

# Appendix A: Success Stories

Virtual Health Program	Success Stories
Virtual Hospital	<p>The Virtual Hospital infrastructure design is well underway with focus now on synthesizing historical knowledge, research, evidence and information gathered on similar models in neighbouring provinces into an overarching vision. Partnerships with key leaders, departments and programs continue to be strengthened through the shared passion for success.</p>
Fraser Health Virtual Care	<p>This story is an example of the FHVC team providing a one-stop-shop patient-focused service to connect patients to appropriate levels of care and avoiding unnecessary visits to emergency.</p> <p>A young gentleman called FHVC, five days following an hemorrhoidectomy procedure. He reported feeling uncomfortable, unable to pass stool and noted frank blood. The laxative prescribed by the surgeon was not working and the client had no primary care provider. FHVC nurse reviewed the client's electronic file and discussed the post-discharge plan of care. The nurse was able to directly book client with a virtual provider at Surrey Whalley Urgent and Primary Care Centre (UPCC) that same day. The UPCC doctor conducted a virtual assessment, advised the client to increase fluid intake and fiber products and provided a prescription with direction to follow-up if no effect.</p>
Virtual Visits	<p>Collaborative Virtual Health, Nurse Practitioner Department and Professional team research seed grant awarded to study nurse practitioner experiences delivering virtual care during the COVID-19 pandemic.</p>
Clinical & Professional Practice and Education	<p>Virtual Diabetes Patient Education classes: Burnaby Hospital Diabetes clinic previously reported the declining virtual education enrollment; however, the clerks are now describing the classes as "patient-designed", "engaging" and "new" classes and they are now signing up beyond clerk's expectations. One clerk has been there 20 years and was not expecting the change.</p> <p>A RN in Peace Arch Hospital Diabetes program reported that the small cohort going through first new Zoom classes was the most bonded group she has ever seen.</p>