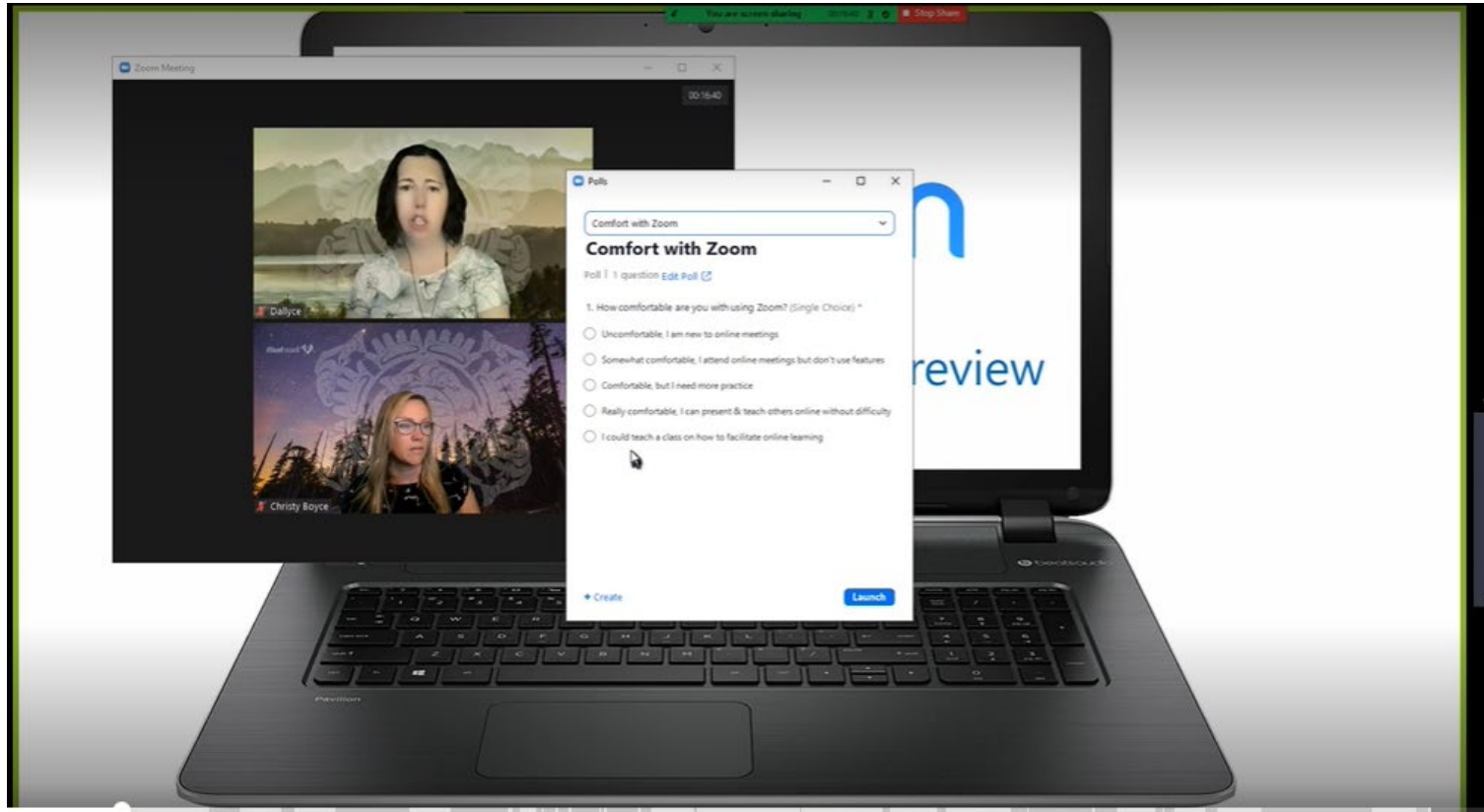


Appendix B: Virtual Health Program' Success Stories

Virtual Health Program	Success Stories
Virtual Hospital – Virtual Psychiatry Subacute Unit	<p>The first Virtual Hospital clinical unit successfully opened on September 20th with a team of committed, enthusiastic and fully trained staff and physicians. Strong partnership between Virtual Health, Health Informatics and Information Technology, and Mental Health and Substance Use programs has created an innovative virtual care model to provide safe, quality care to eligible patients in the comfort of their own home. Patient stories will be collected and shared.</p>
Fraser Health Virtual Care Nurse line	<p>This story highlights the importance of Fraser Health Virtual Care in providing education to patients regarding infectious diseases and working in close partnership with the regional Urgent and Primary Care Clinics to promote patient care.</p> <p>On September 12th a patient called after a recent exposure to Monkey Pox as they were experiencing lesions to many parts of their body; the patient reported experiencing pain and itchiness to their lesion sites. Using their assessment skills as well as the British Columbia Centre for Disease Control Monkey Pox guidelines, the nurse was able to determine that there was a high likelihood the patient had in fact contracted Monkey Pox and to arrange for the patient to be assessed by a physician at the Newton Urgent Care Clinic the same day. The nurse was also able to provide the patient with care guidelines regarding Monkey Pox, including indications when they would need to seek Emergency Care.</p>
Virtual Patient Education	<p>Virtual Health and the Kidney Care Clinics collaborated on developing a Virtual Transplant First patient education class. The first class was successfully launched on September 21st. The clinical teams reported that “it was truly a rewarding experience that not only gives us job satisfaction, [but] more importantly, it benefits patients and we can support them towards exploring living donor transplantation”. The clinical teams also commended Virtual Health on all the support, guidance, and expertise that was provided throughout the project and were thankful for the opportunity.</p>
Clinical Professional Practice and Education Program	<p>After presenting at the Public Sector Network’s Virtual Health and Human Services National Insights webinar in August, members of the Virtual Health team were engaged by several Ontario groups to congratulate us on our work to set solid practice foundations for our clinicians and on beginning the assessment of our Virtual Care service maturity using Digital Health Canada's Maturity Model. Those that reached out included representatives from Ontario's Ministry of Health, academic institutions, and health organizations; all wanting to collaborate on ways to reduce barriers to accessible care, share resources, and discuss considerations for new policies to improve patient access to virtual care.</p>

Virtual Patient Education: Transplant First

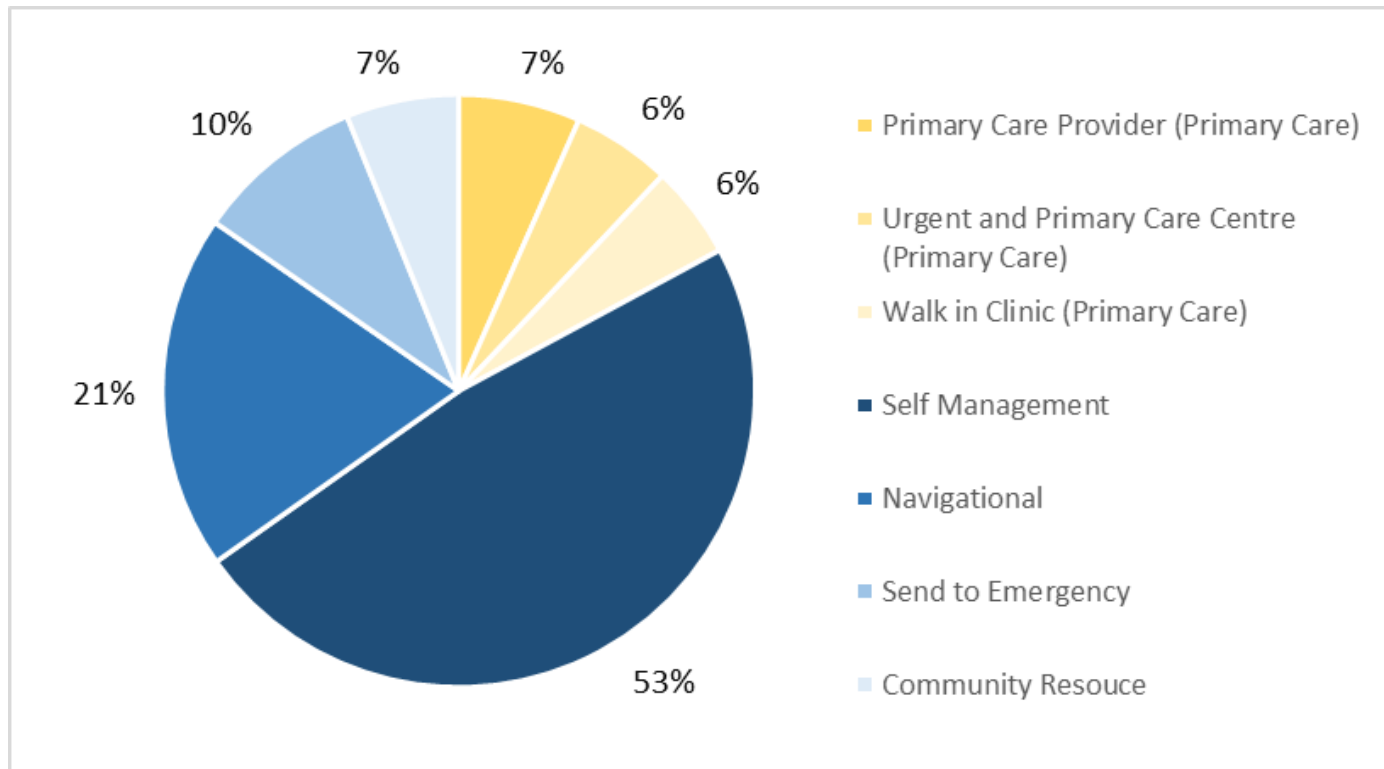
New program successfully launched in September.



Fraser Health Virtual Care

Result of calls

Fraser Health Virtual Care: Wrap-up codes



Based on 3,075 calls during 30-day period, August 25th to September 23rd

Only 10% directed to emergency services

19% of calls are directed to Primary Care services



53% supporting patient self-manage care