



OVH 2020 YEAR IN REVIEW

2020 was a very busy year at the Office of Virtual Health! Here are just a few of the highlights.

Provincial collaboration

- We began (and continue) working closely with leaders across the province in working groups and steering committees to further virtual health initiatives

Virtual health visits

- From April 2020 to February 2021, there were 699,418 cumulative virtual health visits in B.C.
- Zoom for Healthcare: provisioned more than 25,193 licences
- Gained support from all health authorities to establish a provincial virtual health visit solution (vendor is Teladoc, branded for BC use as BC Virtual Visit)
- Video Remote Interpreter saw major expansion across the province

Remote Patient Monitoring (RPM)

- In collaboration with the BC Ministry of Health, PHSA co-leads the RPM provincial working group. RPM has rapidly expanded across the province to enable monitoring COVID-19 cases and contacts, and those with pre-existing conditions to ensure they receive the care they need

Canada Health Infoway provided \$3.3 million to the province to ensure citizens can continue accessing virtual health. Read more on page 2!

The BC Ministry of Health approved a business case submitted by OVH to evolve and enhance virtual health in B.C.



This issue:

OVH 2020 year in review

PAGE 01

Update on Canada Health Infoway funded initiatives

Education initiatives

Virtual health: Good news stories

PAGE 02

Updates on virtual health initiatives

PAGE 03

Team news

PAGE 04



#officeofvirtualhealth



FEDERAL FUNDING ENSURES CONTINUED ACCESS TO VIRTUAL HEALTH

FUNDING FROM CANADA HEALTH INFOWAY

In April PHSA entered a contractual agreement with federally funded non-profit Canada Health Infoway, which provided \$3.3 million to the province to ensure B.C. citizens can continue accessing virtual health.

Thanks to the funding and provincial collaboration, we've seen a number of significant achievements across the province.

- Surpassed all Infoway project milestones identified in the agreement:
 - Virtual health visits provider users: **25,193 (as of Feb. 28, 2021) 140 per cent of Infoway target**
 - Number of virtual health visits sessions: **699,418 (as of Feb. 28, 2021)**
 - Citizen users: **349,709 (as of Feb. 28, 2021), 233 per cent of Infoway target**
 - Remote Patient Monitoring patient users (COVID-19 on TELUS HHM): **14, 230 (as of Feb. 28, 2021) 949 per cent of Infoway target**
 - RPM patient users (Chronic Disease Management on TELUS HHM): **696 (as of Jan. 31 2021)**
- Provincial alignment and coordination in relation to virtual health visits and remote patient monitoring deployments across B.C., has resulted in increased expansion of solutions and faster implementation times
- Developed a temporary citizen support desk to support patients in their use of virtual health visit tools

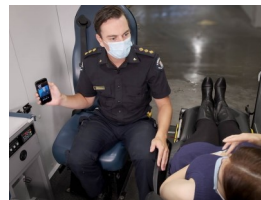
EDUCATION INITIATIVES

The education team at OVH promotes understanding and knowledge of virtual health and tools with online Zoom training, education and training materials and patient resources

What's new

- Zoom for Virtual Health Visits Manual (comprehensive user guide), will be released in March
- Virtual health education needs assessment across clinical programs
- A poll from January's Zoom online training showed 100% of the participants (from the provincial Zoom instance) found the session helped them improve their general use of Zoom. (n=30). The poll from February's training had the same results: 100% of participants found the session improved their use of Zoom (n=56).

VIRTUAL HEALTH STORIES



PHSA teams collaborate to launch app that connects paramedics to interpreters serving Deaf, Deaf-Blind and Hard of Hearing.

Read the [full story](#).



Collaboration of PHSA leaders with B.C. health sector leaders contributes to transformation of care delivery.

Read the full story: [Part 1](#) and [part 2](#).



ACTIVE VIRTUAL HEALTH INITIATIVES

PHSA PROGRAMS

BC Centre for Disease Control
Provincial Health Services Authority

Clinical Digital Messaging

- User Acceptance Testing completed with the Sexually Transmitted Infections clinic in Feb 2021
- Sexually Transmitted Infections clinic is going live in March 2021

BC MENTAL HEALTH & SUBSTANCE USE SERVICES
Provincial Health Services Authority

Clinical Digital Messaging

- Forensic Regional Community Clinics went live in Dec 2020 to facilitate text messaging with clients
- Community Transition Team clinics: User Acceptance Testing completed in Jan 2021, and went live Feb 2021

BC CANCER
Provincial Health Services Authority

Remote Patient Monitoring

- BC Cancer-Victoria patients receiving chemotherapy and radiation therapy for head and neck or lung cancer are now able to be monitored at home
- First patient has completed the monitoring program with positive feedback. Efforts are ongoing to identify more patients for the program.

BC WOMEN'S HOSPITAL+ HEALTH CENTRE
Provincial Health Services Authority

Remote Patient Monitoring

- Diabetes in Pregnancy clinic: OneTouch Reveal working well in the clinic. 79 patients enrolled from the first 7-weeks of go-live.
- A total of 6,588 readings have been synced via Bluetooth integration as of Dec 10; Bluetooth rate remain 98%, exceeding target

Video Remote Interpreter (VRI)

- VRI is used in BC Children's Hospital and BC Cancer (Vancouver, Surrey, Abbotsford, Victoria and Kelowna). The main focus of this phase of the project at BC Cancer is to create more awareness of the tool and encourage staff to use VRI for most of the scheduled appointments under 30 minutes. VRI is also used at the tuberculosis clinics at BCCDC.
- American Sign Language (ASL) VRI app is used for Deaf and Hard-of-Hearing patients at BCEHS accessible through iPhones equipped in all ambulances.
- Reports show significant improvement in communication between providers and patients, reduction in time spent in health care services, and achievement of cost efficiency of interpreting services.
- The VRI expansion project includes collaborating with regional health authorities to introduce and enhance VRI service.



PROVINCIAL

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



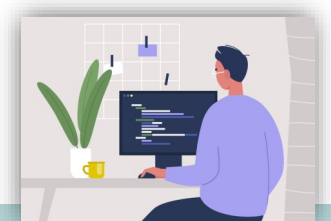
Virtual health visits

- Zoom for Healthcare has been successfully scaled-up and is being transitioned from a project into a sustained operation
- Over 25,100 licences provisioned to health care providers across B.C. since March 2020
- A major part of this project is being financially supported by funding from Canada Health Infoway

WANT MORE INFO?

Check out the [OVH webpage](#) for helpful info on accessing virtual health services from the patient and clinician side.

Read articles about our projects and good news stories on the [News, Updates and Events page](#).





TEAM NEWS

ANNOUNCING AWARD WINNERS ON OUR TEAM

Congratulations to Kathy Steegstra, Senior Provincial Executive Director Virtual Health and Trauma Services BC, and Pooja Patel, manager, Office of Virtual Health for winning the **2020 Digital Health Executive of the Year Award** and the **2020 Emerging Leader** award, respectively, from **Digital Health Canada**.

The Digital Health Executive of the Year Award recognizes an executive whose outstanding contributions as a leader have helped advance digital health in Canada. In her role as Senior Provincial Executive Director, Kathy has built the Office of Virtual Health (OVH), a team that provides strategic leadership, project and change management support to clinical programs that have a need to integrate virtual health into their service offerings. Kathy's team has built models and processes for integrating virtual health that have been shared across Canada.

Read more [here](#).

The Emerging Leader in Health Award recognizes individuals who are in the first five years of a digital health career and have demonstrated leadership and achieved early success. Pooja works with a variety of clinical teams across the Provincial Health Services Authority, thus far including work with over 10 clinical teams in 15 locations across B.C. Her current focus is Clinical Digital Messaging, enabling text communication between patients and their clinical providers.

Read more [here](#).

Congratulations to Shaila Jiwa, recipient of the **Canadian College of Health Leaders 2021 Human Spirit Award** in the National Awards Program's individual awards category. The award recognizes Shaila's work in her previous role as Senior Practice Lead for Provincial Tuberculosis Services at the BC Centre for Disease Control.

Read more [here](#).



Kathy Steegstra



Pooja Patel



Shaila Jiwa

OUR TEAM CONTINUES TO GROW

We're thrilled to welcome new members to our team!

- Amir Rasheed, senior director, Provincial Partnerships and Clinical Innovation
- Drew Binette, senior clinical leader
- Joyce Chan, coordinator
- Annie Chen, specialist
- Mehdi Dibaji, leader, Virtual Health
- Cecilia Kim, leader, Clinical Education
- Christa Klingensmith, program assistant
- Tracy Lam, specialist, Learning and Development
- Ryan Lee, specialist
- Marlee McGuire, implementation scientist
- John Xu, specialist, Business Intelligence
- Amelie Darblade, leader, Virtual Health
- Shaila Jiwa, senior practice leader

