Item 1

Fraser Health Together

The priorities at the of our health system

Board Digital Health Committee

Virtual Health Update - September 10, 2025

fraserhealth

Virtual Group Therapy (Aphasia)

The Virtual Health team has partnered with the Rehabilitation Network and Speech and Language Pathologists from Burnaby Hospital to establish a **regional** virtual treatment group to improve service capacity and accessibility for patients who have developed aphasia following acute stroke.

Progress:

- Eight-week treatment group curriculum designed by the Speech and Language pathologist using evidence-based practices.
- The clinical team was trained in virtual tools and best practices for virtual care provision
- The first cohort ran from April 29 to June 17 and received positive feedback from both patients and the clinical teams referring to the service

Next Steps:

- Work is now underway for expansion and continuation of the service
- Currently exploring how this model can be used by other allied health disciplines

Project Highlights

- **Increased clinician capacity:** The virtual therapy sessions enabled the clinicians to facilitate sessions with multiple patients at a time.
- **Enhanced therapy volume:** Patients from other regional sites can now attend additional therapy sessions irrespective of their geographic location.

Virtual Nurse Navigator Program

Virtual Nurse Navigator (vNN) Program at Surrey Memorial Hospital was first launched on April 14th, 2025. Virtual Nurse Navigator (vNN) provides medically stable patients the opportunity to wait at home while getting their medical investigative work completed. The Virtual Nurse Navigator (vNN) RN is a registered nurse who collaborates closely with an internist, checks in on patients regularly, coordinates care, and guides patients through investigative procedure appointments and physician follow-ups. All medicinal imagining procedures at Surrey Memorial Hospital are now available for Virtual Nurse Navigator (vNN) patients.

How it works

123 Day Scoreboard*

In its first 123 days, the Virtual Nurse Navigator program has improved patient care and demonstrated excellent value

75
Patients admitted

$1.16 M
Operating cost saved

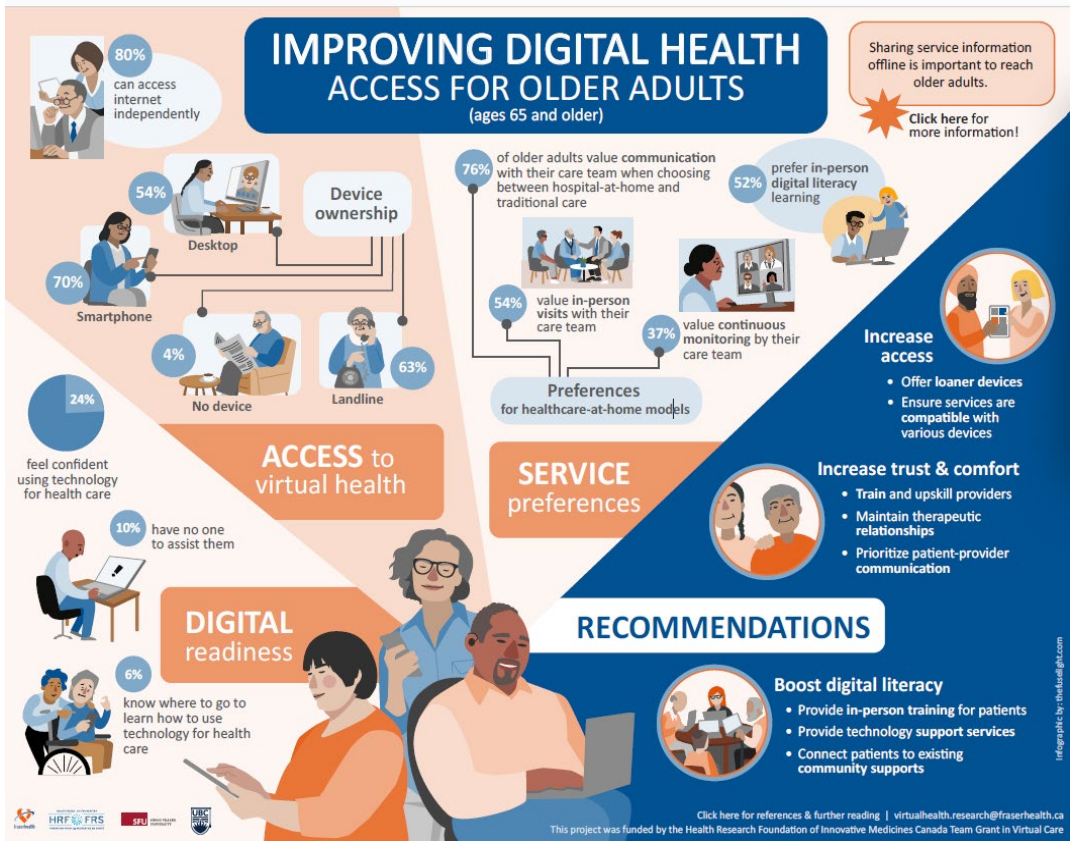
739
Bed days saved

100%
Patient satisfaction

"truly excellent with patient care and attention to detail on explaining my upcoming appointments....an excellent and informative team."
- Virtual Nurse Navigator (vNN) patient

***Based on data April 14th ~ August 15th, 2025**

2024 Virtual Health Preferences & Access Survey



Project Highlights

From Jun to Aug 2024 participants completed a research survey funded by Health Research Foundation assessing their preferences and access to virtual health technologies.

617
Adults participated in the survey

70%
of participants identified as Black, Indigenous, or People of Colour

30%
of participants were 65 years+

Findings have been shared across Fraser Health and are currently being shared with community organizations to inform equitable virtual health care services in the Fraser Region.

Fraser Health Virtual Care - Patient Experience

After returning home one afternoon, a mother was greeted by her distressed 15-year-old son. He had been home by himself through the day and realized that his toe was quite swollen and red. As it was late in the day, the mother realized that options for care were limited. She called into Fraser Health Virtual Care (FHVC) and spoke to one of our nurses. The nurse asked the mother to email a picture of her son's toe so that a more detailed assessment could be provided. The nurse determined that this client needed to be seen promptly, so she connected with the Metrotown Urgent Primary Care Clinic and booked this client in for a same-day appointment.

When the doctor walked into the room, he had already seen the documentation and photo that the Fraser Health Virtual Care (FHVC) nurse attached to the electronic file. This client was treated immediately, and the mother was back home in time to make dinner. This family was so impressed with this experience that they submitted a testimonial about the service.

Fraser Health Virtual Care Dietitian - Patient Experience

A two-month-old infant was discharged from the Neonatal Intensive Care Unit (NICU) at Burnaby Hospital. This infant suffered growth restriction in utero requiring an emergency c-section and was born premature at just 30 weeks with a low birth weight. Premature infants have very specific nutrient needs vital for brain and physical development.

The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) assessed this infant one week after discharge and found their feeding and growth had significantly slowed. Mom was worried and had many nutrition questions unsure what she should do.
The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) was able to assess and intervene providing advice specific to their needs, medical history and recent blood-work showing iron deficiency. The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) recommended fortification of breast milk to increase iron, energy and protein provision. Teaching was provided on how to safely prepare and fortify breast milk to the advised concentration (24 calories/oz) and vitamin/mineral supplement doses were reviewed. Mom's questions were answered and supporting handouts were emailed as well. The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) then referred this patient for ongoing dietitian follow up and monitoring in the community. Mom was so grateful to have received timely education that she could implement immediately to improve her infant's growth and development. She was reassured and thankful now knowing how to easily access a dietitian through Fraser Health Virtual Care (FHVC).