Item 2

Fraser Health Together

The priorities at the of our health system

Board Digital Health Committee

June 18, 2025

fraserhealth

Heart Failure Remote Patient Monitoring Evaluation

An evaluation was conducted by the Virtual Health team on the Heart Failure Remote Patient Monitoring Service between April 2023 and November 2024. The evaluation involved participation from the virtual health clinical operations team and clinical teams from the partnered heart failure clinics .

Key Evaluation Findings

Overall patients report high satisfaction and experiences with the clinical monitoring service

Key service objectives were also met

- High quality care provision
- Enabling clinicians to intervene promptly after detecting decompensation
- Enhancing patients ability to self-manage their condition
- Reduce utilization of in person acute care services

Opportunities exist to improve

- Digital equity,
- Clarifying expectations for the service.
- Patient resources to support their participation in the monitoring program.
- Refining clinical workflows between the monitoring team and the partnered service.
- Methods to address alert fatigue driven by the high volume of clinical data.

Regional Cardiac Rehabilitation Virtual Education Redesign

The Virtual Health team has partnered with the Cardiac Network and clinical teams from four cardiac rehabilitation sites (Abbotsford, Surrey, Burnaby, and Peach Arch) to redesign and standardize virtual education classes to enable future regional coordination of resourcing and improve service capacity and accessibility.

Project Highlights

- **Patient-Centered Design:** Classes are being redesigned with input from patients to focus on what matters most to them.
- **Standardization:** Creating a consistent, evidence-based class format to improve service delivery, accessibility, and coordinate learning outcomes between sites.

Progress:

- Completed a detailed review of current materials and processes.
- Held co-design sessions with patient partners and clinical experts.
- Finalized a standardized 1.5-hour virtual introductory class
- Staff trained in virtual tools and best practices for patient engagement.
- The first introductory module went live in April and received positive feedback from patient surveys.

Next Steps:

- Work is now underway for the codesign of the remaining 5 modules with plans to implement in the fall of 2025

Cloud DX Pilots

We are currently involved in a pilot program, working with our provincial partners to implement the Cloud DX Remote Patient Monitoring Solution at one of our community health sites, Community Respiratory Services (CRS).

Cloud DX is a Canadian Company that provides Virtual Care and Remote Patient Monitoring (RPM) Solutions, including Cloud DX Connected Health platform, which uses various medical-grade devices and applications to enable healthcare providers to remotely monitor patients. The solutions offered could support various healthcare needs, including chronic disease management and virtual rehabilitation.

Connected Health Patient Kits

Fraser Health Virtual Care - Patient Experience

This month's story comes from our heart failure remote patient monitoring service. A client that had been with the program for almost 9 months was unable to be discharged at the typical 6-month mark due to inconsistencies with vital signs and the client's complex health issues. The remote patient monitoring clinicians worked closely with the associated heart function clinic to determine the best plan of action. This client was offered an extended time frame to be monitored with the service and received extra teaching with his chronic health issue. At the end of the 9 months, this client was successfully discharged from the remote patient monitoring service and provided feedback that he now felt confident in managing his health independently at home. He was very grateful for the relationships that were cultivated in the past 9 months and thanked the remote patient monitoring clinicians for their dedication.

As part of our outbound stream of service, one of the Fraser Health Virtual Care (FHVC) nurses contacted a client 48 hours post discharge from the hospital. The client had gone in for a pre-planned left knee replacement. The nurse was conducting an assessment and started asking questions about the surgical site and affected leg. While asking standard post-surgical questions, the client informed the nurse that the left leg felt very tight and the swelling had increased significantly within the last 24 hours. The client did not report any pain or other signs of infection, and was not too concerned with the swelling. The nurse asked the client to email pictures of her leg so she could further assess the client's leg. The nurse identified a risk, used clinical judgement and urged the client to go into the nearest Emergency Department to rule out a blood clot, especially given that the client was at high risk following the surgery. The client agreed and the nurse confirmed that the there was a safe option for transportation. The client followed up by emailing Fraser Health Virtual Care (FHVC) 2 days later, thanking the nurse for the urgency and advise. As it would be confirmed with diagnostic testing, the client did indeed have a blood clot that needed immediate treatment to prevent serious consequences for this client.

Virtual Psychiatry Unit - Patient Experience

Patient experience survey results:

Most expressed positive experiences with Virtual Psychiatric Unit (VPU)

“It allowed me to more actively participate with my recovery”

“It was the most comprehensive mental health care I have ever received.”

Most enjoyed the ability to access care while remaining at home

“Staying in hospital would have been extremely detrimental for me and VPU was my chance [at] having amazing care and being at home”

“Being able to recover at home and have this level of care was invaluable…”

Fraser Health Virtual Care Dietitian - Patient Experience

A 2 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 Heatlh 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 Heatlh 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 Heatlh 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 Heatlh 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 Heatlh Virtual Care (FHVC).