

Item 1

Fraser Health Together

Virtual Health Update
Digital Board Committee
February 20, 2024

Virtual Acute Care Delivery: Virtual Hospitalist

Impact of the Virtual Hospitalist Service

Admission of patients from the emergency department to a medical unit can now occur **2.5 hours faster**.



Physician Experience

100% Physician Satisfaction

↑ Efficiency

↓ Job-related stress

↑ Work-life Balance



Operational Efficiencies

↓ 2.5 hours consult to admit time
(from 6.3 → 3.9 hours)



Nursing Experience

No impact on nursing workload
Positive nurse feedback for
physician responsiveness, care
quality and communication

Virtual Acute Care Delivery: Virtual Emergency Physician Phase One

Improved operational efficiencies: The virtual physician can now place **treatment orders 3.1 times faster** than the onsite emergency room physician, 28 minutes compared to the onsite physician's 87 minutes.



Physician Experience

- 100% physician satisfaction
- 84% improvement in healthcare delivery efficiencies
- 86% reduction in job-related stress
- 86% increased work-life balance

Quantitative Outcomes

- Treatment order placed 3.1 times faster
- 3 quality improvement cycles
- 1613 charts reviewed
- 737 total orders written
- 18 average orders per day

Nursing Experience

- Positive feedback regarding physician responsiveness, communication and quality of care.
- Minimal increase in nursing workload.

Virtual Hospital (at home) Service

- Instead of being hospitalized in a traditional brick and mortar hospital, a **patient receives hospital level care in the comfort of their home**
- Care is primarily delivered virtually and supplemented by in-person services as clinically required
- Consideration of a patient's clinical requirements and personal factors is undertaken thoughtfully to determine their suitability for this service.
- Evidence-based benefits include:
 - Increased capacity for hospital level care in the region
 - Increased patient experience
 - Improved patient outcomes

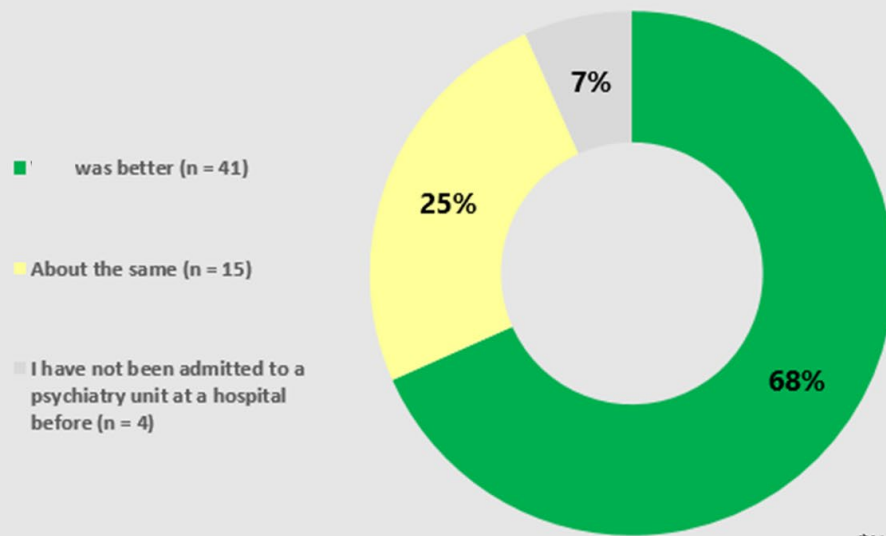
Components of a Virtual Hospital Service



Virtual Hospital Service

Virtual Psychiatry Unit has cared for over 200 patients to date.

Virtual Psychiatric Unit Patient Experience compared to staying in a hospital psychiatry unit



*N = 60 responses
No response was left blank

Growing the Virtual Hospital service

- The Virtual Hospital service can be appropriate for multiple patient populations, such as those with heart failure, respiratory infection and cellulitis
- In 2024 the Virtual Hospital Service will support additional virtual units for non-psychiatric patient populations

Fraser Health Virtual Care Patient Story

Fraser Health Virtual Care inbound calls and discharge follow-up service

A client was discharged from hospital after having a stroke. The nurse connected with the client to do a follow up discharge call. As part of the medication review in the discharge assessment, the client was asked if he was started on any new medications, in which he responded no. Upon further investigation, the nurse noticed the client was to start taking a blood thinner, a vital medication to his health and recovery. The client had seen the family doctor the day prior, and this medication error was not discovered. The nurse connected with the pharmacy to understand why the medication was not filled. She was told that because the prescription did not indicate this was a new medication, they assumed the client had supply at home. The nurse then connected with the family doctor's office and spoke with the office registered nurse who planned to connect with the family doctor to review the medications and submit a new prescription to the pharmacy. The client was updated on the plan and instructed to follow up with the pharmacy in one hour.

To ensure client safety, the nurse connected with multiple health care providers in the community. This thorough follow up assessment is so vital to assess the client's transition home.

Fraser Health Virtual Care Patient Story

Supporting discharge care to avoid potential emergency department visit

A client contacted Fraser Health Virtual Care via webchat with concerns about a drain he had in his abdomen due to a ruptured appendix. Because the concern was clinical in nature, the nurse contacted the client by phone to complete a thorough and personalized health assessment.

The client had the drain put in one week ago and was advised on discharge that the drain needed to be removed after seven days. The client was concerned because a week had passed, and he had not been contacted to have the drain removed. With the client's consent, the nurse did further investigation into the client's medical file. She discovered that the client needed to have a computed tomography scan done prior to having the drain removed. She contacted the imaging department and spoke with the receptionist. It was discovered that the client's appointment was not booked in error. The receptionist booked the client in for a same day scan and follow up appointment with the Interventional Radiology department to have the drain removed.

A clear plan was put in place to address the client's health needs.

Cardiac Remote Monitoring Testimonials

Promoting self-management of heart failure

A client had been a part of the Remote Patient Monitoring program since its launch in April 2023. At the time, she attributed many of her heart failure symptoms to her age and ethnicity.

At the beginning stages of her monitoring, she was contacted frequently by the clinicians as she often had abnormal biometric readings. The clinicians spent lots of time providing education to support her in managing her heart failure symptoms at home.

While on the program, she went away on vacation. Upon her return, she phoned the clinician and reported, "I finally get it! I know what I need to eat to keep my weight within normal range." She was pleased with her progress and felt that she was in control of her heart failure and knew how to manage it.

She unfortunately passed due to unrelated issues. When the clinicians reached out to her husband, he expressed his gratitude and indicated the client felt well supported and empowered to take control of her health.