

Provincial Virtual Health (formerly known as Office of Virtual Health) **Fiscal 2022/23 Year in Review**





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Executive summary

In July 2022, Provincial Digital Health and Information Services (PDHIS) portfolio welcomed Provincial Virtual Health (PVH) to the newly redesigned organizational structure. Aligning related teams at PHSA into one portfolio was an important step to respond more effectively to clinician and patient digital health needs, and continue working in partnership with the Ministry of Health on provincial initiatives.

Provincial Virtual Health is a valued partner within the PDHIS portfolio to support the refreshed operating model and will be a key player in enabling us to deliver on innovation, services, provincial and regional products, and our ability to better respond to the rapidly evolving digital health needs of B.C.'s health-care system.

Looking forward, we anticipate exciting opportunities for new and innovative work with Provincial Virtual Health and collaboration on the provincial digital health strategy that commits to significant transformation in how our health system uses technology to improve the health and wellness of British Columbians.

– **Shannon Malovec**, Executive Vice President, Provincial Digital Health and Information Services

Virtual health has the potential to address health system challenges by providing care outside the boundaries of time and place.

Throughout fiscal 2022-23, Provincial Virtual Health worked with partners across PHSA and the province on over 60 initiatives that support populations identified as priorities by the Health Sector and Ministry of Health: Indigenous care, primary care, seniors care, cancer care, Mental Health and Substance Use Services, and transport.

This year in review highlights how the work of Provincial Virtual Health enhances the health-care experience of patients, families, health-care providers and physicians, in a multitude of ways. Whether in real-time, online, by sharing knowledge, or providing virtual health education and building competencies, all initiatives have a common driver: promote the provincial digital health strategy to advance the goal of a digitally enabled health system.

– **Michael Cleghorn**, Chief Provincial Digital Solutions

As part of the PDHIS portfolio, Provincial Virtual Health works directly with clinical teams in direct-care delivery programs to provide leadership, guidance and support as they integrate virtual health into their services.

In fiscal 2022-23, Provincial Virtual Health collaborated with partners at PHSA, regional health authorities and the Ministry of Health to successfully deliver virtual health services, and by doing so, supported the expansion of digital and virtual health across PHSA and the province.

– **Jonathan Wong**, Medical Director, Provincial Virtual Health

In recent years we have witnessed first-hand how our health-care system is evolving with increasing demands for patient engagement, improved provider experience, better connection and more cost savings. Our aspiration is for virtual health to address today's pressing needs and build a resilient, equitable, high quality, and sustainable health system for tomorrow.

– **Yasmin Tuff**, Acting Executive Director, Provincial Virtual Health

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

We are dedicated to ensuring all citizens of BC have access to receiving care virtually.

Deliverable	Driver	Service area	Impact
GoodSAM	Existing solution Capacity building	BC Emergency Health Services	Improving clinical triage and patient experience between paramedic specialists and low-acuity patients.
Video Remote Interpreting	Existing solution Capacity building	BC Cancer -- Surrey and Vancouver BC Children's Hospital BC Women's Hospital BC Centre for Disease Control: Tuberculosis and Sexually Transmitted Diseases clinics BC Emergency Health Services	Improving communication between clinicians and clients with language barriers.
BC Virtual Visit	Existing solution Capacity building	BC Centre for Disease Control: Sexually Transmitted Infections HIV PrEP	Enhancing virtual health visits between clients and physicians. Pilot of BC Virtual Visits platform was successful and is now operationalized.
BC Virtual Visit Single Sign On	New solution Operations	Provincial Health Services Authority (PHSA) Providence Health Care (PHC) Vancouver Coastal Health (VCH) Northern Health (NH) Island Health Interior Health	Implementing a more secure connection to BC Virtual Visit for clinicians.
Microsoft Teams limited release production	New solution Capacity building	BC Mental Health and Substance Use Services	Enabling forensic psychiatrists to provide services effectively and safely, while demonstrating the utility of Microsoft Teams in clinical contexts.
Zoom for Healthcare Single Sign On	Existing solution Operations	BC Cancer BC Centre for Disease Control BC Emergency Health Services BC Women's Hospital	Improving ease of use and fulfilling risk-mitigation imperative given by IMITS Security.
Zoom Phone	New solution Capacity building	BC Children's Hospital: Compass Program	Enabling Zoom phone feature to allow the Compass Program to use Zoom instead of a telephone.
Zoom recording: Virtual visits	Existing solution Operations	BC Children's BC Children's: Psychotherapy BC Children's: TCC Family Therapy at BC Children's Mental Health Program BC Women's	Enabling the recording of motor assessments on patients in the Motion Lab and NFU Clinic during Zoom virtual health visits. Enabling recording of patients/families for the purpose of staff education.

Deliverable	Driver	Service area	Impact
Video conferencing upgrade	Existing solution Operations	BC Cancer	Supported replacement of end-of-life tech infrastructure in 17 high-usage Telehealth/ videoconferencing rooms with workflow changes and optimizations.
Patient portal	New solution Capacity building	BC Cancer	Supported implementation of a patient portal, led by BC Cancer with clinical support from Provincial Virtual Health
CliniCall	Existing solution Operations Capacity building	BCEHS: Expanding use case to coastal islands	Enhancing clinical and mode of transport decision making.
Secure File Transfer	New solution Capacity building	BC Children's: Cerebral Palsy Early Detection 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.
Toxic Drug & Health Alerts	New solution	BCCDC Harm Reduction Services	Co-led development and implementation of a text-based service intended to provide toxic drug alerts and public health information to people who use drugs across the province, as well as community members with a goal to prevent drug poisonings and deaths.
Email	Existing solution Capacity building	BC Women's Gynecology Surgical Services BC Women's Complex Chronic Diseases Program BC Women's: Gynecology Surgical Services	Enabling efficiency in sending confidential instructions to patients by replacing telephone calls with emails.
Patient facing eForms	Existing solution Capacity building	BC Children's: Oncology	Enabling efficiency in sending annual check in letter to patients who have "graduated" from their program by changing to eForms rather than use mail.
Remote Patient Monitoring	Existing solution Education Training	BC Cancer – Kelowna, Medical Oncology BCEHS: Clinical Hub CF Care BC	Enhancing cancer care for early detection of immunotherapy-related adverse events (irAE), and providing prompt, timely and appropriate patient intervention. Providing RPM services for patients not requiring conveyance to the hospital or urgent care centres. Collaborated with PHSA Professional Practice and BCEHS Clinical Hub Team to create orientation and onboarding materials to support BCEHS with current and future hiring of new RPM Registered nurses. Supported provincial adult clinics' roll out of cystic fibrosis remote monitoring projects.
MyGuide Long COVID (Patient Facing Hub, COVID Self Management)	New solution Capacity building	BC Post-COVID-19 Interdisciplinary Clinical Care Network (PC_ICCN)	Empowering patients by developing an online tool for self-management of symptoms, with symptom-specific information tailored to each visitor.

Deliverable	Driver	Service area	Impact
Breaking Free Online	Existing solution Capacity building	BCMHSUS	Expansion of online recovery program to other programs within BCMHSUS.
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.
Self scheduling	New solution Capacity building	BC Women's: Complex Chronic Disease Program	Addressed need for a self-scheduling platform to allow patients to self-schedule the series of appointments they need, hoping to reduce administrative burden, increase clinic efficiency and individualize care.
Scheduling communication with patients	New solution	BC Children's Hospital: Gender Clinic	Addressed need for a text messaging solution (via desktop application) as an alternative to email to help communicate with these patients and their families re: scheduling.
Digital assessment form	New solution	Post-COVID-19 Interdisciplinary Clinical Care Network (PC-ICCN)	Improved patient experience by digitizing symptom self-assessment tool, and established a digital front door for referred patients. Addressed administrative inefficiencies by automatically integrating assessment tool responses with patient record in PROMIS EMR.



Collaborating with partners

We work with colleagues, patients and patient partners across PHSA and the provincial health sector on initiatives to support a digitally enabled learning health system.

Deliverable	Driver	Service area	Impact
BC Virtual Visit Provincial Working Group	Existing solution Operations	PHSA PHC VCH NH Island Health Interior Health	Leading the provincial instance of Teladoc Solo across six Health Authorities by improving processes and implementing system enhancements.
Get Checked Online	Existing solution	BCCDC: STI Clinic	Conducted deep dive evaluation of online clinic in collaboration with BCCDC.



Providing virtual health education and building core competencies

Provincial Virtual Health develops resources and tools to help users understand virtual health, how to use virtual-health related platforms effectively, and how to interact with others in a virtual setting.

Deliverable	Driver	Service area	Impact
Zoom recording for research	Existing solution Education	BC Women's Health Research Institute	Supporting education and research to inform practice and patient care.
Cystic Fibrosis 101 education module	Education Knowledge translation	Cystic Fibrosis Care BC	Provided health-care teams at mental health facilities in the community access to general cystic fibrosis education, support patients and families so they won't have to re-explain what cystic fibrosis is to every new health-care practitioner they encounter.
Remote Patient Monitoring evaluation	Education Training	BC Children's and BC Women's Hospitals: Diabetes in Pregnancy	Created training and education courses on the LearningHub.
Home Health Monitoring	Education Training	BCEHS: Community Paramedics	Created training and education courses on the LearningHub.
Education principles & virtual patient engagement Workshop series	Education Training Practice	BC Women's Complex Chronic Diseases Program	Enhancing educator practice and facilitating online learning for group patient education.
Working group	Partnering for appropriate virtual care collaborative (PAVC)	A Healthcare Excellence Canada initiative, this working group is a collaboration between Provincial Virtual Health and Provincial Language Services	Creating an appropriateness in virtual care resource for patients and health-care providers.
Shapedown BC Virtual Curriculum Re-design	Education Training	BC Children's and BC Women's Hospitals	Enhancing access to patient education programs through additional learning and delivery models. Building provincial capacity for educators to plan and deliver high quality education to staff and patients virtually.
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.
Competency Framework	Education Training Patient partnership	PHSA	Foundational practice resource that can support all PHSA health-care providers to deliver safe, appropriate and effective virtual health.



Improving virtual health practice

We provide resources that support developing essential interpersonal attributes in virtual health practice.

Deliverable	Driver	Service area	Impact
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 Economic Evaluation	Practice	PHC Interior Health Fraser Health partners	Conducted robust evaluation of virtual health in MHSU services and shared learnings in report.

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

Through knowledge translation, presentations, case studies, dashboards and storytelling, we share digital and virtual health innovations, successes, and learnings to promote the use of technology to improve the health and wellness of British Columbians.

Deliverable	Driver	Service area	Impact
Perinatal & Newborn Health Hub	New solution 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.
BC Digital and Virtual Health Atlas	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.
Digital Health Week 2022 Worked with PHSA partners to coordinate and celebrate Digital Health Week 2022 with a total of 700 attendees and 34 speakers over a four-day virtual event.	Education Communications Knowledge translation	PHSA BC health sector	Internal knowledge translation conference to demonstrate and showcase digital and virtual health innovations, successes, and learnings at PHSA and province wide.
Digital Health Canada: eHealth May 2023 — nine abstract submissions, nine attendees and three presenters.	Education Knowledge translation		External knowledge translation conference to demonstrate and showcase digital and virtual health innovations, successes, and learnings.
2023 Quality Forum — five abstract submissions.	Education Knowledge translation		External knowledge translation conference to demonstrate and showcase clinical quality improvement through virtual health care transformation in B.C External knowledge translation conference to demonstrate and showcase clinical quality improvement through virtual health care transformation in B.C

Using data effectively

We gather data and use it to share insights, understand adoption of products and tell the story of user experience.

Deliverable	Driver	Service area	Impact
PowerBI Cloud services upgrade	Support data-driven decision making Capacity building	Provincial Virtual Health and partners	Upgrading the data management and visualization platform to easily share reports and immediately leverage new features and updates so that users can interact with data in real-time.
Creation of various PowerBI dashboards (i.e., on the uptake of Zoom Phone, GoodSam, and Toxic Drug & Health Alerts)	Support data driven decision making	Provincial Virtual Health and partners	Creating dashboards to tell the data story and share insights and metrics to help drive decision-making for procurement and implementation.
Zoom for Healthcare survey	Support data driven decision making	PHSA Province	Built on results from prior annual surveys and showed how the usage of Zoom for Healthcare and patient and provider experiences have improved over the three years.
Video Remote Interpreting evaluation	Support data driven decision making	PHSA Province	Contributed to the Video Remote Interpreting evaluation and data analysis to understand adoption and user experience, and identified areas of improvement to support expansion across the province.





Working groups within Provincial Virtual Health

Many Provincial Virtual Health team members belong to various working groups that are focused on specific goals or organizational interests.

Working group name	Purpose
Diversity, equity and inclusion	Create and sustain a diverse, equitable, and inclusive Provincial Virtual Health work environment for every employee.
Patient and Community Partnership	Support and promote patient partner engagement into planning and development of virtual health initiatives.
Provincial Virtual Health Onboarding/Orientation Group	Improve our onboarding processes and access to resources for new employees and hiring leaders.
Provincial Virtual Health Project Lifecycle	Streamline and continually improve Provincial Virtual Health project management processes (including Monday.com).
Partnering for appropriate virtual care collaborative (PAVC)	Create an appropriateness in virtual care resource for patients and health-care providers.
Provincial Virtual Health Psychological Wellness	Assess and discover areas where we can address psychological wellness within Provincial Virtual Health and create an appropriate action plan.
Provincial Virtual Health Practice & Education Working Group	Build, advise, and promote virtual health best practice through an interdisciplinary lens, in partnership with BC health sector.
Provincial Virtual Health Provider Advisory Working Group	Bring together a group of providers to advise and support on virtual health initiatives, and increase collaboration across primary/community care and health authorities in the virtual health space.



Supporting team members

Provincial Virtual Health supports team members in their training, educational goals, leadership development, as well as their psychological health and safety.

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