

Fraser Health Together

The priorities at the  of our health system

Board Digital Health Committee

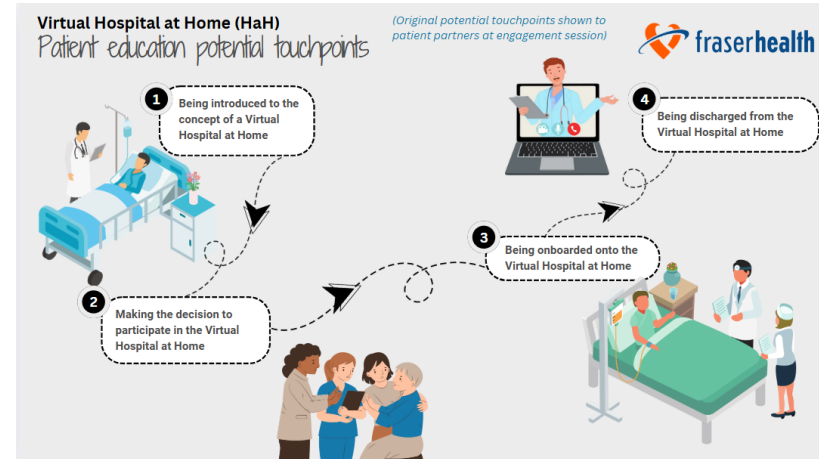
February 19, 2025

Virtual Hospital at Home – Patient Partner Engagement

The Fraser Health virtual health team facilitated a virtual patient partner engagement session to elicit feedback about the Virtual Hospital at Home service team's patient/essential care partner education and training at various touchpoints throughout the program. Seven patient partners provided their thoughts, ideas, suggestions around the following:

- What kind of education or training they are being provided at each touchpoint
- How this education or training is being provided/delivered
- Where additional information could be accessed
- How to create patient education and training that is inclusive, diverse, accessible and equitable

The patient partner feedback was immediately applied to a Virtual Hospital at Home patient information sheet; we added more visuals, removed certain sections of information that they did not find relevant, and added in a section about emergency response plans. We will continue to refer to the valuable patient partner feedback received from this engagement session as the patient education and training is designed and developed.



The 2024 Virtual Health Preferences and Access Survey, conducted across Fraser Health in July and August 2024, gathered insights from diverse communities using both online and in person methods in seven languages.

A total of 678 responses were collected, reflecting the diverse demographics of the Fraser Health population.

Findings will be used to guide future initiatives to improve adoption and accessibility.

Preliminary Findings*

- The digital divide poses challenges to equitable adoption of virtual health services.
- Patients prefer engagement portals that make it easy to view their health data and schedule appointments.
- Timely communication and in-person interactions with care team are key factors to choosing Virtual Hospital at Home.
- Respondents are generally supportive of Virtual Hospital at Home, but comfort levels vary across age groups and health conditions.
- Comfort with Artificial Intelligence (AI) varies across demographic groups.
- Tailoring communication strategies is key to meet the diverse needs of Fraser Health population.

**includes findings from preliminary analysis related to select virtual health topics demographics only. Further findings have been omitted for brevity.*

Fraser Health Virtual Care Stats

Total number of Connections with Clients	71,200
<i>Inbound Connections</i>	<i>27,200</i>
<i>Outbound Connections</i>	<i>44,000</i>
<i>Registered Dietician Connections</i>	<i>640</i>
Total number of Remote Patient Monitoring (RPM) patients enrolled	138

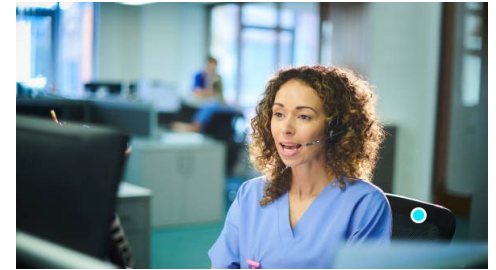
Acute Contact Centre Stats

Total number of Connections with Clients	1,155,070
<i>Codes called</i>	<i>6,179</i>
<i>On call requests</i>	<i>3,526</i>
<i>Police search requests</i>	<i>2,651</i>

Fraser Health Virtual Care - Patient Experience

This month's story comes from a Fraser Health staff member

This staff member had elderly parents that recently moved from 100 Mile House to Abbotsford. They had been without a local family doctor since they moved. The elderly parent had symptoms of a bladder infection, so called a pharmacist and was given a prescription for antibiotics. The symptoms persisted so they decided to call their family doctor, back in 100 Mile, who provided a different prescription. Unfortunately, the symptoms persisted, and they needed a urinalysis screening to receive specific antibiotic treatment. They called their family member, who works for Fraser Health, asking what to do next. They suggested that the client call Fraser Health Virtual Care. The client called in and the nurse was able to book an appointment for an inperson assessment, a urinalysis and the patient was provided with a prescription that cleared up all symptoms. This family was very grateful for the Fraser Health Virtual Care team and the excellent service they received.



Fraser Health Virtual Care Dietitian - Patient Experience

A 64-year old patient was discharged from Royal Columbian Hospital (RCH) with amyotrophic lateral sclerosis (ALS) and severe swallowing impairment. They underwent a feeding tube placement and was advised to infuse her tube feeds 24/7 after discharge and eat nothing by mouth due to high choking risk. This patient was still malnourished upon discharge due to prolonged poor nutritional intake and loss of 15 per cent her body weight without stabilization.

This patient's son was their care-taker, they had received a lot of new education prior to discharge but had many questions after they got home. The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) assessed this high nutrition risk patient 48 hours after discharge and found they were being inadequately fed which would have resulted in further weight loss and worsened malnutrition if continued. The Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) intervened and provided clarity on their nutrition plan and advice on how to adjust their tube feed schedule and feeding rate to increase nutrition intake, reduce feeding interruptions, improve convenience and safety of administration by eliminating the need to tube feed overnight in this patient's sleep. Other practical tube feeding questions were answered and monitoring parameters were further explained. Having timely access to the Fraser Health Virtual Care (FHVC) Registered Dietitian (RD) prevented worsened malnutrition and health outcomes for this patient and helped improve their quality of life while awaiting follow-up. This patient's son was extremely grateful for the easy access and timely Dietitian support.

**Need nutrition
guidance?**

Our Fraser Health Virtual Care service
now offers registered dietitian services.

Sonella Ramanaden, RD
Virtual Care Dietitian



Digital Front Door – AskFraser (v3)

- Performing User Acceptance Testing (UAT) on *Fraser*, ensuring it directs people appropriately to Fraser Health Virtual Care (FHVC).
- Exploring role of Fraser Health Virtual Care nurses as the ‘human in the loop’, supervising the Artificial Intelligence (AI).



Hippocratic AI discharge follow up calls.

- Performing User Acceptance Testing (UAT) on *Ingrid* for discharge calls, ensuring it performs as designed and escalates to a live Fraser Health Virtual Care nurse appropriately.
- Fraser Health Virtual Care nurses will also be answering high risk escalations for pre/post colonoscopy calls.

