2023 Key Insights & Trends

Provincial Virtual Health Activities & Initiatives

BRITISH COLUMBIA
Ministry of Health

Provincial Health
Services Authority

Provincial Digital Health and Information Services
Partnering with the BC health sector, providers and citizens

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BRITISH COLUMBIA Ministry of Health
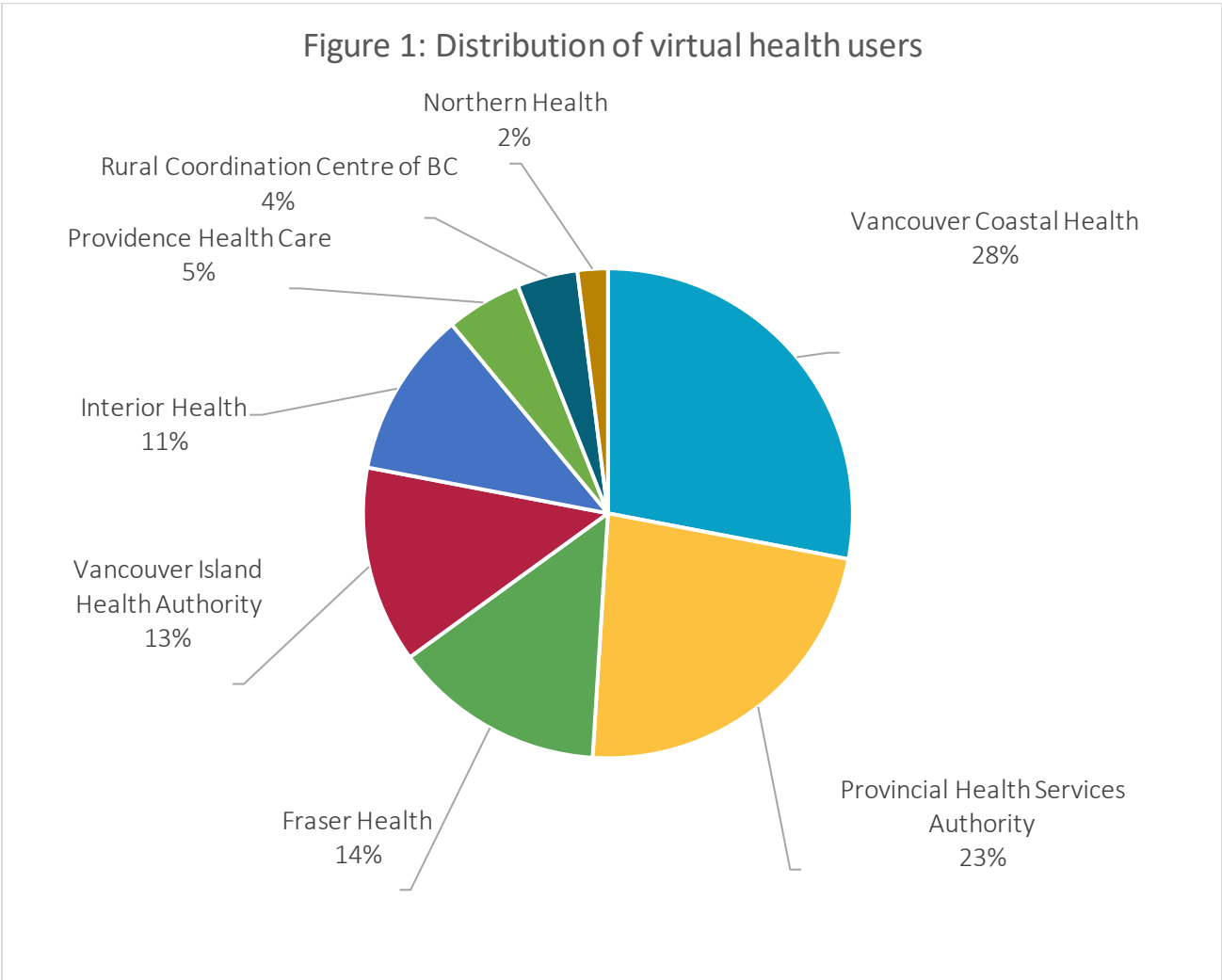
Provincial Health Services Authority

Provincial Virtual Health Activities

Provincial Virtual Health Activities: Highlights

Over 45,000 virtual health users have been provisioned with over 3,000,000 virtual health visits enabled since launch*

Virtual visits activity has been growing at an average rate of **14%** per year for the last 3 years *

Distribution of virtual health users by health authority or organization is shown in Figure 1.

Figure 1: Distribution of virtual health users

- Northern Health 2%
- Rural Coordination Centre of BC 4%
- Providence Health Care 5%
- Vancouver Coastal Health 28%
- Interior Health 11%
- Vancouver Island Health Authority 13%
- Fraser Health 14%
- Provincial Health Services Authority 23%

*Date range: March 1, 2020 to December 31, 2023

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Zoom for Healthcare

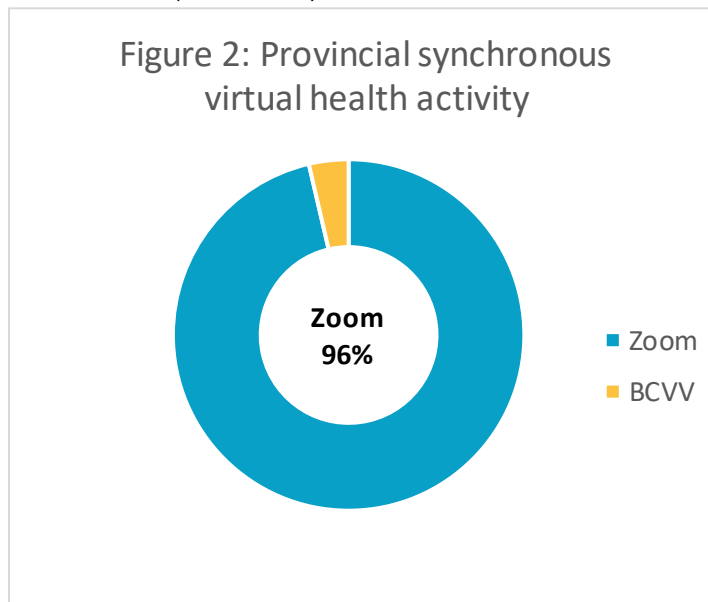Synchronous Interactions: Real-time direct-to patient care delivered remotely

Zoom for Healthcare is a video conferencing solution which enables clinicians, patients, and families to connect virtually for real-time remote consultations. Zoom for Healthcare helps save travel for patients and supports providers in providing effective care.

In 2023, the highest number of Zoom for Healthcare activities (80,321) was recorded for March and the lowest number of Zoom for Healthcare activities (42,925) was recorded for December across the province.

Did you know?

From January 1, 2023 to December 31, 2023:
- There were 9,000+ active users per month across the province (on average)
- There were 62,000+ virtual health activities per month across the province (on average)
- Zoom for Healthcare share of provincial synchronous virtual health activities was 96% (Figure 2)

Figure 2: Provincial synchronous virtual health activity

Zoom
96%

- Zoom
- BCVV

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BC Virtual Visit (BCVV)/Teladoc

Synchronous Interactions: Real-time direct-to patient care delivered remotely

BCVV is a video conferencing solution which enables clinicians, patients, and families to connect virtually for real-time consultations and virtual health visits. BCVV is used in PHSA and other Health Authorities across the province.

In 2023, the highest number of BCVV activities (2,642) was recorded for March and the lowest number of BCVV activities (2,092) was recorded for December across the province.

Did you know?

From January 1, 2023 to December 31, 2023:
- 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% (Figure 3)

Figure 3: Provincial synchronous virtual health activity
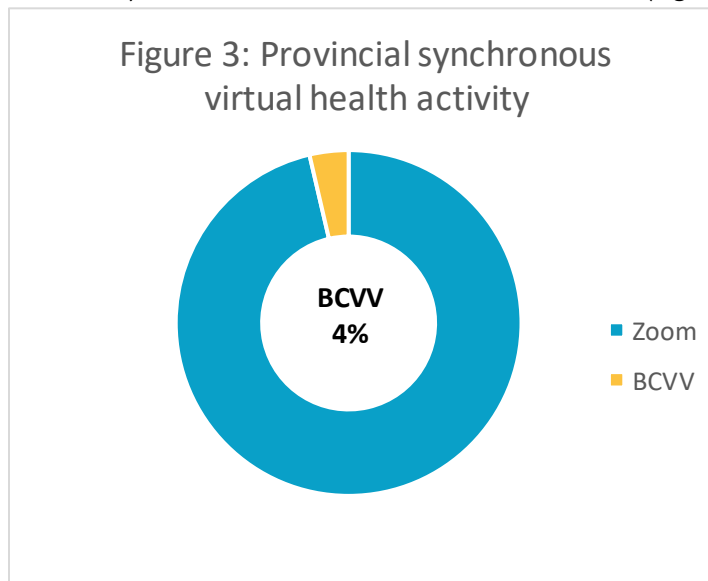
Clinical Digital Messaging

Asynchronous Communication: Continuous, but not real-time care interactions between patient and providers

Clinical digital messaging helps facilitate text messaging between patients and clinicians. Clinical digital messaging is currently used at 8 clinical PHSA sites, including BC Mental Health and Substance Use Services Forensic Psychiatric Services, BC Centre for Disease Control (BCCDC) STI HIV PReP Clinic, and BCCDC STI Syphilis Clinic.

In 2023, the highest number of text messages sent (3,461) was recorded for August and the lowest number of text messages sent (2,315) was recorded for December at PHSA.

Did you know?

From January 1, 2023 to December 31, 2023:
- 8 clinics participating at PHSA programs
- 34,000+ text messages sent at PHSA programs
- 35% of texts were sent by chatbot, 34% by patients, and 31% by staff at PHSA programs (Figure 4)

Figure 4: Clinical digital messaging texts sent at PHSA programs

- staff 31%
- patient 34%
- chatbot 35%

Toxic Drug and Health Alerts

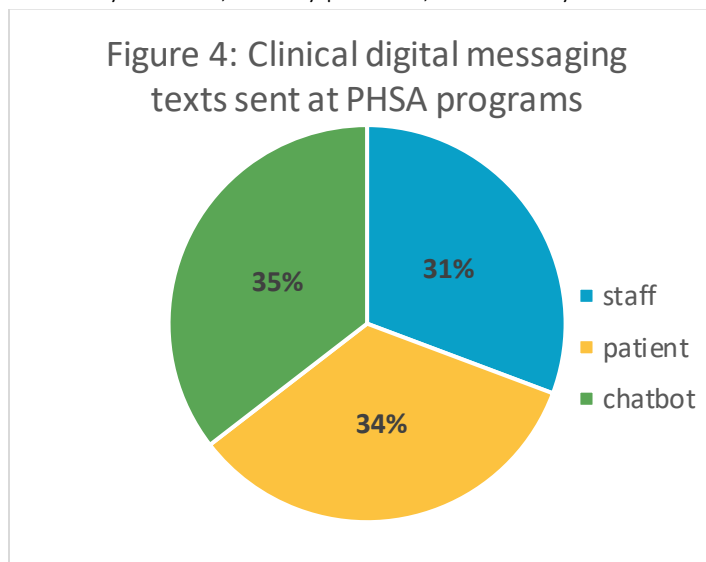Asynchronous Communication: Continuous, but not real-time care interactions between patient and providers

The Toxic Drug and Health Alerts system is adopted across regional health authorities in the province. Toxic drug and health alerts is a text messaging service that shares information about toxic drugs and health alerts in the community.

In May 2023, the province marked the first anniversary of the Toxic Drug and Health Alerts system.

Did you know?

- From May 25, 2022 to December 31, 2023, there were 7,100+ total subscribers across the province
- From January 1, 2023 to December 31, 2023, 120+ alerts sent across the province
- From May 25, 2022 to December 31, 2023 the regions selected at enrollment compose of: Vancouver Coastal Health 33%, Island Health 19%, Fraser Health 18%, Interior Health 17%, Northern Health 13% (Figure 5)

Figure 5: Regions selected at enrollment

- Fraser Health: 18%
- Interior Health: 17%
- Island Health: 19%
- Northern Health: 13%
- Vancouver Coastal: 33%
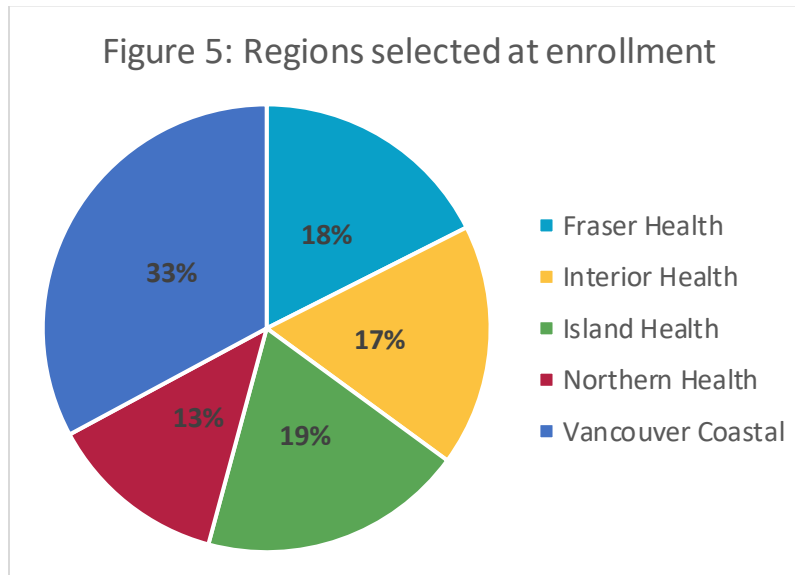
Video Remote Interpreting

Synchronous Interactions: Real-time direct-to patient care delivered remotely

Video Remote Interpreting (VRI) is a technology solution that supports interpreting services. VRI is used in PHSA and other Health Authorities across the province.

From January to September 2023, the highest number of completed interpreting sessions by video or audio (1,712) was recorded for March and the lowest number of completed interpreting sessions by video or audio (1,235) was recorded for February at PHSA.

Did you know?

From January 1, 2023 to September 30, 2023:
- 780+ completed interpreting services by audio per month at PHSA programs
- 640+ completed interpreting services by video per month at PHSA programs
- 35% of total interpreting sessions used video or audio remote interpreting at PHSA (Figure 6)

Figure 6: Interpreting Sessions at PHSA

VRI 35%

■ Video Remote Interpreting (VRI)

■ Other modalities: in person, phone, virtual health visits
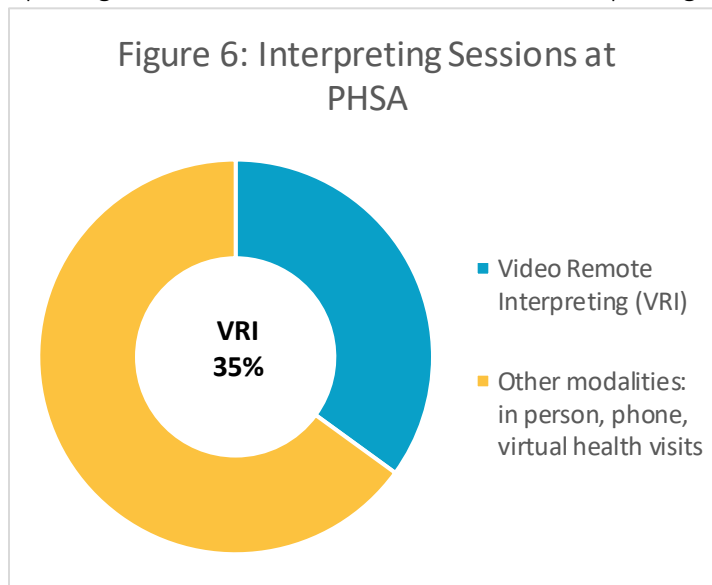
(Note: Total interpreting services is equal to the sum of in-person, phone, remote audio, video, virtual health visit modalities. Date range is from Jan 1, 2023 to Sep 30, 2023 because management of VRI data has been handed over to the Health Information Management team in Oct 2023)

Telus Home Health Monitoring

Remote Patient Monitoring: Remote monitoring of a patient's health and well-being by their care team not physically present

Telus Home Health Monitoring enables remote patient monitoring and is currently used by BC Emergency Health Services.

In 2023, the highest number of new Telus Home Health Monitoring users (25) was recorded for January and the lowest number of new users (2) was recorded for December at PHSA.

Did you know?

- From April 2020 to December 2023, there were 100,000+ cumulative encounters at PHSA programs
- From January 1, 2023 to December 31, 2023, there were 100+ new patients enrolled at PHSA programs
- 19% of total patients enrolled in Telus Home Health Monitoring at PHSA were enrolled in 2023 (Figure 7)

Figure 7: Patients enrolled in Telus Home Health Monitoring

Patients enrolled in 2023 19%

■ 2023
■ 2020-2022

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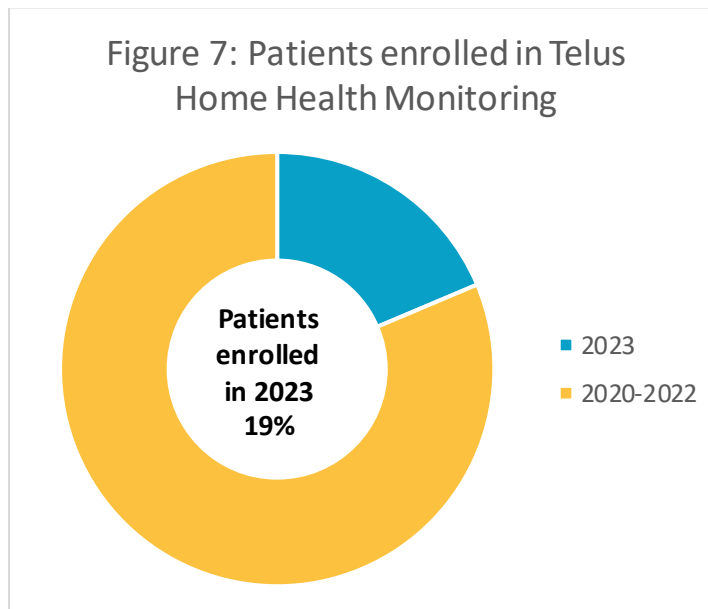
New Virtual Health Product Initiatives

New Virtual Health Product Initiatives: Highlights

2 new products launched: MyGuide Long COVID & Perinatal and Newborn Health Hub

1 advanced prototype launched: BC Digital Health Atlas

3,500+ MyGuide Long COVID website visitors across the province since launch*

2,800+ Perinatal and Newborn Health Hub website visitors across the province within 30 days of launch**

*MyGuide Long Covid public launch: August 10, 2023; Date range: Aug 10, 2023 – Dec 31, 2023
**Perinatal and Newborn Health Hub public launch: November 29, 2023; Date range: Nov 29, 2023 – Dec 31, 2023

MyGuide Long Covid

Patient Self-Management: Activities and functionality that enhance a patient's experience and promote a patient's ability to take an active role

In partnership with Post-COVID Interdisciplinary Clinical Care Network, MyGuide Long COVID was created as a self-management tool to improve access to resources and information to people living with Long COVID conditions and empower patients. MyGuide Long COVID was launched in August 2023.

In 2023, 59% of people accessed MyGuide Long COVID by using desktop, 39% by using mobile device, and 2% by using a tablet.

Did you know?

From August 10, 2023 to December 31, 2023:
- There were 3,500+ website visitors across the province
- There were 400+ resource documents downloaded
- There was an 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 (Figure 8)

Figure 8: MyGuide Long COVID Engagement Rate

Engagement Rate 54%
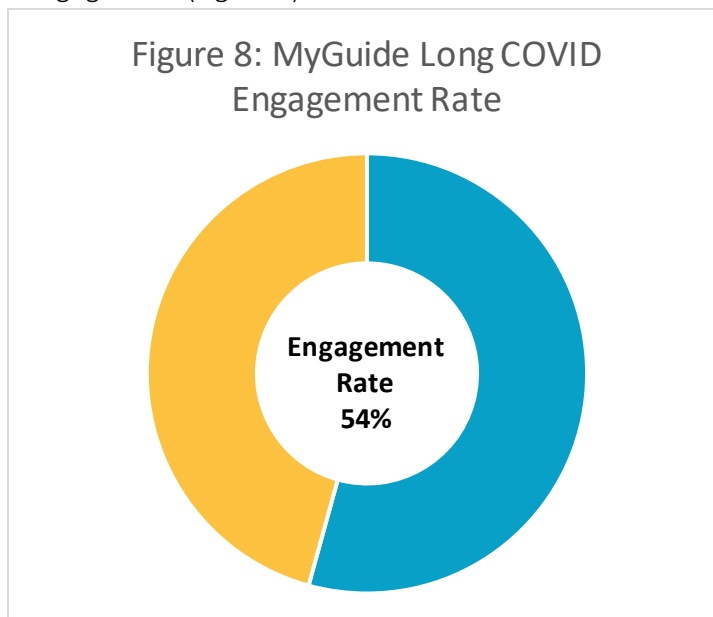
Perinatal And Newborn Health Hub

Clinician to Clinician: Real-time or asynchronous communication between providers or clinicians to facilitate peer to peer interactions

Perinatal and Newborn Health Hub ("HUB") was created with the Perinatal Services BC team as an all-in-one online resource for perinatal health professionals to improve access to knowledge, clinical decision support tools, and overall quality of care. The HUB was launched in November 2023.

In 2023, 81% of people accessed the HUB by using desktop and 19% accessed the HUB by using a mobile device.

Did you know?

From November 29, 2023 to December 31, 2023:
- There were 2,800+ website visitors across the province
- There were 2,100+ documents downloaded across the province
- There was an 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 (Figure 9)

Figure 9: Perinatal and Newborn Health Hub Engagement Rate

Engagement Rate 61%
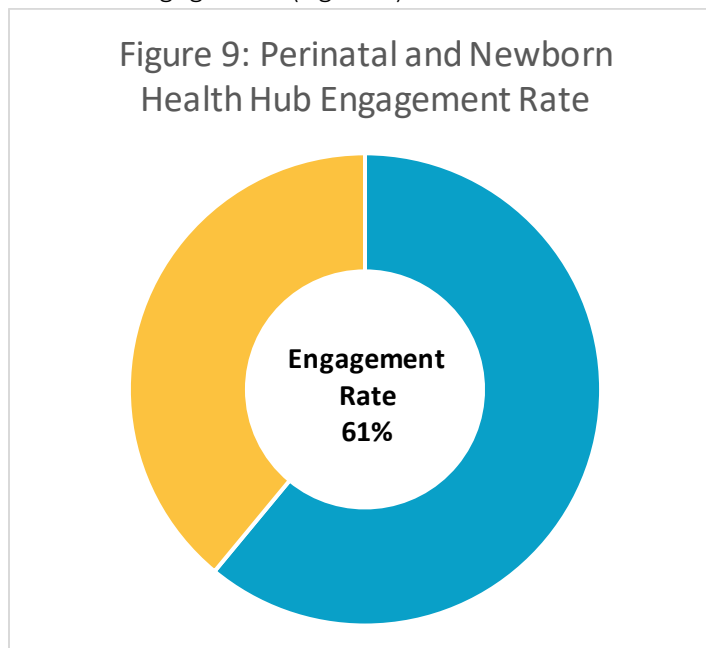
BC Digital Health Atlas

Clinician to Clinician: Real-time or asynchronous communication between providers or clinicians to facilitate peer to peer interactions

The Provincial Digital Solutions team launched the MVP of the BC Digital Health Atlas ("ATLAS") in partnership with Provincial Virtual Health and clinical programs across PHSA, as a knowledge translation tool to support the adoption and integration of virtual and digital health tools in clinical care.

Stay tuned for the public enterprise launch date!

Did you know?

Currently there are 52 digital and virtual health initiatives and stories highlighted on the ATLAS and 49 resources such as frameworks, manuals, and infographics in the Resource Library.

Patient & Clinician Feedback

Patient & Clinician Feedback: Highlights

3 provincial-wide evaluations were conducted: Zoom for Healthcare, BC Virtual Visit/Teladoc, and Video Remote Interpreting

In total, 1,700+ patients provided their valuable feedback to help improve virtual care

In total, 1,200+ providers shared their valuable feedback to help improve virtual care

Surveys and focus groups were available in American Sign Language, Arabic, Chinese (Simplified/Traditional), French, English, Punjabi, and Spanish

Zoom 2022 Survey

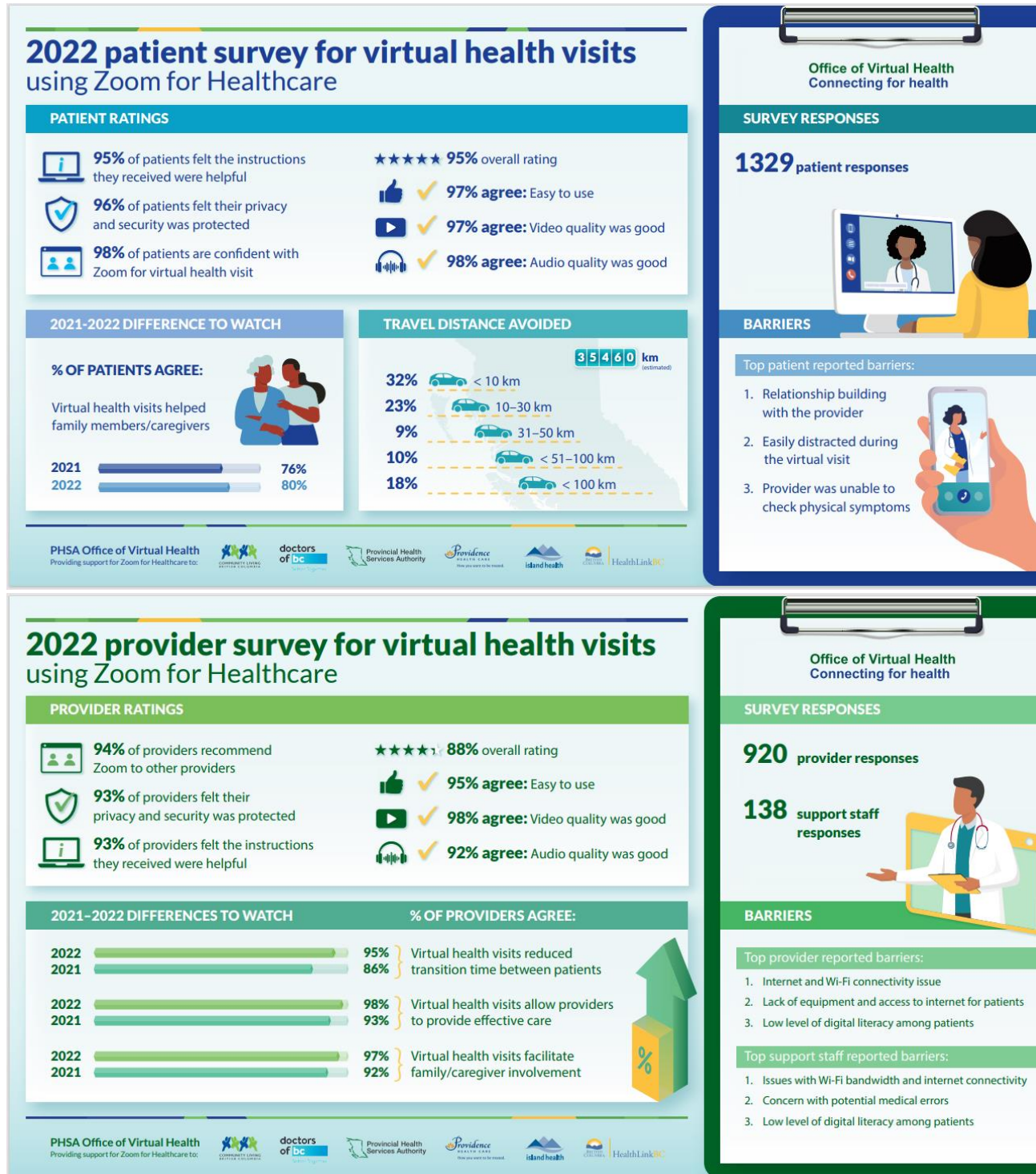Source: https://pod.phsa.ca/news/Pages/10-key-insights-virtual-health-visits-survey.aspx

2022 patient survey for virtual health visits
using Zoom for Healthcare

PATIENT RATINGS

95% of patients felt the instructions they received were helpful

96% of patients felt their privacy and security was protected

98% of patients are confident with Zoom for virtual health visit

★★★★★ **95%** overall rating

👍 ✓ **97% agree:** Easy to use

▶ ✓ **97% agree:** Video quality was good

🎧 ✓ **98% agree:** Audio quality was good

2021-2022 DIFFERENCE TO WATCH

% OF PATIENTS AGREE:

Virtual health visits helped family members/caregivers

2021 — 76%
2022 — 80%

TRAVEL DISTANCE AVOIDED

3 5 4 6 0 **km** (estimated)

32% 🚗 < 10 km
23% 🚗 10–30 km
9% 🚗 31–50 km
10% 🚗 < 51–100 km
18% 🚗 < 100 km

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

Office of Virtual Health
Connecting for health

SURVEY RESPONSES

1329 patient responses

BARRIERS

Top patient reported barriers:

1. Relationship building with the provider
2. Easily distracted during the virtual visit
3. Provider was unable to check physical symptoms

2022 provider survey for virtual health visits
using Zoom for Healthcare

PROVIDER RATINGS

94% of providers recommend Zoom to other providers

93% of providers felt their privacy and security was protected

93% of providers felt the instructions they received were helpful

★★★★✩ **88%** overall rating

👍 ✓ **95% agree:** Easy to use

▶ ✓ **98% agree:** Video quality was good

🎧 ✓ **92% agree:** Audio quality was good

2021-2022 DIFFERENCES TO WATCH

% OF PROVIDERS AGREE:

2022 — 95%
2021 — 86%
Virtual health visits reduced transition time between patients

2022 — 98%
2021 — 93%
Virtual health visits allow providers to provide effective care

2022 — 97%
2021 — 92%
Virtual health visits facilitate family/caregiver involvement

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

Office of Virtual Health
Connecting for health

SURVEY RESPONSES

920 provider responses

138 support staff responses

BARRIERS

Top provider reported barriers:

1. Internet and Wi-Fi connectivity issue
2. Lack of equipment and access to internet for patients
3. Low level of digital literacy among patients

Top support staff reported barriers:

1. Issues with Wi-Fi bandwidth and internet connectivity
2. Concern with potential medical errors
3. Low level of digital literacy among patients

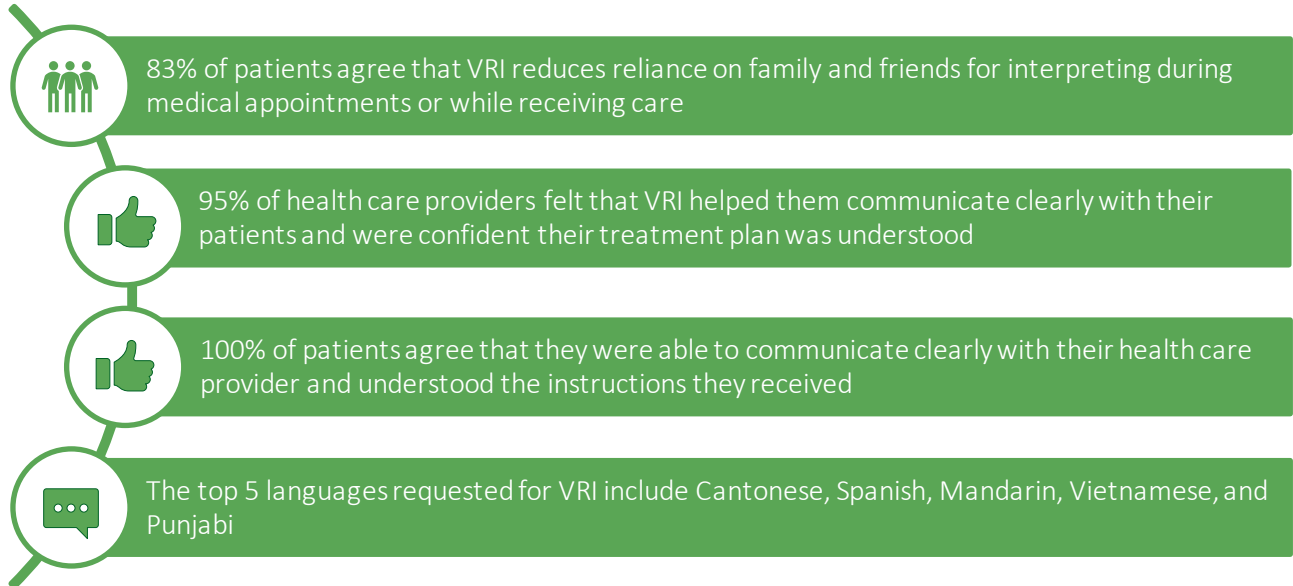BRITISH COLUMBIA Ministry of Health

Provincial Health Services Authority

VRI Evaluation

Source: https://pod.phsa.ca/our-phsa/browse-by-department/Documents/VRI-infographic-internal.pdf

Insights on effectiveness of VRI:

83% of patients agree that VRI reduces reliance on family and friends for interpreting during medical appointments or while receiving care

95% of health care providers felt that VRI helped them communicate clearly with their patients and were confident their treatment plan was understood

100% of patients agree that they were able to communicate clearly with their health care provider and understood the instructions they received

The top 5 languages requested for VRI include Cantonese, Spanish, Mandarin, Vietnamese, and Punjabi

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Appendix

List of Dashboards

- PVH Quantitative Dashboard (view in PowerBI)
  - The PVH Quantitative Dashboard includes data on: Zoom for Healthcare, BCVV/Teladoc, Video Remote Interpreting, Telus Home Health Monitoring, and Clinical Digital Messaging
- 2022 Zoom Survey Analysis (view in PowerBI)

Thank you!

Comments or questions? Please feel free to reach out to the PVH Analytics team: PVHAnalytics@phsa.ca