Item 2.

Fraser Health Together

The priorities at the of our health system

Board Digital Health Committee

November 19, 2025

fraserhealth

Pediatric Consultation Project

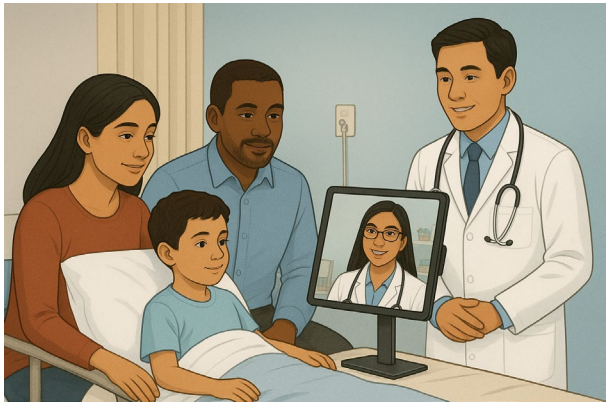
The Virtual Health team has partnered with the **Maternal, Infant ,Child and Youth program** and the **Emergency Departments** at Peach Arch Hospital and Langley Memorial Hospital to implement **virtual pediatric emergency consultations** enabling physicians at Peach Arch to connect with pediatricians at Langley.

Projected Outcomes

- **Minimize delays** in pediatric assessment and treatment in emergency departments that lack on-site pediatricians
- **Eliminate unnecessary transfers** by providing real time triage support from pediatricians

Progress:

- Simulation sessions involving clinical team members as well as provincial partners in the Patient Transfer Network were held in early October.
- Training on the technology and new process was provided to impacted staff.
- The consultation service launched on October 15th.



Fraser Health Virtual Care (FHVC) Pilot: Chilliwack Hospital Emergency Department

- An opportunity identified through a Patient Care Quality Office submission
- Piloting follow-up discharge calls by Fraser Health Virtual Care for non-admitted, vulnerable patients, presenting to Chilliwack Emergency Department
- Vulnerable Emergency Department patient criteria: Frail, Elderly, 75+
- Go live Oct 27th
- Evaluation plan: Feasibility Study, measuring Emergency room revisits, patient and provider satisfaction surveys and demographic data pull

Virtual Health Learning Event

"There is so much knowledge and evidence of our work"
- *Attendee*

Event Recap:

The *Virtual Health in Practice: A Research & Evaluation Showcase (October 22, 2025)* was a drop-in poster event featuring research and evaluation projects led by the Virtual Health team over the past three years.

The showcase brought together team members, cross-departmental colleagues, patient partners, and academics to share key insights, highlight successes and reflect on how evidence can inform and inspire future improvements in Virtual Health.

Fraser Health Virtual Care - Patient Experience

A client (from out of country with a language barrier), called in after visiting the Emergency Department. He was discharged after a treatment and due to technical issues, he did not receive the voicemail from the doctor containing important information. The Fraser Health Virtual Care nurse recognized this was a difficult situation to navigate and tried to get creative with helping the client find a solution. It was a long shot, but she was able to call the Emergency Department to have him transferred to a Physician at the Emergency Department who had treated the client. The nurse explained why she was calling and was able to pass on the relevant results, instructions, and monitoring parameters following an abnormal lab result back to the client. The nurse then sent a Fraser Health pulse Kudos to the Emergency Department Physician to try and build some positive feedback for future work.

Fraser Health Virtual Care Dietitian - Patient Experience

A 63-year-old female, was discharged from Surrey Memorial Hospital Emergency Department after a short 1-night stay. She had a long history of gastrointestinal concerns including irritable bowel syndrome, nausea, vomiting, and delayed emptying of stomach contents. This patient had never seen a Dietitian before as she had been incorrectly told she is not eligible.

A Fraser Health Virtual Care Registered Nurse flagged this patient during a discharge call and booked them in as soon as possible with the Fraser Health Virtual Care Registered Dietitian. Upon assessment, this patient was severely malnourished. The Fraser Health Virtual Care Registered Dietitian provided thorough nutrition education regarding dietary changes she could implement immediately to assist in managing her gastrointestinal symptoms as well as to promote weight restoration and treat malnutrition. Teaching about dehydration prevention and preparation of oral rehydration solutions was also reviewed. This patient was emailed nutrition handouts for her specific gastrointestinal conditions and referred onward to outpatient dietitian services for ongoing monitoring and follow up. This patient was extremely grateful and relieved to now be better supported, informed and connected after her encounter with the Fraser Health Virtual Care Registered Dietitian.