

CASE STUDY



Wellington-Dufferin-Guelph Public Health

Using Patient Tablets to Deliver and Track Public Health Programming in Primary Care

My Health eSnapshot preconception health tool allows patients to complete a risk assessment in their doctor's office, discuss the results, and receive a customized patient education handout.

Public health organizations have a mandate to deliver health programs and educate members of the public about a variety of health-related concerns. One of the most effective ways to communicate this information is often through a trusted healthcare provider in the context of a patient visit. Knowing that 94% of women in Ontario have a regular medical doctor, further supports implementing the My Health eSnapshot strategy in the healthcare setting.

Unfortunately, there are many barriers to implementing measurable public health programs in a primary care setting. A lack of program-specific training for healthcare providers, limited time with patients, established clinic workflows and higher priority health concerns can all compete with the goals of a public health initiative. Knowing these challenges, Wellington-Dufferin-Guelph Public Health (WDGPH) saw an opportunity to introduce an innovative technology-based strategy to deliver a preconception health (PCH) program in primary care.

By allowing patients to complete a risk assessment tool in the waiting room and automatically adding the results to the patient record, the team believed they could develop a program that aligned with the needs and workflow of healthcare providers. At the same time, they saw an opportunity to positively impact PCH knowledge and behaviour change among women of reproductive age with the overall goal to improve maternal and childbirth outcomes.

My Health eSnapshot

Using the Ocean Platform, the team at WDGPH developed My Health eSnapshot, a comprehensive PCH risk assessment tool. The tool was designed to identify risks related to reproductive health, genetics, nutrition, weight, physical activity, oral health, chronic diseases, infections, immunizations, substance use, environmental toxins, mental health, stress and more. My Health eSnapshot was implemented using a three-part model that involved patients:

- Completing an electronic risk assessment using a tablet with results automatically integrated into their Electronic Medical Record (EMR).
- Discussing results with their doctor or healthcare provider.
- Receiving a customized patient handout with results and evidence-informed PCH messages.

WDGPH Community Survey

83 83% of respondents reported that their top choice for getting health information was from their doctor or health care provider.

82 82% of respondents reported that they are more likely to follow preconception health advice if prompted by a doctor or healthcare provider.

Insight into Preconception Health: Community Survey Findings (WDGPH, 2014)



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PUBLIC HEALTH



Preliminary Study Findings

97

97% of patients reported that they enjoyed using the Ocean Tablet

65

65% of patients reported that the tool made it easier to have a conversation with their healthcare provider

76

76% of patients would recommend the experience to a friend

My Health eSnapshot: A Preconception Health Research Study (WDGPH, 2016)

Tackling Outcomes with Ocean Studies

By using the Ocean Platform to administer the My Health eSnapshot tool, the team at WDGPH was able to track usage anonymously through Ocean Studies. This allowed them to conduct end-to-end research, from determining eligibility and collecting consent to anonymously tracking and measuring outcomes.

Benefits of Using Ocean

Patient Driven Tool: By using a tablet to collect information directly from the patient in the waiting room, time is utilized more efficiently and specifically, allowing the healthcare provider to interpret results quickly and engage in patient teaching. This tool eliminates the need for clinics to collect paper forms, complete manual scoring, enter results into a database and other time-consuming tasks traditionally associated with assessments.

EMR Integration: By using Ocean, My Health eSnapshot automatically generates a summary of the patient results in the patient EMR. Healthcare providers are able to gather information efficiently about their patients and identify risk factors, while increasing the patient's preconception health profile.

Patient Health Awareness: By using Ocean, there is an opportunity for healthcare care providers to learn new information and provide health teaching. Patients are also more empowered by learning about their health, and understanding that healthcare providers have a role and interest in preconception health. This knowledge increases the likelihood of engaging in conversations about their preventative health.

Access to Ocean Library: By incorporating My Health eSnapshot into the Ocean platform, clinics have access to Ocean's library of other clinical and administrative forms. There are over 4000 EMR-integrated, patient facing surveys, screening tools and questionnaires.

Patient Testimonials

"It helped me to have the courage to speak to my doctor about my mental health"

"It's informative and puts information in front of you that we sometimes tend to ignore"

"It's less intimidating and intrusive than talking face to face"

Clinic Testimonials

"My impression is that Ocean can be a powerful tool"

"Patient's got to know themselves better"

"It brought preconception health to a bit of a higher level...at least among the staff"



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