

Provincial Virtual Health Fiscal 2023/24 Year in Review





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Introduction

The Provincial Digital Health and Information Services (PDHIS) portfolio was formed in July 2022 to digitally and virtually enable our B.C. health system more effectively. The purpose of PDHIS is to deliver timely, reliable and equitable access to trusted information and services that support quality health care delivery and patient outcomes; while continuously innovating and improving our products, services, partner relationships and team culture. Our vision is to advance a quality, learning health system in collaboration with our partners, care providers and patients.

In late 2023, the Office of Virtual Health adopted the new name “Provincial Virtual Health” to reflect the growing scope of our work in the delivery and management of virtual health across Provincial Health Services Authority (PHSA) and the B.C. health sector.

As a valued member of the PDHIS portfolio, Provincial Virtual Health (PVH) owns the delivery and management of virtual health, and provides strategic direction on virtual health initiatives at PHSA and across the health sector.

A distinguishing feature of PVH is the clinical focus we bring to our initiatives, enabled largely by the strong clinical expertise of our team members. PVH works directly with clinical teams in direct-care delivery programs to provide leadership, guidance and support as they integrate virtual health into their services.

Acting as a clinical advocate and voice for our partners, PVH ensures that the needs of health care providers and patients are at the forefront of virtual health solutions. We also collaborate with partners at PHSA and B.C. health authorities to support provincial priorities. We are proud to work in response to patient and provider requests for improved access and experience, along with PHSA’s mandate to deliver virtual health, and to clinical programs’ increasing priority to deliver more services virtually.

PVH plays a critical role as a facilitator and connector, bridging the gap between patients, providers, and the right teams within PDHIS and provincially. In this way, PVH is transforming the way patients can receive services and information, enabling them to connect with their providers from any place at any time. PVH is promoting the B.C. Digital Health Strategy to advance the goal of a digitally enabled health system trusted by all who use it.

Throughout 2023, PVH was honoured to work with partners at PHSA and across the province on initiatives that support populations identified as priorities by the health sector and Ministry of Health: Indigenous care, primary care, hospital services, seniors care, cancer care, Mental Health and Substance Use Services, and transport. Together we are transforming the health care system and bringing care closer to home.

Digital Health and Information Services

During the fiscal 2023-24, a number of team members transitioned from the PVH team to other teams within the PDHIS portfolio. The move aligned the team members more appropriately with the focus of their work. Several projects in this report were initiated with PVH and collaboration continued following the team members’ transition to other PDHIS teams. These projects are denoted with an asterisk.

Provincial Virtual Health Leadership Committee

The Provincial Virtual Health Leadership Committee (PVHLC) aims to address current state challenges by overseeing a provincially coordinated approach to virtual health aligned with provincial strategic objectives. It also aims to improve provincial coordination of virtual health solutions and services integrated within hybrid models of care to deliver value to citizens, caregivers, providers and the health system.

The committee is comprised of executives from the Provincial Virtual Health team and Associate/Assistant Deputy Ministers from the BC Ministry of Health.

Provincial Virtual Health Collaborative

The Provincial Virtual Health Collaborative (PVHC) is a group with broad representation from across BC's health sector, focused on helping its members stay informed of virtual health priorities and initiatives occurring across the province, and identifying opportunities for provincial collaboration and knowledge sharing. The aim of PVHC is to increase visibility into innovative, novel, or potentially provincially scalable models of care being piloted in local or regional settings and foster active participation in a province-wide learning health system, through the sharing of research, evidence, and outcome data from virtual health initiatives active in different health organizations across the province.

The Collaborative is comprised of senior leaders from health authorities and health entities across the province.



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

Deliverable	Driver	Service area	Impact
<p>Microsoft Teams limited release production</p> <p>* Transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS</p>	New solution Capacity building	BC Mental Health and Substance Use Services (BCMHSUS) Forensic Psychiatry Services	Enabling forensic psychiatrists to provide services effectively and safely, while testing the utility of Microsoft Teams in forensic contexts.
<p>Zoom for Healthcare Single Sign On</p> <p>* Transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS</p>	Existing solution Operations	BC Cancer BC Women's Hospital Doctors of BC HealthLink BC Foundry BC	<p>Improving ease of use and fulfilling risk-mitigation imperative given by IMITS Security.</p> <p>From January 1, 2023 to December 31, 2023:</p> <ul style="list-style-type: none"> • 9,000+ active users per month across the province (on average) • 62,000+ virtual health activities per month across the province (on average) • Zoom for Healthcare share of provincial synchronous virtual health activities was 96%
Telephone nursing line	Education Training Capacity building	BC Cancer	Build virtual competency of nurses to enable them to support patients via nursing telephone line.
Secure file transfer	New solution Capacity building	BC Children's Motion lab Neonatal follow up clinic	Saving time and cost of travel to the clinic by implementing a solution for video recording of a motor assessment done on infants at home by parents/caregivers.
electronic Antenatal Record (eANR)	New solution	Perinatal Services BC	Standardized and integrated electronic version of the Antenatal Record for pregnancy data sharing across the province. Can be shared easily between care providers and with patients.
<p>MyGuide Long COVID</p> <p>* Transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS</p>	New solution	Post COVID Interdisciplinary Clinical Care Network (PC-ICCN)	<p>An asynchronous online tool to help persons with Long COVID and their care providers self-manage symptoms, with symptom-specific information tailored to each visitor.</p> <p>From August 10, 2023 to December 31, 2023:</p> <ul style="list-style-type: none"> • 3,500+ website visitors across the province • 400+ resource documents downloaded • Engagement rate of 54% on the MyGuide Long COVID website: 54% of visits to the MyGuide Long COVID website involved visitors reading content, visiting other pages on the website, or other forms of engagement

"All online users have to do is respond to a simple questionnaire. Following this, they'll receive customized symptom-specific care plans and resources based their entries to help manage their long-COVID symptoms."

Michelle Malbeuf, network director, Post COVID Interdisciplinary Clinical Care Network

Deliverable	Driver	Service area	Impact
Zoom Phone for patient communication	New solution	BC Cancer	Assisted in implementing a technology to enable efficient communication between patients and care coordinating teams.
PICU/NICU video-to-video clinical support	Communication Improved clinical decision making	BC Children's Hospital BC Women's Hospital BC Emergency Health Services Child Health BC Perinatal Services BC	Updating and improving the workflow of BC Children's PICU transport advisors to utilize video conferencing to improve assessment and connection with providers across B.C. to support transport decisions for critically ill children. Went live in the BC Women's NICU so neonatology transport advisors could also utilize video conferencing to improve assessment and transport decisions.

Collaborating with partners

Deliverable	Driver	Service area	Impact
Call Bell Request for Proposal	New solution	B.C. regional health authorities Patient Engagement	Identify a solution to support automatic and/or patient-initiated alerts in the moment without having to be within reach of the phone or know/remember who to call when in need.
BC Virtual Visit Provincial Working Group * Transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS	Existing solution Operations	PHSA Providence Healthcare (PHC) Vancouver Coastal Health (VCH) Northern Health (NH) Island Health Interior Health	Leading the provincial instance of Teladoc Solo across six health authorities by improving processes and implementing system enhancements. From January 1, 2023 to December 31, 2023: <ul style="list-style-type: none"> • 300+ active users per month across the province (on average) • 2,300+ virtual health activities per month across the province (on average) • BCVV share of provincial synchronous virtual health activities was 4%
Get Checked Online * Transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS	Existing solution	BC Centre for Disease Control: STI Clinic	Conducted deep dive evaluation of online clinic in collaboration with BCCDC.
<p><i>“Get Checked Online empowers people to take their sexual health care into their own hands. They can test when they want and how they want.”</i></p> <p>Devon Haag, digital public health manager, Clinical Prevention Services (CPS), BCCDC</p>			
Provincial Virtual Health Collaborative	Communication Knowledge exchange	PHSA B.C. health authorities Rural Coordination Centre of B.C. (RCCBC) Doctors of BC HealthLink BC B.C. Ministry of Health	Established a Provincial Virtual Health Collaborative to foster collaboration across B.C. with a goal to increase visibility into innovative, novel, or potentially scalable models of care being piloted in local or regional settings. The group shares research, evidence and outcome data from virtual health initiatives active in different health organizations across the province.
Episodic Virtual Care	Capacity building	Ministry of Health PHSA	Work is underway to augment existing primary care services and address gaps in areas with limited access to primary care. The aim is to enhance capacity to episodic primary care services for unattached patients and more timely access to primary care for attached patients.
Hybrid Model of Care	Capacity building	PHSA Interior Health	Developing a hybrid model of care to support Emergency Department and Inpatient care at Cariboo Memorial Hospital to address ongoing physician shortages.

Deliverable	Driver	Service area	Impact
Hybrid Model of Care Provincial Framework	Capacity building	B.C. Ministry of Health B.C. health authorities	Developing a provincial hybrid model of care framework that can be applied to hospitals across British Columbia to support emergency department and inpatient care.
<p><i>“I’ve had the opportunity to work on several provincial virtual health projects, collaborating with partners across the province and working on large scale, impactful initiatives. PHSA’s values of equity and innovation really align with my own and I’m proud to work with such dedicated and passionate team members to deliver patient-centred care.”</i></p> <p>Saara Rajan, leader, Partnerships and System Enablers, Provincial Virtual Health</p>			
Urgent Virtual Care Coordination	Capacity building	B.C. Ministry of Health PHSA BC Emergency Health Services (BCEHS) HealthLink BC Regional health authorities	Deliver a virtual urgent triage, assessment and care coordination pathway that is integrated, easy to navigate and provides patients with respectful, culturally safe care in the right place, at the right time, with the right provider.
HealthLink BC current state assessment	Capacity building	HealthLink BC	Conducted a thorough assessment of the current state of HealthLink BC their nursing and other services to identify opportunities for improved use of virtual health.

Providing virtual health education and building core competencies

Deliverable	Driver	Service area	Impact
Partnering for Appropriate Virtual Care collaborative	Communication Capacity building	Collaboration with Provincial Language Services led by Healthcare Excellence Canada	Support linguistically diverse equity in virtual care. Create an appropriateness in virtual care resource for patients and health care providers and increase access to virtual care for people with communication challenges.
Zoom for Healthcare	Existing solution Education	Provincial	Supporting education to inform practice and patient care.
Tech Tuesdays: Canva Design	Existing solution Education	PHSA	Supporting education to inform practice and patient care.
Patient and Community Partnership Toolkit (PCPT) – Phase 3	Education Training Patient partnership	Provincial	Planning for knowledge translation and integration with PHSA Patient Experience and Partnerships work.
PHSA Patient Experience and Partnerships Symposium	Education Training Patient partnership	Provincial	Connect with partner agencies, patient and community partners to share knowledge and best practice.
PHSA Patient Experience Steering Committee	Education Training Patient partnership	PHSA Province	Discuss and develop patient partnerships, engagement initiatives, and patient partner groups.
Intro to Digital Health Literacy course	Education Training Patient partnership	PHSA Province	Supporting all PHSA staff (clinical and non-clinical), health care providers and physicians with interactive course to build knowledge and skills to stay in step with the rapidly evolving digital health landscape.
Intro to Virtual Health Practice course	Education Training Patient partnership	PHSA and provincial	Course designed with patient feedback to help clinicians provide equitable and culturally safe virtual health care.
Virtual Health Competency Framework	Education Training Patient partnership	PHSA B.C. health authorities	Foundational practice resource that can support all PHSA health care providers to deliver safe, appropriate and effective virtual health.

“I want to help remove the barriers, be it language, mental health support, respite, anything I can offer, even if to one person, I want to help.”

Ani Khoudian, patient partner on the PVH virtual health competency framework project

Deliverable	Driver	Service area	Impact
Chronic Complex Diseases Program: Education Principles Workshop Series	Education Training	BC Children's and Women's Hospital: Chronic Complex Diseases Program	Facilitated a workshop series for clinicians to develop a broad range of skills and knowledge related to designing and delivering effective education online to patients.
Shapedown BC Virtual Curriculum Re-Design	Education Training Patient partnership	Housed at BC Children's and Women's Hospital, delivered regionally from multiple sites	Led the re-design of a virtual curriculum for teenagers and their families, while enhancing facilitators' educator practice in designing and delivering online learning.
Provincial Virtual Patient Education Toolkit	Education Training Patient partnership	Provincial	Create a toolkit supporting health care providers and staff in delivering high quality patient education online.



Improving virtual health practice

Deliverable	Driver	Service area	Impact
Provincial Virtual Health Practice and Education Strategy	Practice Education	Provincial	The development of a comprehensive virtual health practice and education strategy to ensure equitable capacity-building across clinical programs, clinical professionals and supporting staff, and beyond. This will include learning pathways, including health care providers, clinical programs and patients and families.
Evaluation Framework Toolkit	Practice	PHSA	Validated the provincial evaluation framework toolkit by implementing it in clinical virtual health initiatives and integrating health economics.
Digital and virtual health Indigenous evaluation methodology project	Practice	First Nations Health Authority Interior Health Knowledge Keeper Partners	Integrated Indigenous evaluation methods and metrics/indicators relevant to Indigenous communities into digital and virtual health evaluation practice.
Provincial Mental Health and Substance Use Evaluation	Practice	PHC Interior Health Fraser Health Partners	Conducted robust evaluation of virtual health in Mental Health and Substance Use services and shared learnings in report.

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

Deliverable	Driver	Service area	Impact
Perinatal and Newborn Health Hub	New solution Education Knowledge translation	Perinatal Services BC	Enhancing provider experience with the development of an online clinical information resource system aimed at making evidence-informed, up-to-date clinical information easy to find, save and share for the perinatal and newborn health professionals in B.C. From November 29, 2023 to December 31, 2023: <ul style="list-style-type: none"> • 2,800+ website visitors across the province • 2,100+ documents downloaded across the province • Engagement rate of 61% on the HUB website, meaning 61% of visits to the Perinatal and Newborn Health Hub website involved visitors reading content, visiting other pages on the website, or other forms of engagement
BC Digital and Virtual Health Atlas * Transitioned to Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS	New solution Knowledge translation	PHSA Province	Driving digital and virtual health collaborations, innovation and knowledge mobilization with the development of an interactive content management platform to enhance sharing of initiatives and learnings across the province, and encourage adoption of virtual care in B.C.
BC Digital Health Forum (2023). A PHSA-led, week-long celebration of digital health in British Columbia, inspired by Canada Health Infoway's Digital Health Week. To view the recorded presentations, visit the BC Digital Health Forum webpage for the list of links.	Education Communications Knowledge translation	PHSA's Provincial Digital Health and Information Services, in partnership with: B.C. health sector BC Ministry of Health Women's Health Research Institute at BC Women's Hospital BC Children's Hospital Research Institute BC Healthcare Information and Management Systems Society (HIMSS) University of British Columbia (UBC) BC Institute of Technology (BCIT)	Hybrid knowledge exchange conference to demonstrate and showcase digital and virtual health innovations, successes, and learnings at PHSA and province wide.
PHSA Remote Patient Monitoring White Paper	Existing solution Knowledge translation	PHSA Provincial	Robust, informative guide for health care leaders and decision makers. Reference document when planning for new models of care delivery within specific programs or services using RPM.

Deliverable	Driver	Service area	Impact
<p>Digital Health Canada: eHealth May 2023 — Nine abstract submissions, nine attendees and five presentations.</p> <ul style="list-style-type: none"> •Virtual health Atlas •Virtual health competency framework •Next generation clinical knowledge exchange •Low barrier toxic drug & health alerts •Paramedic video clinical consultation (GoodSAM) & Virtual harm reduction services <p>*View presentations at PVH website</p>	Education Knowledge translation	PHSA Canada	External knowledge exchange conference to demonstrate and showcase digital and virtual health innovations, successes and learnings.
2023 Quality Forum — five abstract submissions.	Education Knowledge translation	Provincial	External knowledge exchange conference to demonstrate and showcase clinical quality improvement through virtual health care transformation in B.C.
Use cases for generative artificial intelligence (GenAI) in health care	Knowledge translation	PHSA	Conducting environmental scan on the use of GenAI in clinical environments for use by AI secretariat to inform the PHSA guidance on GenAI use.

Using data effectively

* Data, Analytics and Evaluation team members transitioned to the Provincial Health Systems team within the Provincial Digital Solutions portfolio of PDHIS

Deliverable	Driver	Service area	Impact
PowerBI Cloud services upgrade (security, data warehouse and automations)	Support data-driven decision making Capacity building	PVH and partners	Upgrading the security, data storage, and automation of the data management and visualization platform so users can interact with data in real-time.
Creation of six new PowerBI dashboards (i.e., on the utilization of DocuSign, GoodSAM, MyGuide Long COVID, Perinatal and Newborn Health Hub; and ongoing maintenance of existing six dashboards)	Support data driven decision making	PVH and partners	Creating dashboards to tell the data story and share insights and metrics to help drive decision-making for procurement and implementation.
Google Analytics 4 implementation	Support data driven decision making	PVH and partners	Enabling collection of event-based data from MyGuide Long COVID and Perinatal and Newborn Health Hub websites to better understand how patients and providers use and interact with these virtual health products.
Perinatal and Newborn Health Hub Evaluation	Support data driven decision making	PVH and PSBC	Produced interim findings for the Perinatal and Newborn Health Hub evaluation to understand the product utilization and provider experience, identify areas of improvement, and enhance the resource for providers.
MyGuide Long COVID Evaluation	Support data driven decision making	PVH and PC-ICCN	Produced interim findings for the MyGuide Long COVID evaluation to understand product utilization, identify areas of improvement, and enhance the website for users.
Zoom Telemetry migration	Support data driven decision making Capacity building	PHSA	Migrating data from the on-premise Zoom Telemetry server to cloud-based solution to enable scalability and flexibility of resources in the organization.
Acquia Cloud Platform migration	Support data driven decision making Capacity building	PVH and partners	Migrating virtual health products (MyGuide Long COVID and Perinatal and Newborn Health Hub websites) to the cloud platform to improve management of data and ensure the websites are available and operating 99%+ of the time for patients and providers.

Deliverable	Driver	Service area	Impact
2023 Analytics Annual Report – Key insights and Trends Access the full report	Support data driven decision making	PHSA Province	Communicated insights on the adoption and utilization of virtual health and how virtual health can positively impact patients, families and providers.
BC Virtual Visit/Teladoc provincial evaluation	Support data driven decision making	PHSA Province	Contributed to the BC Virtual Visit/Teladoc evaluation to understand patient and provider experience and identify areas of improvement.
MS Teams - BCMHSUS evaluation	Support data driven decision making	BCMHSUS	Contributed to the MS Teams – BCMHSUS evaluation to understand provider experience and identify areas of improvement.



Supporting team members

Deliverable	Driver	Impact
Insights training for all new team members	Education Training Operations	Foster teamwork and collaboration
Regular internal newsletters	Engagement Psychological health and safety	Keep team members informed and engaged
Change leadership workshops in partnership with PHSA Leadership Academy	Leadership Development	Build LEADs competencies



Provincial Health
Services Authority

<http://www.phsa.ca/health-professionals/professional-resources/provincial-virtual-health>