

Office of Virtual Health | 2021 year in review

Strategic planning and capacity building

Driver	Deliverable	Impact
Strategic planning Capacity building	OVH Action and Ambition Plan endorsed for fiscal year.	Reconfirm the definition, ambition and foundational pillars of virtual health. Sets out 14 key deliverables that support three strategies to ensure OVH supports clinical service delivery programs in the use of virtual health and transformation of patient care delivery.
	Finalized the C&W Digital Health Research & Clinical implementation roadmap.	Building clinical program capacity to strategically transform health-care services through virtual health innovation.
	Represented B.C. in national Request for Proposal & Quote (RFPQ) process.	Collaborated with other provinces to assess vendors for virtual visits and Remote Patient Monitoring (RPM).

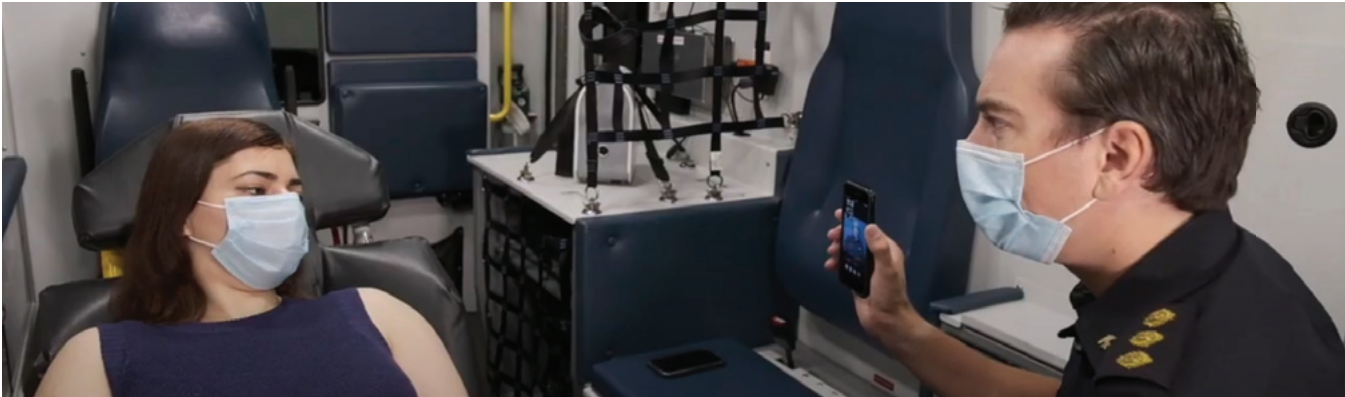
Collaborating with partners

Driver	Deliverable	Impact
Patient Partnership	Led a patient experience evaluation of Post-COVID Interdisciplinary Clinical Care Network.	Patient experience evaluation of post-COVID recovery clinics, including specific recommendation on the impact of virtual health.
	Initiated a patient/community partnership toolkit for OVH staff that is co-led by patients.	Strengthening patient and community partnership and leadership in virtual health to ensure safe, high-quality patient care.



Enabling increased access to virtual health for patients, families, health-care providers and physicians

Driver	Deliverable	Impact
New solution	Completed clinical requirements gathering for Clinical Digital Messaging (CDM) at C&W.	Ensuring comprehensive assessment and analysis of clinical needs across PHSA to enhance two-way communication between patients and families and staff and clinicians.
	Initiated the BC Cancer Kelowna RPM pilot.	Enhancing cancer care through effectively monitoring patients receiving immunotherapy and, prompt timely and appropriate patient intervention, support and education related to symptoms.
	Completed the CliniCall Video Consultations Phase 1 implementation at BCEHS.	Enhancing low-acuity pre-hospital care to improve system-wide access to emergency services.
	Implemented Clinical Digital Messaging pilots at two STI clinics.	Enhancing two-way communication between patients and families to support better outcomes for patients living with syphilis and HIV.
	Engaged with six regional partners to plan and test Clinical Digital Messaging pilot for toxic drug alerts (DOPhE).	Developing provincial impact to combat the opioid epidemic through low-touch tools.
	Successfully implemented Zoom Phone at the Compass Program with BCCH.	Enabling timely access to specialist services for community clinicians supporting B.C. children and youth with mental health and substance use concerns.
	Implemented digital assessment tool with data integration across five post-COVID recovery clinics for PC-ICCN.	Virtually enabled digital clinical assessment tool to support patient intake and clinical care planning across PHSA, Vancouver Coastal Health, Providence Health Care, Fraser Health, and Island Health.



Enabling increased access to virtual health for patients, families, health-care providers and physicians

Driver	Deliverable	Impact
Existing solution	Scaled SRFax across PHSA.	Enabled clinicians to send eFaxes for prescriptions, econsent, etc.
	Expanded Memora Health to BCCDC Syphilis Clinic.	Enabled texting between patients and clinicians.
	Supported Zoom "single sign on" (SSO) go live for Island Health.	Enabled more secure connection to Zoom for Island Health clinicians.
	Supported Zoom low-risk recording go live.	Enabled recording for low-risk situations such as Education.
	Led the implementation of SSO for Zoom for PHSA, PHC, and Island Health.	Increased security ensuring that only approved users of Zoom for Healthcare could access the system.
	Implemented a low tech (PHSA SFTP) way to integrate data from a solution to an EMR.	Streamlining processes to more effectively support clinicians.
	Partnered with STI group to support anonymous online testing program (Get Checked Online).	Improving safe and judgement-free patient-centered self-management and care for patients and families living with STIs.
	Completed an evaluation of Breaking Free Online at BCMHSUS looking at both individual and group-based implementations.	Improving safe and judgement-free patient-centered self-management and care for patients and families recovering from mental health and addictions.
	Preparation to implement BC Virtual Visit at STI clinics.	Enhancing safe, high-quality access to STI services.



Enabling greater equity of care

Driver	Deliverable	Impact
New solution	Digitalized the Post-COVID-19 Recovery Clinic questionnaire in five languages (English, Punjabi, Traditional and Simplified Chinese, Tagalog).	Enabling greater equity of care.
Existing solution	Continued to expand Video Remote Interpreting across PHSA including ASL for over 4,000 paramedics at BCEHS.	Addressing accessibility as a human right through access to safe, high-quality virtual health care for people with communication challenges and hearing loss.
	Supported the implementation of accessibility enhancements for Zoom for PHSA, PHC, and Island Health.	For patients who have Limited English Proficiency, are Deaf, Deaf-Blind or Hard of Hearing – enabled closed captioning, live transcribers and access to live interpreters.
	Community Paramedics – Home Health Monitoring Ministry of Health evaluation implemented.	Improving access to health care for people living in rural and remote communities of B.C.
	Developed a handbook/clinical practice guideline survey and completed final report for BCEHS.	Enhancing out-of-hospital care and decision-making for rural and remote communities of B.C.
	Implemented video enhancement for secondary triage and CliniCall consultations at BCEHS ensuring paramedics get “eyes on the patient” providing an additional layer of patient safety.	



Providing virtual health education and building core competencies

Driver	Deliverable	Impact
Education Training Knowledge translation	Developed and published four online courses on the LearningHub that has reached 496 learners to date (e.g. Zoom Online, Teladoc/BC Virtual Visit, SRFax, GoodSAM).	Increasing virtual health knowledge and competency across PHSA and province wide.
	Delivered live Zoom for Healthcare related training for over 400 participants.	Increasing staff and clinician competency to use and deliver high-quality virtual health visits. Facilitated knowledge translation through sharing best practices in virtual patient education programs.
	Enhanced support to clinical programs by developing robust and professionally designed templates, job aids, manuals and visual collateral.	Facilitates effective learning and successful change management for clinical adoption and integration of virtual health.
	Developed curriculum re-design services to include a virtual educational component (i.e. Educator Pathway Level 2, Shapedown BC).	Enhancing access to patient education programs through additional learning and delivery models. Building provincial capacity for educators to plan and deliver high quality education to staff and patients virtually.
	Implemented OVH internal learning tools.	Supporting OVH staff to develop virtual health capabilities through continued professional development and knowledge dissemination.

PHSA Office of Virtual Health
 Providing support for Zoom for Healthcare to:

Focus Mode Examples

Host (Parmeet's) or co/host's view in a meeting with the host and interpreter spotlighted:

Participant (John's) view in a meeting, when host and interpreter are spotlighted:

zoom Zoom for Healthcare created by Office of Virtual Health - Education, Effective date: March 10, 2022 Page • 102

Improving virtual health practice by developing related tools to support safe and high quality virtual health.

Driver	Deliverable	Impact
Practice Policy Education Training	Establishment of a PHSA working group to review and update the PHSA's Virtual Health Policy.	Provide direction for the safe and effective use of virtual health services across PHSA, support staff in the use of virtual health at PHSA and outline the responsibilities of staff, clinical leaders and OVH.
	Developed the Virtual Health Handbook to support clinical best practices related to virtual health.	Helps support PHSA staff to safely and appropriately provide virtual health as part of their practice.
	Developed draft evidence-based virtual health competencies to support safe, appropriate and effective virtual health delivery.	Equips health-care providers with the knowledge, skills, attitudes, and behaviours needed to safely, appropriately and effectively provide virtual health services to patients and their families.
Driver	Deliverable	Impact
New solution	Completed clinical requirements gathering for a perinatal and newborn health-care provider knowledge translation tool.	Knowledge translation tool to support a provincial standard of care for perinatal and newborn care.



Sharing knowledge, best practices and successes in virtual health at PHSA and beyond

Driver	Deliverable	Impact
New solution	Developed minimal viable product of a new virtual health ATLAS.	Knowledge translation tool which demonstrates an initial PHSA virtual health implementation across all clinical programs.
Driver	Deliverable	Impact
Knowledge translation	Co-created a virtual health evaluation toolkit and implemented the evaluation framework in several clinical areas.	Co-created evidence-based evaluation framework to improve consistent evaluation of virtual health implementation.
	Conducted a health economic research synthesis.	Systematic review and recommendation to improve rigor in understanding the economic impact of virtual health.
	Conducted a review of virtual TIA stroke services in B.C. along with recommendations.	Comprehensive review and recommendation of virtual TIA stroke services in B.C., including recommendations.
	Development of enhanced data and analytics capabilities to report on virtual health adoption and integration.	Development of enhanced data and analytics capabilities to capture and report on virtual health adoption and integration.

4 patient stories
5 pecha kuchas
9 virtual booths
12 partner presentations

Our Team
 Annie Logie, Paul Watson, Yury Maloyk, Helen Chu, Demark Stiel, Julia Wei, Janet Williams

COVID-19 PPE Effect in Communication
 • PLS, OVH and BCEHS partnered up to implement a new standard of accessibility in our health care system by ensuring our DOBIM patients are getting equal access to emergency care.
 • In an emergency, having the ability to communicate clearly and rapidly with paramedic can make the difference between life and death.
 • The VRI app helped remove language barriers during these crucial moments for DOBIM patients and bystanders.

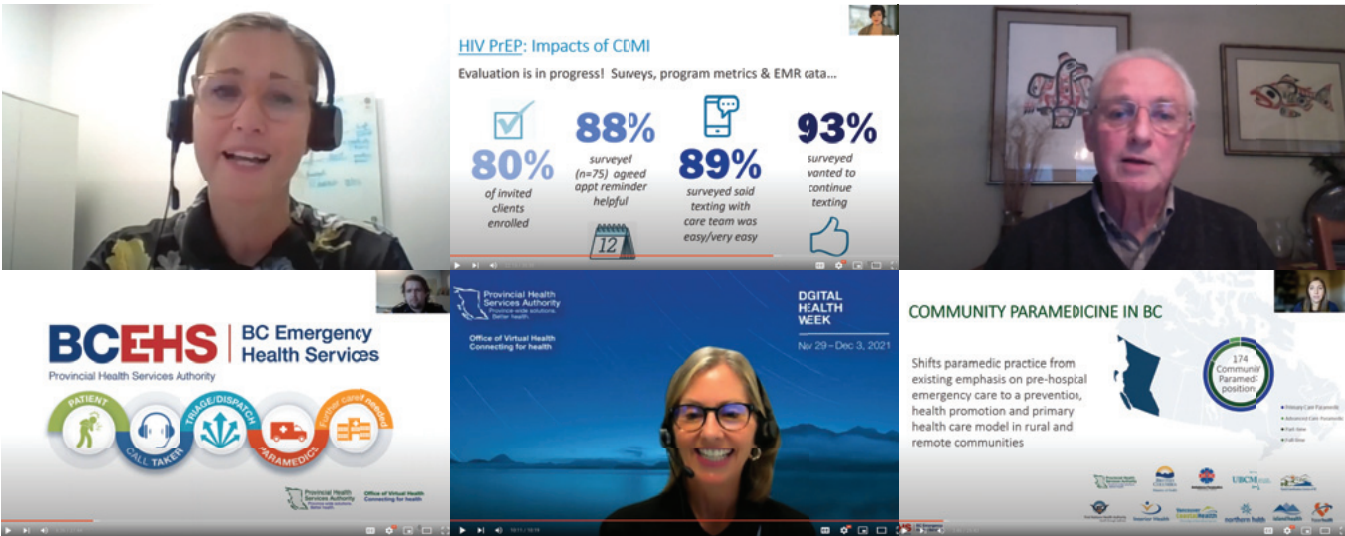
95%
 said they were satisfied or very satisfied with the overall experience

On Behalf of Systems Enablers Partnership
 Mehdi Dibaji, Steven Brown, Tolu Oloruntimehin

15 booth reps
34 speakers
88 registrants

Sharing knowledge, best practices and successes in virtual health at PHSA and beyond

Driver	Deliverable	Impact
Knowledge translation Education Communications	Digital Health Canada: eHealth May 2022 – nine abstract submissions.	External knowledge translation conference to demonstrate and showcase digital and virtual health innovations, successes, and learnings.
	2022 Quality Forum – five abstract submissions.	External knowledge translation conference to demonstrate and showcase clinical quality improvement through virtual health care transformation in B.C.
	Successfully coordinated and celebrated Digital Health Week 2021 with a total of 184 attendees and 34 speakers over a four-day virtual event.	Internal knowledge translation conference to demonstrate and showcase digital and virtual health innovations, successes, and learnings at PHSA and province wide.
	Zoom for Healthcare page views: 2021: 198,172 vs. 2020: 89,066	Improving access to best practices in delivering safe, high-quality virtual health visits.
	One million virtual health visits communications campaign Media results: CBC radio interview with Emily Hamilton Digital Health Week: Article views: 350 Social impressions: 7,301	Sharing virtual health successes province wide to support continuous health-care improvement and transformation.



Supporting OVH team members during rapid team growth

Driver	Deliverable	Impact
Education	Developed an OVH Orientation package.	Establishing best practices in onboarding for successful team integration and growth.
Training	Insights training completed for all OVH Team members.	Foster teamwork and collaboration.
Operations	OVH Human Resources pre-hire process developed & implemented.	Development of the pre-hire process is improving our ability to track new hires against the original OVH business case and is improving reporting to PHSA business planning.
	The OVH team successfully grew by 41 new positions in FY21/22.	Ensure OVH has capacity and is positioned to provide support and training required for growing number of initiatives.

