

# Fraser Health Together

Virtual Health Update  
Digital Board Committee  
September 26, 2023

# Virtual Psychiatry Unit Learnings

01



On average, 4 out of 5 patients identify as female

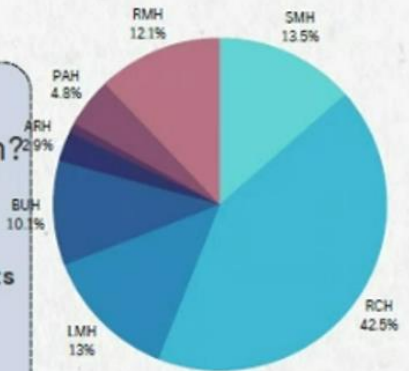
## Patients admitted

**144** total patients admitted to VPU  
**104** female  
**39** male  
**1** transgender/gender non-binary  
**37** years old, on average

02

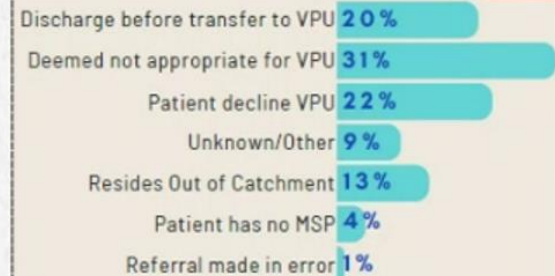
## Where are patients referred from?

of the **179** referrals received...  
**121** were from Inpatient Psychiatry  
**85** were from Emergency Departments  
**1** were from a Medical Unit



03

## Referrals were declined because...



# Virtual Psychiatry Unit Learnings cont'd

04

How long do patients remain in VPU?

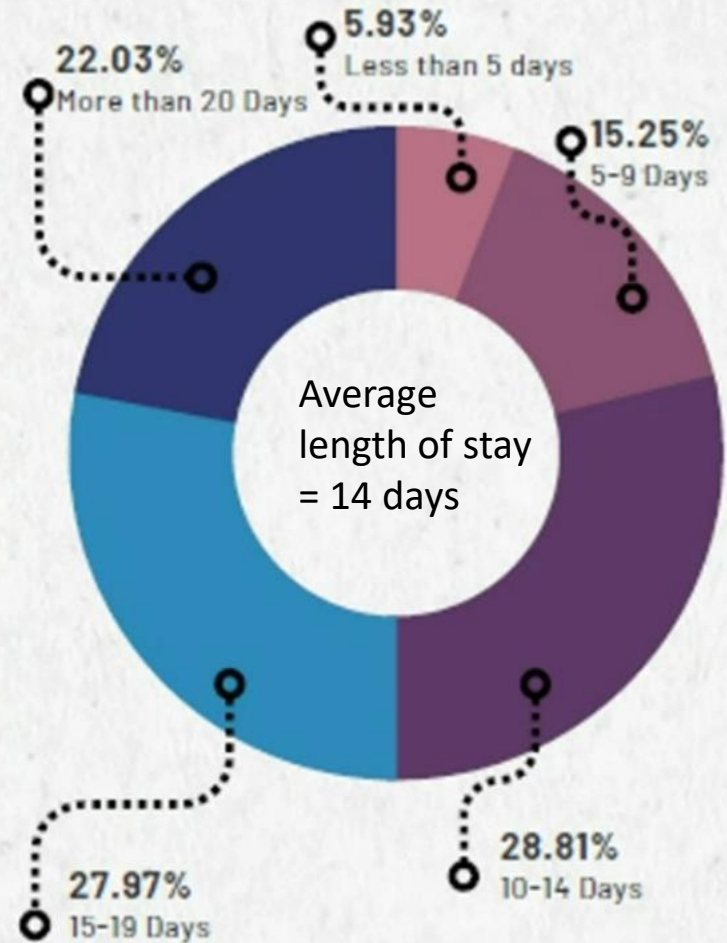


**10** patients transferred back and admitted to brick and mortar hospital



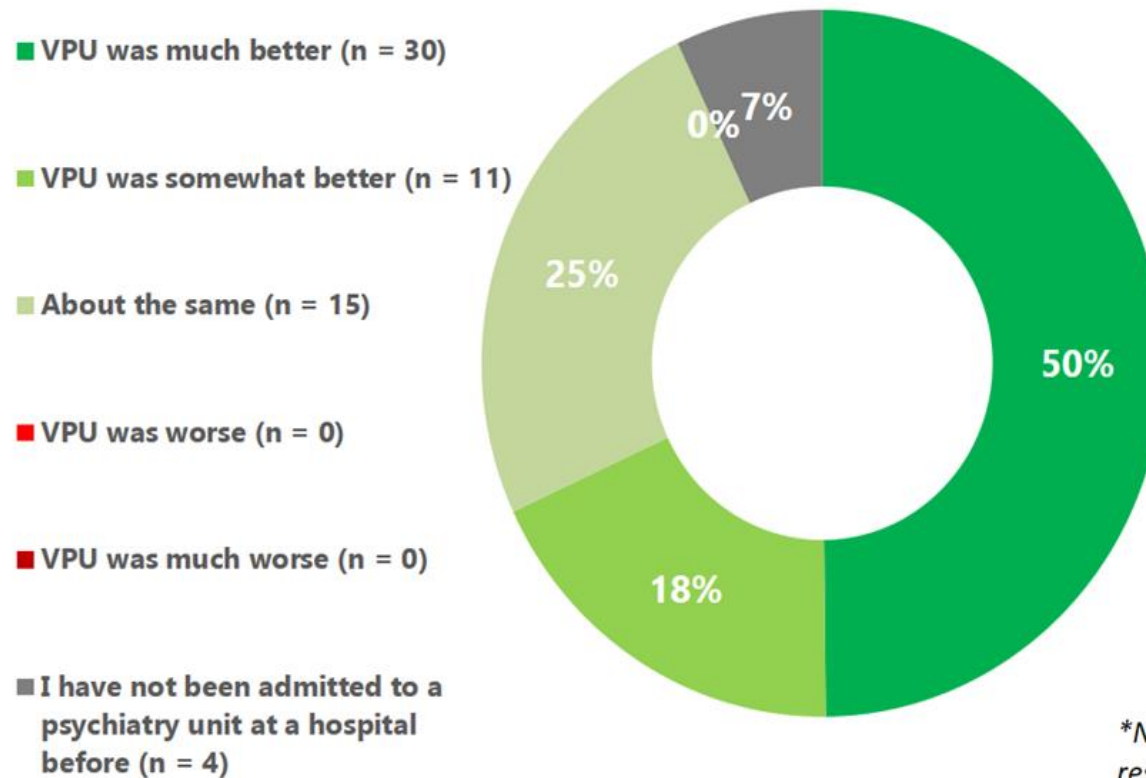
**5** psychiatric escalations of care

**5** medical and psychiatric escalations of care



# Virtual Psychiatry Unit: Patient Experience

Compared to staying at a hospital psychiatry unit, patients reported their experience at\*:



\*N = 60 total responses, 20 responses blank

# Virtual Emergency Department Intake

## VEDI = Virtual Emergency Department Intake

### What we want to accomplish:

- Increase patient satisfaction
- Increase provider satisfaction
- Filtering appropriate patients to emergency
- Reduce in hospital triage time
- Reduce in hospital registration time
- Create time for providers to care for priority patients

### Fraser Health Emergency Departments

~780,000 patient  
visits/year =  
~65,000/month

**30%**  
of visits are less-urgent  
and non-urgent

### Fraser Health Virtual Care

~76,000 calls/year

~7% of patients advised  
to go to emergency  
= 11 patients/day