



**Service Priorities and Programmes**  
**Electronic Presentations**

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**Optimizing chronic disease management through patient activation**

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**Introduction**

Chronic disease is one of the most important health issues in the 21st century. Chronic diseases do not only impact people's health, but they are also a substantial financial burden on healthcare systems worldwide. Transforming healthcare requires a new approach to healthcare delivery, one that puts patients at the center of their own health and wellness and enables patients, their family and advocates to actively participate in the patients' care and take greater responsibility for their health outcomes. The Connected Health and Wellness Project (CHWP) is a collaboration of seventeen Canadian public, private, and academic partners. They are working together to catalyze a world-leading cluster focused on wellness and chronic disease management solutions. Supported by the Federal Economic Development Agency for Southern Ontario, the CHWP's main goal is to transform health and healthcare by delivering people-centered health and wellness services that will improve outcomes, increase healthcare system efficiency, and lower the cost of care. Centered on a technology platform designed to improve the health of Canadians, the CHWP is driving software innovation and economic development by commercializing research into products, services, and content for global distribution.

**Objectives**

The CHWP partners are implementing on-going research trials to test the impact of cloud-based, patient engagement technology on chronic disease management. Specifically, the trials are testing whether improved access to patient health information; patient-friendly, lay-language shared care plans; and personal health coaching using smartphone technology combined with support and encouragement from a health coach impact patient satisfaction, patient activation, diabetes management, and uncontrolled hypertension.

**Methodology**

Research trials conducted by Beth Israel Deaconess Medical Center (an affiliate of Harvard Medical School), as well as Toronto-based Black Creek Community Health Centre, York University, Southlake Regional Health Centre, and others will be discussed.

## **Result**

Preliminary results from the research trials are very positive. For instance, in one personal health coaching trial, subjects were able to lower their HbA1C levels from 8.26% 'out of control' to 7.8% 'closer to controlled' (P-value of 0.037) with one model patient lowering their blood glucose readings by 18% after only 3 months. In trials testing the impact of personal care plans on more than 100 patients, patient satisfaction levels increased from 38% to 96% when patients had a personal care plan and resulted in an 83% reduction in patient follow-up calls to their physician.