

# Fraser Health Together

Virtual Health Update  
Digital Board Committee  
April 25, 2023

# Virtual Psychiatry Unit Key Metrics

Data includes patients in Virtual Psychiatry Unit from September 20, 2022 to February 28, 2023.

## Results

**61** Patients admitted to Virtual Psychiatry Unit

**59** Patients discharged

**6** Patients transferred back to bricks and mortar hospital

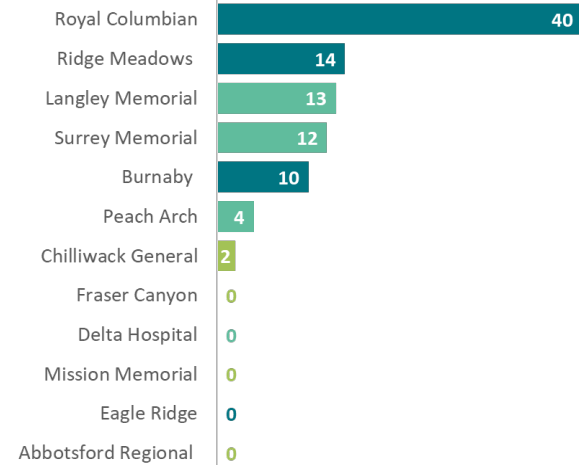
**15 days** Average length of stay

**74%** Female

**61%** of referrals have been accepted

**39%** of referrals have been declined

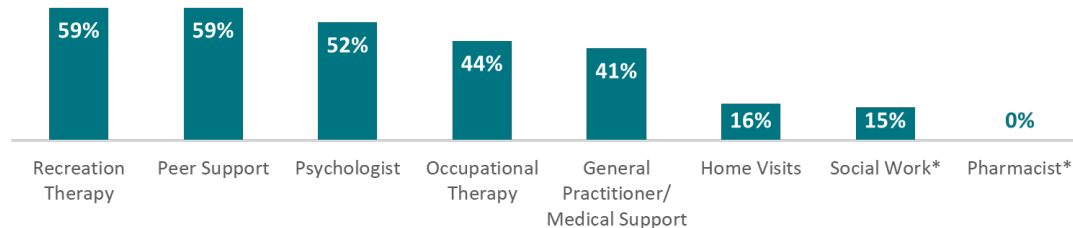
A majority of referrals have been received from hospitals in **Fraser North**, followed by **Fraser South**. Only 2 referrals have been received from **Fraser East**.



Two-thirds of referrals have been received from **Inpatient Psychiatry Units**, and one-third from **Emergency Departments**. No referrals have been received from Community Mental Health or Medical Units.



Most patients receive recreation therapy, peer support, and care from a psychologist.



\*Lack of Social Work and Pharmacist services due to recruitment challenges

# Virtual Psychiatric Unit

# Measuring the Impact Fraser Health Virtual Care

**Service background:** Fraser Health Virtual Care provides a discharge follow-up call to patients:

- At high-risk of returning to hospital (identified through evidence-based criteria),
- 48 hours post-discharge,
- To support patients with their transition from hospital to home by reinforcing discharge plans and troubleshooting problems.

## The Study:

A randomized controlled trial was designed to explore the impact of post-discharge calls on emergency department visits and hospital readmissions in the Fraser Health setting. This trial is the gold-standard for studying causal relationships as randomization eliminates much of the bias inherent in other study designs.

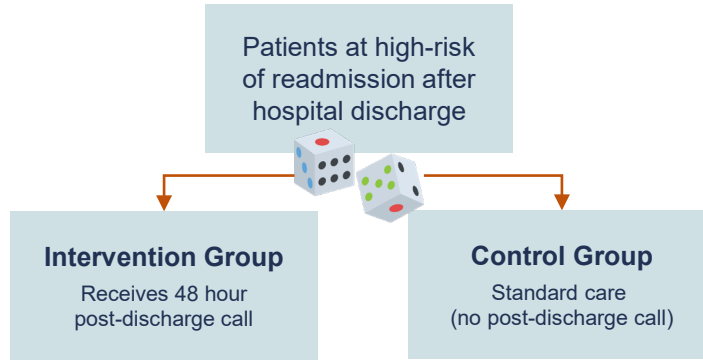
Eligible patients were randomized into two groups:

- Intervention Group received a post-discharge call, and
- Control Group did not receive post-discharge call.

The impact of post-discharge calls on emergency department visits and readmissions  
A randomized controlled research study

# Study Results

# Fraser Health Virtual Care



**7091** patients were enrolled by the end of the study



**3911 patients**



46% female  
54% male



68 years old  
(average age)



42% discharged from a Metro hospital  
58% from an Urban/Rural or Rural hospital



40% had a "gap" identified during the post-discharge call

**3180 patients**



49% female  
51% male



69 years old  
(average age)



44% discharged from a Metro hospital  
56% from an Urban/Rural or Rural hospital

**Outcomes of interest:**



**The impact of post-discharge calls on the number of emergency department visits is statistically significant!**

**Average number of emergency department visits per patient**

Intervention Group	<b>0.25</b>
Control Group	<b>0.28</b>

**10.7% less**

emergency department visits for patients that receive a post-discharge call within 32-days of hospital discharge



**95%**

The call I received from Fraser Health Virtual Care is a valuable service

**89%**

The call improved my understanding of my discharge instructions

**75%**

The call provided me with more confidence to manage my own health care

**54%**

The call provided additional information I did not receive at the hospital



**Data analysis underway...**