



## TELUS in Health

“The need for in-home medical equipment is rising proportionately to the increasing demand for in-home care. Is your business prepared? “

March 2010



health solutions | backed by Emergis

# Current HealthCare Situation



Globally, healthcare systems are under tremendous pressure



- struggling to improve access to timely, quality care
- an increasing number of people with chronic illnesses,
- fewer clinicians,
- a healthcare system primarily focused on treating acute conditions, and
- lengthy wait times for adequate senior housing or Long Term Care (LTC) beds



Need to adopt a new care model that will allow patients to stay in their own environment and still receive quality care

## Current Fiscal Situation

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- Health care cost growth in Canada has outpaced growth in revenue and GDP.
- Provinces have seen the share of provincial budgets going to health care rise substantially.
- Spending on physicians is the fastest growing expenditure.

## Canadian health-care spending to top \$180B



An infant under the age of one costs an estimated \$8,239 per person. Between age one and age 64, spending averaged less than \$3,809 per person.

Among seniors, per capita spending jumped to :

\$5,589 for those aged 65 to 69.

\$7,732 for those 70 to 74.

\$10,470 for those 75 to 79.

\$17,469 for those 80 and older.

Read more: <http://www.cbc.ca/health/story/2009/11/19/health-care-spending-canada.html#ixzz0itp6GIbF>

# Reality

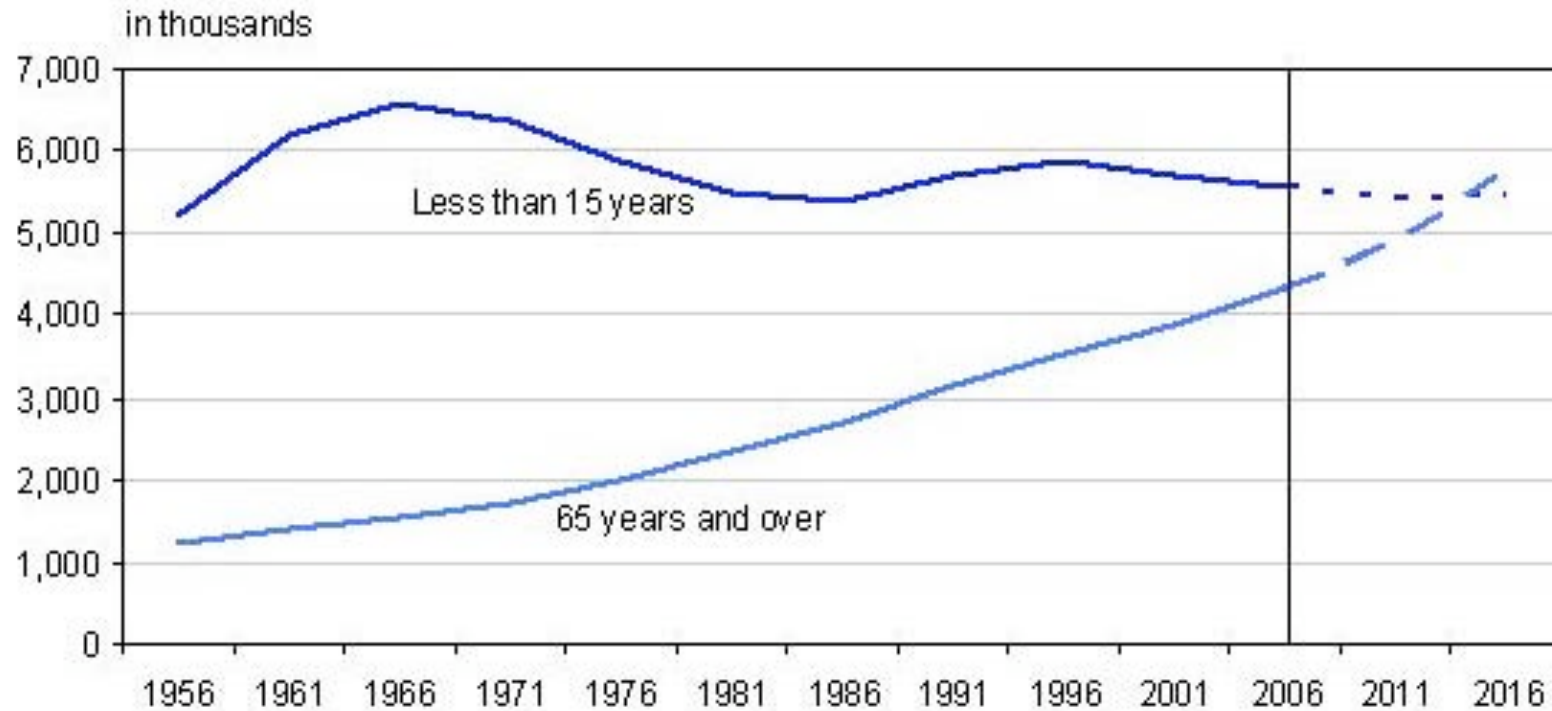
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The need for in-home medical equipment is rising proportionately to the increasing demand for in-home care. The challenge for homecare providers and HME retailers is the ability to accurately and efficiently manage the vast array of products (e.g. mobility, respiratory, fitting and braces) and still provide a professional level of service to customers.

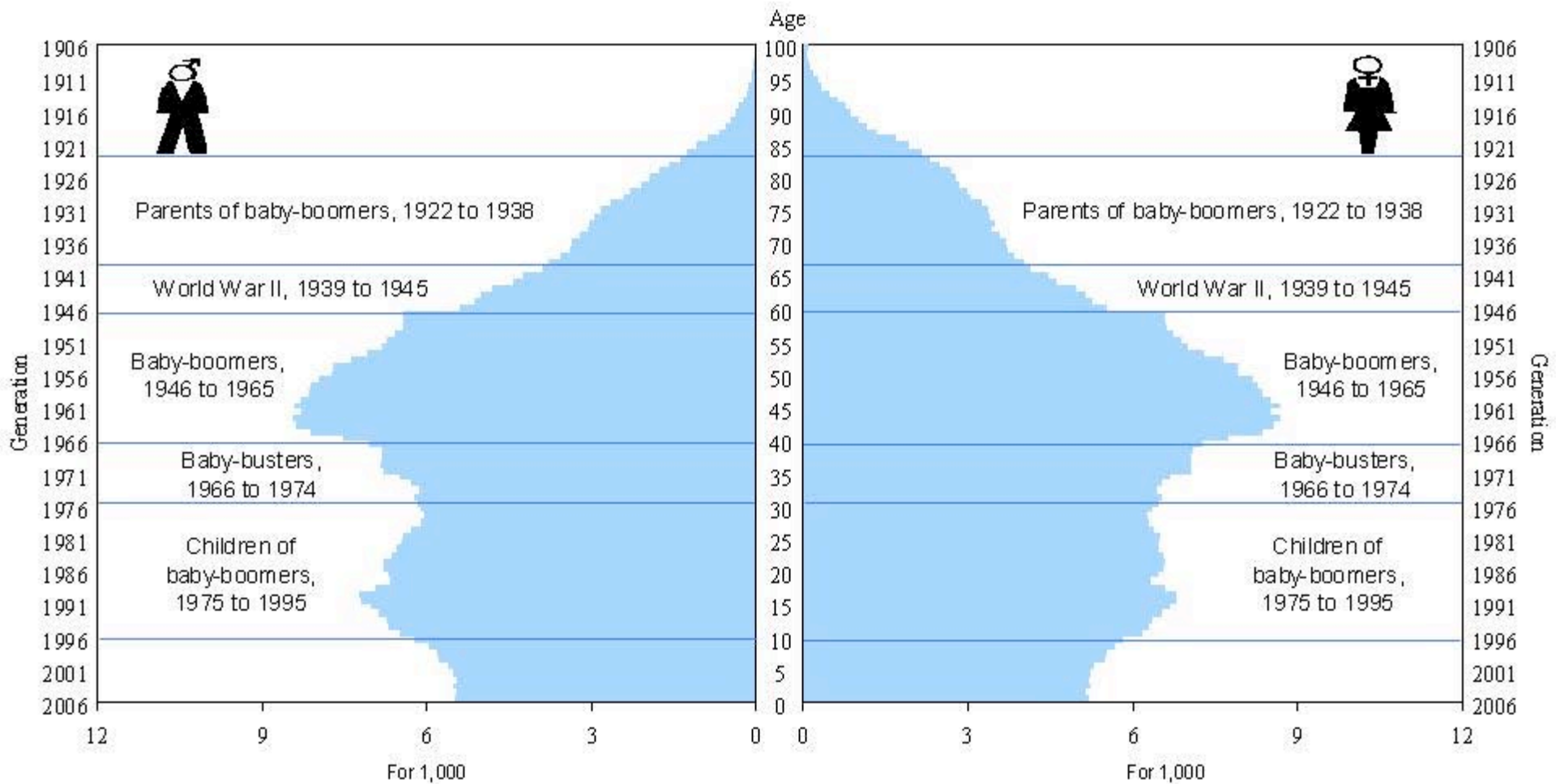
Are you ready for the future and the opportunities that lay ahead!

## Let's look at the market - changes in population, Canada



**Sources:** Statistics Canada, censuses of population, 1956 to 2006; and Alain Bélanger, Laurent Martel and Éric Caron-Malenfant. 2005. *Population Projections for Canada, Provinces and Territories 2005-2031*, Statistics Canada Catalogue no. 91-520, scenario 3.

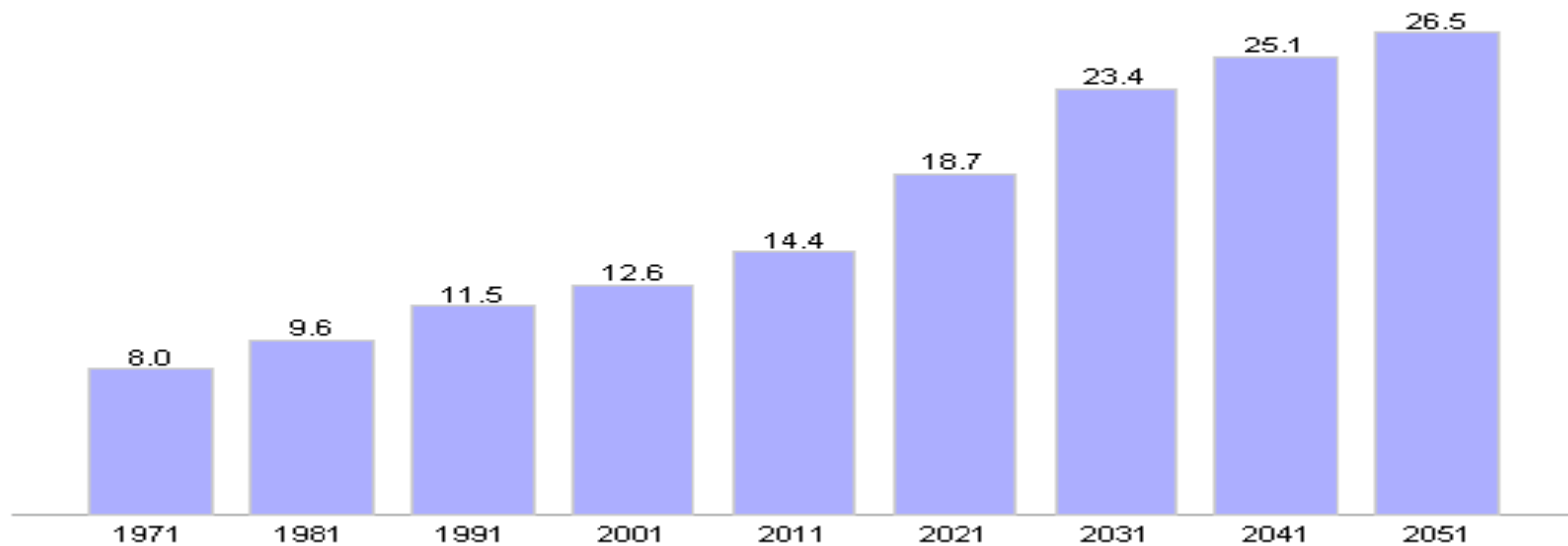
# Population Projections, Canada



# Canadian population is aging



**Population 65 years and over, Canada, 1971-2051  
(percent)**



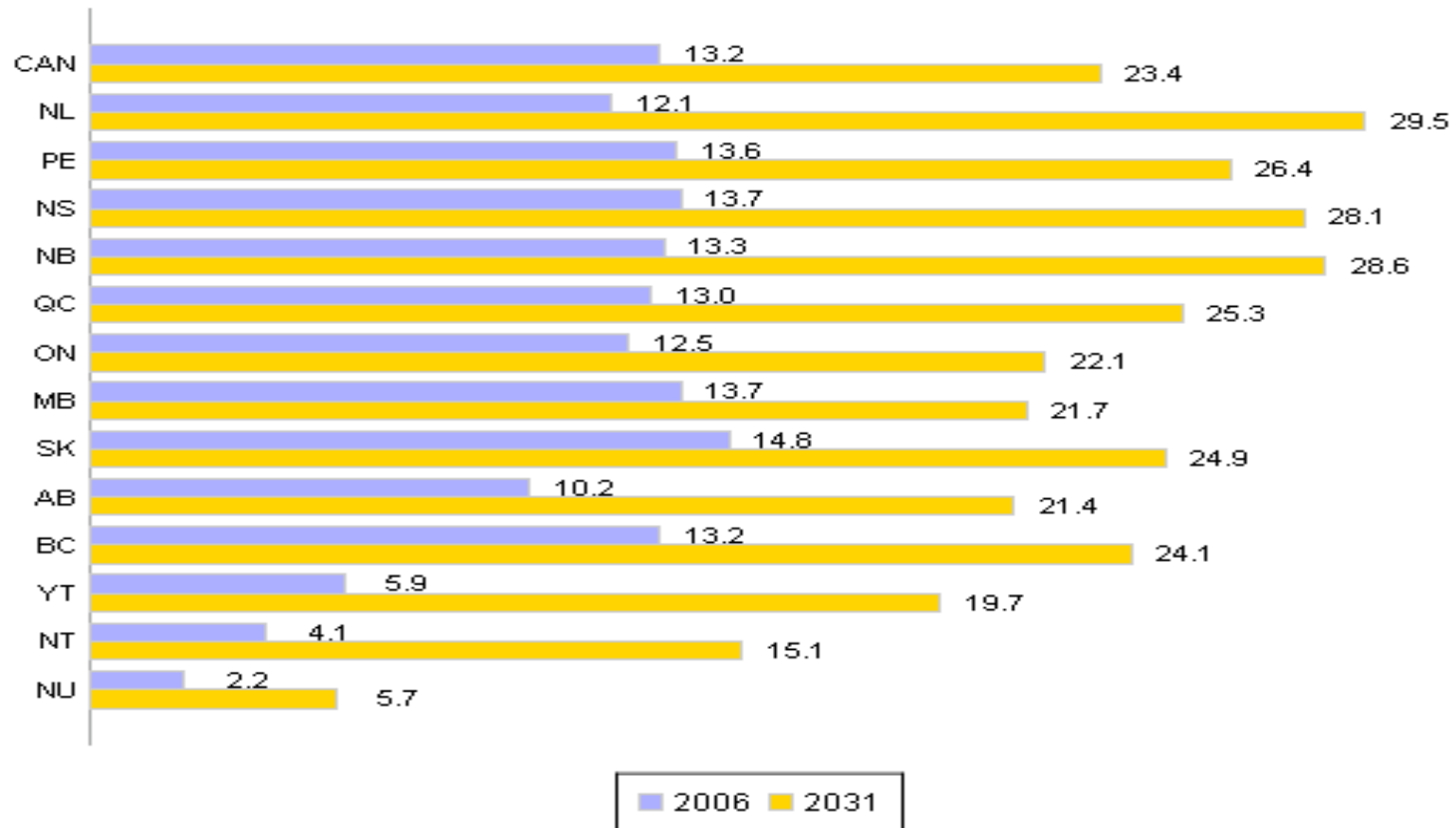
Source: Statistics Canada. Estimates of Population, Canada, the Provinces and Territories (Persons). CANSIM Table no. 051-0001; and Statistics Canada. Population Projections for Canada, Provinces and Territories (2005-2031). CANSIM table no. 052-0004.



# Places for your business



**Population 65 years and over, by region, 2006 and projected 2031  
(percent)**

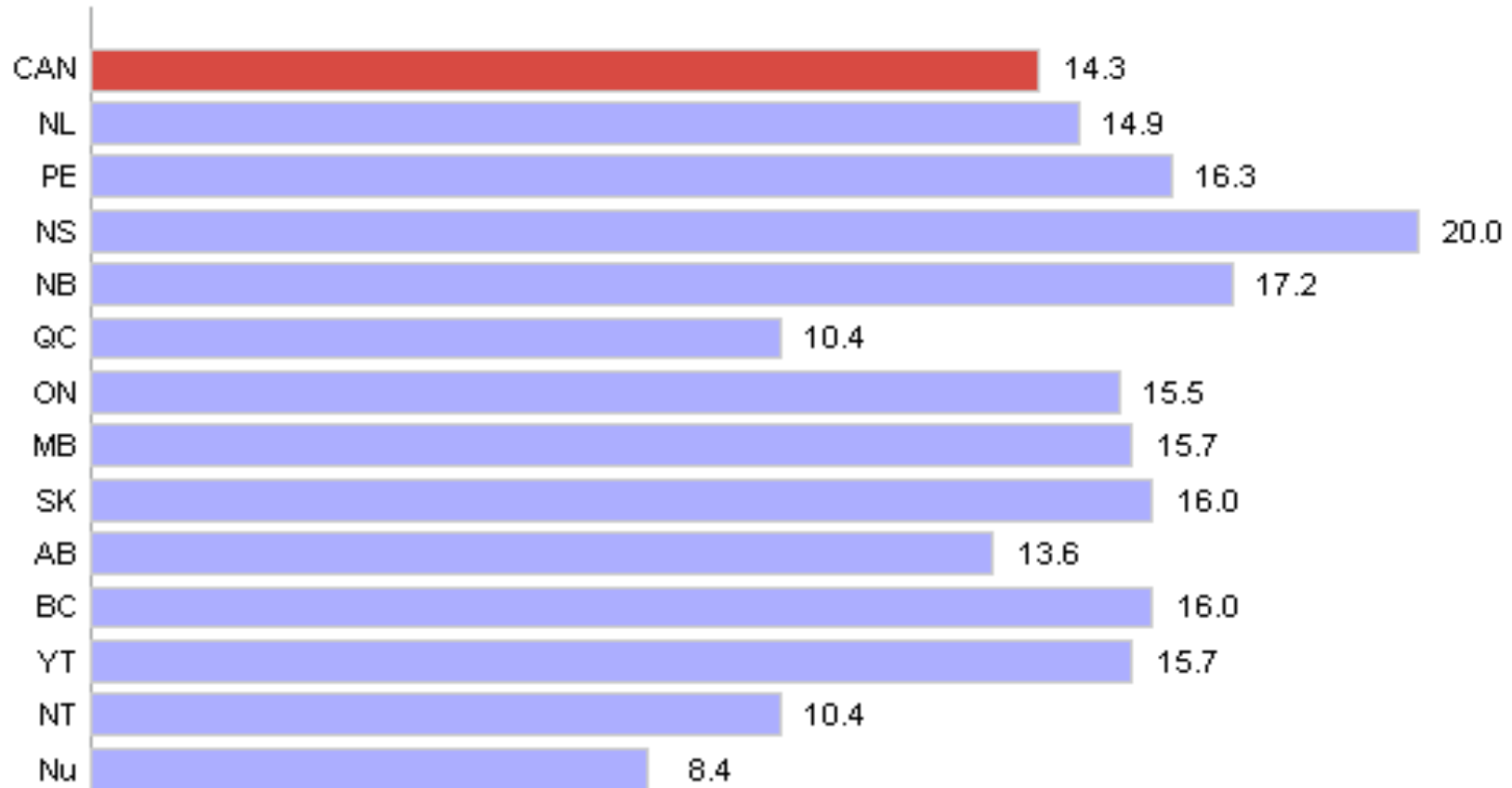


Source: Statistics Canada. Estimates of Population, Canada, the Provinces and Territories (Persons), CANSIM Table no. 051-0001; and Statistics Canada. Population Projections for Canada, Provinces and Territories (2005-2031). CANSIM Table no. 052-0004.

# Population with a disability by Region



**Population with a disability, by region, 2006  
(percent)**

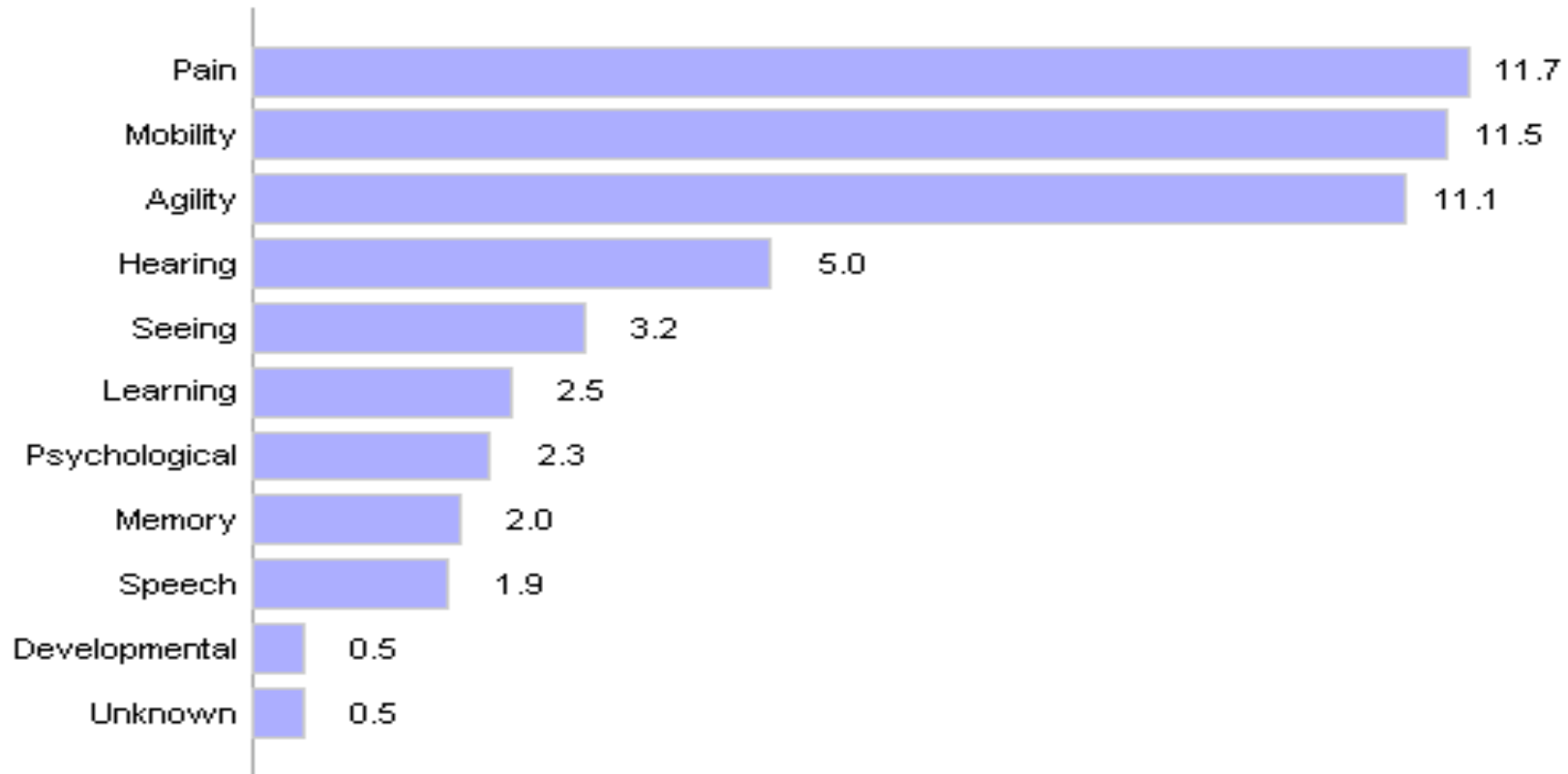


Source: Statistics Canada. *Participation and Activity Limitation Survey 2006: Tables*.  
Ottawa: Statistics Canada, 2007 (Cat. No. 89-628-XIE - No. 003).

# Type of Disability



**Adult population with a disability, by type, Canada, 2006  
(percent)**

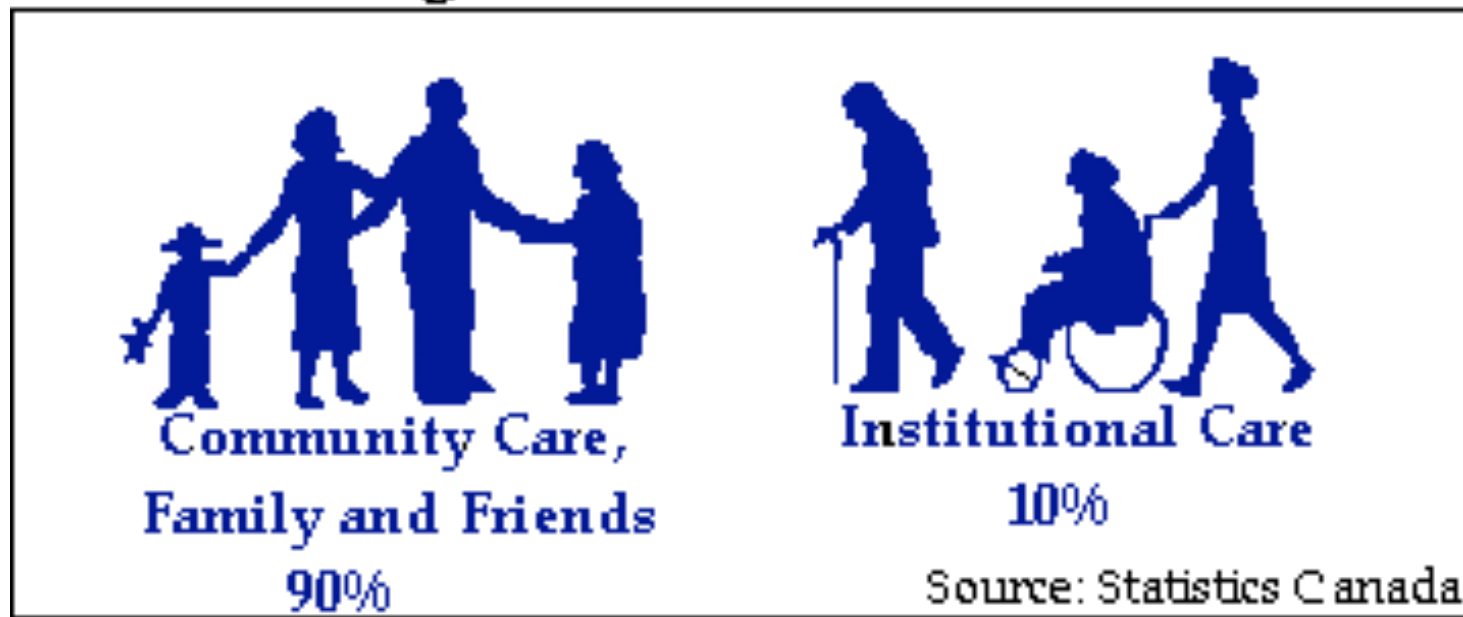


Source: Statistics Canada. *Participation and Activity Limitation Survey 2006: Tables*.  
Ottawa: Statistics Canada, 2007 (Cat. No. 89-628-XIE - No. 003).

# Who will care for Older Canadians



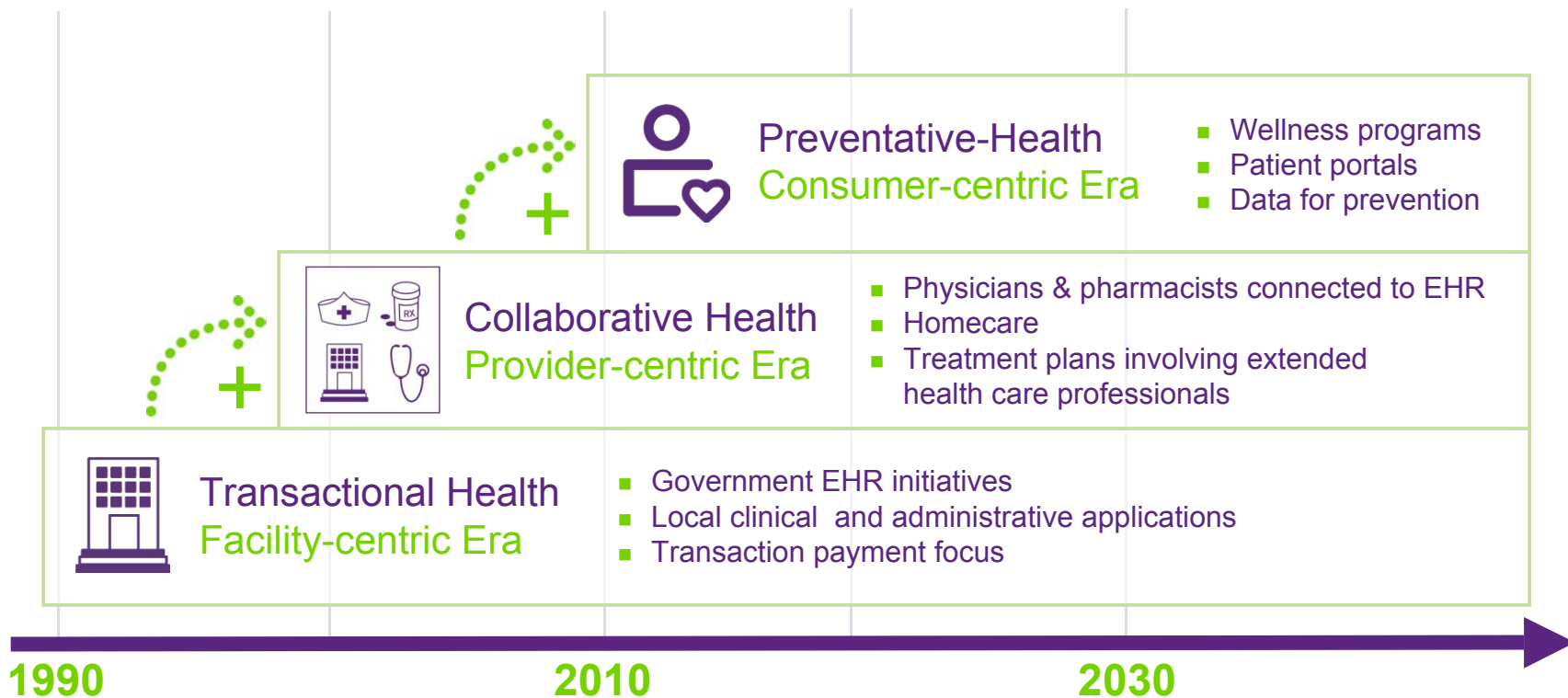
## Caring for Older Canadians



# Where TELUS Believes The health ICT market is going



TELUS is investing in health solutions that foster collaboration, drive prevention and empower the patient



## Visibility is increasing

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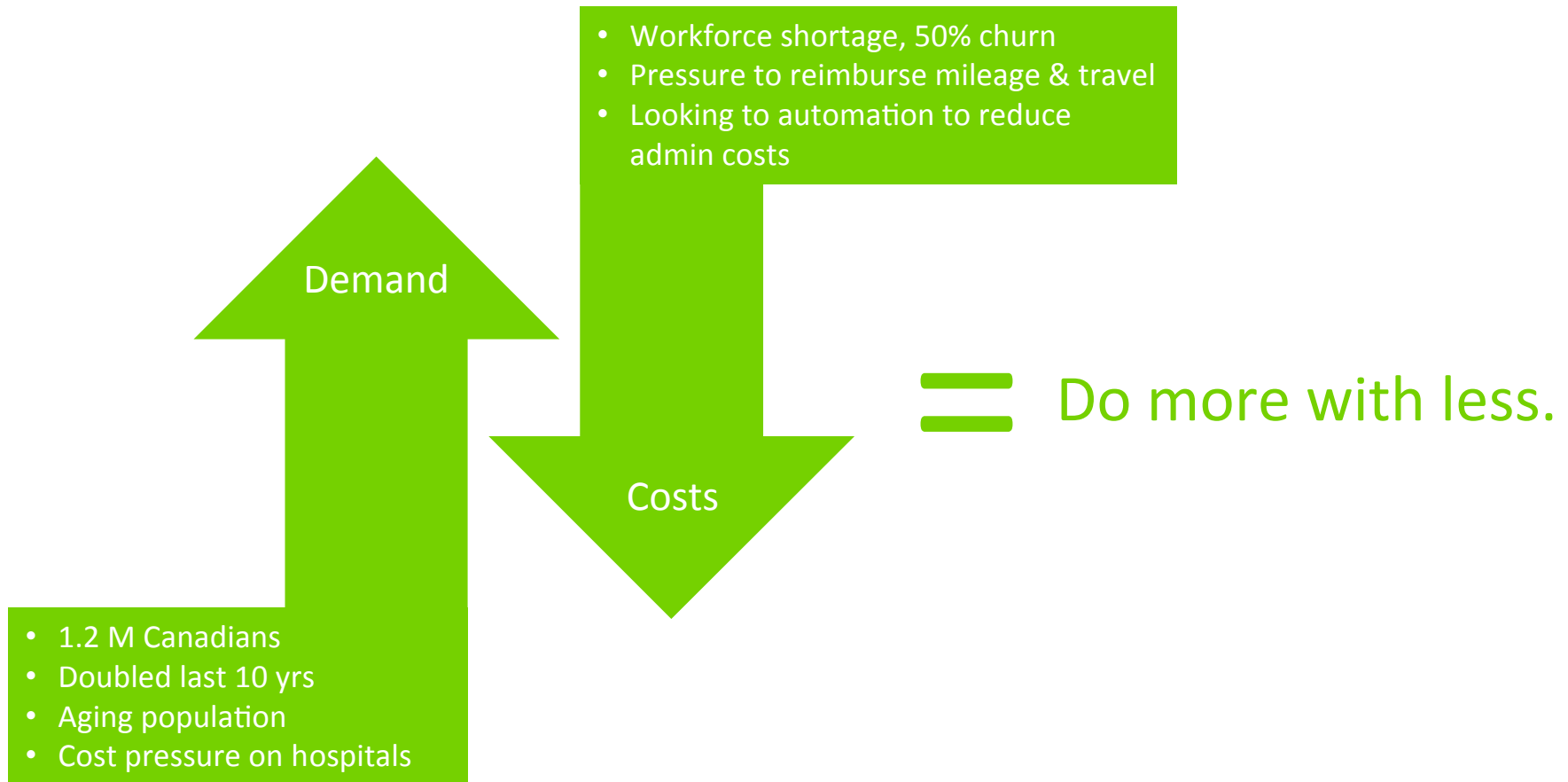


### **Home Medical Equipment Providers and Lawmakers Discuss Cost-Effective Role of Homecare During Washington Meeting**

March 5, 2010 1:11 PM ET

High-quality home-based care is by far the most cost-effective setting for post-acute care," said Tyler J. Wilson, president and CEO of the American Association for Homecare. "Effective use of home medical equipment and services helps reduce spending throughout the healthcare system by ensuring a smooth transition from hospital to home and by preventing trips to the emergency room, hospital readmissions, and nursing home stays."

# How will you adapt?



# Medical Device Eco-system





# Examples of automation..Turn time on the road into time well spent



## For the home health worker

- Schedule and care plan via mobile device
- GPS-generated mileage
- Time/attendance
- Worker safety

## For the business owner

- Web-based interface for real-time management and reporting
- Integrates with back office management software
- Customizable to align with current workflow

The screenshot shows the CallTrak software interface. The top navigation bar includes 'TELUS health solutions' and a user administrator dropdown. The main content area is titled 'Alerts' and contains a search bar and a table of alerts. The table has columns for Patient Name, Staff Name, Visit Start, Visit Finish, Schedule Start, Schedule Finish, Status, and Actions. The status for all listed visits is 'Visit Missed'.

Patient Name	Staff Name	Visit Start	Visit Finish	Schedule Start	Schedule Finish	Status	Actions
Jenkins, Oliver	Kan, Julie			Aug 19 2009 2:10AM	Aug 19 2009 2:40AM	Visit Missed	
Jones, Marilyn	Kan, Julie			Aug 19 2009 8:10AM	Aug 19 2009 8:40AM	Visit Missed	
Jones, Marilyn	Tyler, Naomi			Aug 19 2009 8:10AM	Aug 19 2009 8:40AM	Visit Missed	
Jones, Marilyn	Kan, Ty			Aug 19 2009 8:10AM	Aug 19 2009 8:40AM	Visit Missed	
Jenkins, Oliver	Prozor, Equest			Aug 19 2009 10:10AM	Aug 19 2009 10:40AM	Visit Missed	
Jones, Marilyn	Tyler, Naomi			Aug 19 2009 10:10AM	Aug 19 2009 10:40AM	Visit Missed	
Jenkins, Oliver	Kan, Ty			Aug 19 2009 10:10AM	Aug 19 2009 10:40AM	Visit Missed	
Jones, Marilyn	Kan, Ty			Sep 01 2009 11:00AM	Sep 01 2009 11:30AM	Visit Missed	
Jenkins, Oliver	Kan, Julie			Sep 01 2009 11:00AM	Sep 01 2009 11:30AM	Visit Missed	
Jenkins, Oliver	Prozor, Equest			Sep 01 2009 11:00AM	Sep 01 2009 11:30AM	Visit Missed	
Jones, Marilyn	Prozor, Equest			Sep 01 2009 12:00PM	Sep 01 2009 12:30PM	Visit Missed	
Jones, Marilyn	Kan, Julie			Sep 01 2009 12:00PM	Sep 01 2009 12:30PM	Visit Missed	

## Starting the day the paperless way

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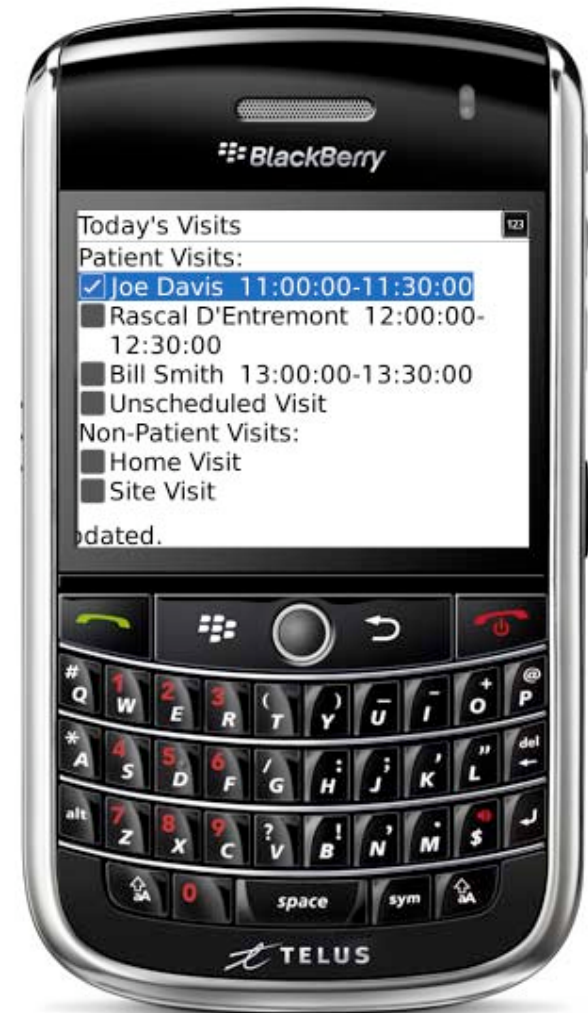
- Starting application alerts office that staff is available
- Daily schedule, including validated addresses
- Patient-specific information
- Changes to visit schedule pushed out to field



# Keeping in touch throughout the day



- Staff access care plans and indicate completed tasks
- Detailed task list and notes improves compliance and reporting – no more forgotten tasks
- Accurate visit times are recorded automatically
- Office knows when visits are completed
- Facilitates compliance reporting – accurate and standardized information



# Using GPS to for accountability and compliance



- Automatic mileage management
- Facilitates mileage compliance
- Use automatic mileage or manual entry option
- Ensures staff safety when on the road or during visits
- Real-time visibility of field staff
- Last known location of staff

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites

Address: <https://devapp.ctgps.net/rohin/171telus/celltrak.php>

Links: Competitive Info e.Remedy e.SPOC EmergisWeb ICR Request Learning Gateway Login myHR Home OneSource teamT

**TELUS**  
health solutions

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Date: Wednesday, 10/21/2009  
Time: 10:15:05 AM

Home  
Visit Alerts  
Open Visits  
Completed Visits  
Export Queue  
User List  
Roles  
Locations  
Field Staff  
Patients  
Schedule  
Offices  
Reports  
Tools  
Interface Status  
Maps

**Your System Address for Field Staff Naomi Tyler:**  
1601 NERGE ROAD  
ELK GROVE VILLAGE IL 60007

**Closest address found by CellTrak to use for mileage calculation:**  
1601 Nerge Rd  
Elk Grove Village IL 60007

MAPQUEST  
© 2009 MapQuest, Inc. © 2009 NAVTEQ

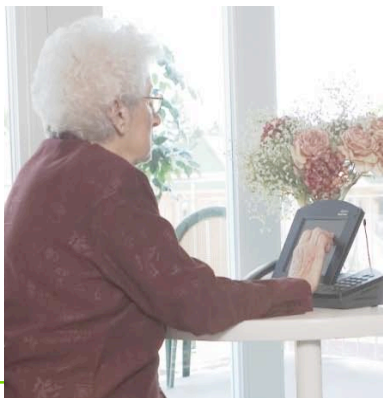
**Would you like to use the address CellTrak found for mileage calculation?**



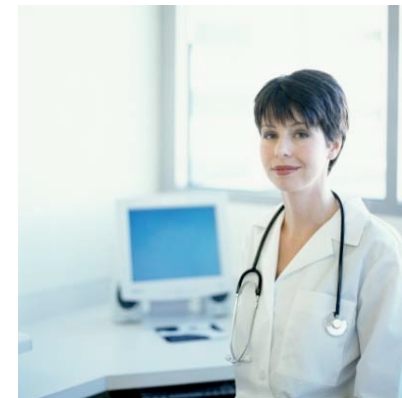
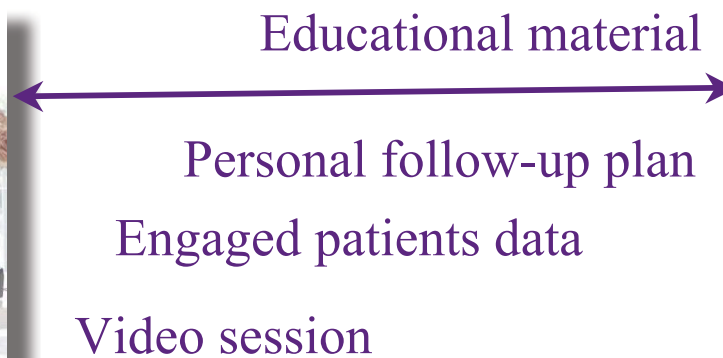
# Opportunities - Remote Patient Monitoring (RPM)?



- Focuses on monitoring health related indicators of a patient located in his or her home
- Provides device(s) or a system that collects and transmits regular patient monitoring data between a home-based patient and a home health care agency, physician or other group responsible for monitoring, interpreting and analysing the data.
- A proactive health management tool to help provide for improved patient outcomes and reduced ER visits and inpatient hospitalizations



Information for life



# We Make A Difference



**Our team is dedicated to health and has a unique set of assets  
As well the financial capacity to execute**



# What we provide



## **Innovative and collaborative ICT solutions that enable the healthcare community to improve patient care**

<b>Connecting patient records for safer care</b>	<ul style="list-style-type: none"><li>■ Unified patient record</li><li>■ Drug Information Systems</li></ul>
<b>Optimizing efficiency of care givers</b>	<ul style="list-style-type: none"><li>■ Pharmacy management software</li><li>■ Hospital based clinical applications</li></ul>
<b>Caring for you, where you are</b>	<ul style="list-style-type: none"><li>■ Integrated bedside terminal</li><li>■ Telehealth</li><li>■ Community Care Management</li></ul>
<b>Creating business intelligence from your data</b>	<ul style="list-style-type: none"><li>■ Health data warehouse</li></ul>
<b>Taking care of administrative functions</b>	<ul style="list-style-type: none"><li>■ Health claims and benefit management</li><li>■ iScheduler</li><li>■ HR and Business Process Outsourcing</li></ul>
<b>Establishing anytime, anywhere connections</b>	<ul style="list-style-type: none"><li>■ Infrastructure</li><li>■ Mobile and wireline connectivity</li></ul>

## End note

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### **When we:**

**Extend** information to the point of care

**Enable** the infrastructure to deliver care more securely and effectively

**Engage** the community with their health providers

### **We will have:**

Better information for better care, at better costs... any time,  
anywhere to anyone.