ROAM

CASE STUDY

Client: Atlantic Health Sciences Corporation
Industry: Health Care Organization
Solution: ROAM Patient Portal

Business Challenge: Health care providers are challenged to reduce the time-lag between diagnosis of chronic disease (esp. T2 Diabetes) and changes in patient behavior.

BACKGROUND

Atlantic Health Sciences Corporation (AHSC) is the largest multi-facility, accredited Regional Health Authority in New Brunswick, Canada, serving an area of 200 square kilometers and a catchment population of 176,000.

Comprised of 28 health care facilities: AHSC includes 13 Hospitals & Health Centres, 5 Extra Mural Units, 5 Public Health Offices, and 5 Community Mental Health Offices.

AHSC serves the community through clinical programs that deliver in-patient, emergency, ambulatory and community/ home care.

CHALLENGE

Patient care, education and research, are central to the AHSC mission. AHSC wanted to improve outcomes for patients diagnosed with chronic disease, especially when patients are diagnosed with Type 2 Diabetes, which can be managed through increased exercise and dietary modification.

In order to decrease complications, caregivers need to reduce the time lag between a new diagnosis and changes in patient behavior. Patient motivation and participation are integral to lifestyle changes.

With the ROAM Patient Portal, AHSC quickly empowered patients with the responsibility for their progress while meeting patients' need for caregiver recognition and participation – without adding an undue burden on care providers.

SOLUTION

Canada's first technology solution for empowering patients with chronic diseases to manage their illness from home, workplace or while travelling is now deployed by Atlantic Health Sciences Corporation and AnyWare Group

Interactions with the ROAM Patient Portal are secured by the ROAM Platform, which is currently implemented in over 100 facilities across North America and meets HIPAA and PIPEDA privacy regulations.

ROAM Patient Portal capabilities enable patients to securely access select medical files and disease education resources via an Internet connection. Patients can update their health status, while core hospital teams analyze this information.

Dr. John Dornan, an endocrinologist specializing in diabetes and conducting research on this disease, believes the ROAM Patient Portal system is an approach to health care that helps maintain independence and improve health through prevention and management of chronic conditions.

"A patient's ability to accommodate lifestyle changes and access resources are factors that influence successful management of an ongoing illness. The ROAM Patient Portal system provides a unique initiative to save patients valuable time by allowing them to become educated and monitor their disease at their convenience" said Dr. Dornan.

RESULT

Newly diagnosed diabetes patients can access the ROAM Patient Portal system anytime, anywhere and enter crucial details such as their blood sugar levels, blood pressure and heart rate. They can also review their medical files rather than visiting diabetes clinics with long wait times.

"Prior to this innovative approach, high-risk patients newly diagnosed with chronic diseases, such as diabetes, had to invest significant time making regular visits to clinics or hospitals for health monitoring and disease education," said Derrick Jardine, Chief Information Officer, AHSC.

When patients with chronic disease, like diabetes, are empowered with tools to manage their care, they are more likely to change unhealthy behavior. Research recommends that health care professionals put the interactive Patient with Provider™ method into practice..

ROAM assists in creating real changes in patient behavior using motivational interviewing, interactive monitoring, notifications and automated reminders. When the patient believes they are leading the team, rather than merely following advice, health outcomes are much stronger.*

The ROAM Patient Portal helps caregivers continually assess the quality of care over time by providing physicians with the ability to more closely monitor patients as they proactively track their own activities and progress.

* Boren, S.A., Gunlock, T.L., Schaefer, J., et al. (2007). Reducing Risks in Diabetes Self-Management: A Systematic Review of the Literature. Diabetes Educ, 33, 1053-1077

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