

Virtual Health Competency Framework

Purpose

The Virtual Health (VH) Competency Framework serves as a foundational resource to complement existing practice and professional clinical standards and resources.

It is a flexible, practical framework that can be applied across the diverse clinical settings and roles in PHSA. Additionally, direct care providers can develop their proficiency and level of expertise over time.

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What?

The VH Competency Framework is organized into four domains that reflect both foundational and functional competencies needed to deliver quality virtual health care:

- Virtual Health Practice Requirements
- Technology for Virtual Health
- Equity-Oriented Care for Virtual Health
- Delivery of Virtual Health

Within each domain are key competencies and learning objectives that help providers identify what skills, knowledge, and attitudes will support their ability to safely and effectively utilize technological solutions while incorporating an equity-oriented approach to deliver high quality virtual care.

These competencies are intended for PHSA direct care programs but can also support the work of other program areas supporting direct care.

Why?

Virtual Health has expanded rapidly across PHSA and continues to offer opportunities to improve access to virtual care for clients, families and communities across BC.

The Office of Virtual Health (OVH) Virtual Health (VH) Competency Framework can help support all health care providers in PHSA prepare and deliver safe, appropriate and effective virtual health to their clients and families.

When?

The Virtual Health Competency Framework was released for use at PHSA July, 2022.



Domains

DOMAIN 1: Virtual Health Practice Requirements

Encompasses awareness and understanding of legal, regulatory, and organizational virtual health policies.

DOMAIN 2: Technology for Virtual Health

Encompasses an understanding of how to use organizational virtual health technologies appropriately and safely.

DOMAIN 3: Equity-oriented care for Virtual Health

Encompasses the ability to employ equity-oriented care in virtual health practice.

DOMAIN 4: Delivery of Virtual Health

Encompasses knowledge and capacity to deliver safe, high-quality virtual health.

Competency statements

- 1a. Demonstrates an awareness of the legal and regulatory requirements and practice standards that inform and guide delivery of virtual health.
- 1b. Applies relevant organizational policies and decision support tools (DSTs) for safe and effective virtual health.
- 2a. Demonstrates the knowledge and skills needed to use virtual health tools.
- 2b. Demonstrates an awareness and understanding of the privacy, security and safety features of virtual health tools.
- 3a. Applies principles of equity-oriented care to determine if virtual health can improve access or exacerbate barriers to care.
- 3b. Advocates for and leverages resources to ensure access to virtual health.
- 4a. Incorporate virtual health safely and appropriately into clinical practice.
- 4b. Apply trauma awareness, cultural humility and sensitivity and harm reduction in virtual health practice.
- 4c. Support patient's and family's informed decision-making on the risks and benefits of virtual health.
- 4d. Determine what technological supports patients and families need when using virtual health tools.
- 4e. Communicate clearly and respectfully in the virtual health environment.
- 4f. Demonstrate the skills and judgement needed to safely and effectively complete a virtual health clinical interaction.
- 4g. Recognize and respond appropriately to the patients' emotional, psychological, social and physical needs in the virtual health environment.
- 4h. Provide effective patient and family support and share education and follow-up recommendations in the virtual health environment.
- 4i. Integrate into virtual health practice the appropriate referral process and documentation standards to ensure quality care.