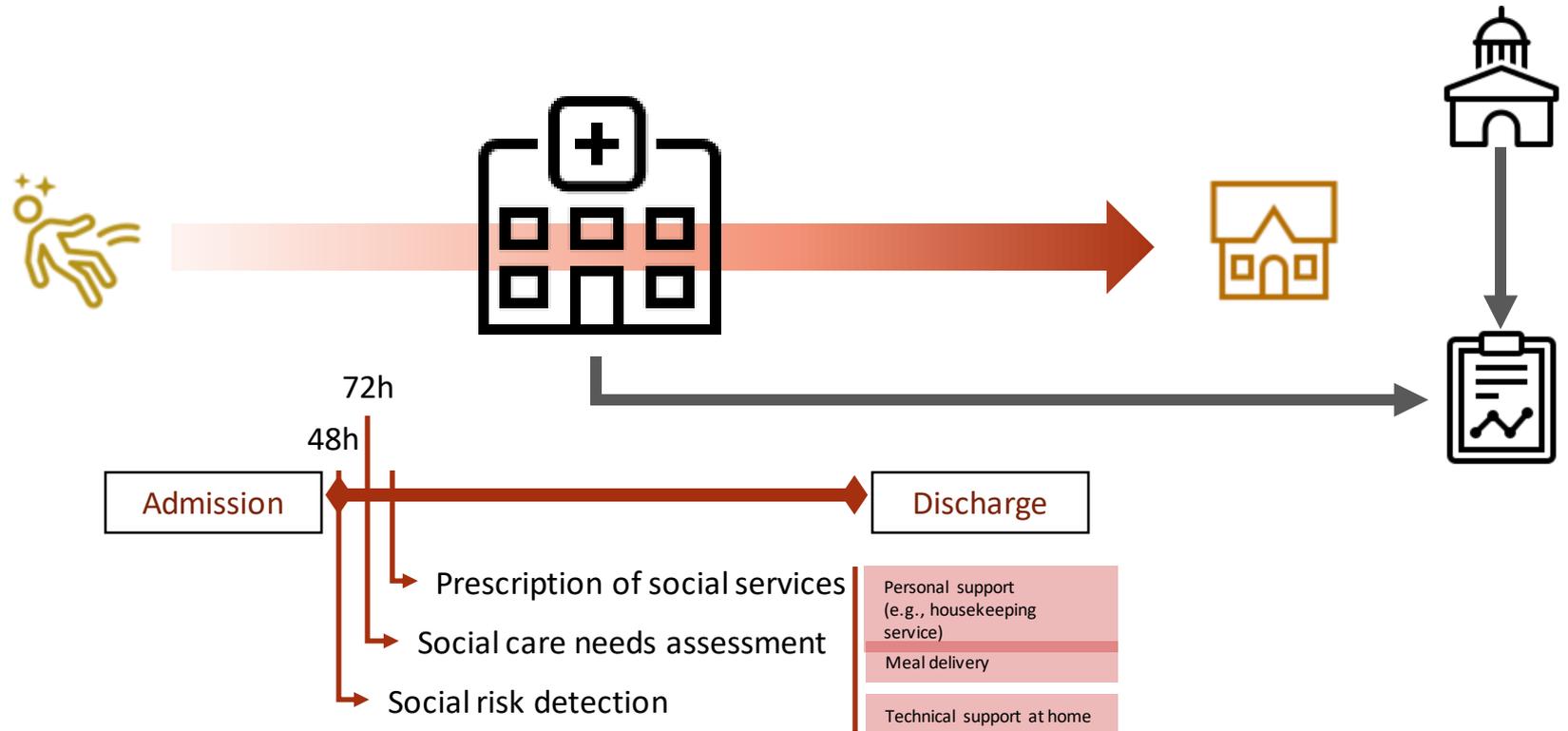
Trialists, O. S. (2004). *The Lancet*, 363(9406), 352-356.

European Stroke Organisation (ESO) Executive Committee, and ESO Writing Committee. *Cerebrovascular diseases* 25.5 (2008): 457-507.

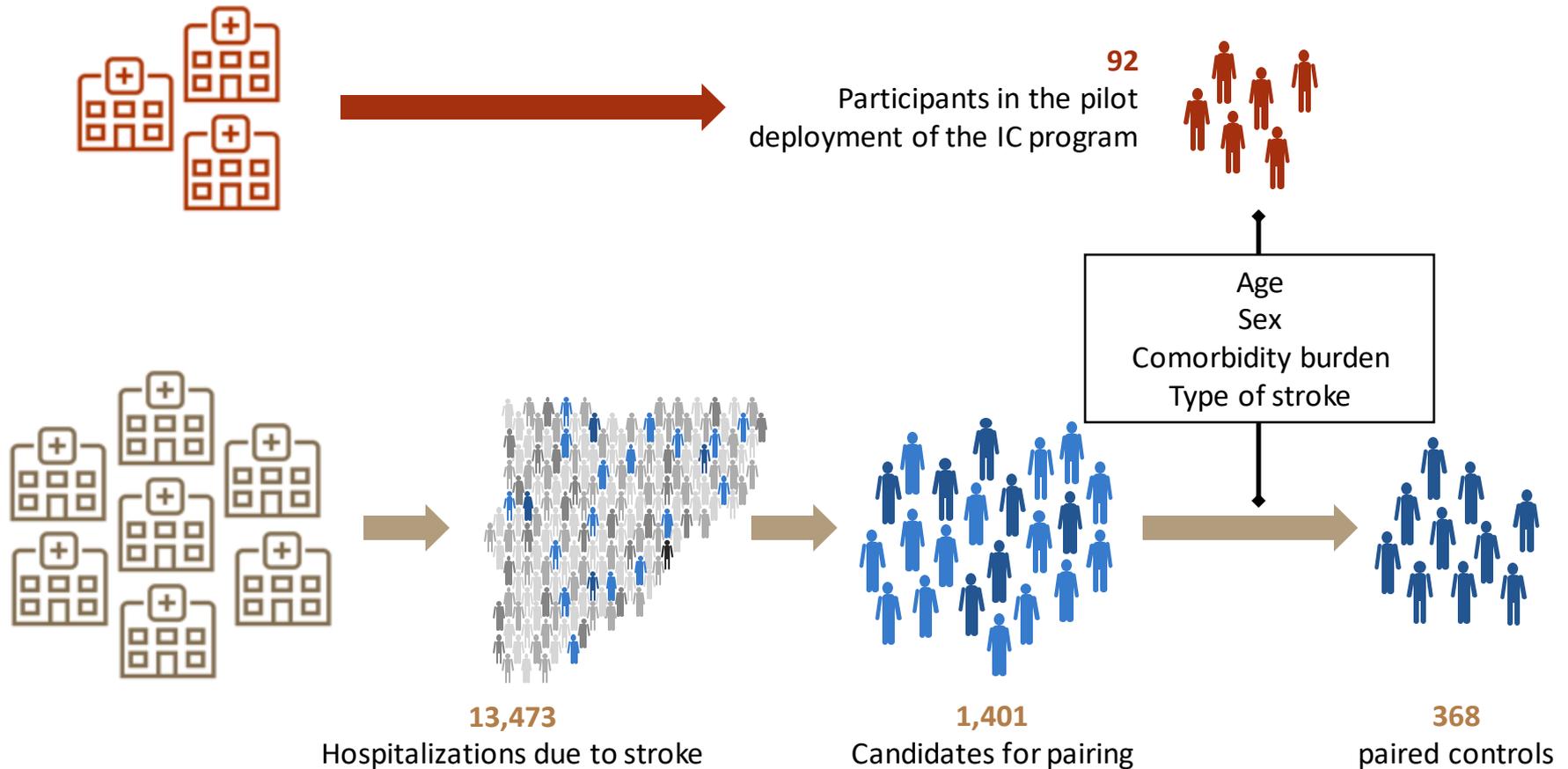
# Stroke integrated care program: Why



# Stroke integrated care program: What

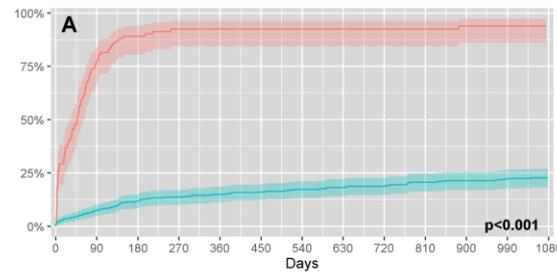


# Stroke integrated care program: Assessment

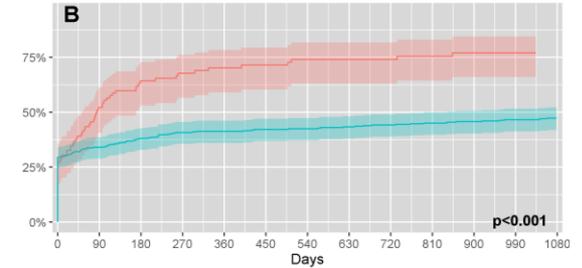


# Stroke integrated care program: Result

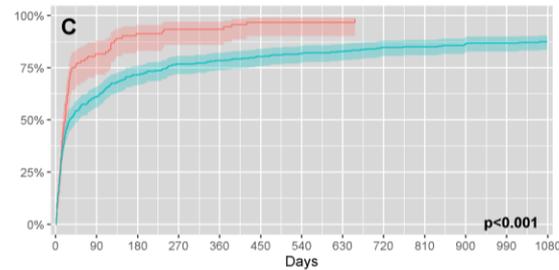
**DOMICILIARY CARE**



**TELECARE**

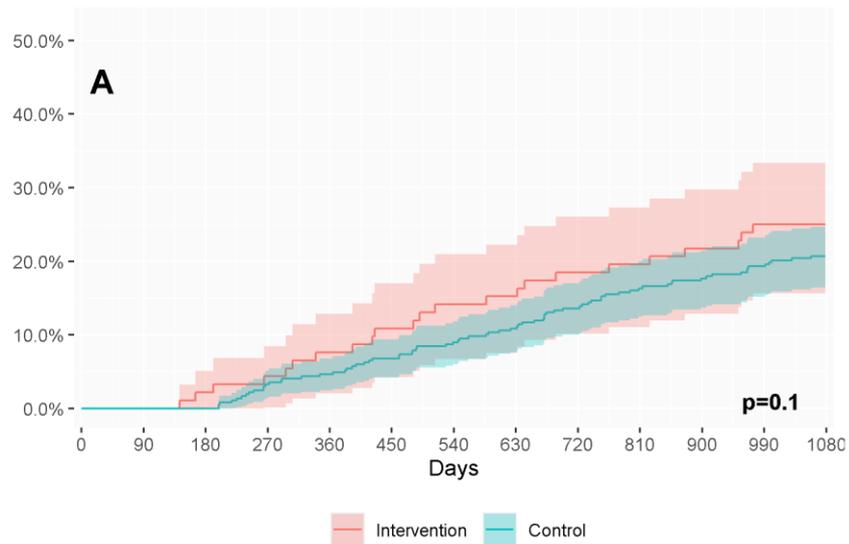


**AT-HOME REHABILITATION**

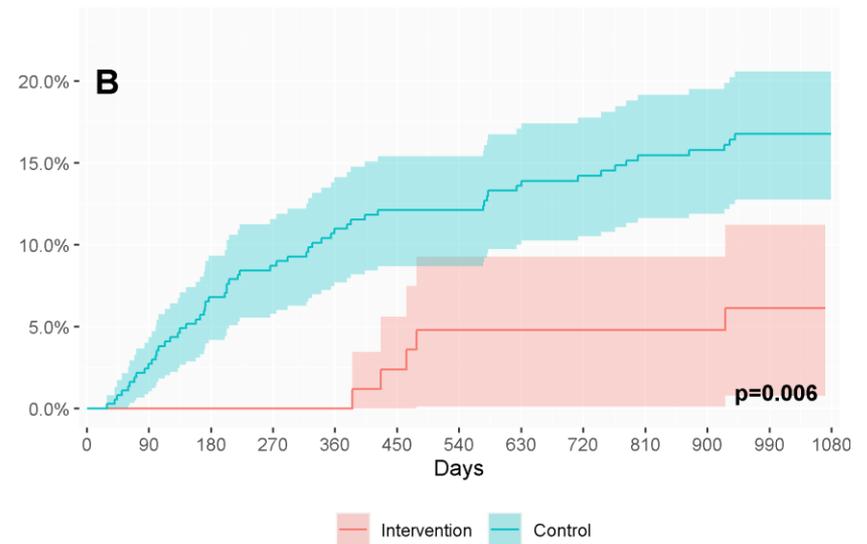


# Stroke integrated care program: Result

## MORTALITY



## ADMISSION TO A NURSING HOME



Thank you!



## Hilary Horlock

Patient Partner; Senior  
Enterprise Architect,  
Manager Business Architect,  
Digital Health and Strategy  
Office, Provincial Health  
Services Authority

# Discussion

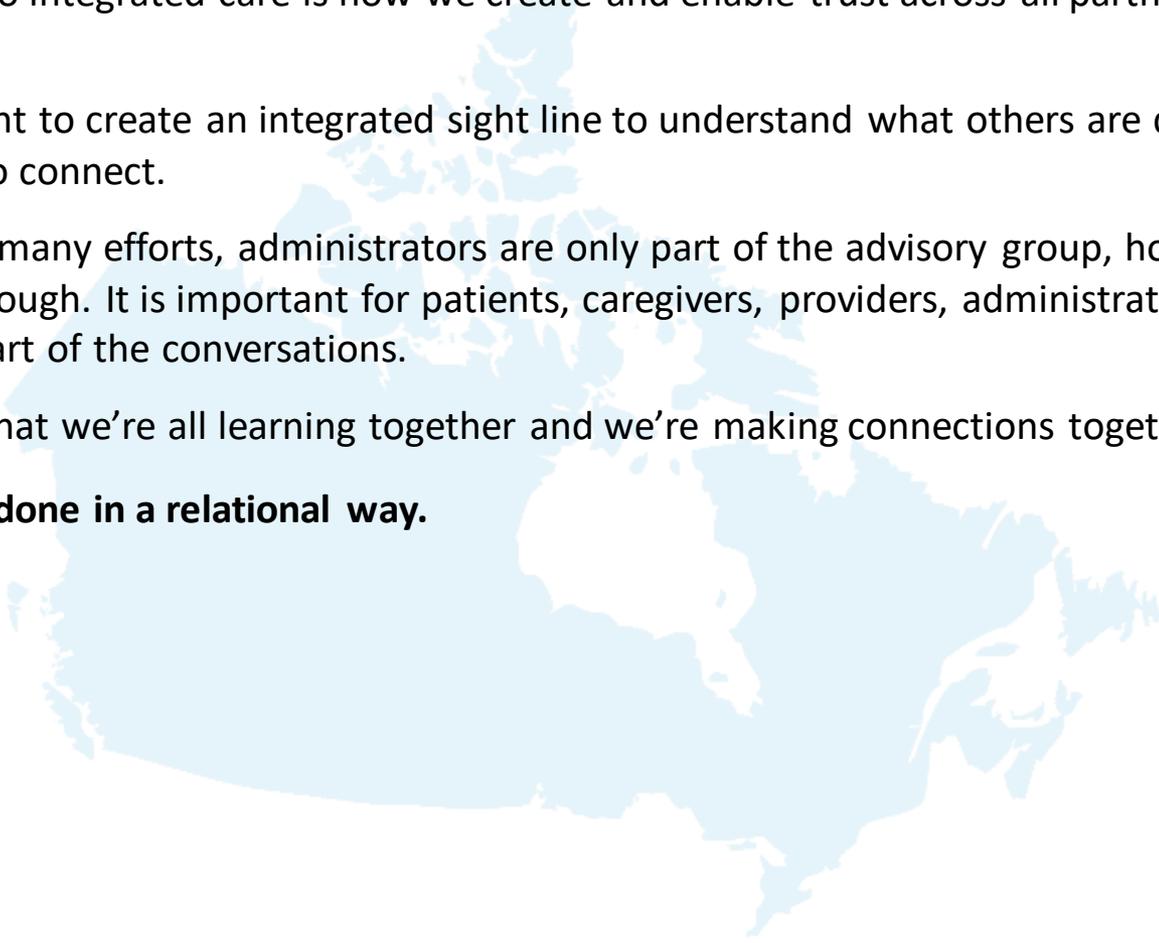
*Please share your thoughts using the chat box.*



# Summary

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Perspectives shared on enablers to integrated care:

- An enabler to integrated care is how we create and enable trust across all partners and participants.
  - It is important to create an integrated sight line to understand what others are doing and being able to connect.
  - Currently in many efforts, administrators are only part of the advisory group, however that is not quite enough. It is important for patients, caregivers, providers, administrators and policy makers as part of the conversations.
  - It is critical that we're all learning together and we're making connections together.
  - **It has to be done in a relational way.**
- 

# Summary

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## Perspectives shared on human centered design:

- Traditional problem-solving approaches may not be effective in complex ecosystems and matrix organizations.
- Human centered design puts people, empathy, and curiosity at the center of the problem-solving process.
- Clear articulation of the problem is crucial before finding solutions
- The double diamond process focuses on two questions: how to solve the right problem and how to solve the problem right.
- This process ensures the right opportunities are addressed in a way that meets the needs of all stakeholders
- Achieving shared vision and goals was through iterative progress and iterations.
- The co-creation process has helped refine the design and clarify requirements for the user experience and platform architecture.

# Summary

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## Perspectives shared on sustainability:

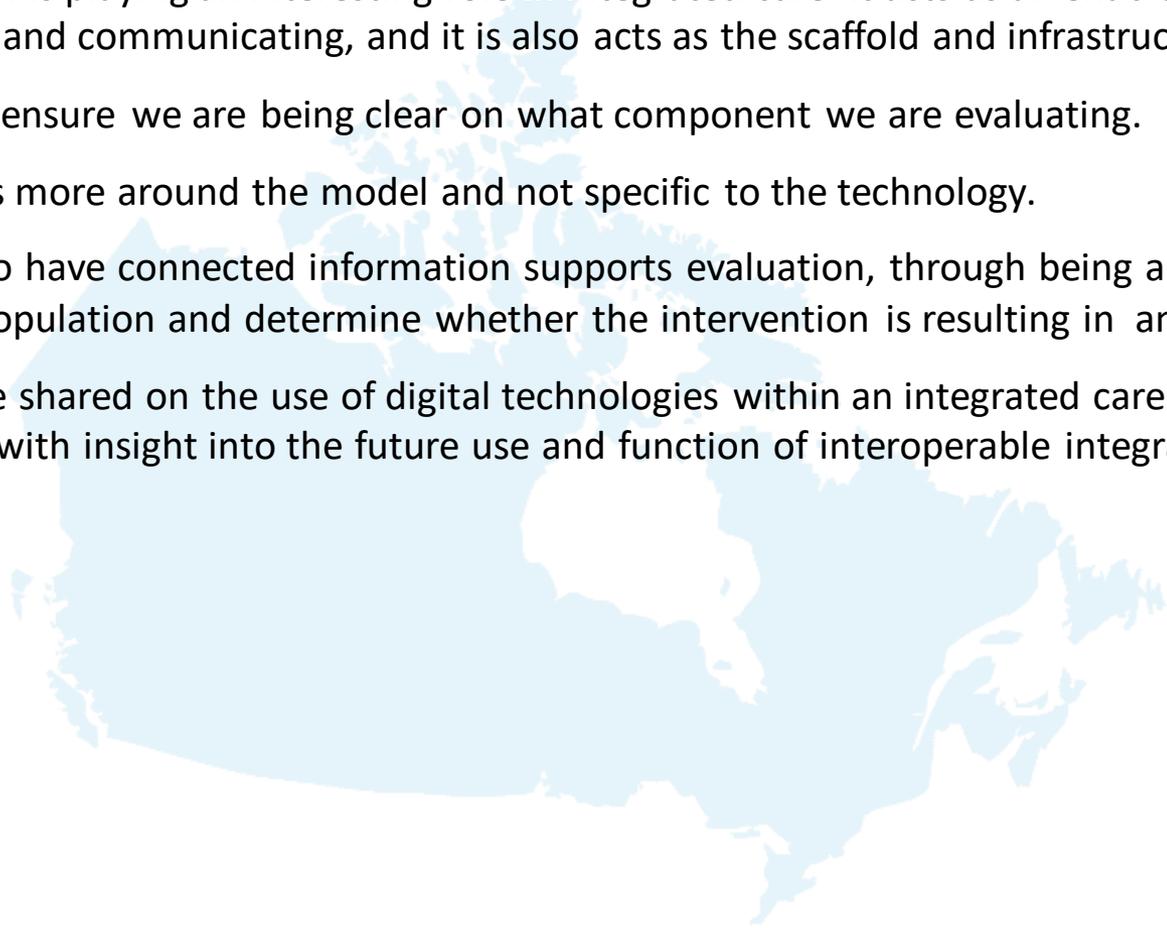
- It is important to understand and appreciate every partner, will have different needs and different circumstances and these must be taken into consideration in the sustainability model.
- We need to consider aspects such as what is the vision? What will the solution look like? How do we build it? How do we structure it?
- There is benefit in developing solutions that are modular. This will allow for the solution to be transferred and used across partners, though still be able to hold its integrity.
- By building solutions that are modular, they can account for the account individual requirements of each market and context.
- Different markets have different levels of maturity and sophistication in their digital health ecosystem. Solutions will take shape differently in different ecosystems and with different partners.
- It is important to build and test solutions across the different ecosystems and breadth of partners.
- We must ensure all partners and stakeholders are engaged as part of the development of solutions.

# Summary

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## Perspectives shared on evaluation:

- Digital health is playing an interesting role in integrated care. It acts as an enabler of sharing information and communicating, and it is also acts as the scaffold and infrastructure.
- We need to ensure we are being clear on what component we are evaluating.
- Evaluation is more around the model and not specific to the technology.
- The ability to have connected information supports evaluation, through being able to identify the target population and determine whether the intervention is resulting in an impact.
- The example shared on the use of digital technologies within an integrated care model, provides us with insight into the future use and function of interoperable integrated systems.



# Levers to advancing integrated care

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***Question: If you had one lever to pull that you think is going to move us in the direction of integrated care, one that maybe you understand, which one would you go for?***

- “I would pull a lever from adaptability. I think we don’t want people to be taking solutions and applying them in different contexts without considering the different ways in which those contexts need adaptive adaptation and flexibility.”
- “The whole purpose of adaptive expertise and thinking about how we train future health care workers is so that they meet the specific needs of the specific communities and people and patients that they’re serving.”
- “An additional level, is considering the adaptability between programs. This is important as it will enable us to think about context and not only a specific solution.”
- “It is important that you view my experience as a patient, from a holistic lens and the end-to end journey.”

# Quotes

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“Human centered design is not just a methodology, but also a mindset that recognizes the importance of creativity in unlocking powerful solutions.”

“Patients and providers are central to the design and understanding the challenges within the health care system. It is important to consider their perspectives and needs when designing solutions.”

“ Co-creation creates a sense of ownership and emotional connection to a project, leading to increased investment and support .”

“Success is not only about the end result, but also about the process of developing and implementing the project. Intentional steps will be taken to expand the ecosystem and engage stakeholders to ensure sustainability.”

“Iterative implementation and evaluation are crucial for successful design processes.”

# Quotes

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“I’d like to build on why we have to reorient to what is most important and matters most to people and their families. Despite everybody's incredible efforts around integrated care, if clients and families aren't experiencing us as connected up and focused on what's most important, then we really have an opportunity for improvement.”

“I really appreciate linking the model of education to integrated care. This ability for providers and patients to understand each other through this concept of productive struggle is a really powerful idea. As we both design and implement technologies or new models of care across very diverse perspectives and stakeholders, they might have different notions of where we are need to get to. Bringing each other together through the notion of productive struggle is a very powerful view.”

“Digital health is playing two interesting roles in integrated care. It acts as an enabler of the moving parts, in terms of the way we are sharing information and communicating. But it's also a bit of a scaffold and an infrastructure.”

“ We need a huge cultural shift and readiness. This will require creating spaces and places that allow us to connect up all the elements and to focus on and understand what's most important to people and families.”

# Crowdsourcing Resources

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Are there other examples or resources that you have on collaborative governance that you would like to share with the virtual community?

*Let us know via the chat box*

# Crowdsourcing Resources

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## International Foundation for Integrated Care (IFIC) Canada

- IFIC Canada website: [https://integratedcarefoundation.org/ific\\_hub/ific-canada](https://integratedcarefoundation.org/ific_hub/ific-canada)
- IFIC Canada 2021 conference: <https://integratedcarefoundation.org/conference-pages/nacic2021-conference-live-stream>
- All activities including past sessions can be found here: [https://integratedcarefoundation.org/ific\\_hub/ific-canada-activities](https://integratedcarefoundation.org/ific_hub/ific-canada-activities)

## International Foundation for Integrated Care-Special Interest Group

- Link to the special interest group: [https://integratedcarefoundation.org/sig\\_groups/digital-health-enabling-integrated-care](https://integratedcarefoundation.org/sig_groups/digital-health-enabling-integrated-care)
- Link to the journal : <https://www.emerald.com/insight/publication/issn/1476-9018/vol/30/iss/4>

# Crowdsourcing Resources

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## HSPRN

- HSPN website for information on Ontario Health Teams (OHTs) <https://hspn.ca/evaluation/ontario-health-teams/>

## Supporting Materials from speaker presentations

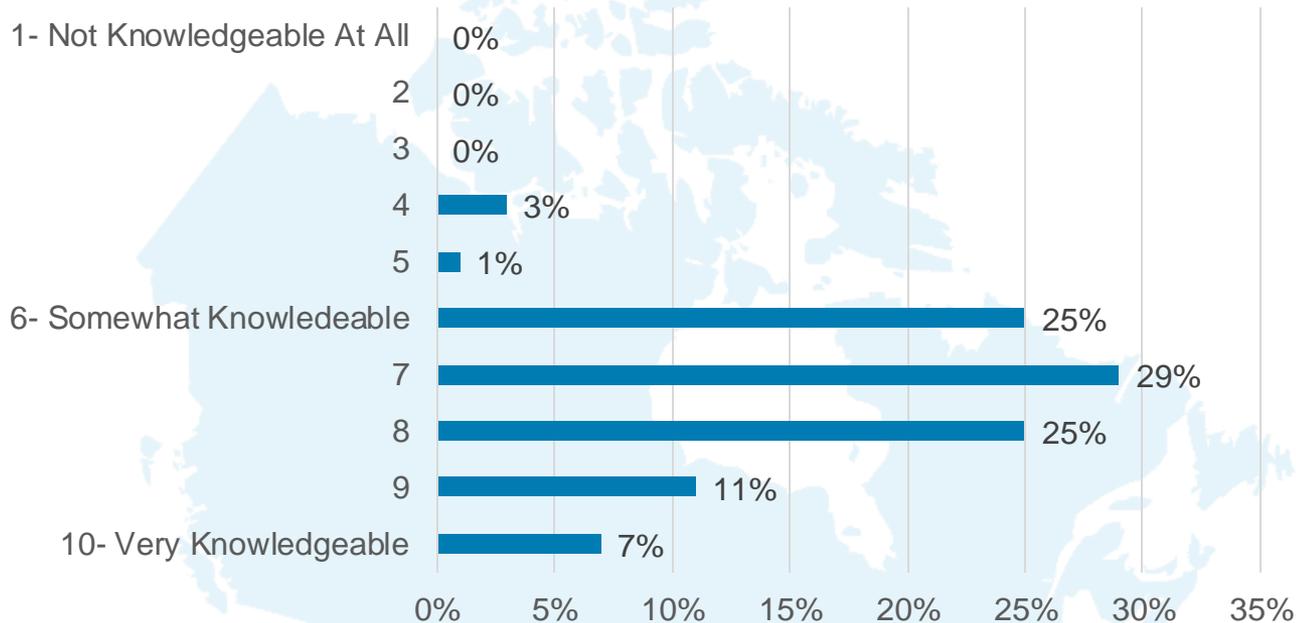
- The link for Gravitare Health: [www.gravitarehealth.eu](http://www.gravitarehealth.eu)
- Link to the ECHO paper: <https://www.emerald.com/insight/content/doi/10.1108/JICA-01-2022-0012/full/html>
- Link to the foundational paper on the ECHO approach: <https://www.sciencedirect.com/science/article/abs/pii/S0360131512002308>

## Additional Resources

- Governance related to collective impact: <https://collectiveimpactforum.org/what-is-collective-impact/>
- Information on Seamless Care Optimizing Patient Experience (SCOPE): <https://www.uhn.ca/healthcareprofessionals/SCOPE>

# Poll Results: Your Knowledge About Today's Topic

As a result of today's session, how knowledgeable are you about the role that digital health innovation plays in advancing integrated care?



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[Carolyn Steele Gray](#)

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[Nick Guldemond](#)

*Leiden University Medical Center, The Netherlands*

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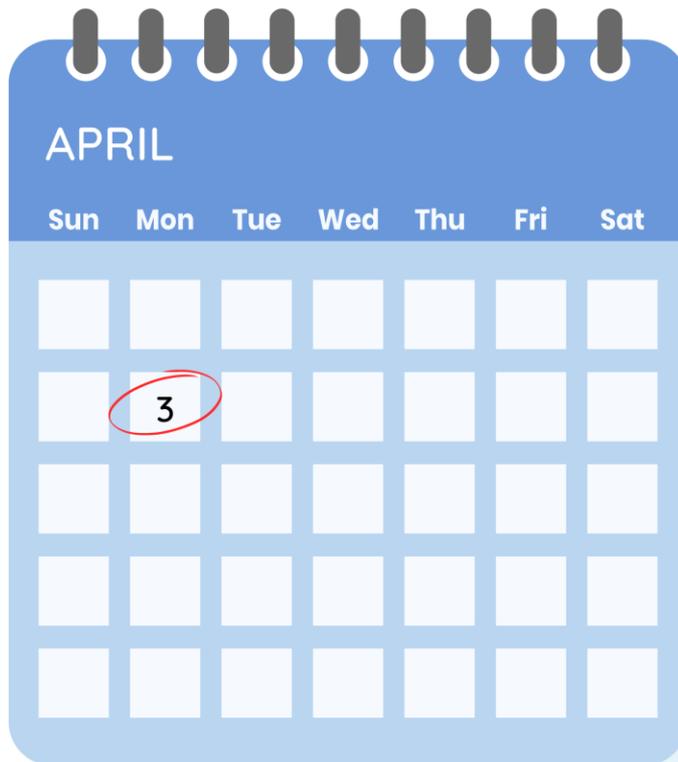
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# What's next?

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*Special Guest Speaker*

***Nick Zonneveld***

*Topic- The role of values in the interorganizational network response to care fragmentation: a case study of a pregnancy and childbirth network*

# IFIC Canada Virtual Community

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## STAY TUNED

The next IFIC Canada  
Virtual Community  
is taking place in June

*Stay tuned for the upcoming  
IFIC Canada Virtual launch  
event in June 2023*



# Snowball

In one word, describe your experience being part of the virtual community today.

*Let us know via the chat box*



# One Word to Describe Your Experience Being Part of the Virtual Community Today



# THANK YOU!



@ifinfo  
@infohspn



ifccanada@integratedcarefoundation.org  
hspn@utoronto.ca



International Foundation for Integrated Care  
The Health System Performance Network



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