

Item 1: Success Stories

Virtual Health Program	Success Stories
Fraser Health Virtual Care (FHVC)	<p>COVID-19 Intervention: Fraser Health Virtual Care (FHVC) nurse called client to review eligibility for Paxlovid. Client had a history of ovarian cancer and had been on Leflunomide for one year. Client's COVID-19 symptoms seemed to be improving, however was concerned that the symptoms would get worse. Fraser Health Virtual Care (FHVC) nurse connected the patient to the pharmacist and physician to address her questions. Pharmacist review of her medications determined she was eligible for both Paxlovid and Sotrovimab. Client spoke with physician and chose to decline use of Paxlovid and Sotrovimab following the conversation. Client based her decision following full education from nursing, pharmacy and care provider facilitated by seamless transitions between services.</p> <p>Client called Fraser Health Virtual Care 24 hours after discharge as the number was on her discharge materials A 52-year-old female called with concerns of the drainage and pain following a bilateral mastectomy. She reported having four drains attached. The nurse assessed the client's vital signs, pain, drain sites and drainage. The client was advised to follow-up with her surgeon's office (as per discharge plan of care) and instructed when emergency care would be indicated.</p> <p>Post-discharge follow up call: A post-discharge call was made to a 17-year-old male following an appendectomy. At that time, the client could not be reached, so the registered nurse left a message. The following day the client called Fraser Health Virtual Care and stated he was "feeling good" since discharge, was managing his pain without the use of analgesia, and was able to walk on his own. Client reported having two small lumps to the skin near his incisions. Fraser Health Virtual Care nurse taught client how to monitor his abdominal incisions for signs of infection and to seek further medical attention if he notices these signs. Client was given the number and advised to contact his surgeon to arrange a follow up assessment four weeks post-surgery. Fraser Health Virtual Care nurse advised client to present to the emergency room for further medical assessment if his abdominal pain increases in severity or is not manageable at home and encouraged the client to call Fraser Health Virtual Care if he has any future health related questions.</p>
Virtual Visits	Awarded research seed grant to study nurse practitioner experiences delivering virtual care during the COVID-19 pandemic in partnership with Virtual Health, Professional Practice and Nurse Practitioners.
Clinical & Professional Practice and Education	<p>Remote Patient Monitoring News Article: When ill with COVID-19 and scared, Surrey woman welcomed help of Home Health Monitoring Team. Another client enrolled in the chronic disease monitoring program for hypertension receiving support and coaching for weight loss, met goals through connections with physiotherapist and dietitian. Client stated that dietitian tele-consult went "very well", she learned a lot and expressed plans to continue to follow dietitian's recommendations.</p> <p>Diabetes Self-Management (DSM) Patient partners thrilled to hear of shorter waitlists in Surrey and Langley centres, plan to attend a virtual class and will join focus groups in next two weeks. South Surrey and Langley partnership demonstrates successful collaboration to support staff and clients. At least 17 Langley clients are attending Diabetes Self-Management classes at White Rock/South Surrey, enabling the Langley Diabetes team to attend training and set up for the new Diabetes Self-Management classes without disruption to services.</p>