

thank you!

THANK YOU TO ALL HEALTH CARE PROVIDERS

The Office of Virtual Health extends our deepest gratitude to all the clinicians and health care providers across PHSA and the province for your incredible hard work. You quickly embraced change and have continued to show up and care for your patients and families during this difficult time.

It is our privilege to work with you and provide support to you and your programs.



This issue:

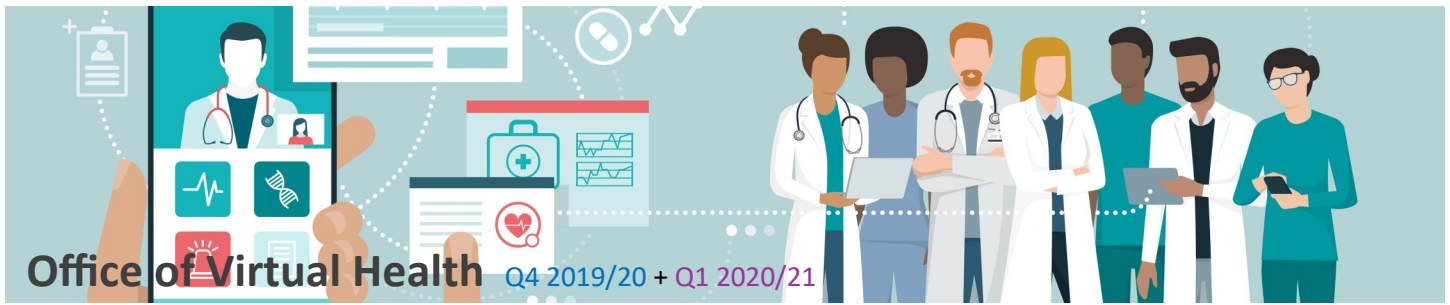
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#officeofvirtualhealth



ACTIVE VIRTUAL HEALTH DEMONSTRATION PROJECTS



ANYWHERE TO ANYWHERE

Think Research Virtual Health Visits and secure messaging

- Project reached a one-year milestone in April 2020
 - More than 600 successful visits, over 300 patients registered
 - Success rate remains at 98% for video visit
- Read the article about our Think Research projects in Canadian Healthcare Technology, a national online health care magazine ([see page 8](#) of the pdf version).

Video Remote Interpretation project (VRI):

- The project has had steady uptake since January 2020
- Due to COVID-19, access to virtual interpreters has been broadened through an app where temporary credentials are provided to all clinical programs. Providers are able to use existing devices to access on-demand virtual interpreters when seeing their patients with a language barrier.
- 128 sessions in March and 189 in April — a 48% increase
- Local interpreters are able to continue to work using Zoom for Healthcare
- An article about the demonstration project with Provincial Language Services was published in the April edition of [Hospital News](#)

InTouch Virtual Health Visits: Will enable 1:1 and group visits for multiple patients and/or multiple providers

- Demonstration project was placed on hold in March in response to COVID-19
- Project picked back up in May, scope expanded to enable more programs to adopt solution
- Technical and support planning currently under way
- Currently aiming for August 2020 go-live

Contact us to discuss the opportunity to join one of our demonstration projects at officeofvirtualhealth@phsa.ca.



CLINICAL DIGITAL MESSAGING

SMS Texting: From PHSA smartphones to patients

- BC Cancer – Kelowna: Project paused indefinitely due to COVID-19

Clinical Digital Messaging Initiative

- Began project planning with clinical programs in June
- Contract, privacy and security pieces nearly complete alongside key partners



ONLINE THERAPY & RESOURCES

Breaking Free Online

- With social distancing protocols, BFO has expanded to be offered to all clients at the Burnaby Centre
- Due to COVID-19, BFO is offering access through free licences until June 30



REMOTE PATIENT MONITORING

Remote Patient Monitoring: Diabetes in Pregnancy

- Project officially launched in early February and has over 150 patients being monitored on the system
- Over 100 patients have completed the remote patient monitoring program
- Close to 20,000 health activities have been monitored remotely by the clinical team in near real time



COVID-19: RESPONSE

Provincial collaboration

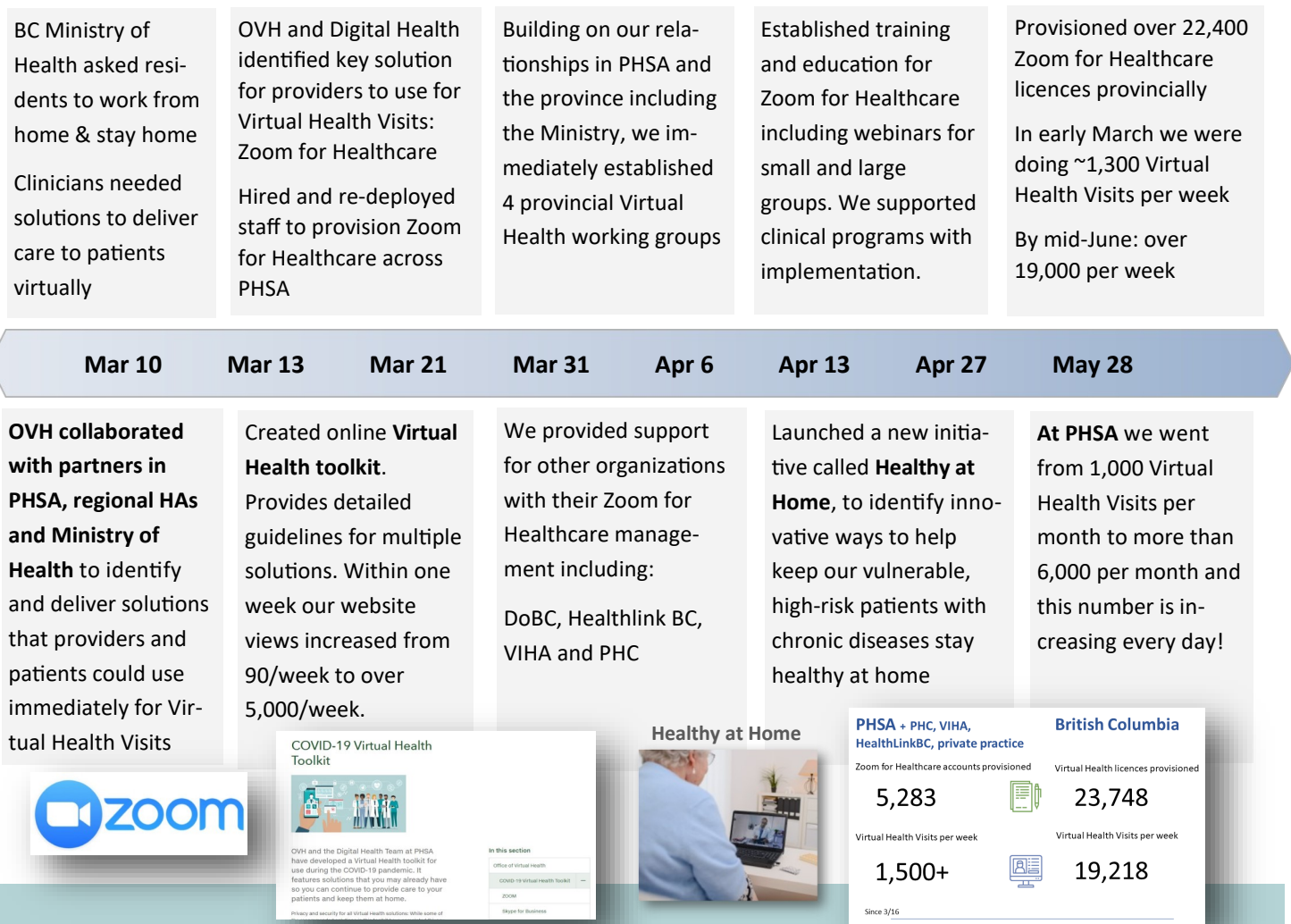
In response to the urgency of COVID-19, the Office of Virtual Health worked with Virtual Health and clinical leaders across B.C. on a provincially coordinated approach to identify and deliver solutions that support clinicians as they continue to provide care to their patients and keep them at home.

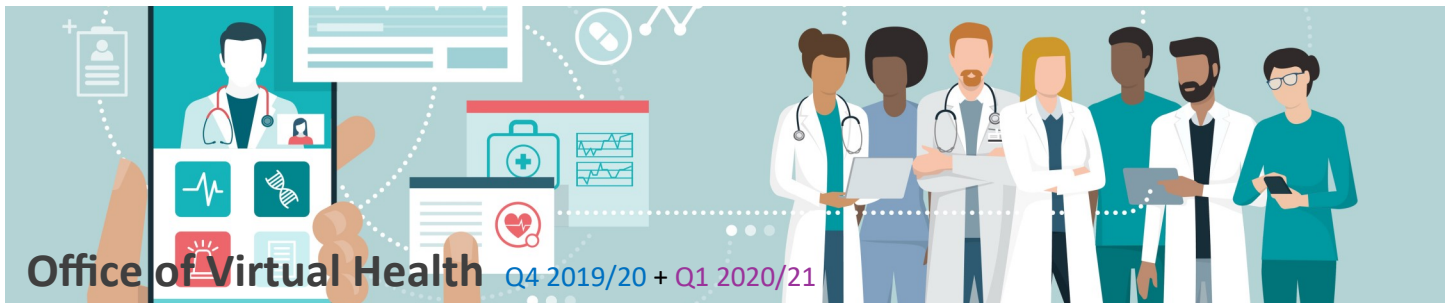
Clinicians and their patients across the province quickly adapted their appointments from in-person to virtual, and in many cases, they used whatever technical solutions they

already had on their mobile phones or desktops. This included Zoom, FaceTime, Skype for Business and more.

The rapid adjustment to using Virtual Health can be attributed in large part to two key factors: the positive attitudes of providers and patients who embraced the new normal, and the collaborative spirit of leaders from provincial health authorities and health care entities.

Timeline of initiatives





VIRTUAL HEALTH GOOD NEWS STORIES

We're sharing stories about how British Columbians quickly adapted to using Virtual Health to continue delivering — and receiving — care at a time when distancing protocols are in place.

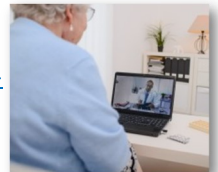
The stories highlight the dramatically increased numbers of Virtual Health Visits, as well as how patients have responded to using technology for their appointments.

Do you have a good news story about Virtual Health? Let us know!

officeofvirtualhealth@phsa.ca

Read the stories we've already shared at the links below

[Virtual Health is instrumental in delivering care to B.C. citizens at home during COVID-19](#)



[Community Paramedicine uses Virtual Health to keep patients at home](#)



TEAM UPDATES

With COVID-19, demand for Virtual Health solutions grew significantly. In response, our team had to grow to ensure we can continue to provide support to providers, patients and programs!

We're thrilled to welcome those who have been re-deployed from other areas of PHSA and VCH:

- Benjamin Myers, PHSA
- Darryl Tourond, PHSA
- Greg Rowell, VCH
- Jamie Wlodarczak, CWBC
- JenniferLee Wahlstrom, VCH
- Joumana Ghali, PHSA
- May Low, PHSA
- Nicholas Milton, PHSA
- Ray Cohen, VCH
- Steve Longstaff, VCH

We're also thrilled to welcome two co-op students for the summer:

- Robin Chohan, data analyst
- Melissa Skirten, RN

Robin and Melissa will join us from May 19 to August 28.

