

Smart Cities December 6, 2018 Panel Discussion Audience Questions & Panel Responses

Airdrie's Smart Cities Proposal

1. If we do get the \$10 million, will becoming a smart city help work our way to becoming a blue zone city?

No. The two projects will complement each other but one is not dependent on the other. The timeline for Blue Zones to be approved is early 2019. Smart Cities will be announced in Spring.

2. What if we don't win the \$10 million; does the technology solution proceed?

We intend to proceed with development of the technology, but it may look different and take longer to find the funds and partners in order to make it a reality.

3. How many cities are competing for the \$10 million and when do they decide?

The decision will be announced in the Spring of 2019. In our prize category for the two \$10 million prizes, there are 10 communities competing meaning we have a 1-in-5 chance at winning. There is also one \$50 million prize that is open to all communities regardless of population and one \$5 million prize that is open to communities with under 30,000 residents. Over 200 communities submitted applications and 20 finalists, including Airdrie, were chosen.

4. Has anyone approached Telus Health to collaborate on technology that enables patient information sharing? They advocate for patients owning their information.

We are currently in discussions with several health-related vendors, including Telus Health. A big part of this challenge is collaboration and enhancing existing systems and programs. We are looking for opportunities to collaborate that will bring the most benefit to Airdrie and which can also be replicated in other communities across Canada.

5. Where will the funding come from to further develop the technology after the \$10 million is used up?

A business and sustainability plan is an integral part of the proposal. As we are currently part of a competition, we cannot provide details at this time as to what this plan looks like.

6. If we were to win, what kinds of ideas could go toward mental health and/or addiction services – especially targeted to youth?

Within Airdrie, we have several experts and community organizations who we will look towards to guide efforts for mental health and addiction support. One example is the Mental Health Task Force (MHTF) which has done tremendous work in the last year in identifying the needs and community resources - for all ages. This technology will take a team approach to sharing information and identifying community support and resources for these kinds of issues.

7. Thinking of local not-for-profits such as Airdrie Housing and Community Links, how do you see the needs people have, such as support for domestic violence etc., fitting with this project?

This project will provide individuals with the information and resources they need when they need it. It will connect them to information, to other people, as well as local organizations.

Aggregated information about the community will allow local not-for-profits to inform their planning for resources and program requirements. It will also allow for coordination and collaboration among organizations to help our community

8. What can we do now to help make sure we, or our families, don't fall through the cracks like Greg?

Ask for support from someone who can advocate for you, help you navigate the system and provide emotional support. Don't ever feel like you must do it alone.

Ask for your health information and share it with all your healthcare providers. The more access you have to information, local resources, or a health partner, reduces the risk of you or your family falling through the cracks.

This project is about creating connections and empowering everyone, starting right now. It is about allowing all of us to take a proactive, more informed and supported approach to our health.

9. There are many components to this digital strategy. Do you see any one area of it being more successful than the others?

The digital strategy is about enabling individuals to own their own health. This can mean something different for every individual. Success of this project will be the ability for everyone to have their own customized experience in the system. For us to be healthy, we cannot have a generic approach to health.

One area that we hope to see early success in is the involvement of residents. As more people in the community get involved and use the technology, we will have more information about how the system needs to evolve to best support our residents. This is a system that will evolve over time to the needs of those using it.

10. What can we as a community do, within our healthcare system, to support change for the better?

Participate in local events when they are scheduled. Get to know your neighbours and community. Become familiar with the Social Determinants of Health and try to make small changes. Make sure to visit your doctor regularly. Find ways to help others. Big change takes time, but if each one of us starts to make small changes now, we will start a movement here in Airdrie.

Also, take part in our HealthSmart challenges!

11. Is there a plan for the City to partner with private enterprises/local business already involved in promoting healthy active living to be part of the plan?

Local businesses as well as community organizations are important partners in this initiative. We will all be working together to make this plan happen.

12. How do you envision integrating mental health into medical care using this new technology?

Wellness includes both mental and physical health. The goal of this technology is to create connections which will allow for individuals, wellness providers and organizations to have all the information and resources needed to improve each person's overall health.

13. From a community perspective, are there a couple of specific examples of connecting the community through this software platform?

Let's use the social determinant of FOOD as an example. Currently there are many organizations such as the Food Bank and churches in the community which provide food to individuals in need. Our technology would connect those organizations so they can work together. It would also connect organizations which may not distribute food but are interested in providing assistance or donations. The platform will provide every individual and organization in the community an opportunity to help in ensuring no one in the community goes without food.

14. How is the HealthSmart Airdrie program going to improve my ability to navigate or advocate for my own health? Alberta Health already has a digital system where doctors can access medical records online.

Our proposal is to ensure that individuals have information about local services in all areas of health and for each of the determinants of health. Although collaborating with organizations like Alberta Health Services is key, our health is determined by more than medical care and our health care system alone. Health begins in our homes, neighbourhoods, schools and at work. Our health is a result of everything we do... where we live, learn, work, and play. These factors are connected and referred to as the Social Determinants of Health.

According to the Canadian Medical Association, the Social Determinants of Health can have a larger impact on individual and population health than the health care system. The more individuals understand these factors and how each one impacts quality of life, the better health outcomes we will have. By connecting people with local resources - programs and people – to address challenges they may be facing, or questions they may have, the more positive outcomes that will be achieved.

15. Should Airdrie's proposal be the winning one, what will be the first step? Will this happen rather quickly after the proposal is accepted?

Upon selection as a winner, we would move into the implementation phase. Our comprehensive proposal, which will be submitted on March 5th, 2019, will provide a detailed overview as to implementation steps and milestones.

Timing as to when the announcement of winners will be made is currently Spring 2019. A specific date has not yet been announced.

16. What is our hope for a child born today from this initiative?

Our hope is that the child would have an extra 3+ years of healthy life here in Airdrie.

We want them to be part of a connected community. This child, through their parents, will have access to the information he/she needs, when needed. Everyone will have their own personal health dashboard with recommendations and insights as to how they can be healthier, based on their own goals. This child's parents will be able to know where to access support and information specific to their child's needs.

17. What do you think will be the key to engaging the community with this strategy?

We need to generate understanding, awareness, excitement and enhanced connectedness among our residents and businesses. People need a reason and incentive to participate. Community challenges, competitions, and other strategies like gamification will be key.

18. When you speak of “owning your own health care”, one key item is getting people to become more active.

Exactly! The more people are aware about what they can do to become healthy, the more likely they are to be healthy. If a person wants to be more active, they need to know what is available in terms of resources and programs. “Owning Your Own Health” is about empowering every individual with the information they need and providing them with actionable insights to do something about it.

The City of Airdrie

1. Is Airdrie planning to lobby for increased diagnostic and screening technology available in the City to decrease wait times and travel times?

Yes, the City is working with Airdrie & Area Health Coop on the health park and will continue to advocate for the health resources our community needs.

2. Will Council make ‘community health’ an announced priority?

Council meets on an annual basis to review and update strategic priorities. Focusing on HealthSmart Airdrie and the investment they have made in all the health initiatives is a demonstration of their commitment to health.

3. Are there any other initiatives to become Canada’s Healthiest City? Or is it just the technology program? What about those who don’t use that technology?

Our Blue Zones and Health Park are also part of the initiative to become Canada’s Healthiest City. Information about these projects can be found at [healthsmartairdrie.ca/About/Connected Projects](http://healthsmartairdrie.ca/About/Connected%20Projects).

We will also be providing ways for people to connect who may not have or want to use technology.

4. How can we best change the form of urban environments to improve our chances at good health?

Data collected through HealthSmart Airdrie, with regards to how residents interact with our existing community plan(s) and amenities, can be used to inform City policy as we move forward. This data can also be shared with Airdrie's development community to help create plans (for new communities and redevelopment) that ensure our built environment promotes walkability, connectivity, and most importantly helps to create a sense of place that encourages people to get out and explore their city.

5. Why do you think the idea of getting a hospital or more healthcare in Airdrie hasn't been as much of a consideration until now?

Healthcare has been a top 1 or 2 priority in Airdrie for the last 5 years. Council, along with the Airdrie Health Foundation, lobbied the Province for increased access to health care which led to our Urgent Care Centre changing to a 24-hour/7 days- a-week care centre. With Airdrie's proximity to Calgary and Alberta Health Services' plans for a future health campus in north Calgary, it is highly unlikely that Airdrie would be chosen for a future hospital site.

Healthcare System

1. Has the Price family seen any changes in the health care system since the passing of Greg?
The problem is not with doctors but the huge bureaucracy that is Alberta Health. The movie should be shown to middle and top managers at ACH. We have socialized medicine and need to be an advocate for your own health, not only in having and maintaining a healthy lifestyle, but also navigating the health care system. How much support comes from the Province/AHC for the initiative and in what ways? It is more than tech, its changing mindsets about health - is that part of the \$10 million?

This was one of the first times this film was shown to a community. The previous screenings (there have been over 100) have been to health system executives, managers, physicians, health providers, health organizations. The goal of these screenings is to create a movement and to incite change.

We have an opportunity in Airdrie to show that change can happen. The size of our community is perfect to be able to create a health-focused proactive movement. The \$10-million will be used specifically for the HealthSmart technology, which will help to create a change in how we think about and approach health in our community.



2. Patients with chronic conditions such as Type 2 diabetes, high blood pressure, high cholesterol, etc., see their doctors and they are told “eat less.

The HealthSmart technology has the potential to provide the ability to communicate directly with your doctor digitally or to have a health plan follow you after your visit to your doctor. Imagine having the ability to access validated information from local providers about how to manage chronic conditions.

Technology acts as an enabler to enhance existing processes and empower all individuals.

3. What communication happens between the different mediums of our healthcare system as in family doctors, emergency doctors, chiropractors, physiotherapy, acupuncture, etc.?

It depends on the situation, location, provider type, etc. Privacy and risk play a major part in what and how information can be communicated. Different providers may have different regulations.

4. Do you believe a different pay structure for doctors could help lessen the chances of patients falling through the cracks?

Potentially. The current pay structure is mostly done through Fee For Service (FFS) which is where payments are based on each service provided. There are other systems which are outcomes-based.

Privacy

1. Starwood Marriot Hotels, Governments of Canada and the US, Alberta Health, Yahoo, Facebook. The list of organizations with more money, talent and motivation than Airdrie haven't managed to keep personal information secure. How will Airdrie do what others couldn't?

We don't want to own or hold any data. Our vision is to provide individuals with access to their own information directly from various data sources. All of the organizations above hold and manage data. This is not our model. There is still a LOT of work to do to ensure that our technology provides this access in a secure way. We are looking to do something new, and are small enough that we can do something innovative.