

Item 1: Success Stories

Virtual Health Program	Success Stories
Fraser Health Virtual Care (FHVC) Patient Story	<p>Fraser Health Virtual Care (FHVC) Registered Nurse completed a post discharge call on a 75-year-old female admitted with congestive heart failure. The client had been on oxygen and weaned off oxygen prior to discharge. Forty-eight (48) hours after discharge the client's family member stated "When she's resting her oxygen levels are at 75-80 per cent". Further clinical assessment identified non-productive, cough, ongoing labored breathing with increased shortness of breath, leg swelling, more to the left leg compared to the right and limited mobility. Client denies oxygen supplementation or Community Respiratory Services involvement. Family stated "she ate something this morning, an egg and a piece of toast and all she wants to do is sleep, with no appetite, she's very tired". The client had an appointment booked with their General Practitioner (GP) in a few days. Fraser Health Virtual Care (FHVC) Registered Nurse advised client to go to the nearest emergency for further assessment due to low oxygen saturation and ++ shortness of breath. Client's family member states she is not agreeable to this, their mother is exhausted. Fraser Health Virtual Care (FHVC) Registered Nurse decided to call clients family physician directly and had a conversation with him. Physician informed Fraser Health Virtual Care (FHVC) Registered Nurse that he would call the client within 20 minutes for an assessment and for potential community respiratory service referral. General Practitioner (GP) agreed that the client should go to emergency department.</p>
Virtual Patient Education	<p>Since the implementation of the successful virtual patient education delivery, clinics can refer across sites. New West Diabetes Health Centre identified that they do not have enough Type 2 education class referrals to fill a five-week virtual class. Instead, they will continue to send referrals to another Diabetes Health Centre to teach clients virtually.</p> <p>The Burnaby Diabetes Health Centre is aiming to be leaders in delivering virtual diabetes care by teaching virtual diabetes self-management classes as well as beginning to offer one on one virtual video appointments (via Microsoft teams).</p>
Clinical & Professional Practice and Education	<p>Video Visit Simulation Toolkit was developed to allow clinicians to build skills for patient care over video. The lead for the Langley Simulation Toolkit Pilot team reported that the simulations sessions were well received and supports clinicians to practice video visits in a safe learning environment.</p>
Remote Patient Monitoring (RPM) in Rural/Remote Communities	<p>Client enrolled in the Chronic Disease Monitoring program for Congestive Heart Failure. The client was advised by the monitoring team to go to emergency and he was seen by an internist two days after the visit before being admitted into the Intensive Care Unit. He had a procedure and was recovering. The client expressed profound gratitude for "saving [his] life" as he would not have sought care without the monitoring team's advice. He is now more confident in managing his Congestive Heart Failure as he is very aware of what to monitor for his condition.</p>