Vital Signs

- Current State
- What are we talking about?
- Why are we talking about it?
- Who benefits from Virtual Health care?
- Where are we at with Virtual Health care?
- The Rx for better health care?
- Discussion
Current State

- Primary Health Care Access in Canada
  - Traditional in-person
  - Traditional telehealth
  - Emergency room
Current State

• Canada has some of the longest medical appointment wait times in the developed world

Medisys Health Group Inc.
Canadian Institute for Health Information, Commonwealth Fund Survey 2016
Current State

• # Canadians who annually visit emergency to renew prescriptions

Medisys Health Group Inc.
Canadian Institute for Health Information, Commonwealth Fund Survey 2016
Current State

• Of Emergency/Clinic visits could be handled remotely without compromising quality of care
Current State

- Of Emergency/Clinic visits could be handled remotely without compromising quality of care

Medisys Health Group Inc.
Canadian Institute for Health Information, Commonwealth Fund Survey 2016
Current State

- 4.5 Million Canadians have no family doctor
- 68% have skipped/avoided doctor appointments due to access issues
- 57% wait 2 or more days for an appointment
- 20% wait 7 days or more for an appointment
- 61% of family doctors unable to give same day/next day appointments
- 50% of Canadians have waited a month or more to see a specialist

Canadian Institute for Health Information, Commonwealth Fund Survey 2016
Current State

120 minutes taken out an employee’s workday for an average 5-10 minute doctor’s visit

- 73% 1 day
- 29% 2 to 5 days
- 10% 6 days or more

Time off numbers can double for employees who need to take their children to the doctor

Telus Health
Workplace Health and Wellness: A National Survey of Canadian Employees
What are We Talking About?

• Virtual Health care (VH)
  – Also called: Telemedicine, virtual care or digital health care
  – It is the remote diagnosis and/or treatment of patients through telecommunications technology (typically desktop computers and mobile devices)
  – Virtual, on demand access to health care professionals for employees and their families
  – Delivery modes include apps, text and video
What are We Talking About?

• VH Services
  – “get well/stay well”
  – General health—minor ailments, infections allergies, prescription refills
  – Ordering diagnostic tests and receiving the results
  – Children’s health
  – Mental health
  – Minor injuries/trauma
What are We Talking About?

• VH Services
  – Dermatology
  – Chronic disease management
  – Preventive care
  – Health care system navigation
  – Lifestyle health matters
  – Travel health
Why are We Talking About It?

- Costs of health related absenteeism are enormous
- About $16 billion in direct lost revenue for Canadian employers
- For every $1 of direct absenteeism cost, there is $0.7-$1.50 in unmeasured additional or indirect costs

46% of companies do not track employee absence

Stats Canada
Conference Board of Canada
Why are We Talking About It?

• VH could help relieve pressures facing the Canadian health care system
  – Upwards of 70% of basic health matters could be handled remotely
• Technology is in place
  – High smartphone ownership (76%)
  – Internet usage (91%)
• 69% of Canadians would utilize VH if it was available
• 71% of employees would trade off current benefits for improved access to health care professional and tech supported services such as VH
Why are We Talking About It?

- By the numbers . . .

<table>
<thead>
<tr>
<th>Assuming:</th>
<th>Equals:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual average number of sick days</td>
<td>$ 10</td>
</tr>
<tr>
<td>Average daily salary</td>
<td>$ 200</td>
</tr>
<tr>
<td>Average annual dollar cost/ee</td>
<td>$2000</td>
</tr>
</tbody>
</table>

*If VH reduces the days lost by 1, annual savings per employee = $200*

*At VH cost of $72 per ee per yr (family coverage), ROI is 2.78 to 1*
Who Benefits From VH?

- Both employers and employees stand to gain from the adoption of VH
- Employers
  - Increased productivity through reduced time away from work for medical reasons
  - Supports employee engagement (generally high satisfaction rates among VH users) May improve new talent attraction and current employee retention
  - Can offer a good return on investment
  - May proactively address physical/mental issues that would otherwise lead to longer work absences and disability claims
  - Solid ROI

Telus Health/MHG Market Survey, September 2018
CMA Study
Medisys Health Group Inc.
Who Benefits From VH?

- Employees
  - Improved access to medical care
  - Convenience
  - Less time away from work
  - Decreased stress
  - Preferred method for dealing with health issues

Telus Health/MHG Market Survey, September 2018
CMA Study
Medisys Health Group Inc.
Who Benefits From VH?

• Employers considering VH should ensure a fit with their brand perception, organizational culture and workforce demographics.

• VH is likely a good fit for employers with:
  – A significant percentage of employees with young children
  – Employees with care giver responsibilities
  – Employees in remote locations with limited access to health care or areas with long wait times
  – Employees who travel frequently
  – Expatriate employees
Who Benefits From VH?

- VH can be useful to employers looking to add value, modernize or enhance their existing benefit offering.
- Employers with a focus on mental health will be well supported by VH.
Where are We at with VH?

- VH is on the rise but lagging in Canada when compared to other jurisdictions, with 9% of employers offering it.
- Kaiser Permanente, the largest integrated health network in the U.S., conducted more consultations virtually than in person in 2016 (52% of 110 million visits).
- In the United Kingdom, it has been predicted that condition monitoring, virtual consultations and telemedicine will be the norm within 10 years.
Where are We at with VH?

- The global telemedicine market has grown to $31.2 billion in 2018 and is estimated to reach $72.5 billion by 2023.
- A 2018 Accenture survey (7 countries) found that 25% of people reported having accessed virtual health care.
Where are We at with VH?

- On the public side, the government funded Ontario Telemedicine Network reported:
  - 786,986 patient interactions via video conference
  - 3,894 new patients enrolled in remote home care
  - $77 million in avoided northern health travel grants
  - 284 million kilometers of patient travel avoided

Medisys Health Group Inc.
CMAJ, September 2018
Ontario Telemedicine Network, 2016/17 Annual Report
Where are We at with VH?

- There are at least 10 vendors currently in Canada
- Insurance carriers are partnering with VH providers to provide services (Sun Life, GWL, SSQ)
- The cost of VH for groups ranges from $2.15 to $20 PEPM (some vendors offer different rates for Single and Family coverage)

Aon Virtual Healthcare Vendor Survey, May 2018
Where are We at with VH?

• One employer’s experience:
  – 1,100 employees
  – 73% downloaded the vendor app
  – 58% used the app
  – 716 consultations
  – 95% satisfaction rate

Aon Virtual Healthcare Vendor Survey, May 2018
Where are We at with VH?

• Potential Barriers to VH Growth
  – New in Canada
  – Non-traditional
  – Not enough time to fully evaluate yet
  – Plan sponsors may not be willing to bear the additional expense
  – Internet access and technological familiarity
  – Privacy concerns
Is VH the Rx for Better Health Care?

**YES**

- **Why?**

<table>
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<tr>
<th>Immediate Care</th>
<th>Flexible</th>
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<tr>
<td>Time Efficient</td>
<td>Familiar Technology</td>
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<tr>
<td>Cost Savings</td>
<td>Resource Effective</td>
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<td>Improved Wellness</td>
<td>Increased Productivity</td>
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<td>Reduced Absenteeism</td>
<td>Increased Job Satisfaction</td>
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<tr>
<td>Proactive Approach</td>
<td>Competitive Benefits</td>
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Discussion

- Comments, questions, thoughts?
Virtual Health Care—Your Benefits Reality?