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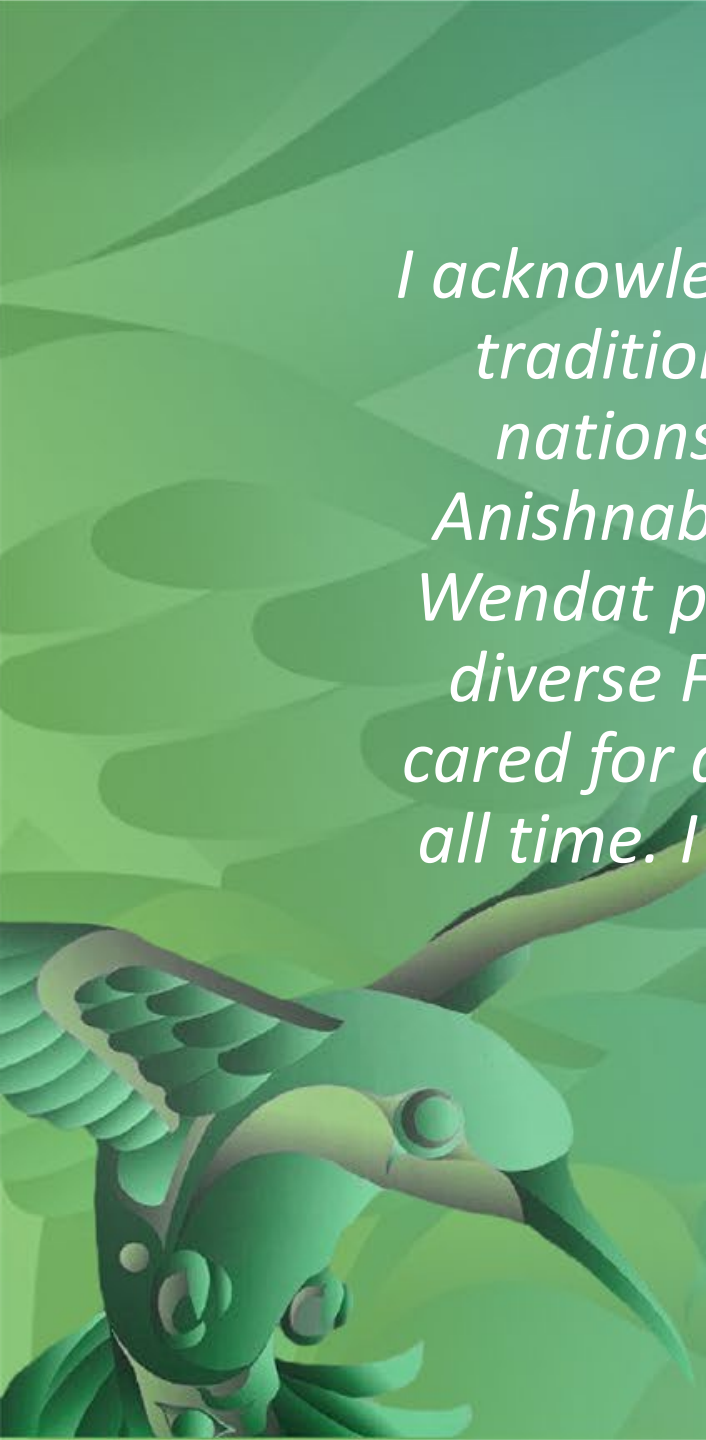
DIGITAL AND VIRTUAL HEALTH

eHealth 2023

Abstract: "The Virtual Health Atlas: Accelerated Prototyping on New Terrain"

I acknowledge with gratitude, that we are gathered on the traditional, ancestral and unceded territories of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples. These lands are also now home to many diverse First Nations, Inuit and Métis peoples who have cared for and nurtured the lands and waters around us for all time. I give thanks, as an Occupier, for the opportunity to live, work and support care here.



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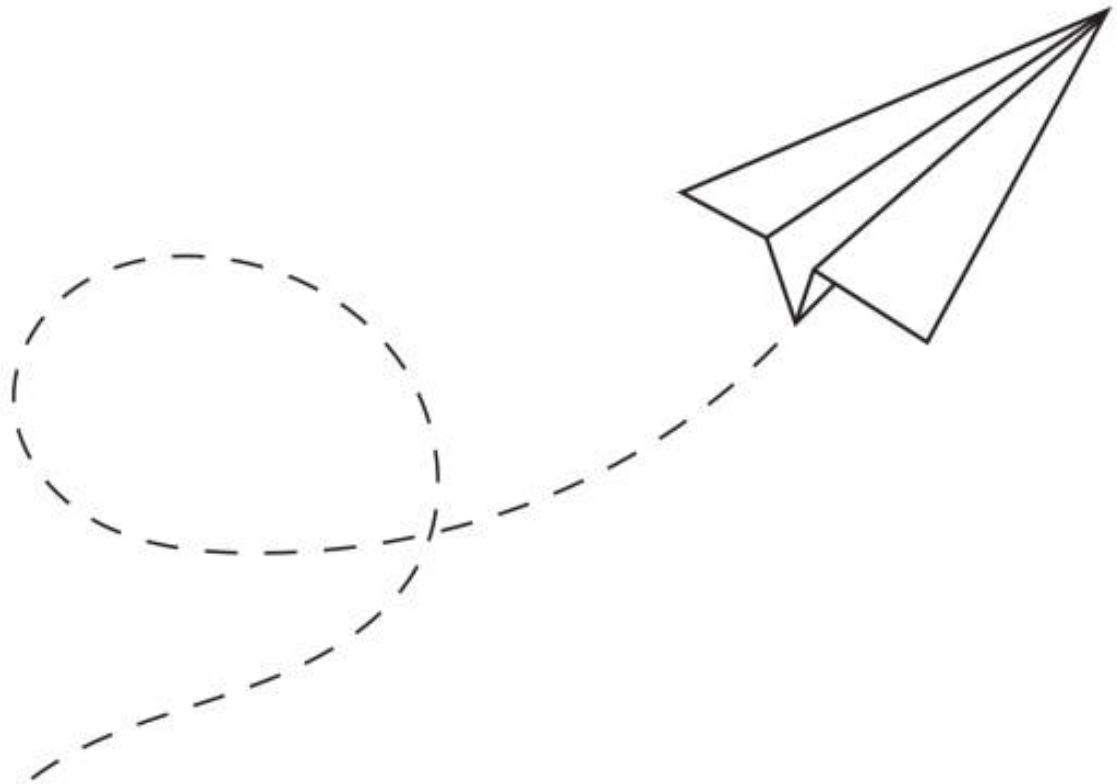
OUR JOURNEY

Problem

Methodology & Approach

Solution



WHAT IS AN ATLAS?

atlas noun

at·las ˈat-ləs

1 **capitalized** : a Titan who for his part in the Titans' revolt against the gods is forced by Zeus to support the heavens on his shoulders

2 **capitalized** : one who bears a heavy burden

3 **a** : a bound collection of maps often including illustrations, informative tables, or textual matter

b : a bound collection of tables, charts, or plates

4 : the first vertebra of the neck

Merriam-Webster

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THE PROBLEM

Virtual and Digital health is complex, new, and takes time to demonstrate its value.

We recognize there is an opportunity for better coordination and collaboration across the province.

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Provincial Health Services Authority | BRITISH COLUMBIA | Ministry of Health

B.C. Digital Health Strategy Alignment 2023

OUR GOAL

A digitally-enabled health system trusted by all who use it.

OUR VISION

Digital health services, tools and processes support a connected, safe, and trusted health system, empower all users and help address population health needs.

Objective 1

Empower Patients

Objective 2

Improve Provider Experience

Objective 3

Establish a Connected Health System

Objective 4

Enable the Business Enterprise

HOW CAN THE ATLAS HELP?

When **investing in innovative technologies**, it is important to the public that health care is utilizing **leading edge technology and not falling behind**.

Recent **health literacy survey data** suggests that the public **need more confidence in distinguishing and using reliable health resources** to make health-related decisions.

Insights show that **technical interoperability** is a priority as the digital health leaders, patients, and providers **demand** an improved and connected health system for information **exchange**.

All data summarized from Canada Health Infoway (2022-23) Infoway Insights.

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THE PAINPOINTS

"The current system is **not intuitive regarding finding resources.**"

"**I want to learn about work across the province** and expand on it versus starting something entirely new and different. We need to be set up for success."

"I want data on virtual health initiatives and to be able to **filter things by clinical usage, need, and region**."

"It would be so wonderful to be able to **speak to what's happening** in digital and virtual health across the province and **identify trends.**"

Mary

Clinician and Practice Leader, Penticton, BC

41 years old

"I want to search through and see the main contact if someone was involved with something similar to what we're trying to do, whether I'm trying to get a clinical objective, or use a similar tool and want to connect with someone. I can potentially expand on that work versus starting something entirely new and different "

"I want different permutations of data and be able to see the usage for all of the different virtual health initiatives, or if I wanted to filter things by clinical need and region for example."

Goals

- I need a way of tracking my competency around virtual health and evaluate it.
- New technology is being introduced and I need to learn how to use that technology.
- I would like to view case studies to learn from.
- I want to learn about regulations or policies that may affect the way I practice with new technologies introduced or mandated
- I want to learn how to evaluate clinical outcomes of new technology
- I want to look at evidence-based research and evaluation reports to help with my clinical decision making
- I want to use the competency framework to help me address practice issues
- I want to identify funding or partnership opportunities based on the success of current models deployed and evaluated in other organizations, sites or programs

Frustrations

- Current resources are difficult to navigate, or find the right information.
- I can't be sure if information is up to date.
- I have very little time.
- There is very little professional practice resources in regards to digital and virtual health care
- How do I plan new workflows or practice changes when new technology is being mandated without known case studies?
- I want change via digital or virtual health solutions but I need more evidence and research to help introduce it

Access

I have access to a desktop, but my job has me moving around a lot and would require a solid mobile experience on my phone or a tablet.

Natalie

Hospital Admin, Victoria, BC

46 years old

"The current system is not intuitive regarding finding resources."

"It would be so wonderful to be able to speak to what's happening in virtual health across and identify trends. So you're going to be able to see where you could expand or build on."

Goals

- I need knowledge about a service delivery to be able to provide support to the clinicians delivering those services
- I want to learn about new capabilities so that I can update the practices in my own organization
- I want to see examples of what others have done as guidance
- I want to be able to share resources with others easily
- There are so many virtual and digital health products in the market; where do I start and what is already trusted in our system (with results)?
- Who can I connect with that can provide me more information about what has been done?
- I need case studies or evidence to help inform my recommendations to programs I work with

Frustrations

- Current resources are difficult to navigate, or find the right information.
- I can't be sure if information is up to date.
- There's no consolidated view or searchable database of what has been tried and/or tested in our system
- I can only rely on my immediate network for information or referrals about what has been tried or tested in other programs or sites
- How do I know I'm getting the best-fit solution for my site or program?
- There is a lack of provincial, easy access inventory to see all QI projects related to VH. If I use Atlas then I can see what's being done, the progress, and only start new QI projects that are not done already

Access

I am usually on my desktop, but it is not unusual for me to be on a mobile device or laptop at home in the evening.

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THE SOLUTION

Product Vision:

To become a center of excellence for digital and virtual health

Mission :

Drive healthcare transformation through digital and virtual health collaborations, innovation and knowledge mobilization in BC.

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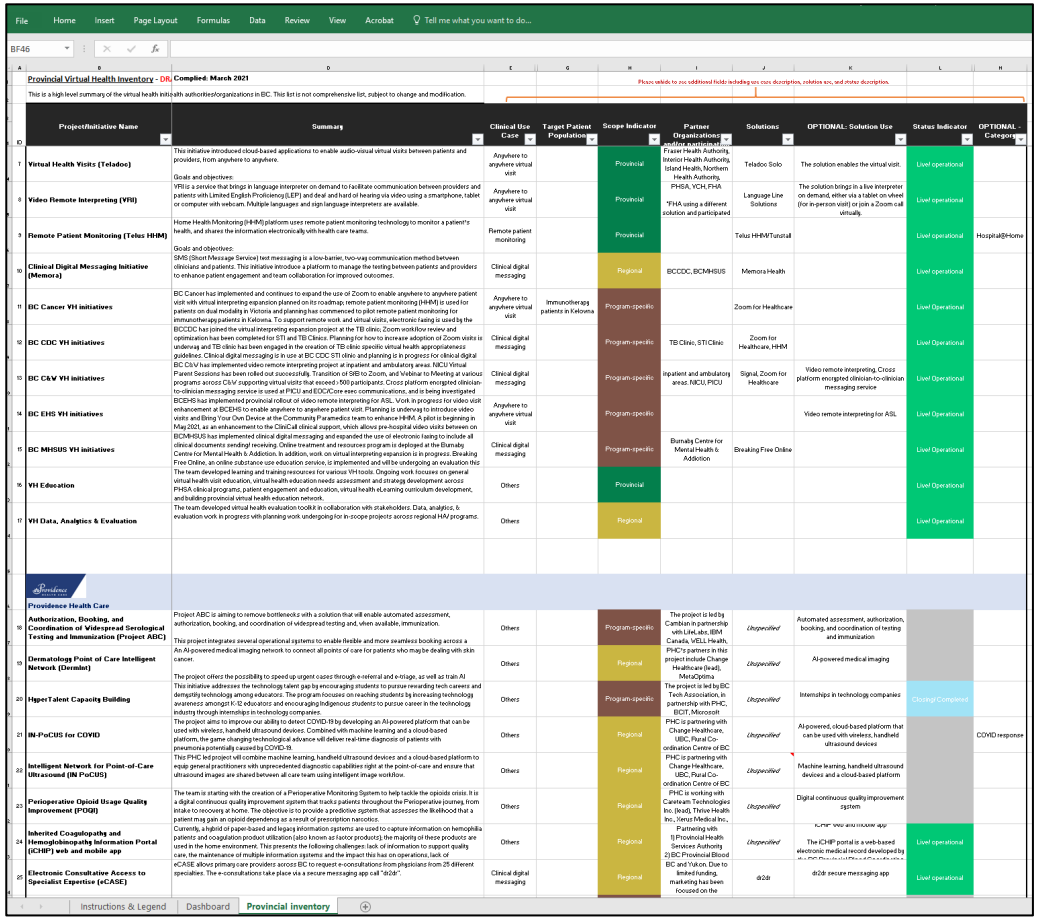
HOW DID WE GET HERE?

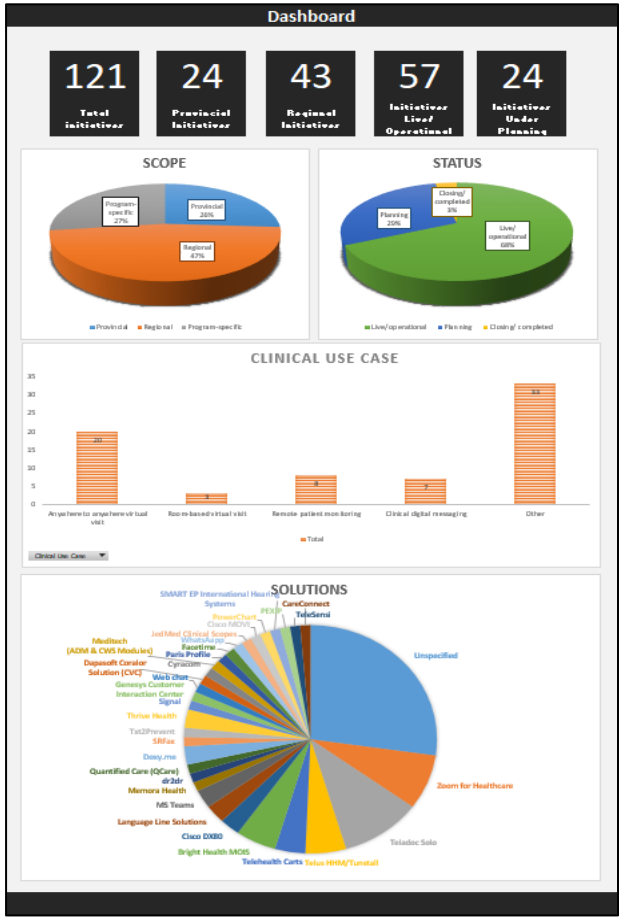


Provincial Virtual Health Inventory - DRAFT Compiled: March 2021

This is a high level summary of the virtual health initiatives/organizations in BC. This list is not comprehensive list, subject to change and modification.

ID	Project/Initiative Name	Summary	Clinical Use Case	Target Patient Population	Scope Indicator	Partner Organizations and/or Application	Solutions	OPTIONAL: Solution Use	Status Indicator	OPTIONAL - Category
1	Virtual Health Visits (Teladoc)	This initiative introduced cloud-based applications to enable audio-visual virtual visits between patients and providers, from anywhere to anywhere. Goals and objectives:	Anywhere to anywhere virtual visit		Provincial	Fraser Health Authority, Interior Health Authority, Island Health, Northern Health Authority,	Teladoc Solo	The solution enables the virtual visit.	Live/ operational	
8	Video Remote Interpreting (VRI)	VRI is a service that brings in language interpreter on demand to facilitate communication between providers and patients with Limited English Proficiency (LEP) and deaf and hard of hearing via video using a smartphone, tablet or computer with webcam. Multiple languages and sign language interpreters are available.	Anywhere to anywhere virtual visit		Provincial	PHSA, VCH, FHA *FHA using a different solution and participated	Language Line Solutions	The solution brings in a live interpreter on demand, either via a tablet on wheel (for in-person visit) or join a Zoom call virtually.	Live/ operational	
9	Remote Patient Monitoring (Telus HHM)	Home Health Monitoring (HHM) platform uses remote patient monitoring technology to monitor a patient's health, and shares the information electronically with health care teams. Goals and objectives:	Remote patient monitoring		Provincial		Telus HHM/Tunstall		Live/ operational	Hospital@Home
10	Clinical Digital Messaging Initiative (Memora)	SMS (Short Message Service) text messaging is a low-barrier, two-way communication method between clinicians and patients. This initiative introduce a platform to manage the texting between patients and providers to enhance patient engagement and team collaboration for improved outcomes.	Clinical digital messaging		Regional	BCCDC, BCMHSUS	Memora Health		Live/ operational	
11	BC Cancer VH initiatives	BC Cancer has implemented and continues to expand the use of Zoom to enable anywhere to anywhere patient visit with virtual interpreting expansion planned on its roadmap, remote patient monitoring (HHM) is used for patients on dual modality in Victoria and planning has commenced to pilot remote patient monitoring for immunotherapy patients in Kelowna. To support remote work and virtual visits, electronic faxing is used by the	Anywhere to anywhere virtual visit	Immunotherapy patients in Kelowna	Program-specific		Zoom for Healthcare		Live/ Operational	
12	BC CDC VH initiatives	BCCDC has joined the virtual interpreting expansion project at the TB clinic. Zoom workflow review and optimization has been completed for STI and TB Clinics. Planning for how to increase adoption of Zoom visits is underway and TB clinic has been engaged in the creation of TB clinic specific virtual health appropriateness guidelines. Clinical digital messaging is in use at BC CDC STI clinic and planning is in progress for clinical digital	Clinical digital messaging		Program-specific	TB Clinic, STI Clinic	Zoom for Healthcare, HHM		Live/ Operational	
13	BC C&W VH initiatives	BC Children's Hospital has implemented video remote interpreting project at inpatient and ambulatory areas. NICU Virtual Parent Sessions has been rolled out successfully. Transition of SIB to Zoom, and Webinar to Meeting at various programs across C&W supporting virtual visits(that exceed ~500 participants). Cross platform encrypted clinician-to-clinician messaging service is used at PICU and EOC/Core exec communications, and is being investigated	Clinical digital messaging		Program-specific	Inpatient and ambulatory areas(NICU, PICU	Signal, Zoom for Healthcare	Video remote interpreting, Cross platform encrypted clinician-to-clinician messaging service	Live/ Operational	
14	BC EHS VH initiatives	BCEHS has implemented provincial rollout of video remote interpreting for ASL. Work in progress for video visit enhancement at BCEHS to enable anywhere to anywhere patient visit. Planning is underway to introduce video visits and Bring Your Own Device at the Community Paramedics team to enhance HHM. A pilot is beginning in May 2021, as an enhancement to the CliniCall clinical support, which allows pre-hospital video visits between on	Anywhere to anywhere virtual visit		Program-specific			Video remote interpreting for ASL	Live/ Operational	
15	BC MHSUS VH initiatives	BCMHSUS has implemented clinical digital messaging and expanded the use of electronic faxing to include all clinical documents sending/ receiving. Online treatment and resources program is deployed at the Burnaby Centre for Mental Health & Addiction. In addition, work on virtual interpreting expansion is in progress. Breaking Free Online, an online substance use education service, is implemented and will be undergoing an evaluation this	Clinical digital messaging		Program-specific	Burnaby Centre for Mental Health & Addiction	Breaking Free Online		Live/ Operational	
16	VH Education	The team developed learning and training resources for various VH tools. Ongoing work focuses on general virtual health visit education, virtual health education needs assessment and strategy development across PHSA clinical programs, patient engagement and education, virtual health eLearning curriculum development, and building provincial virtual health education network.	Others		Provincial				Live/ Operational	
17	VH Data, Analytics & Evaluation	The team developed virtual health evaluation toolkit in collaboration with stakeholders. Data, analytics, & evaluation work in progress with planning work undergoing for in-scope projects across regional HAV programs.	Others		Regional				Live/ Operational	
	Providence Health Care									
18	Authorization, Booking, and Coordination of Widespread Serological Testing and Immunization (Project ABC)	Project ABC is aiming to remove bottlenecks with a solution that will enable automated assessment, authorization, booking, and coordination of widespread testing and, when available, immunization. This project integrates several operational systems to enable flexible and more seamless booking across a	Others		Program-specific	The project is led by Cambian in partnership with LifeLabs, IBM Canada, VELL Health,	Unspecified	Automated assessment, authorization, booking, and coordination of testing and immunization		
19	Dermatology Point of Care Intelligent Network (Dermlot)	An AI-powered medical imaging network to connect all points of care for patients who may be dealing with skin cancer. The project offers the possibility to speed up urgent cases through e-referral and e-triage, as well as train AI	Others		Regional	PHC's partners in this project include Change Healthcare (lead), MetaOptima	Unspecified	AI-powered medical imaging		
20	HyperTalent Capacity Building	This initiative addresses the technology talent gap by encouraging students to pursue rewarding tech careers and demystify technology among educators. The program focuses on reaching students by increasing technology awareness amongst K-12 educators and encouraging Indigenous students to pursue career in the technology industry through internships in technology companies.	Others		Program-specific	The project is led by BC Tech Association, in partnership with PHC, BCIT, Microsoft	Unspecified	Internships in technology companies	Closing/ Completed	
21	IN-PoCUS for COVID	The project aims to improve our ability to detect COVID-19 by developing an AI-powered platform that can be used with wireless, handheld ultrasound devices. Combined with machine learning and a cloud-based platform, the game changing technological advance will deliver real-time diagnostic of patients with pneumonia potentially caused by COVID-19.	Others		Regional	PHC is partnering with Change Healthcare, UBC, Rural Co-ordination Centre of BC	Unspecified	AI-powered, cloud-based platform that can be used with wireless, handheld ultrasound devices		COVID response
22	Intelligent Network for Point-of-Care Ultrasound (IN PoCUS)	This PHC led project will combine machine learning, handheld ultrasound devices and a cloud-based platform to equip general practitioners with unprecedented diagnostic capabilities right at the point-of-care and ensure that ultrasound images are shared between all care team using intelligent image workflow.	Others		Regional	PHC is partnering with Change Healthcare, UBC, Rural Co-ordination Centre of BC	Unspecified	Machine learning, handheld ultrasound devices and a cloud-based platform		
23	Perioperative Opioid Usage Quality Improvement (POQI)	The team is starting with the creation of a Perioperative Monitoring System to help tackle the opioids crisis. It is a digital continuous quality improvement system that tracks patients throughout the Perioperative journey, from intake to recovery at home. The objective is to provide a predictive system that assesses the likelihood that a patient may gain an opioid dependency as a result of prescription narcotics.	Others		Regional	PHC is working with Caremark Technologies Inc. (lead), Thrive Health Inc., Xerus Medical Inc.,	Unspecified	Digital continuous quality improvement system		
24	Inherited Coagulopathy and Hemoglobinopathy Information Portal (iCHIP) web and mobile app	Currently, a hybrid of paper-based and legacy information systems are used to capture information on hemophilia patients and coagulation product utilization (also known as factor products); the majority of these products are used in the home environment. This presents the following challenges: lack of information to support quality care, the maintenance of multiple information systems and the impact this has on operations, lack of	Others		Regional	Partnering with 1) Provincial Health Services Authority 2) BC Provincial Blood	Unspecified	The iCHIP portal is a web-based electronic medical record developed by	Live/ operational	
25	Electronic Consultative Access to Specialist Expertise (eCASE)	eCASE allows primary care providers across BC to request e-consultations from physicians from 25 different specialties. The e-consultations take place via a secure messaging app call "dr2dr".	Clinical digital messaging		Regional	BC and Yukon. Due to limited funding, marketing has been focused on the	dr2dr	dr2dr secure messaging app	Live/ operational	

Instructions & Legend | Dashboard | Provincial inventory



METHODOLOGY & APPROACH

1. Utilize **RADaR (rapid and rigorous qualitative data analysis)** and **SAFe (scaled agile framework)** for requirements gathering

2. Utilize iterative, just-in-time lean and agile approach to create a **minimal viable product (MVP)**

3. Utilize the MVP as a **proof of concept** for engagement with a wider audience

RADaR and SAFe

Rapid and Rigorous Qualitative Data Analysis (RADaR)

The RADaR technique is an individual and team-based approach to coding and analyzing qualitative data. It is most beneficial for producing project deliverables. It involves rigorously converting raw data through "data reduction" in all-inclusive data tables into a user-friendly format.

Source: Rapid and Rigorous Qualitative Data Analysis - SAGE Journals

Scaled Agile Framework (SAFe)

"SAFe provides a scalable requirements model that demonstrates a way to express system behaviors: Epics, Capabilities, Features, Stories, Nonfunctional Requirements (NFRs)"

Source: Scaled Agile Framework – SAFe Requirements model

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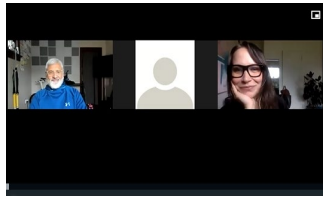
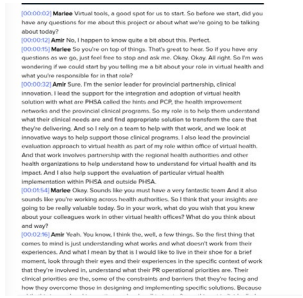
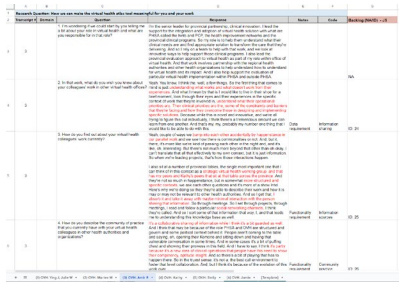
Conduct User Interviews



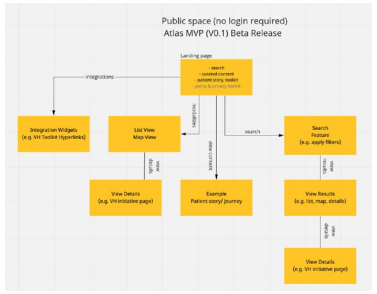
Populate Transcripts

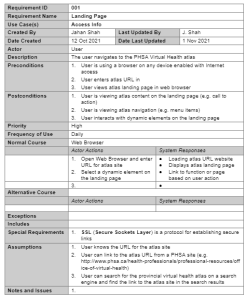


Coding & Theming

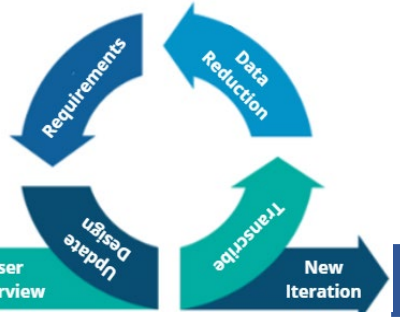


High Level Requirements & System Behaviors





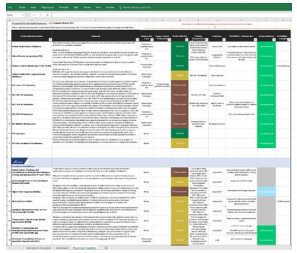
Product Requirements Log



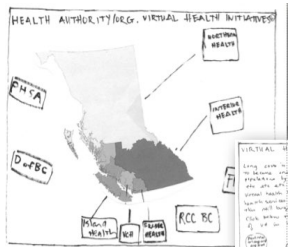
RADaR

SAFe

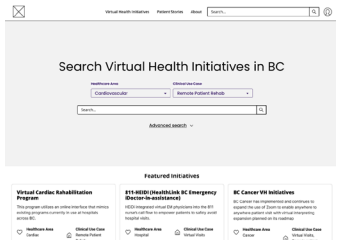
Virtual Health Inventory



Sketches

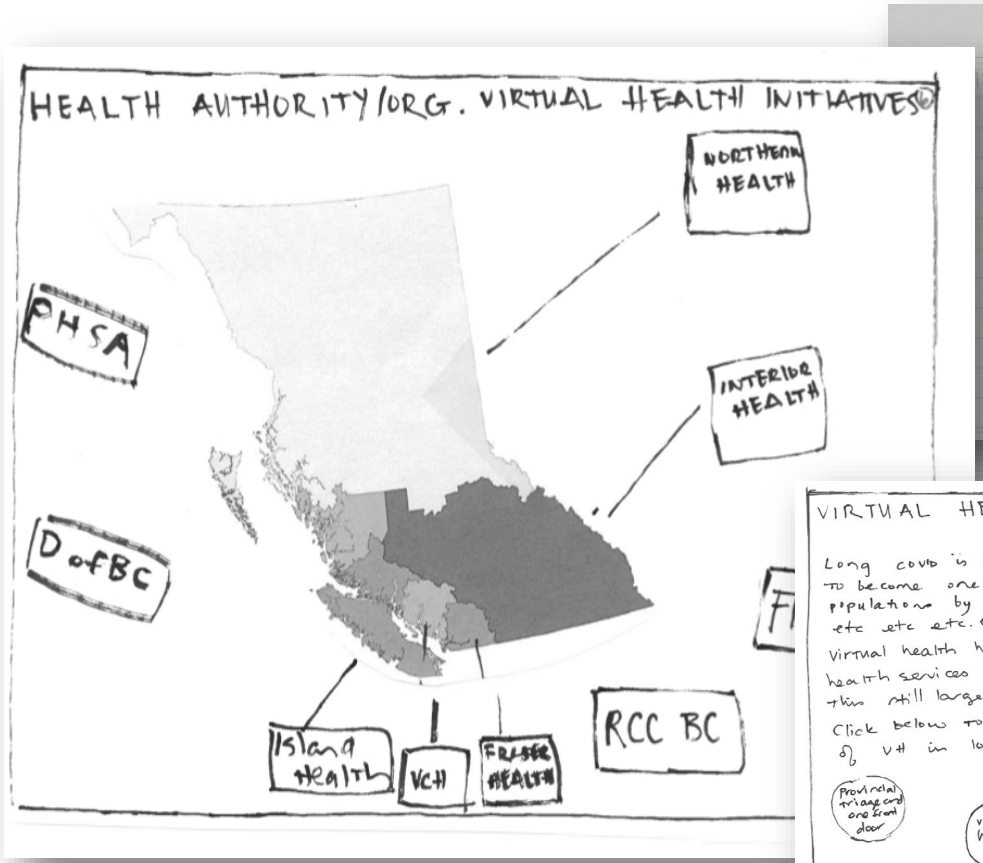


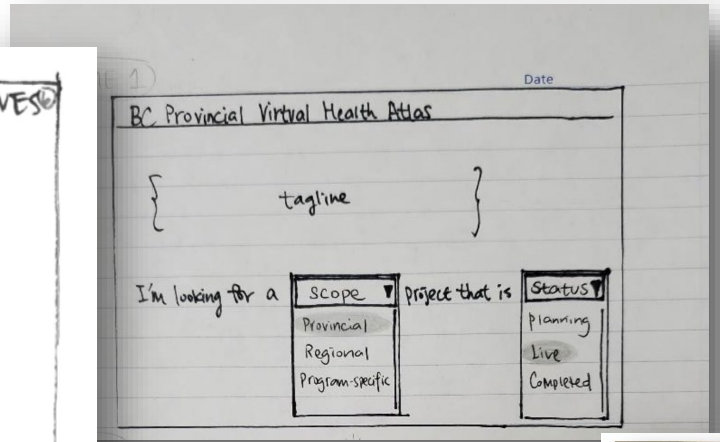
Wireframe

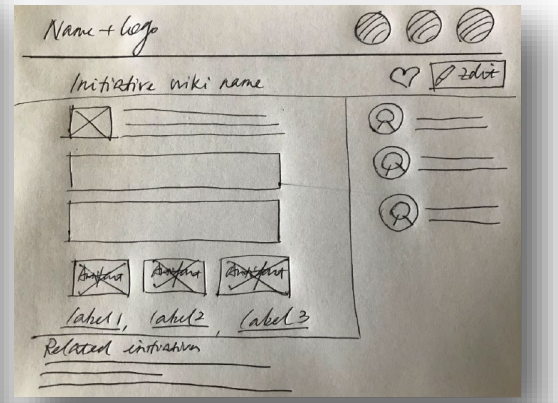


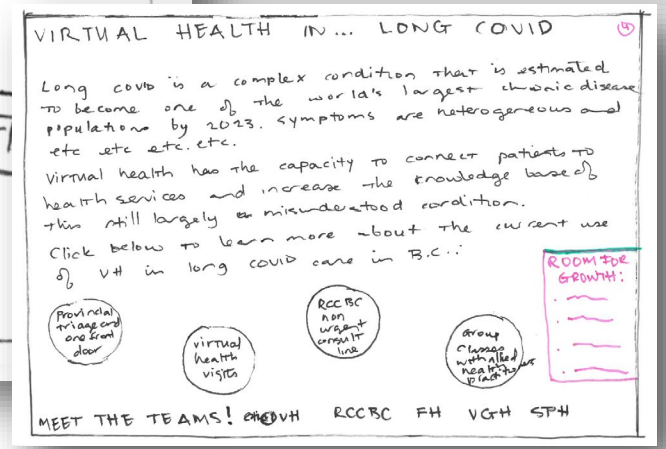
Prototype

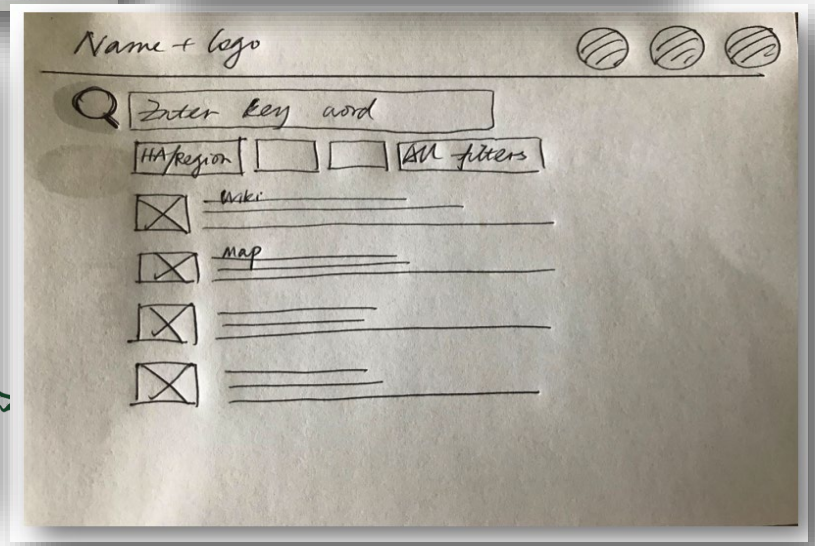
CONCEPTUAL DESIGN & SKETCHES







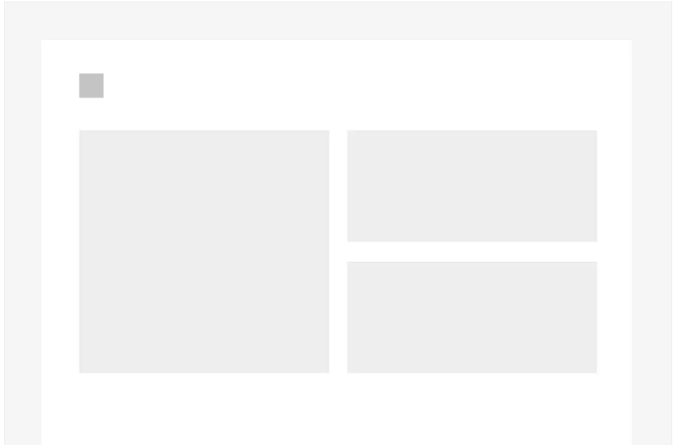


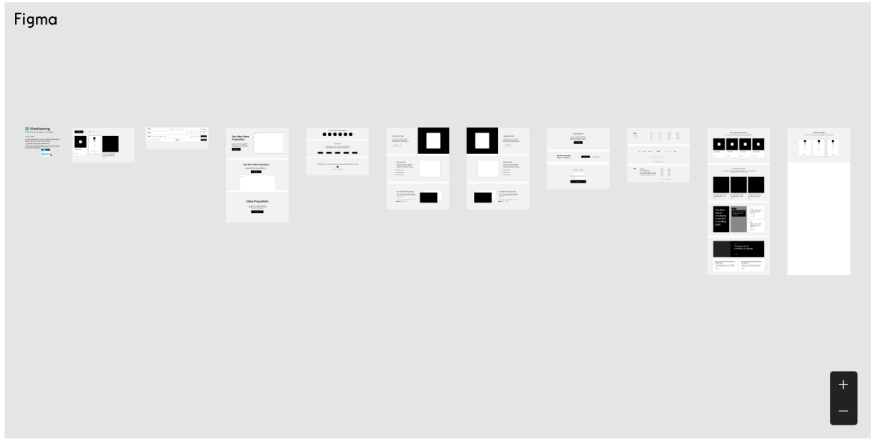


WIREFRAME DESIGN

“A wireframe is a simple visual guide that represents the skeletal framework of a website or digital product. Think of it as the blueprint for your final design.”

Typically used after concept sketching and before high-fidelity mock-ups.





https://www.figma.com/blog/how-to-wireframe/

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Welcome to the

BC Virtual Health Atlas

a tool for Healthcare providers and administrators

Explore solutions around the province

Programs & Initiatives

How clinicians are using the tools, technologies of Virtual Health around BC

Patient & Clinician Stories

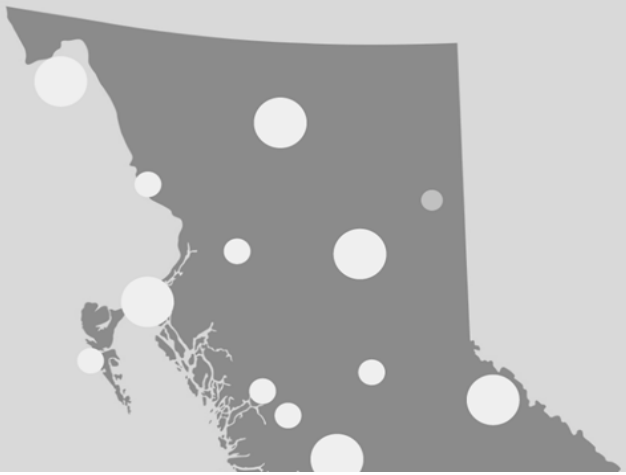
See the impact of Virtual Health for patients and clinicians

Lessons Learned

Take home lessons we've learned about Virtual Health so far

Technology & Tools

Understand the tools used in VIrtual Health and get toolkits that will help you implement them



Explore the Atlas

See the dozens of programs and tools already implemented around BC. Hear stories from patients and clinicians.

Explore All of Virutal Health ›

Search Virtual Health Initiatives in BC

Search Virtual Health Initiatives in BC
Featured Initiatives
Patient Stories

Virtual Cardiac Rehabilitation Program
Patient Story
Program "allowed me to complete my rehab on my own schedule"
Lessons Learned
More like this

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FINAL PROTOTYPES

PHSA VIRTUAL HEALTH
ATLAS

Log in

Initiatives & Stories | Health Systems Planning | Clinical & Professional Practice | Patients & Community | Digital Health Innovation Exchange

Home > Initiatives

Innovations at Work

Explore BC's virtual health landscape and discover exciting projects and learnings. Together, we can accelerate our province's well-being.

FILTER INITIATIVES

Search Keywords

Scope: Any

Healthcare or Specialty Area: Any

Target Patient Population: Any

Technology: Any

Status: Any

Health Authority: Any

Learning Categories: Any

CLEAR FILTERS

HIDE FILTERS | Support | Rural/Community | Outpatient | Inpatient | Emergency

INITIATIVES *8 results*

LIST VIEW | MAP VIEW

Virtually-Enabled Post-Covid Recovery Care in BC

8 min read

Post-COVID Recovery Clinics implemented digital strategies to help increase access and improved experience for patients experiencing persistent symptoms after recovering from a COVID-19 infection. The strategies launched in winter of 2021 included the digital assess tool (which allows PCRCs to collect patient questionnaires with efficiency and...

Read more

ASK AN EXPERT

Trailblazing Virtual Health

Our knowledge translation tool shares BC's virtual health initiatives to learn from one another and advance our collective practices.

EXPLORE THE ATLAS >

Patients & Community:
- Virtual care near me
- VH patient resources
- VH patient education
- VH FAQs

Initiatives >
Explore BC's virtual health landscape

Stories >
Discover people's virtual health experiences and reflections

Lessons Learned >
Navigate outcomes, developments, metrics, and insights

Resources >
Access toolkits, frameworks, education, and helpful links

Health Systems Planning:
- BC Interoperability guide
- Best practice toolkits
- FHIR sandbox
- Vendor showcase
- BC health data resources
- Lesson learned

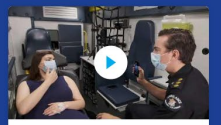
STORIES

In their own words

Lived experiences, data stories, articles, and team presentations offer diverse perspectives to inspire, inform, and direct approaches to virtual health.

Tessa Diaczum, a pediatric nurse practitioner at the BC Children's Hospital,

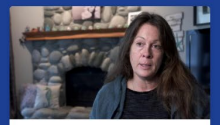
Read more about: Province-wide Zoom for Health Care Initiative



With Video Remote Interpreting (VRI)

In publishing and graphic design, Lorem Ipsum is a placeholder text commonly used to demonstrate the visual form of a document or a typeface without relying on meaningful content. Lorem Ipsum may be used as a placeholder before final copy is available.

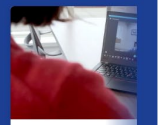
Read more about: Provincial Video Remote Interpreting (VRI)



BC Cancer patient Jennifer Robertson uses virtual health visits for doctor appointments.

The VRI initiative is the first ASL interpreting app for paramedics

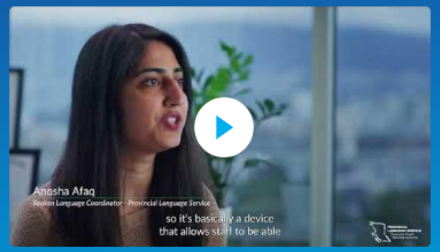
Read more about: Provincial Video Remote Interpreting (VRI)



Virtual Health visits have cut down trips to the cancer clinic

ASK AN EXPERT

Provincial Video Remote Interpreting (VRI)



7 min read

Effective communication between patients and care-providers is a key ingredient for better patient outcomes.

Overview | Lessons Learned | Technology Solution | Additional Resources | Organizers & Collaborators

LANGUAGES BY AUDIO

240

LANGUAGES BY VIDEO

40

(Including ASL)

RESPECT | SAFETY | APPROPRIATENESS | EFFECTIVENESS | EQUITY

These ratings are part of a self-assessment completed during content intake for this initiative. The assessment is based on the BC Health Quality Matrix Companion Guide and Canada Health Infoway technical dimensions of virtual health experience. Review the self-assessment rubric here.

- Scope: Province-wide
- Healthcare or Speciality Area: All
- Target Patient Population: Deaf, Deafblind, Hard of hearing, Limited English Proficiency
- Technology: Corporate Mobile Devices, SaaS, SMS, Tablets
- Status: Implementation, Sustained

Last updated: Nov 09, 2021

Project Details

Effective communication between patients and care-providers is a key ingredient for better patient outcomes. Even within the same language, definitions and meanings can easily be misconstrued, so it is important to address interpretation in a culturally meaningful way. VRI offers an alternative to interpretation in-person and via phone to help enhance communication between healthcare providers and patients who face language barriers.

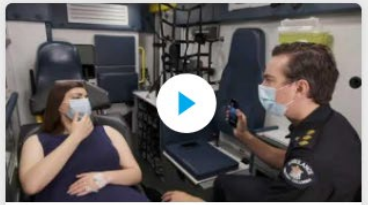
BC is home to people who speak many different languages, including Punjabi, Cantonese, Mandarin, Farsi, German, Tagalog, American Sign Language (ASL), and more. Having access to language interpretation in physician appointments, hospitals, and other healthcare settings is an important part of delivering safe and linguistically and culturally appropriate care. For Deaf, Deaf-Blind, or Hard of Hearing (DDBHH) individuals, having access to sign language interpretation service when accessing health care is a constitutional right. The Provincial Language Service of Provincial Health Services Authority (PHSA), which offers interpreting services for health authorities and private physician offices in person and by phone, had received over 160,000 requests for interpreting services in 2019 alone. Virtual language interpretation provides additional access to language interpretation to help ensure equitable care for patients who face language barriers. This is needed now more than ever with the changes resulting from responses to the COVID-19 pandemic, including the dramatic expansion of virtual healthcare, safety precautions that limit the presence of a support person in ambulances and medical appointments who may be able to translate, and the use of protective masks that prevent DDBHH patients from reading lips and facial expressions.

KEY GOALS

- To ensure equitable access to health care for limited English proficient and Deaf and hard of hearing patients across the province
- To offer an alternative solution in additon to interpretation in-person and via phone
- To observe cost efficiency outcomes for both planned and unplanned health visits

Stories

Here are some stories of various VRI implementations for emergency services and other healthcare areas.



With Video Remote Interpreting (VRI)

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Video Remote Interpreting (VRI)

The VRI initiative is the first ASL interpreting app for paramedics

Watch video

Spurred by positive feedback

View article

Lessons Learned

British Columbians who speak languages other than English or French and for those who are Deaf, Deaf-Blind, and Hard of Hearing (DDBHH), language barriers can lead to challenges and frustration when accessing healthcare. The VRI pilot project in 2020 in select clinical and hospital settings in the Lower Mainland received positive feedback from providers and patients - 97% of patients and 99% of providers reported wanting to continue using VRI - and the number of requests for VRI increased at the Vancouver General Hospital and Lions Gate Hospital.

An evaluation of the year-long pilot initiative showed the following results for patients who face language barriers and patients who are DDBHH:

Reduced average length of stay in hospital, readmission rate, and average time in ED

A pre- and post-implementation comparison in a geriatric inpatient unit and ED at VGH showed statistically significant reductions in average length of stay (by >7 days), 7-day readmission rate (by 69%), and average time in ED (by 3 hours) for this population

Decreased rate of short-notice cancellation for interpreter requests

At BC Cancer Vancouver, the rate of short-notice cancellation (i.e. requests cancelled within 24 hours prior to start time) historically ranged from 10-15% but dropped to 10%

Reduced rate of unmet requests for an interpreter

The overall rate of unmet requests for an interpreter decreased from above 5% to below 5% (a statistically significance reduction) during the 2020-2021 fiscal year.

OUTCOMES & CONCLUSION

Provincial Health Services Authority
Province-wide solutions. Better health.

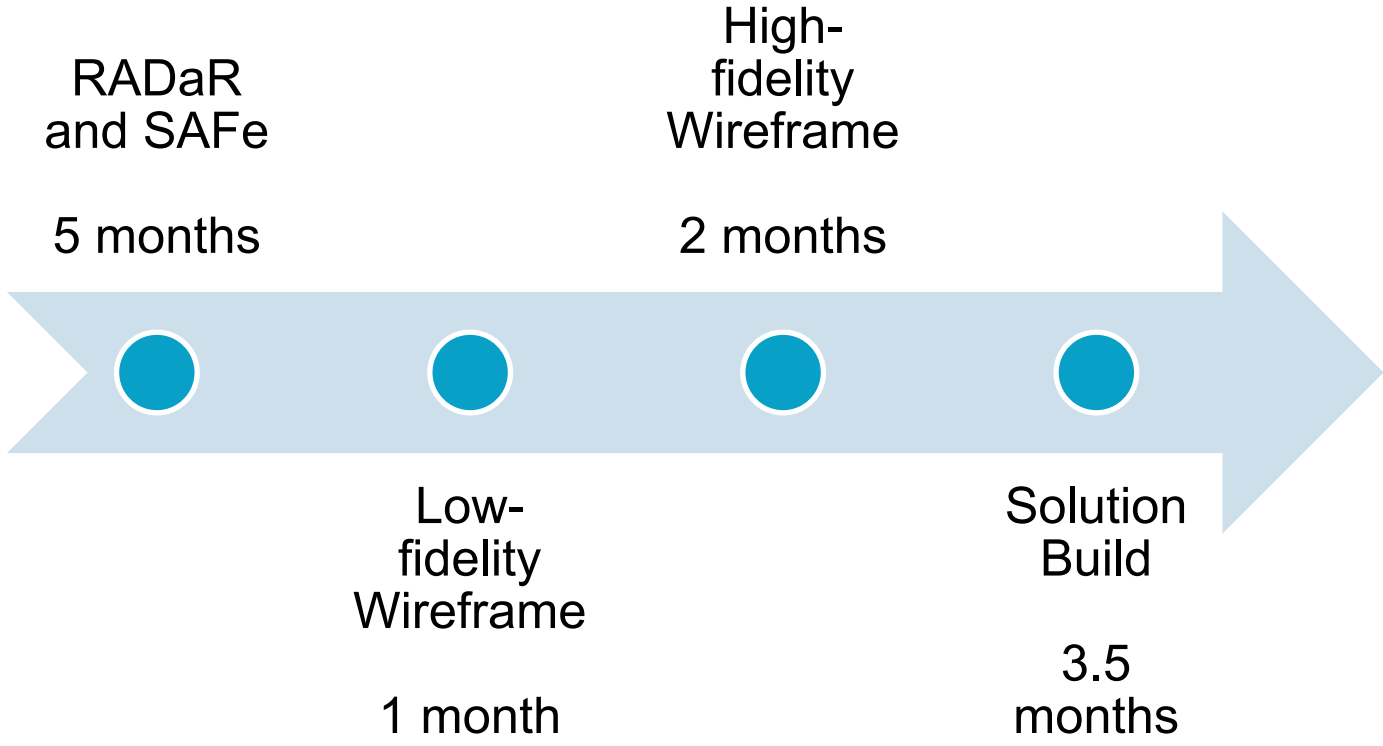
Office of Virtual Health
Connecting for health

Our processes helped us achieve:

1. Low-stakes, high-fidelity clickable wireframe prototype to showcase design and intended purpose

2. An MVP of the platform powered by an interactive content management system

OUTCOMES & CONCLUSION



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Thanks for listening!

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