

# Fraser Health Together

The priorities at the  of our health system

Board Digital Health Committee

November 20, 2024

# Virtual Hospital at Home - Digital Solutions

Digital solutions enable clinical teams to deliver seamless virtual care in a virtual acute care setting.

Digital solutions used:

MEDITECH® Expanse

Verto, a virtual visit solution that is integrated with Expanse and Microsoft Teams

Lime, a patient experience solution

DocuSign

Inventory system, solution built in-house to manage devices

Vivalink, a high intensity remote patient monitoring solution



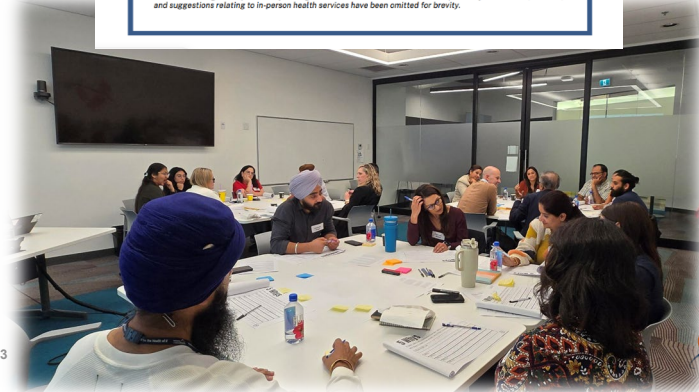
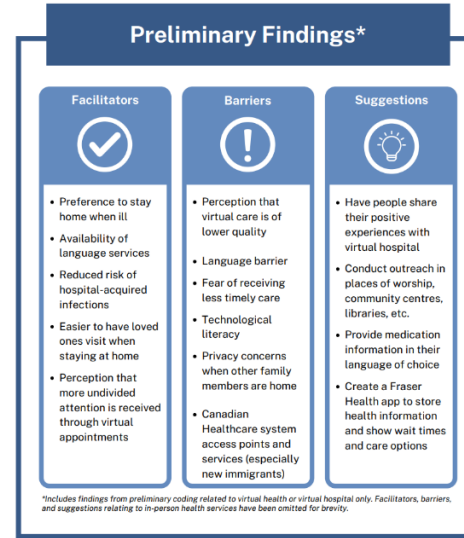
# Virtual Hospital at Home – Co-Design Approach

## South Asians for Equitable (SAFE) Virtual Care Project

The Fraser Health Virtual Health team co-facilitated an experience-based co-design session on September 26.

The session gathered more than 22 participants, including patient partners, health care providers and leaders. Using co-design methodologies session participants generated ideas for improving access of Virtual Hospital at Home Services for the South Asian Community.

Findings will be disseminated to stakeholders, Virtual Hospital at Home partners to inform Virtual Hospital at Home (VHaH) Service design to improve access for Fraser Health's South Asian community.



# Virtual Psychiatry Unit – Patient Experience

A 20-year-old male with no prior mental health history presented to a local community centre exhibiting early signs of psychosis. Due to the need for more intensive care than the community service could provide, he was redirected to the emergency room. The patient and his family expressed a desire to care for him at home. Consequently, he was referred to and admitted to the Virtual Psychiatry Unit, where he received prompt medication to alleviate his psychotic symptoms and worked on his recovery plan with the interdisciplinary team.

During his stay, the patient actively participated in occupational and recreation therapy services and regularly attended group sessions. Upon discharge, he and his family were connected to the Early Psychosis Intervention Program, where they were able to continue their care in community. They expressed immense gratitude for the support received during this challenging time and appreciated the ability to care for their loved one at home while benefiting from the 24-hour acute support provided by the team.



# Long-Term Care(LTC) Regional Virtual Provider Coverage

The long-term care (LTC) regional virtual provider service was successfully piloted with 93 per cent nurse satisfaction and willingness to use again and 91per cent of staff noting improved resident care.

In June 2024, the service was able to re-open all closed beds at St. Michaels within 24 hours of application being received.

Positive resident feedback highlighted the program's effectiveness.

## Testimonials

- Care community staff and Leadership: “It doesn’t feel virtual, we feel so connected with physician and clinical nurse specialist.”
- Nursing staff: “Easy to use and we don’t need to wait two weeks to see a doctor”
- Family member: Emotional and thankful to meet the physician and to be able to participate in their fathers' rounds.
- Physician: “I was able to meet with the resident and son and help make a care plan that prevented an emergency room transfer”.



# Fraser Health Virtual Care - Patient Experience

A middle-aged woman called into Fraser Health Virtual Care after work one evening. She had been experiencing symptoms of a urinary tract infection and was getting increasingly uncomfortable. Her family doctor's office was closed, and urgent primary care clinics were also full. This patient was calling to see which emergency room in Fraser Health had the shortest wait time, since her options for getting antibiotics were limited. When she called in, a Fraser Health Virtual Care (FHVC) nurse conducted an assessment and deemed that it was most likely a urinary tract infection. She informed the patient that pharmacists in B.C. can prescribe antibiotics for uncomplicated urinary tract infections. The nurse provided this patient with details for a nearby pharmacy. This patient was able to start antibiotic therapy to help alleviate symptoms from infection promptly and avoid a trip to the emergency department.



# Fraser Health Virtual Care Dietitian - Patient Experience

A 56-year old gentleman was discharged from Surrey Memorial Hospital (SMH) with liver failure. This patient was referred to the Fraser Health Virtual Care dietitian as they were discharged from hospital prior to receiving any nutrition education for assisting management of liver cirrhosis. This patient was a Syrian refugee, primarily Arabic speaking and reported feeling very overwhelmed by his new medical condition and additional social stressors. The virtual dietitian contacted this patient with the use of an Arabic translator over the phone and spent the time needed to clearly communicate how nutrition can impact his condition including how sodium intake can impact fluid accumulation. This patient was highly motivated to make dietary changes and was grateful for the nutrition education that he received in his own language. He was also provided the Ministry's contact information to inquire about any social support he may be eligible for and was thankful for the call and free dietitian support.

**Need nutrition guidance?**

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

Sonella Ramanaden, RD  
Virtual Care Dietitian