

Waterloo Smarter Health Seminars: Leadership in Health Informatics

My CARE Source: A Web-based Patient Portal

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My CARE Source...

- Patient Focused
- Web Based
- Personalized Support and Disease Management

What Patients Say....

“You can find a lot of information online about Cancer but it is very general. This is very specific to you. In the middle of the night, if I can’t sleep and get up.. if I have questions, the answers are there.”

Allison Armstrong

CARE

- C-Care
- A-Assess
- R-Restore
- E-Educate

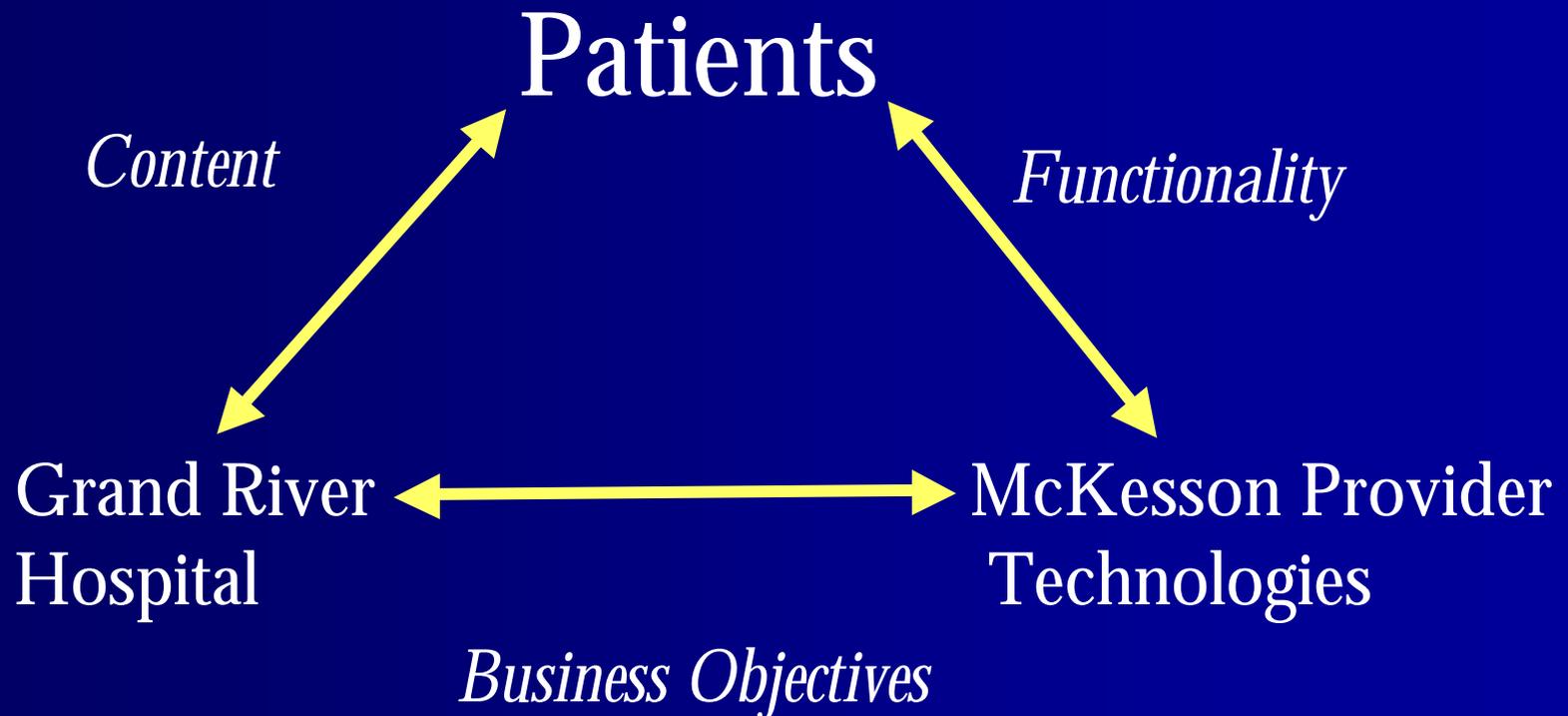
CEO's Perspective

- Goals
 - Reduce Variability of Care
 - Integration of Care
- Approach
 - Leverage IT Investments
 - Integrate Information

Key Success Factors

- Definition of Need
- Dynamic Project Team
- Strategic Partnerships

Collaborative Partnerships



Idea Generation to “LIVE”

- CEO & Rapid Development
- 2 Day Workshop focusing on Patients & the Web
- Prototype Development Workshop in Cambridge, MA
- Senior Management & Board Approval of Business Case
- Formal Development relationship with McKesson

Idea Generation to “LIVE”

- Technological Infrastructure – IBM
- Industry Sponsors
- Software-Content Development/
Functionality Specifications
- Pilot
- Live

Outcome Measurement

- Patient Outcomes
- Utilization
- Patient Satisfaction
- Perception of Control
- Staff Satisfaction
- Return on Investment

Future Development

- Further Protocol Development
 - Cancer, Renal Disease, Diabetes
- Results Delivery
- Appointment Scheduling Expansion

Dreaming into the Future

- New Partnerships
- Prevention
- Patient-Centric Model

Thank-you