

Partnering on Appropriate Virtual Care Collaborative Project: Health care Team Engagement: Focus Groups

1.0. Project overview

Partnering on Appropriate Virtual Care Collaborative (PAVC) project is a joint collaboration between [Healthcare Excellence Canada](#), and Provincial Health Services Authority (PHSA): [the Office of Virtual Health \(OVH\)](#) and [Provincial Language Services \(PLS\)](#).

As a part of this project, our team is seeking to engage with health care team members (Providers, administration staff etc.) to understand their experience with virtual care.

Note: We are also seeking engagement with those who may not have experience with virtual care. Their insight will allow us to understand reasons why they did not offer virtual care, any barriers experienced, and identify areas of improvement.

1.1. Project aim

The aim of this project is to create a resource which outlines what are considered safe, high quality, and culturally sensitive *virtual health interactions between community members (patients, families, caregivers) and health care team members. This project is specifically focused on needs of linguistically diverse communities whose members have limited English proficiency (or who do not have English as their first language of communication) and are interested in receiving care virtually.

We plan to implement the resource across PHSA in 2024, and it will be available for community members and health care team members to reference when receiving, or providing health care virtually.

To ensure the resource we create captures voices of those who are directly involved in health care, we are conducting online focus groups on Zoom (more information provided in the next section).

**Virtual health is integrated, seamless patient-centric care delivered remotely via digital and telecommunication technologies within the broader continuum of care.*

In other words, it is health care delivered or received through technology. For example, having a virtual health visit by video chat or telephone call with your health care provider, such as a doctor, nurse or counsellor.

2.0. Collection notice

Your engagement with us on this project is completely voluntary. If you wish to proceed, we will need your work email address to contact you for a follow up.

If you choose to provide your personal email address, please note that this collection is authorized by section 26(c) and 26(d) of the Freedom of Information and Protection of

Privacy Act. The purpose of collection is to communicate with you as a follow up for focus group, interview, or patient journey mapping participation, only if you consent to it. Any personal information you provide will be stored on secure PHSA network drive, with limited access, for a maximum of 10 years.

Please also note that there are some open-ended questions you need to answer as a part of your submission. We do not wish to collect any information that might identify you. We encourage you not to provide any identifying information, such as names, ages, or identification numbers, in your answers to open ended questions.

We thank you in advance for your time and valuable input.

If you have any concerns, comments or questions about this, feel free to contact the Project leader via email to hira.aziz@phsa.ca.

3.0. Healthcare team engagement: Online focus groups

- **Timeline:** Our project team aims to initiate online focus groups by December 2023.
- **Expected time commitment:** 30 – 90 minutes in duration (dependent on number of attendees in one session)
- **Application:** To participate in the online focus groups or individual interviews, please fill out an online form [here](#).

Alternatively, you can also express your interest by emailing officeofvirtualhealth@phsa.ca (cc hira.aziz@phsa.ca) with the **Subject: PAVC focus groups**

Please include the following information in the email. This will help us plan our meeting:

- Role in the health care team (Provider, unit clerk, medical office assistant etc.)
- Indicate whether you have experience with virtual care or not
- Work email address

Registration will close on January 12, 2024, at 12:00 p.m. Pacific time (extended). Thereafter, we will email you to confirm your participation, and discuss next steps.