
POSTER ABSTRACT

Digitally Enabled Transitions of Care: Lessons from the MHelps Program

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Background: Fragmented communication across healthcare providers can undermine seamless transitions of care. The MHelps program which is co-designed by acute care, home care, and community partners, addresses these challenges with a shared digital care platform that streamlines service coordination and enhances patient outcomes.

Audience: This workshop is designed for healthcare professionals, administrators, and digital health innovators interested in integrated care models, improving transitions of care, and leveraging digital solutions to enhance collaboration across organizations.

Approach: 10 min: Introduction to the MHelps program and its challenges, including real-world examples of fragmented communication.

15 min: Demonstration of the digital Shared Care Plan platform and its impact on clinical workflows.

20 min: Interactive group activity where small groups co-design a shared care plan framework for a hypothetical program considering both patient centered (i.e. continuity of care, accessibility) and provider centered (i.e. streamlined documentation, ease of access) needs. Participants will also be asked to identify barriers and enablers to implementing a shared care plan in their organizations.

10 min: Group presentations and facilitated discussion on challenges and opportunities in implementing digital care platforms and key take aways from this session.

5 min: Closing remarks summarizing key insights and actionable takeaways.

Outcomes: Participants will leave with an understanding of the critical components of successful digitally integrated care, insights into overcoming implementation barriers, and strategies to foster collaboration and improve care transitions across organizations.