Fraser Health Together

Virtual Health Update
Digital Board Committee
April 25, 2023

fraserhealth
Better health. Best in health care.

Results

Virtual Psychiatric Unit

Virtual Psychiatry Unit Key Metrics

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

61 Patients admitted to Virtual Psychiatry Unit

59 Patients discharged

6 Patients transferred back to bricks and mortar hospital

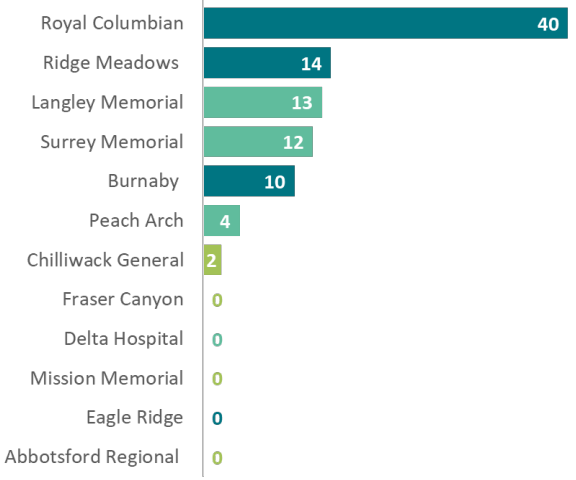
15 days Average length of stay

74% Female

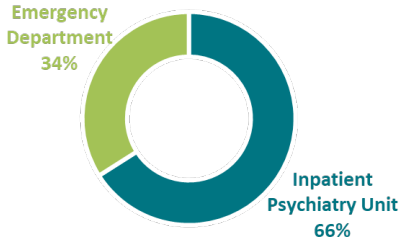
61% of referrals have been **accepted**

39% of referrals have been **declined**

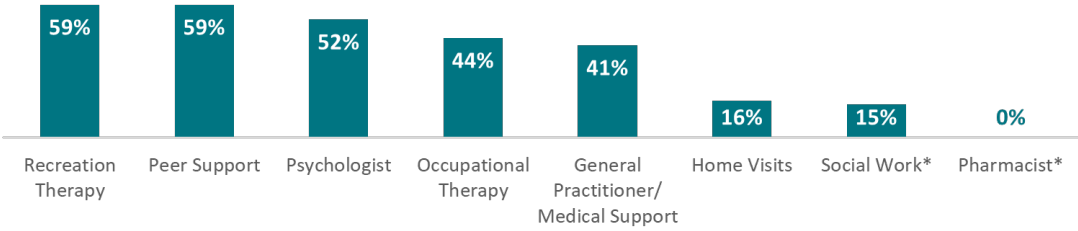
A majority of referrals have been received from hospitals in **Fraser North**, followed by **Fraser South**. Only 2 referrals have been received from **Fraser East**.



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*

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

Patients at high-risk of readmission after hospital discharge

Intervention Group
Receives 48 hour post-discharge call

Control Group
Standard care (no post-discharge call)

7091 patients were enrolled by the end of the study

Intervention Group	Control Group
3911 patients	**3180 patients**
46% female 54% male	49% female 51% male
68 years old (average age)	69 years old (average age)
42% discharged from a Metro hospital 58% from an Urban/ Rural or Rural hospital	44% discharged from a Metro hospital 56% from an Urban/ Rural or Rural hospital
40% had a "gap" identified during the post-discharge call	

Outcomes of interest:

- Emergency department visits
- Hospital readmissions
- Patient experience

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	**0.25**
Control Group	**0.28**

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…

Study launched May 2022; patient enrollment ended September 2022; data collection completed October 2022.

fraserhealth