Fraser Health Together

The priorities at the of our health system

Board Digital Health Committee

February 3, 2026

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Zoom to Teams Evaluation

Fraser Health transitioned from Zoom to Teams for virtual video visits in August 2025. The Virtual Health team met with patients and staff to evaluate the transition.

What the change meant for virtual video visits:

- Providers can still see, hear, and support most patients during their virtual video visits.
- Patients can connect from home with a simple link, and clinical teams may assist with basic troubleshooting, when possible.

Experience matters

- To address patient access challenges, we are prioritizing easier access and fewer technical hurdles for patients. Part of this includes developing more patient resources and offering technical support.
- Some staff challenges with advanced Teams features prompted us to explore how we might engage staff more effectively during mandatory technology transitions.

Virtual Nurse Navigator (vNN) Program at Surrey Memorial Hospital

- The Virtual Nurse Navigator (vNN) program at Surrey Memorial Hospital lets eligible inpatients wait at home for diagnostic tests while keeping their inpatient status and priority. A dedicated nurse navigator provides regular check-ins, coordinates care and ensures patients can return to the hospital quickly if needed. Clinical protocols stay the same—the program simply changes *where* care happens, not how it's delivered.

- Patient experience remains central to the model. One participant described the impact of being supported virtually while waiting at home:

> *"That night I finally slept four hours. From that moment, I had peace of mind. I felt I was in good hands"*
> *-Patient*

Fraser Health Virtual Care - Patient Experience

Recently we received a referral from the Abbotsford Regional Hospital Heart Function Clinic for a client who resides in a remote community near Rosedale, British Columbia. This client met all the criteria to be monitored by our remote patient monitoring (RPM) team, however there were some technical issues. The client did not have a stable wi-fi connection and had challenges with their cell phone carrier. The remote patient monitoring RPM clinician reviewed this client's case and realized that they would really benefit from being part of the program. The clinician advocated for this client by calling Telus and troubleshooting the technical issues, so enrolment was possible. The client was able to be enrolled into the program using the cellular LTE data and a SIM card. The client is now being successfully monitored through our remote patient monitoring (RPM) program and is managing their chronic health issue.

Fraser Health Virtual Care Dietitian - Patient Experience

A 5-month-old preterm infant was discharged from Surrey Memorial Hospital (SMH) Neonatal Intensive Care Unit (NICU) several months ago without outpatient dietitian follow-up, as feeding and growth were stable. Months later, the mother contacted Fraser Health Virtual Care (FHVC) with multiple nutrition questions, wanting to ensure her baby's nutrition needs were still met given their preterm history and upcoming transition to solids.

The Fraser Health Virtual Care (FHVC) Dietitian completed a comprehensive nutrition assessment, reviewing growth history, feeding patterns, bloodwork, and current vitamin and mineral supplementation. Tailored education was provided on safe formula preparation for preterm infants, appropriate vitamin D and iron dosing based on updated weight and intakes, and guidance for safe transition to powdered formula. Proactive nutrition education on introducing iron-rich foods and common allergens closer to six months corrected age was also provided, along with supporting handouts.

This mom expressed great relief and confidence after the consultation, feeling well-informed, supported, and reassured knowing she could call back anytime. This case highlights the value of Fraser Health Virtual Care (FHVC) Dietitian services in delivering accessible, preventative nutrition care—especially for infants and families who would not meet outpatient dietitian criteria. Early intervention and education help prevent nutrient deficiencies and promote optimal growth and development during this crucial stage.