

Item 1

Fraser Health Together

Virtual Health Update
Digital Board Committee
June 18, 2024

Virtual Hospital at Home

- Currently in planning stages with Eagle Ridge Hospital for a future virtual hospital at home unit
- Led a workshop with Eagle Ridge Hospital physicians to identify the proposed unit design
- Developed a guiding Fraser Health framework for virtual hospital at home
 - This includes foundations such as patient and clinician experience aims, virtual hospital at home objectives, and clinical definitions



Example from the virtual hospital at home clinical framework

Patient feedback received regarding Virtual Psychiatry Unit

- "Being able to recover at home and have this level of care was invaluable to (their) overall experience and mental stability."
- Ninety-six (96) per cent of patients surveyed reported their overall quality of care in Virtual Psychiatry Unit as excellent or good.



Virtual Provider Services

The Virtual Most Responsible Physician, which includes virtual rounding functions, conducts patient care assessments via video visits. Onsite nursing staff play a crucial role as the 'hands' of the physician during these virtual interactions.

The Virtual Most Responsible Physician system offers flexibility for providers to take on additional shifts, which in turn allows them to attend to more patients.



This work is intended to improve timely assessment and admission by the appropriate clinical service for patients presenting to the emergency department.

Fraser Health Virtual Care - Patient Experience

Dad phoned Fraser Health Virtual Care after seeing the contact information on a hospital discharge pamphlet. At the time of his first call, baby was four days old. As most new parents, dad had several questions – jaundice concerns, how often and how much to feed baby, when to change diapers, etc. The Fraser Health Virtual Care nurse was able to take the time to provide a one-on-one education session with dad to provide him with all the information needed. Two days later, dad phoned again with similar questions. We can assume that most new parents are sleep deprived and may be forgetful. The nurse investigated the details of his initial call, reiterated the information and put dad at ease. He called again later that evening and spoke to a third nurse who provided further education and reinforcement. He was reassured and felt more confident and comfortable. It was rewarding for the nurses to see that this new dad felt that he could connect with Fraser Health Virtual Care as often as needed to provide him with the information he was seeking.

Cardiac Remote Monitoring - Patient Experience

A 65-year-old male was recently discharged from hospital and enrolled in the centralized remote monitoring program and was doing well at home. On one morning, the remote monitoring platform detected that the patient's heart rate was 141 beats per minute, triggering an alert. The patient was contacted by a remote monitoring nurse and had their heart rate rechecked. The patient reported not feeling "as well", and the monitoring clinician referred the patient to the emergency room where he was identified as being back in rapid atrial fibrillation and received cardioversion. The patient returned home afterwards. Less than three hours had passed between the patient arriving at the emergency department and returning home.

A 68-year-old female was discharged from hospital with congestive heart failure with preserved ejection fraction. This patient was enrolled into the centralized remote monitoring program and subsequently triggered alerts after gaining more than four pounds in two days. The patient was started on a Lasix medication plan and brought back to the heart function clinic for an urgent fluid assessment. Their medications were then appropriately adjusted, and the patient was successfully managed without a hospital admission.