

Appendix A: Virtual Psychiatric Unit

Patient and Provider Experience

Patient Experience

We recently had the opportunity of admitting two female patients in their 30's, both presenting to hospital with post-partum mental health conditions. These women were able to receive psychiatric inpatient supports, in the comfort of their homes. The virtual psychiatry unit interdisciplinary team were able to provide **interventions** which were **tailored to the new mothers'** schedules, **recognizing the unique challenges post-partum patients** may encounter.

Providing hospital grade care to these women within their own home helps to support the patients in their own recovery, and mental wellness. This type of virtual care has given them the much needed flexibility a new mom needs to respond to her baby's needs, all while balancing their home and family life. The women were very grateful to be at home with their new babies while being fully supported in their recovery.

Provider Experience - Registered Nurses

"Being a part of the Virtual Psychiatric Unit has been extremely rewarding. This program allows for patients to receive care in an innovative way, stepping away from conventional models of care. A patient shared with me how this program made them **feel safe** as it allowed for them to be in the **comfort of their home**, surrounded by their family and natural supports as they **focus on their recovery**. The response from patients in learning to use the technology and the progress they have made throughout their treatment has been overwhelming. I feel grateful to be a part of this new initiative and look forward to providing quality patient care through the Virtual Psychiatric Unit."

"Joining the Virtual Psychiatric Unit has been an experience like no other. Providing care in the virtual unit has proven to be **trauma-informed and recovery-focused** for our patients. I feel so proud and fortunate to be able to help our patients reach their recovery goals in the comfort of their own home and with the **support of their families** around them."

"I have been blown away by all the amazing hard work that has been invested into this program. Allowing patients to be in the comfort of their own home while being virtually supported by a Mental Health Team is game changing. From a nursing point of view, it's great to see an innovative program come to fruition."

"From the orientation period, the launch and working onward has been one of the most rewarding and enriching learning experiences in the mental health workforce. It is a most supportive work environment where leadership is receptive to questions, concerns, feedback and follow up on same. This is a team which ensures that work and furthering one's education is supported, the work culture and employee's overall wellbeing is nurtured and upheld."

"Providing care for patients in this forum has been a **positive learning experience** merging different backgrounds from in-patient, community, addictions, and emergency care to provide trauma-informed supportive care. Every day we have the opportunity to learn something new of how to **better care for our patients**."