
Ministry of Health Update: TELUS Health

Briefing for the Minister of Health
October 22, 2018



Agenda

- Innovation Hub
- Babylon
- Home Health Monitoring
- TELUS LivingWell Home Health Consumer Program
- Mental Health and Substance Use PHR/Virtual Clinic



Innovation Hub Initiative



Budget

- SIF ask was for ~\$14 million, spread over 3 Hubs and 4 fiscal years (2018 – 2021)
- \$4.9 million in SIF funding approved for Hub #1 and CDX/MedDialog Integration
- Service Orders approved by Citizens' Services July 31/18:
 - CDX/MedDialog Integration -- \$550,000
 - South Okanagan Similkameen Hub #1 Planning and Requirements Gathering -- \$457,000
- MoH budget to support SOS PCN, Interior Health and MoH -- \$4.65 million (2017-2021)



Hub #1: South Okanagan-Similkameen

- South Okanagan Similkameen was confirmed as a Wave 1 Primary Care Network community
- Service Plan submitted to Ministry; in finalization
 - SOS has identified “One Chart” as an Innovation Hub outcome in the draft service plan
- Innovation Hub underway with SOS PCN; next meeting November 1
- Interior Health, TELUS and Ministry working to implement CDX/MedDialog integration (prerequisite for SOS Hub)
 - Project kick-off meeting took place in Kelowna July 23; TELUS, IHA building the integrated project plan; development meetings started October 17



Potential Solutions

Potential Solution	PCN Alignment
Patient Engagement Platforms: Personal Health Record; EMR Patient Portal; Home Health Monitoring; scheduling systems	Putting patients at the centre of their care delivery; connecting them on line with their care teams
MedDialog: Facilitating bi-directional information exchanges between physicians from within their EMR	Improving team-based care by streamlining referrals and e-consults and eventually enabling shared care plans
Integration with Provincial Registries	
Patient Outcomes Dashboards: Giving clinicians & administrators the data visualization tools, clinical content, consulting & training required to improve quality of care	Providing better support to family physicians
Virtual Care solutions	Improving health care access, faster and closer to home
Home Health Monitoring	

Hubs #2 and #3

- Hub #2 – Preliminary discussions with Vancouver Coastal regarding virtual care model for urgent care centre
- Potential partner – Vancouver Division of Family Practice
- Exploring options for Hub #3

PrescribeIT

- Canada Health Infoway (CHI) and the Ministry are exploring the feasibility of a PrescribeIT and PharmaNet Limited Production Release in BC
- Value proposition for BC is to advance PharmaNet integration with EMRs in conjunction with the PrescribeIT initiative to support Primary Care Networks
- Before full roll out is contemplated, BC needs to engage key stakeholders and validate the PrescribeIT operating model (i.e. pharmacy-paid transaction fee).
- An Operating Governance and Management model for PrescribeIT will need further development



Next Steps

- Finalize Requirements Gathering/Solution Identification action plan and identify participating SOS clinical teams for SOS Innovation Hub
- Follow up with VCH re Hub #2
- Continue discussions with Canada Health Infoway on PrescribeIT
- Access and distribute MoH funding to support SOS PCN and Interior Health

Babylon by TELUS Health



Babylon overview



Company

- Founded in 2013
- CEO Dr. Ali Parsa
- UK Headquarters, 400 employees (150 last year)
- App available globally
- GP service in UK, Rwanda
- Global leader in digital health and AI technology

Customers

- 2.7 M global app users
- 140+ enterprise customers covering 350K employees
- 4.7/5 average app rating
- Recent partnerships with Bupa, Tencent and Samsung

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Achievements

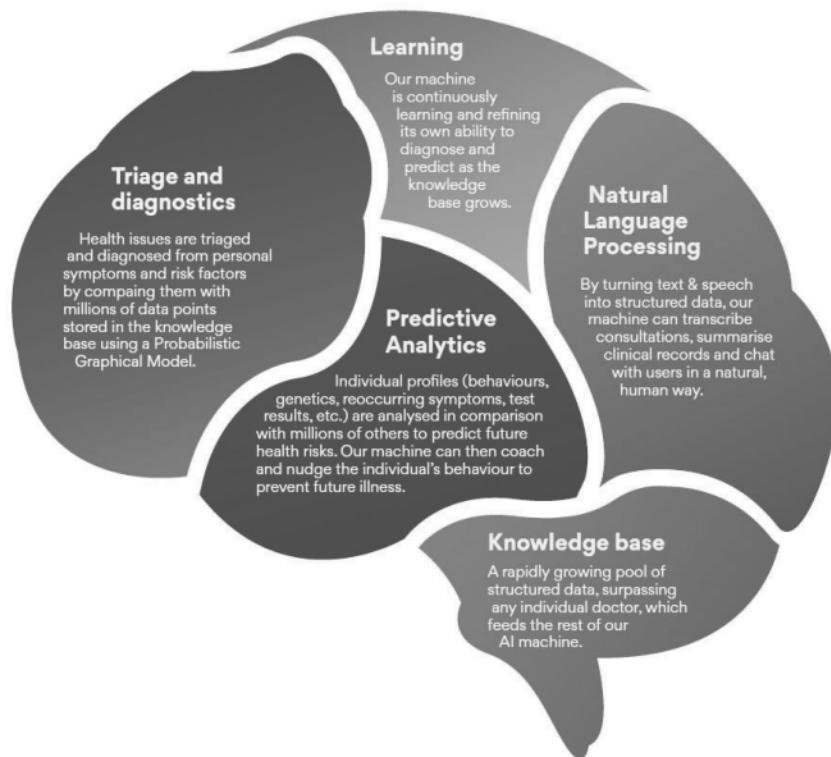
- NHS 111 Partnership: AI symptom checker used across North London
- NHS GP at Hand Partnership
- Empowered 2M Rwandans by providing access to healthcare



GP at Hand is a 24/7/365 service, delivered for the price of a 40hr per week service – 1/3 of consults take place during “out of hours” time slots

Competitive advantage: Artificial Intelligence

“Babylon’s AI has been designed around a doctor’s brain to provide accessible healthcare for millions in the palm of their hands. It can understand and recognise the unique way that humans express their symptoms. Using this knowledge, combined with a patient’s medical history and current symptoms, it provides information on possible medical conditions and common treatments.”



500M+
Medical Facts

80+
Scientists

200+
Physicians

81%
Score on Royal College of Physicians Exam*

***Babylon's AI chatbot score when taking the exam. 72% is the avg for human doctors**



Go-to-market channels



1. Individual

User Model

- Individuals download the app, register and use immediately

Value Prop

- Same day access to a GP, 7 days per week plus evenings
- Obtain prescriptions and specialist referrals
- Access your Babylon health records, including all video consultations

Business Model

- MSP (telehealth visit fee code)



2. Provider

- GPs / Allied Health providers use to conduct virtual patient consultations

- Easy access through EMR integration
- AI powered tools to reduce simple work tasks
- Flexibility to work anywhere (home, office, on-call)

- Monthly license fee



3. Enterprise

- Enterprises make available to their employees as a part of their benefits

- Same day access to a GP, therapists, dieticians and other services
- Unique employer differentiator to improve engagement and productivity
- Aggregated employee health insights

- Per month per employees covered



BC rollout plan

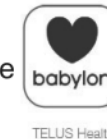
Media Release: Partnership
Announcement



Media Release: Launch
Announcement



Individual + Enterprise
Launch



Provider Launch
(EMR Integration)



- Individuals can download app from the app store
- Individuals can book virtual visits with a BC Licensed doctor

- Med Access followed by additional EMRs
- Doctors can conduct virtual visits with their own patients

Jul

Aug

Sept

Oct

Nov

Dec

Q1

Q2

*App Localisation & Clinical Process
Development*

*GP / Medical Director
Recruitment**

*TELUS Team
Member Trial*

*Market
Launch*

*Marketing
Campaign*

All key health stakeholders will be engaged on an ongoing basis to inform the rollout plan



Home Health Monitoring



Operational Framework

- Effective April 1, 2019, the Ministry of Health is implementing a provincial program to support HAs in delivering HHM
- Transition from SIF funding to Ministry funding
- The Ministry of Health will provide funding for the following operational costs of a provincial HHM program:
 - Platform costs: currently \$1.5M/year
 - Device kits for patients: \$2 - \$2.9M in Year 1 (but will increase as more HAs and more protocols are implemented)
- Health authorities will fund clinical and program administration costs
- SIF will continue to fund ongoing projects and new projects approved by the HHM Executive Steering Committee (subject to the current SIF allocation).



Operational Framework

Program Delivery: A hybrid structure for delivering a provincial HHM program:

- MoH responsibility for:
 - prioritization, development and oversight of the consistent application of services;
 - coordination between health authorities as appropriate;
 - strategic liaison with vendor;
 - management and resourcing of ongoing expansion; and
 - evaluation of results.
- Health authority-level responsibility for:
 - monitoring and clinical oversight;
 - adoption of individual services, including change management; and
 - integration with clinical programs.



MoH is depending on continued access to the allocated funds for HHM innovation

Continued support for the remaining HHM SIF funds will enable:

- Full realization and benefits of an integrated HHM program to the healthcare system and the residents of BC
- Provincial scale and spread of existing high value care programs
- Continued growth and integration of HHM program into new and innovative areas

6 innovation areas identified for focus from now until 2021

- Health System Integration
- Palliative Care
- Mental Health and Addictions
- Post Surgical Discharge
- Primary Care Support
- First Nations Communities



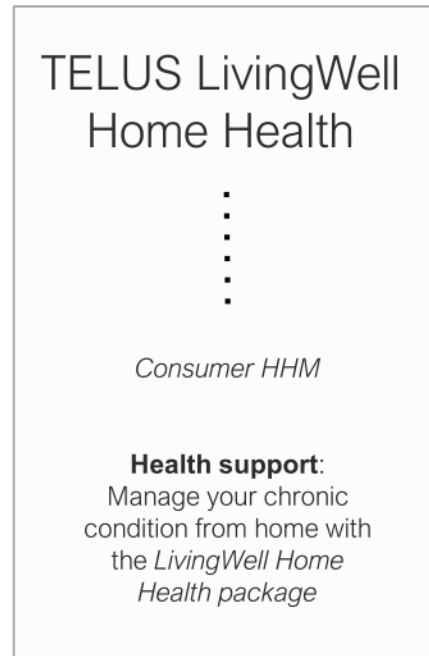
LivingWell Home Health



LivingWell Product Suite



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Products and Services in the “LivingWell” suite are being designed to support independent living and chronic disease management

LivingWell – Products in Market

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Personal Alert - In Home

(In Market)



- Central 2-way voice base unit with button pendant or wristband
- Nortek / Numera Libris hardware:
- **Starting at \$20/mth**
- Currently available in BC,AB,SK

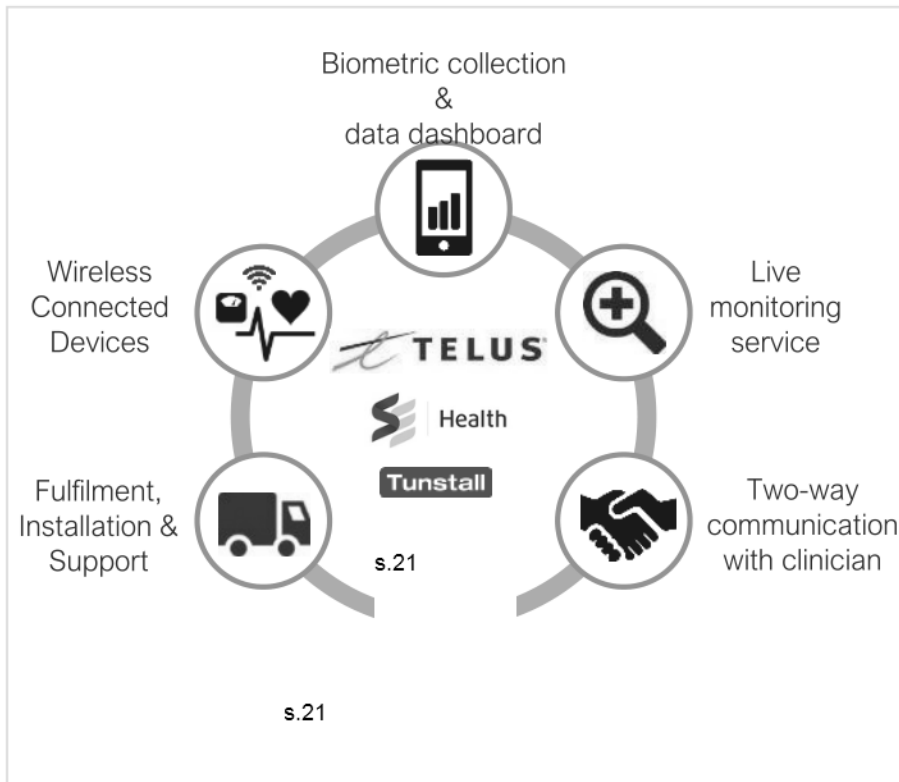
Personal Alert – On the Go

(In Market)



- 2-way voice on pendant / belt clip with fall detection / GPS tracking
- Nortek / Numera Libris hardware
- **Starting at \$45/mth**
- Currently available in BC,AB,SK

LivingWell Home Health



Service Value Drivers

Enabling customers with tools and support to manage their chronic condition from their home:

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- Professional **installation, training** and **support**
- **Secure health data** capture, trending & reporting
- **Targeted education** for patients and caregivers
- Curated **biometric hardware** & support

The LivingWell Home Health service removes the complexity associated with pairing the requisite technology, clinical support & education to manage chronic health conditions

How LW Home Health differs from HHM

Key Service Differences

- **Private pay** subscription service for lower acuity patients
- Ongoing **subscription service** vs. 2-6 month duration
- **7-days / week** service vs. 5-days
- Coaching support provided by **Saint Elizabeth Health Care**
- Lighter touch contact strategy
- **Customer Self Select** vs. specific qualification criteria
- **Scalable clinical resource** model
- Designed to be **national** vs. regional in scope



LivingWell Home Health service has been designed to be complementary to TELUS' Enterprise HHM offering. Planning underway between BC MoH and TELUS.

LivingWell Home Health - Phasing

Program Phasing

Phase 1	Employee Market Trial <ul style="list-style-type: none">▪ Launched August 13 – still underway▪ Focus on testing operational processes between TELUS, SE Health and gaining customer feedback▪ Targeting 30-50 'TELUS friendly' customers▪ Geography: Vancouver, Burnaby & Surrey▪ No press release
Phase 2	Limited Market Trial <ul style="list-style-type: none">▪ Timing to be determined▪ Targeting 250-500 customers▪ Geography: Primary focus on existing Lower Mainland cities from EMT, but external customers▪ Primary objectives<ul style="list-style-type: none">- Test Willingness-to-Pay in market setting- Gain further customer insights- Establish step-down approach with government supported HHM programs
Phase 3	Geographic Market Expansion <ul style="list-style-type: none">▪ Launch date predicated on success of Phase 2▪ National expansion▪ Focus on marketing, channel development & scale

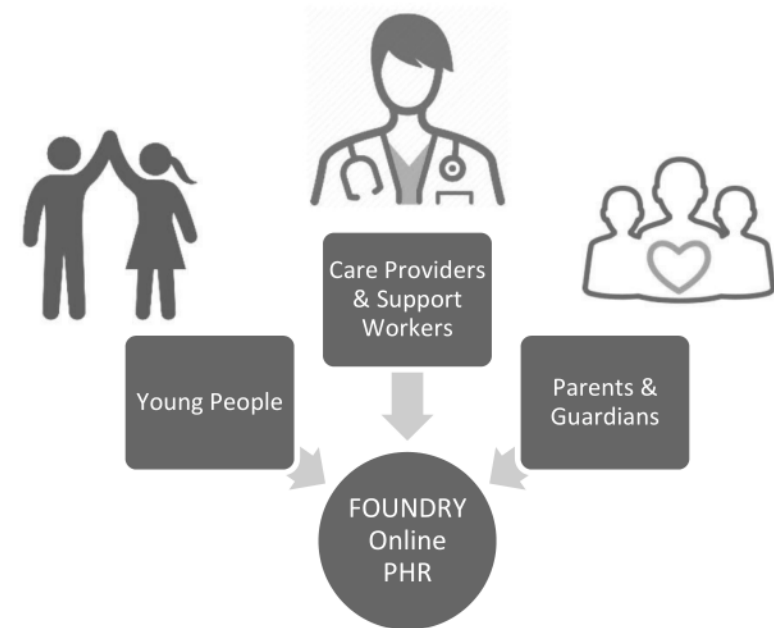


Mental Health and Substance Use PHR/Virtual Clinic (eMHsU)



Foundry and BCEHS Projects Underway

- Cross-Ministry Sponsorship (MMHA, HLTH)
- Partnership and collaborative design
- FOUNDRY Online
 - Gathered requirements from young people, families and care providers from across BC in July/August 2018
 - Planning for a soft-launch of the “Minimum Viable Product” (MVP) in early-2019. Evaluate and enhance with up to two releases during 18 month limited production rollout.
- BCEHS
 - Detailed requirements, user engagement, and solution design underway
 - Release 1 to launch Spring 2019



MHSU Virtual Clinic Launch Timeline

2018

October

November

December

January

February

March

Spring 2019

FOUNDRY Online Project

Design, build and test "Minimum Viable Product" (MVP)
Prepare for soft-launch of MVP with limited number of end-users
40 young people, their parents / guardians and care providers

FOUNDRY
MVP soft-launch

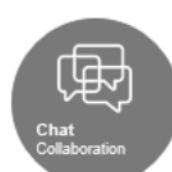
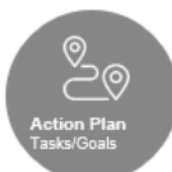


Implement and support soft-launch
of MVP

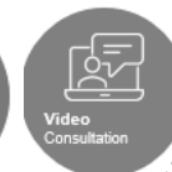
Prepare for Limited Production
Rollout (LPR)

Key System Functions

Functions for Foundry MVP



Enhanced Functions



BCEHS Project

Define detailed business requirements, develop clinical content
Design, build and test Release 1 of the BCEHS LPR and prepare for LPR

Spring 2019
BCEHS LRP

