

# Ontario Telemedicine Network

## Surgical Transitions – Vendor of Record

### Who is OTN?

The Ontario Telemedicine Network (OTN) is a not-for-profit organization funded by the Ontario Ministry of Health and Long-Term Care. OTN brings innovation to the healthcare system so that the people of Ontario can get the care they need when and where they need it most: at home, in their community, or in hospital.

### The Challenge

In Ontario, there are over 400,000 in-patient surgical procedures with an estimated cost between \$4 and \$5 billion annually. There is significant room for improvement in the way surgeries are conducted in Ontario to improve quality of care, increase cost efficiency and standardize care delivery to reduce hallway medicine.

### Solution: Digitally Enabled Model of Care for Surgical Transitions

Digitally enabled models of care have been proven useful in addressing the challenges of surgical transitions. Virtual care typically assists with standardizing care before, during and after surgery, in order to get patients back on their feet more quickly while maintaining the quality of care delivery. There is compelling evidence to suggest that surgical transition solutions can enable the achievement of the Ontario Ministry of Health and Long-Term Care's priority of reducing hallway medicine through shortening hospital stays, reducing complications after surgery, and enhancing the patient experience.

#### Key Features of Digital Care for Surgical Transitions

##### Remote Monitoring

Use of alerts and dashboards to proactively connect with at-risk patients

##### Self-Management

Deliver interactive care plans, reminders, to-do-lists and self-management tools

##### Patient Education

Provide patients with evidence-based education for their procedure

##### Progress Tracking

Collect Patient-Reported Outcomes, protocol compliance and photos/video

### Opportunity to Collaborate

OTN collaborates with its partners to successfully implement digitally-enabled models of care for perioperative care. Depending on the needs of the partner, OTN supports project planning, model design, technology procurement, adoption change management, and implementation.

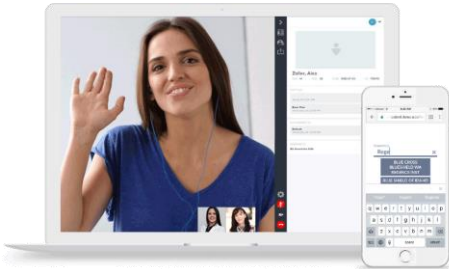
A rigorous process was used by OTN to curate transformative digital solutions for perioperative care by evaluating their effectiveness in meeting clinical and business outcomes, as well as privacy, security, and technical requirements. The selected solutions, readily available through OTN's Vendor of Record (VOR), have demonstrated the ability to reduce readmissions post-surgery, reduce length of stay post-surgery and improve the patient experience.

This VOR, supported by all 14 of Ontario's LHINs, is available for use by Broader Public Sector organizations to acquire these solutions. The three vendors currently on the VOR are described on the next page.

### Questions?

Please contact Matthew Nelson – Director, Solutions and Venture Development at [mnelson@otn.ca](mailto:mnelson@otn.ca).





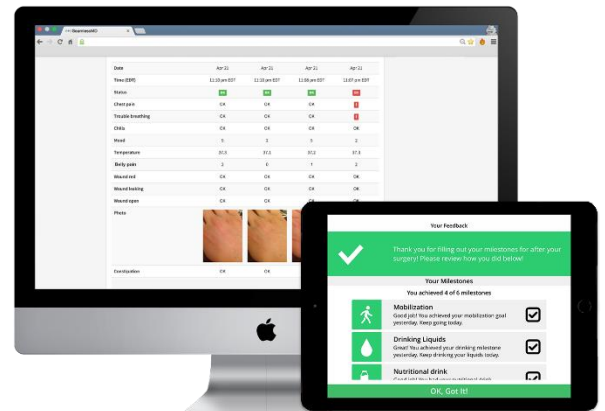
### InTouch Health

- InTouch Surgical is a technology platform that connects patients and clinicians continuously throughout the surgical journey.
- The platform fully integrates symptoms, safety and advanced clinical alert algorithms, improves outcomes and efficiency and increases patient satisfaction.
- Patients receive daily care plans, medication reminders and report daily symptoms, well being and pain level all through the app from home
- On the day of surgery, all information on the app is reviewed and issues are resolved.
- Following recovery, patients are enrolled into a post-surgical care plan.
- Care team is alerted to discrepancies in patient reported outcomes and can communicate with the patient through secure messaging.

### SeamlessMD

- Electronic reminders to keep patients on track before and after surgery.
- Post-operative daily check-in to track symptoms, pain levels, joint range of motion and other recovery milestones.
- Intelligent algorithms which flagged patient issues and automatically provided feedback to patients on how to self-manage issues or how to find appropriate help.
- A comprehensive library of patient education accessible 24/7, including documents, diagrams and exercise videos.
- A dashboard with real-time reports and analytics to help the care team understand post-operative concerns, the trajectory of recovery and ways to improve the patient experience.

### SeamlessMD



### Vivify Health

- Vivify Health hosts a mobile, cloud-based platform that powers holistic post surgical remote care management through personalized care plans, multi-channel patient education, virtual visits/telemedicine, and functionality configured to each patient's unique needs.
- For Surgical Transitions, Vivify Health is a Vendor of Record (VOR) provider of a Bring Your Own Device (BYOD) pre- and post-surgical patient engagement solution on the same platform as the OTN Telehomecare solution.
- Vivify is designed for patients to use their own mobile or desktop devices (BYOD) to easily self-navigate through care pathways, biometric measurements, and appropriate educational content most clinical conditions.

