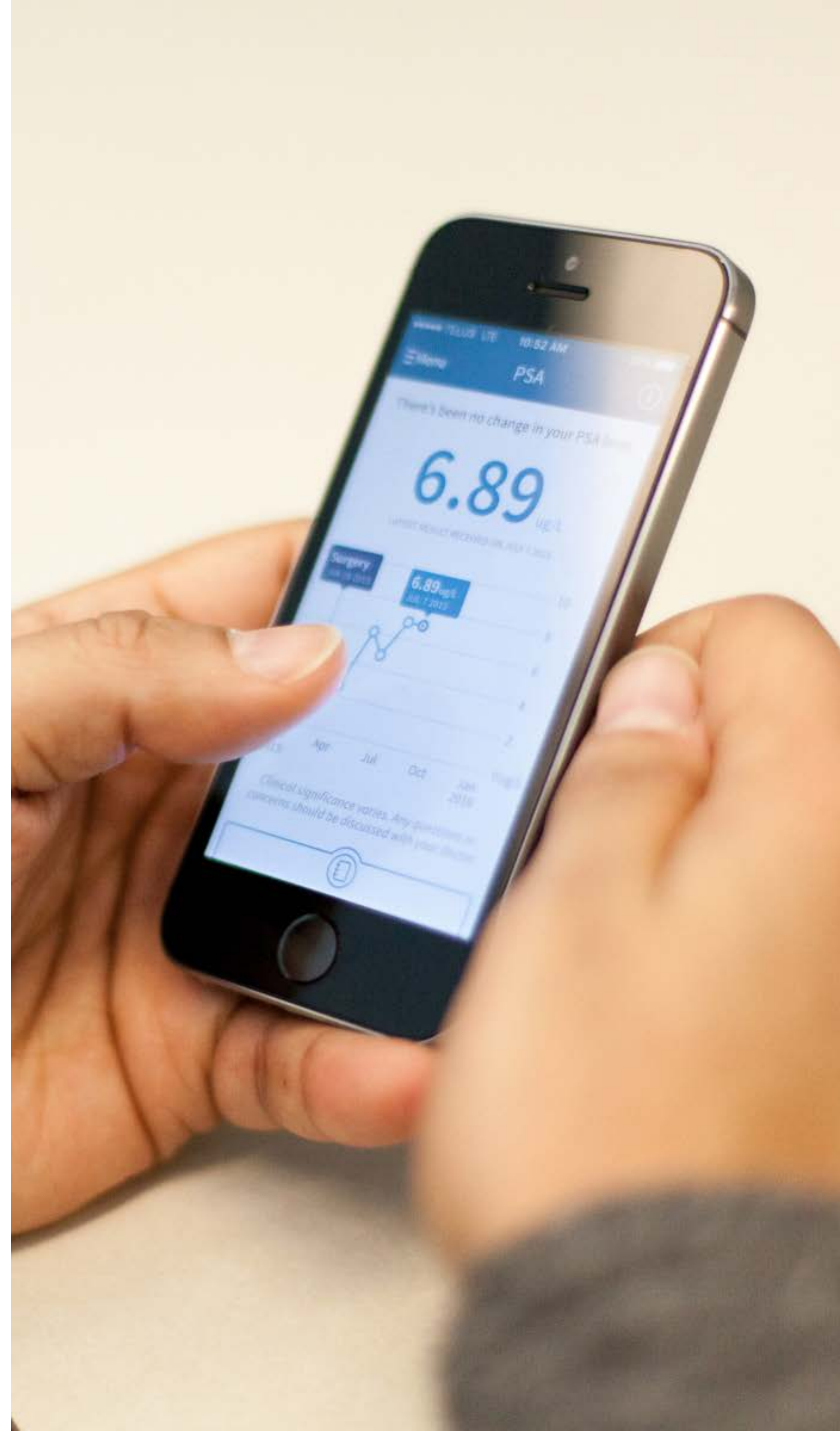


# Designing Services for People Not Technology







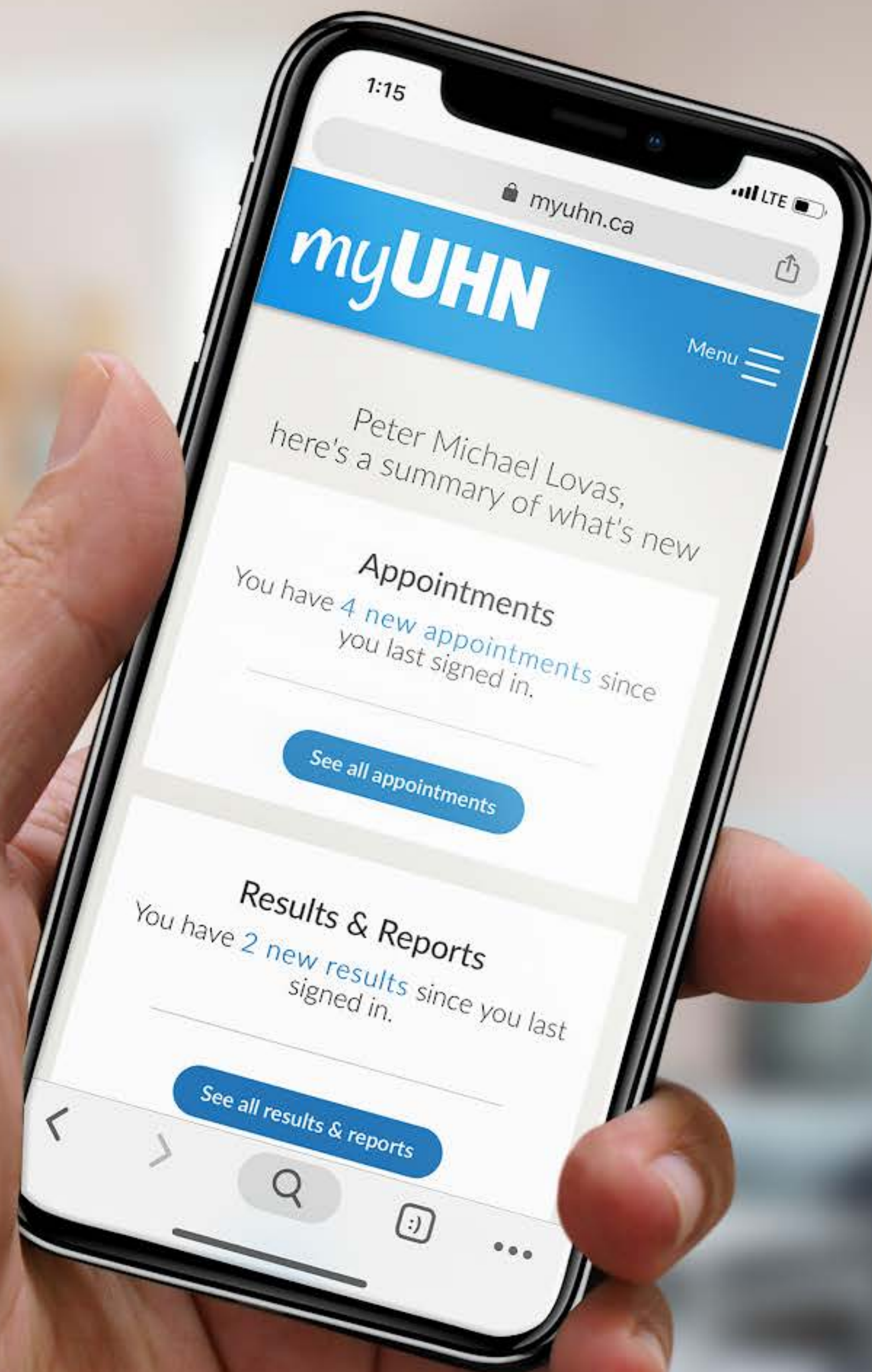




**Healthcare  
Designer &  
Engineer**

**Patient**







than would be expected for simple cysts with the dominant lesion seen in segment 3 measuring up to a maximum of 7 mm in size.

Vascular enhancement of the IVC ,hepatic veins and portal venous axis is within normal limits. Partially contracted gallbladder. No bile duct dilatation is seen. The pancreas and spleen are unremarkable. No discrete adrenal nodules. The right kidney appears within normal limits.

No ascites seen within the abdomen.

Appearances of the imaged colon are grossly unremarkable. No evidence of any enlarged retroperitoneal adenopathy. No size significant upper abdominal lymph nodes are seen. No osseous lesion of concern.

Areas of dependent atelectasis are noted in the imaged lung bases.

Impression Enhancing solid renal lesion within the left kidney. No evidence of any macroscopic fat on this lesional modality.

The differential for this lesion includes a renal cell carcinoma, lipid poor AML and an oncocytoma. Further evaluation by MR recommended in the first instance. Multiple tiny liver lesions as indicated are too small to characterize but higher in density than would be expected for simple cysts. These could be assessed at the time of the patient's MR assessment.

FOR PHYSICIAN USE ONLY - Please note that this report was generated using voice recognition software. The Joint Department of Medical Imaging (JDMI) supports a culture of continuous



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# Technology doesn't care

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Care is disconnected









**I'm my own advocate**









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Patient Visit Reminder  
Lewin, Peter Michael  
416-340-4609 ext. 2200

**UHN** University Health Network  
Using the Audio Recorder  
Body relief is at your fingertips.  
• Find comfort and ease  
• Release pain and tension  
• Sleep deeply and wake refreshed

**UHN** University Health Network  
After Surgery  
Date Started: 4/16/18  
Date Discharge: 4/16/18  
Date Follow-up: 4/16/18

**UHN** University Health Network  
Managing Your Pain with Patient Controlled Analgesia (PCA)

**UHN** University Health Network  
Cleaning Your Skin Before Your Surgery at University Health Network (UHN)

**UHN** University Health Network  
Surgery at Toronto Hospital and Princess Margaret Cancer Centre  
What you need to know before surgery

**UHN** University Health Network  
Your Surgical Preadmission Agenda  
Welcome to the Preadmission Clinic! Your preadmission may take approximately 3-4 hours today, as you will be checking in several members of our Preadmission Team.

**UHN** University Health Network  
Consent Form to Participate in a Research Study  
Study Title: A Randomized-Controlled Trial of a Novel Postoperative Analgesic and Opioid Withdrawal Management Program for Postoperative Pain

**UHN** University Health Network  
PATIENT SERVICE DIRECTORY  
brought to you by the Patient Education Program

**UHN** University Health Network  
Biopsy  
Instructions for patients going home after a Kidney biopsy

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PATIENT EDUCATION  
receiving heart, breast and colon

**UHN** University Health Network  
Consent for the Collection, Storage and Use of Biological Fluids for Future Research with the Genitourinary (GU) BioBank

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University Health Network  
What is the GU BioBank, and why are you being approached?

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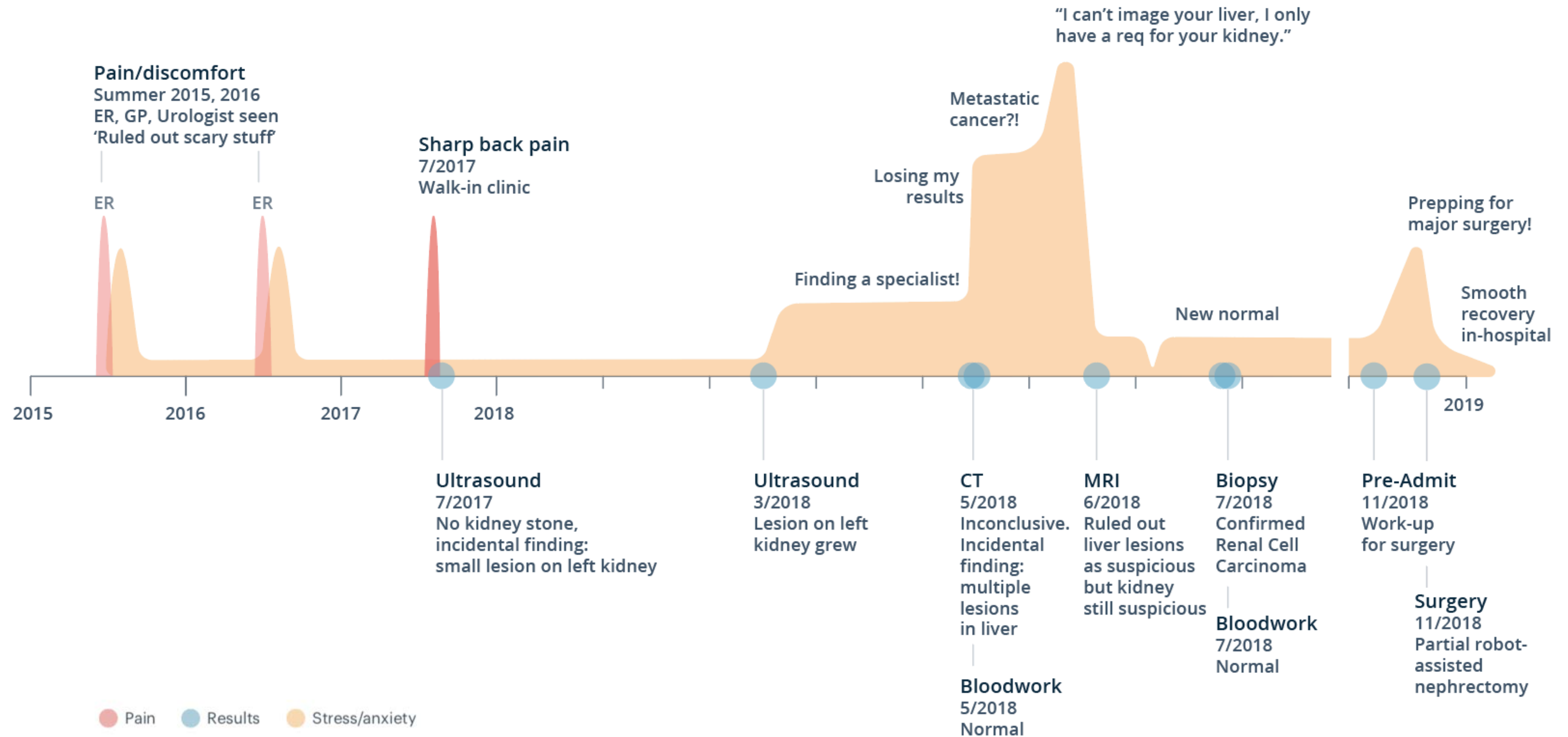








# A Bumpy Ride







**Nov 22, 2018**  
**8:00am**



















**12 month follow-up**



**Was that good care?**

quality?

service?



**What *is* good care?**

quality?

service?



# My Reflections @ One Year

---

- People are good
- Tools are good
- Systems are siloed & misaligned



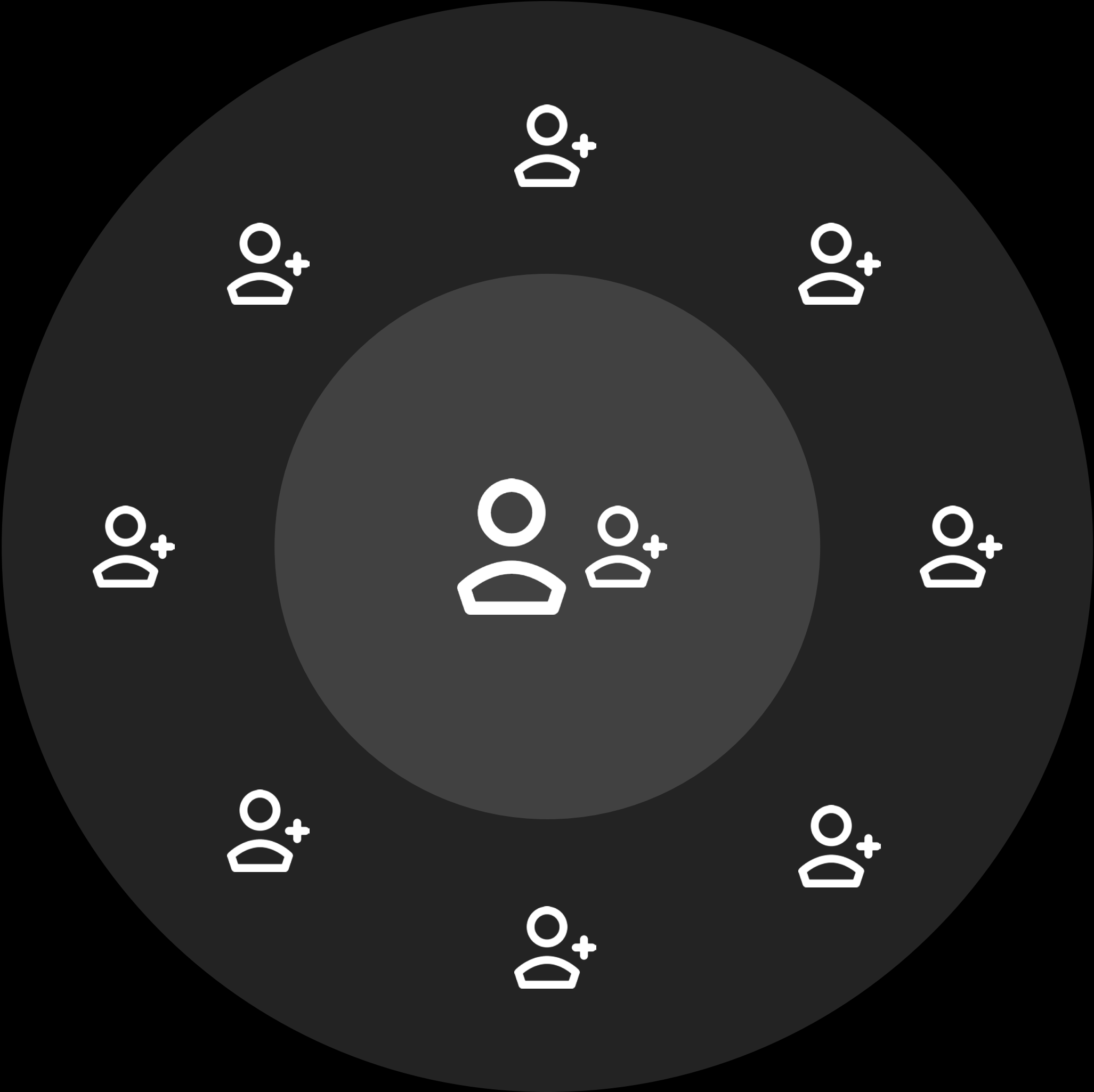
**The Way Forward**





# Integrated Care Models

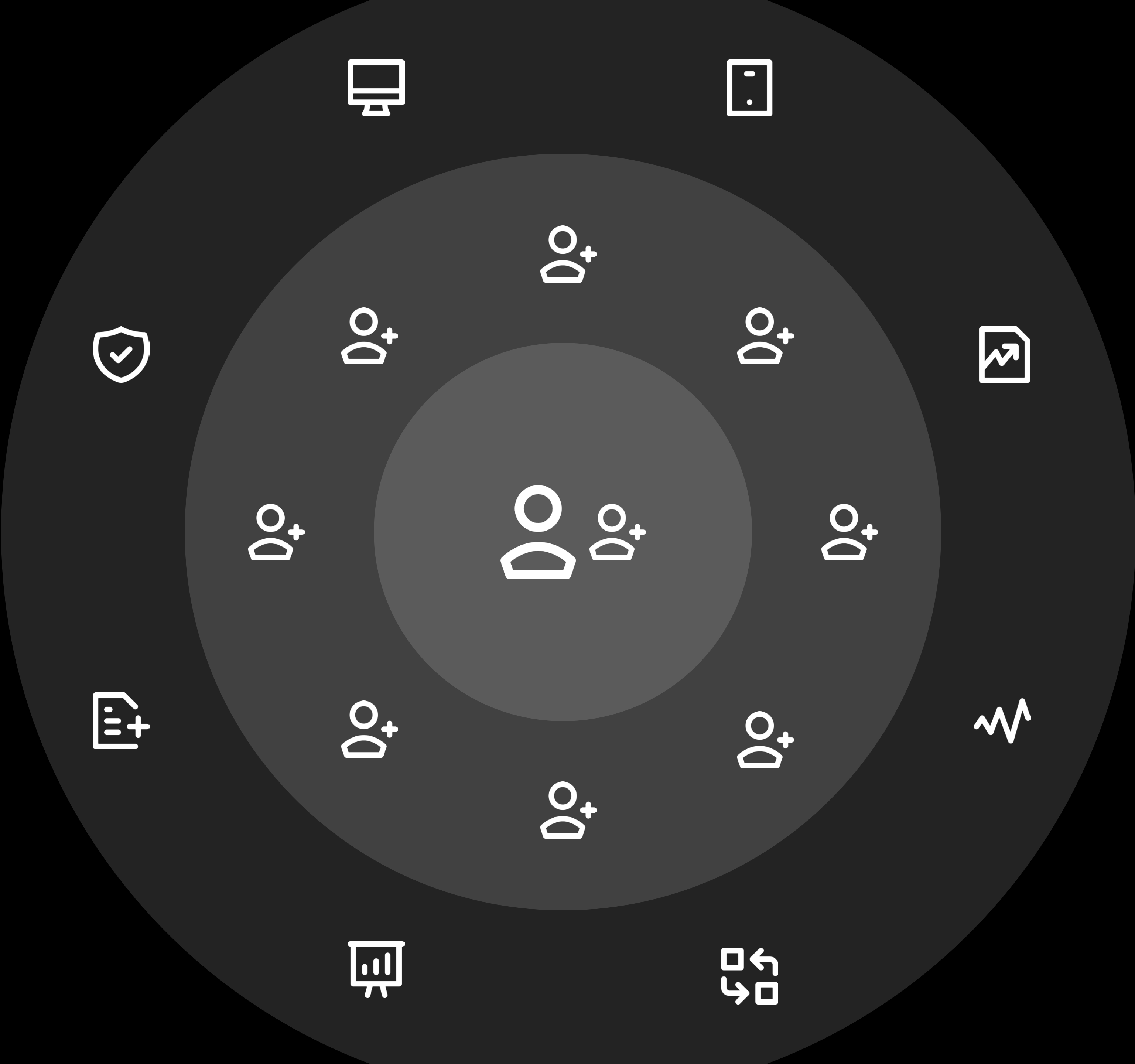
End-to-End Service





# Supportive Technology

Humane and Enabling





# Service Design Approach

Human Centered  
Systems





# Integrated Care at UHN

- **Understanding patients' experience throughout the continuum of care**
- **Co-design the details of the model with everyone involved**
- **Continuous evolution**
- **Technology to follow**





**“As a patient, it feels like everybody is connected and you’re the center hub of the wheel.”**



Frank Proctor enrolled in Integrated Care at UHN prior to lung surgery in late July and twice in the first month after he got home used the 24/7 phone line to connect with his IC Lead. (Photo: Courtesy Frank Proctor)



**Healthcare  
Designer &  
Engineer**

**Patient**

@mlovas  
mike@humanfactors.ca