



THE EVOLUTION OF VIRTUAL CARE INTO  
PATIENT-CENTRIC CARE



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Transformation

# Agenda

**01** ISLAND HEALTH

**02** VIRTUAL CARE

**03** SCENARIO

**04** PATIENT CENTRIC JOURNEY

**05** HOME HEALTH MONITORING

**06** QUESTIONS



# Organizational overview



23% of Island's population are over 65 years old



# What is Virtual Care?

The care you need, when you need it.



# Virtual Care at Island Health

Virtual Visits  
Any time /Any Where



Virtual  
Care

Home Health  
Monitoring

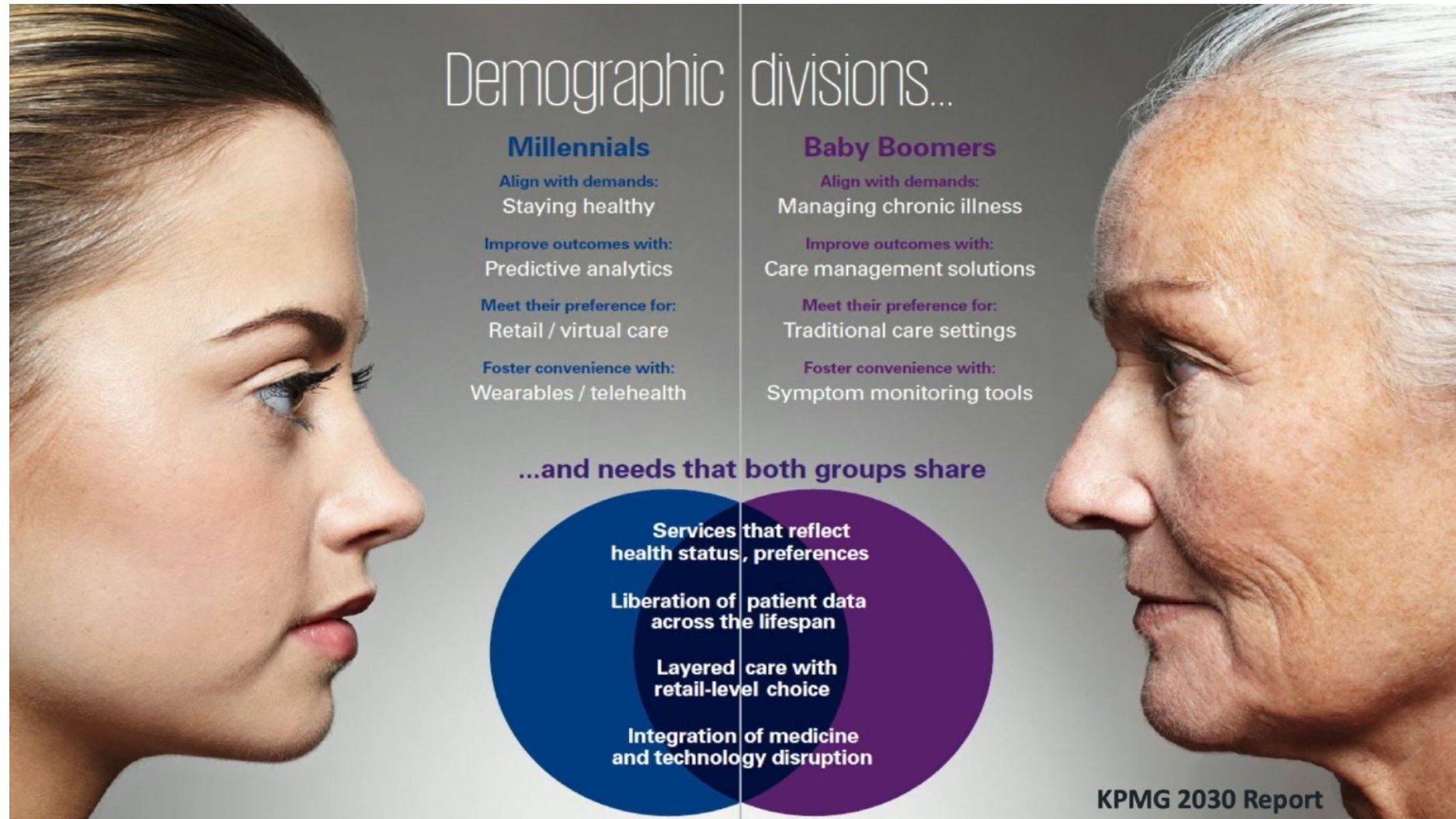


Connecting  
physicians, care  
teams and patients  
everywhere

Education and  
support for self-care  
and chronic disease  
management



# Virtual Care next generation...



# Millennials and their parents....





It is far more likely....



# Island's Health Journey .....



# 01

Understand patient  
and provider  
expectations





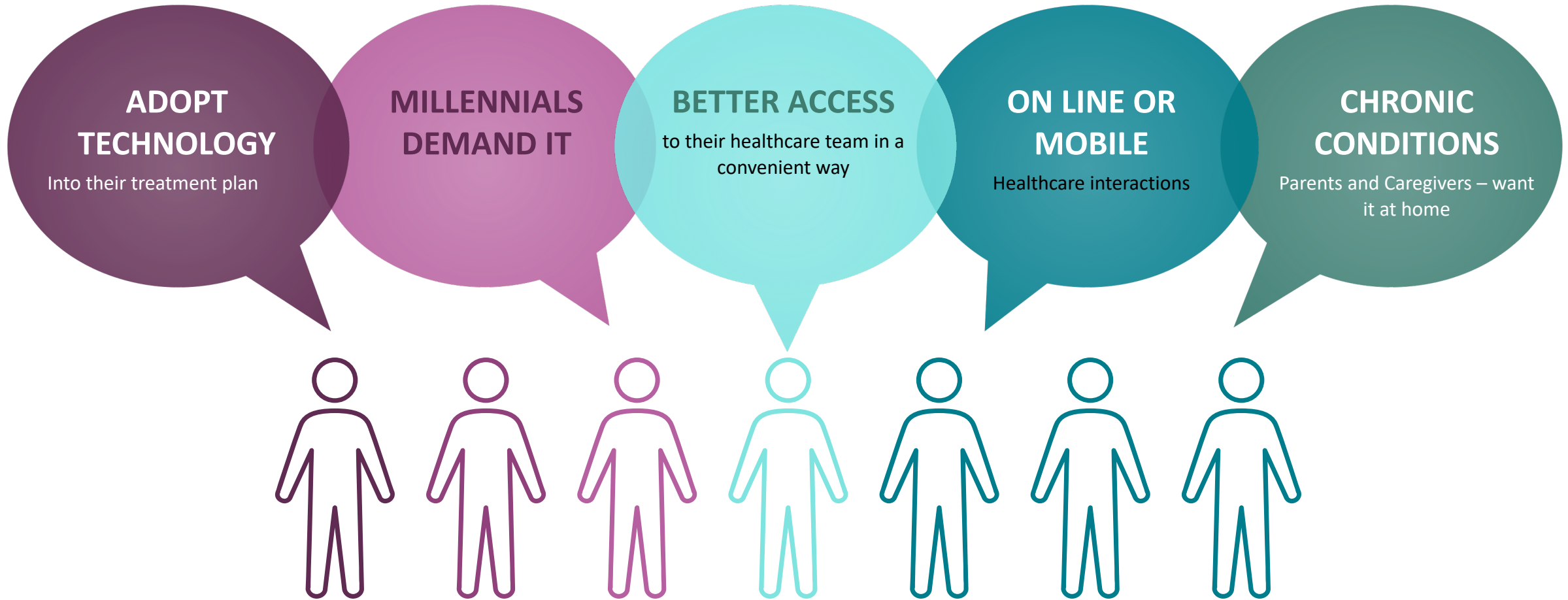
# Doctors want to do Virtual Care

- Convenient
- Work / life balance
- Work part time
- May not want to own and run a practice

MOST IMPORTANT:

**Because patients want it**

# Canadians Want Virtual Care



# 02

Make it an  
**enterprise wide**  
priority with  
leadership  
support

# Key priorities: 1 of 3 is Virtual Care



Kathy MacNeil – President and Chief  
Executive Officer – Island Health

Placing the patient experience at the centre of our work....  
Virtual Care is one of 3 Key Priorities

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*“...change today if we are to create a better tomorrow”.*

# 03

Establish a strong  
**business case** make  
the investment

# Business Case - Virtual Care

Connects remote family members with long-stay patients

Connects care teams to provide greater continuity of care

Increases access to specialized and timely urgent care

Reduces emergency department visits and the time patients spend in hospitals

Increases the capacity and efficiency of specialists and primary care



# Emergency Department Visits

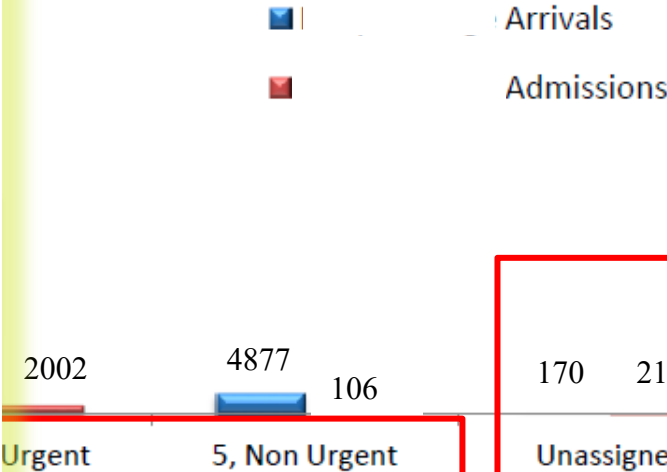
40,000  
Canadians  
visit the ED  
every year to  
renew  
prescriptions

18/19  
346,692 people  
visited the ED during

Source: FirstNet via IDEAS and the Data Warehouse, April 2019  
Questions: Sheri.Yager@viha.ca

Let's break the box and  
avoid ED visits with  
Virtual Care

Visits by CTAS Level  
FirstNet



Virtual Care can be  
utilized to advert **less**  
**urgent** and **non**  
**urgent** ED visits  
**29%**

# 04

**Develop clear vision, strategy, goals and measures**

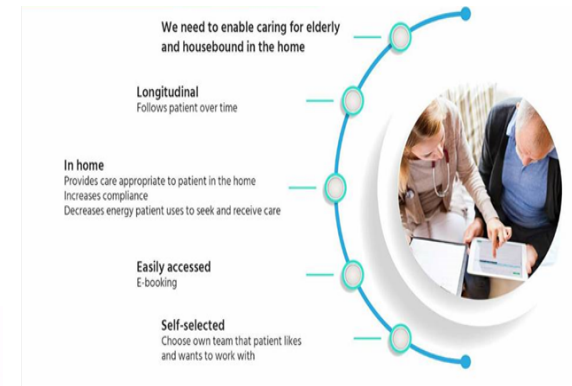
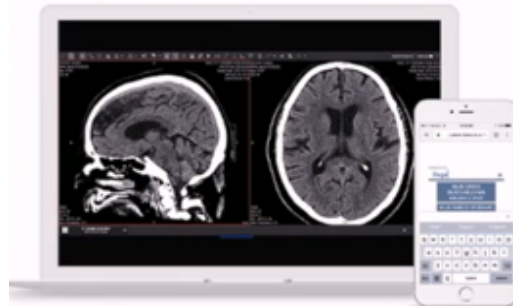
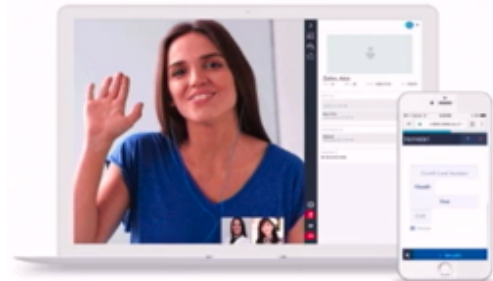


# Create a continuous connection between patients, physicians, and other caregivers



Beyond the  
boundaries of  
HA

Patient homes  
Private provider  
offices



Broad clinical  
workflows

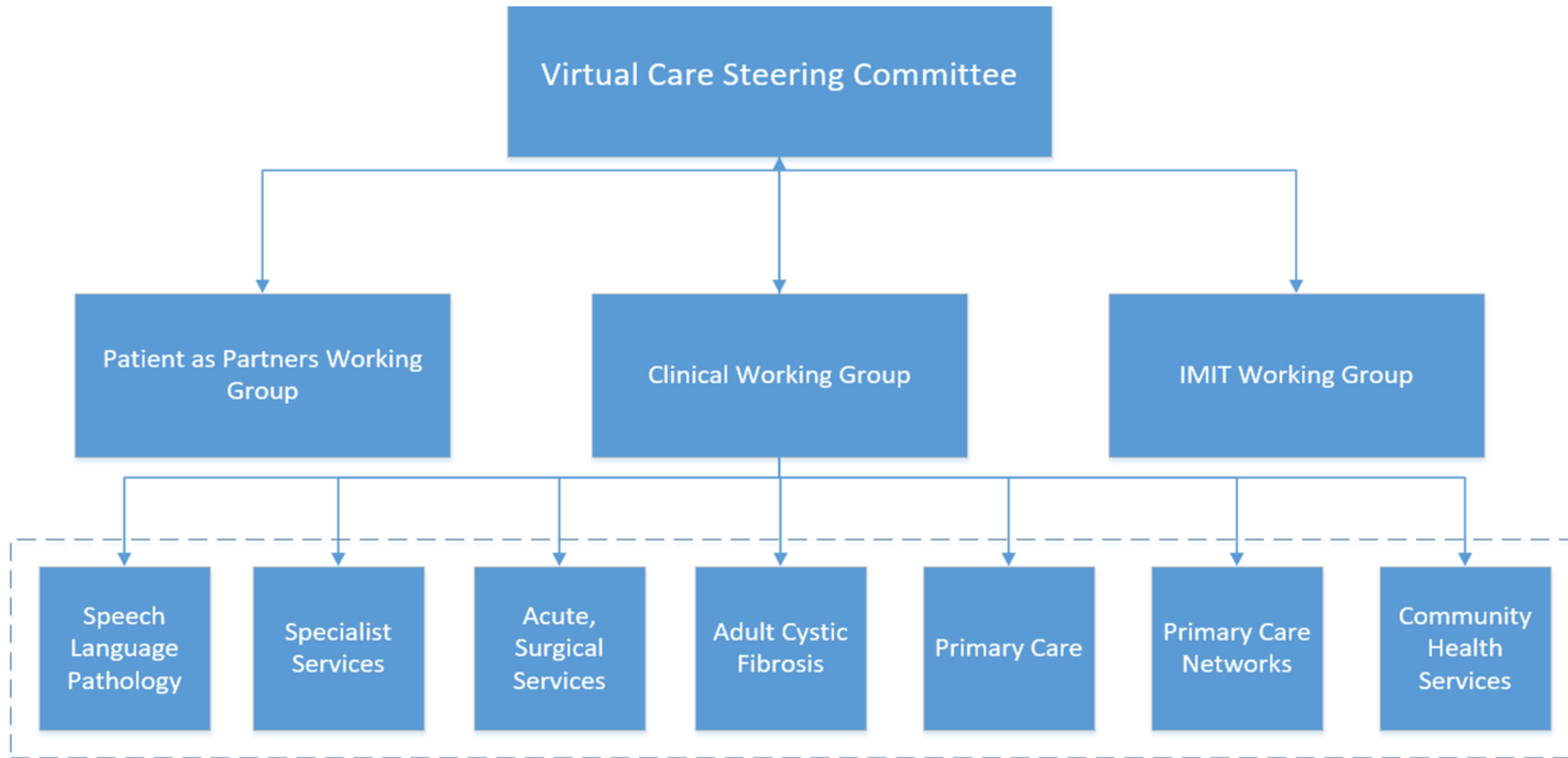
- Device agnostic
- Easy to Use
- Anywhere, Any time



# 05

Implement **governance** with clinical, technical, patient, and business representation

# Governance structure



\* These sub clinical working groups would be established based on need and the specific focus of the implementation at any given time. It is not intended that we have all of these sub clinical working groups functional concurrently.

# 06

Establish clear  
leadership with  
**strong team**



# 07

**Select great partners and  
collaborate with others**

# A partner to embark into this journey.....



## Criteria for Selection

MoA / Admin

Invitation / Reminders

Scheduling

Team Based Care – incl family

System Requirements

Patient Experience

Clinician Experience

Forms / questionnaires/ surveys / consents

Document Sharing

Support and Testing

Video Experience

Chat





Island Health System- Project Kick Off  
October 18, 2019

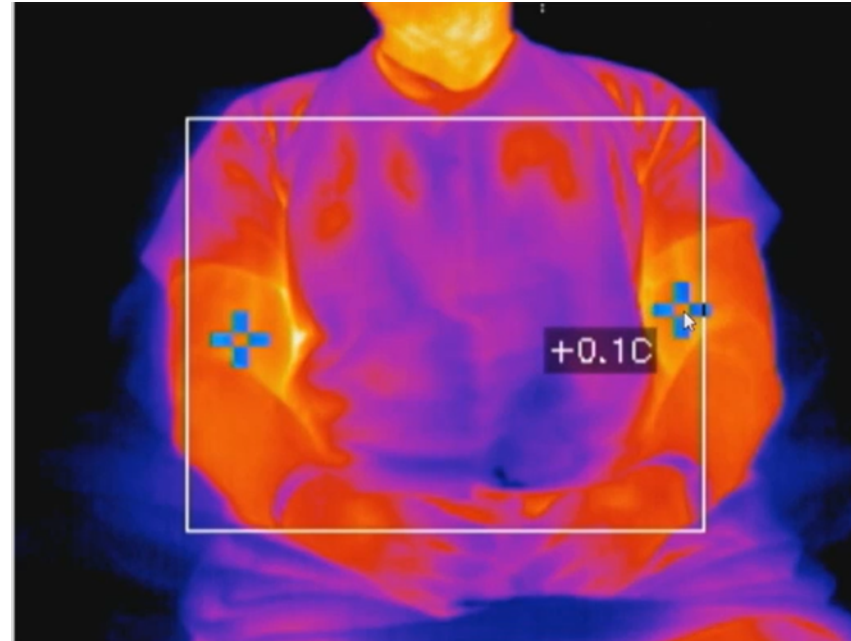
THE LEADING TELEHEALTH PARTNER

**InTouch Virtual Care Solutions**

# Provider Augmentation Features



Intelligent camera measures pulse and respiratory rate



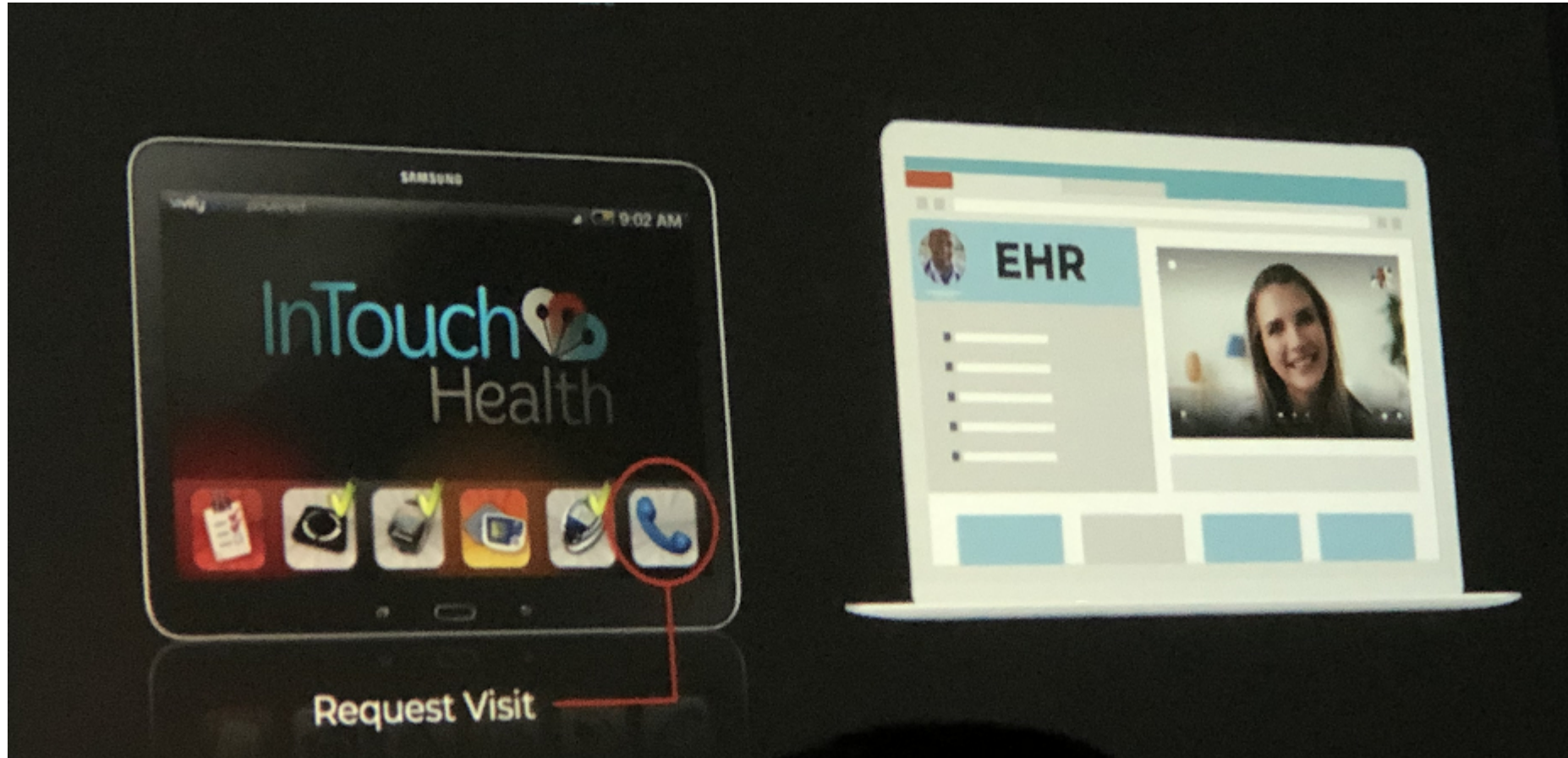
Thermal camera detects variations in temp and indicate circulatory issues

Sentiment tool analyzes facial strain that shows discomfort and pain





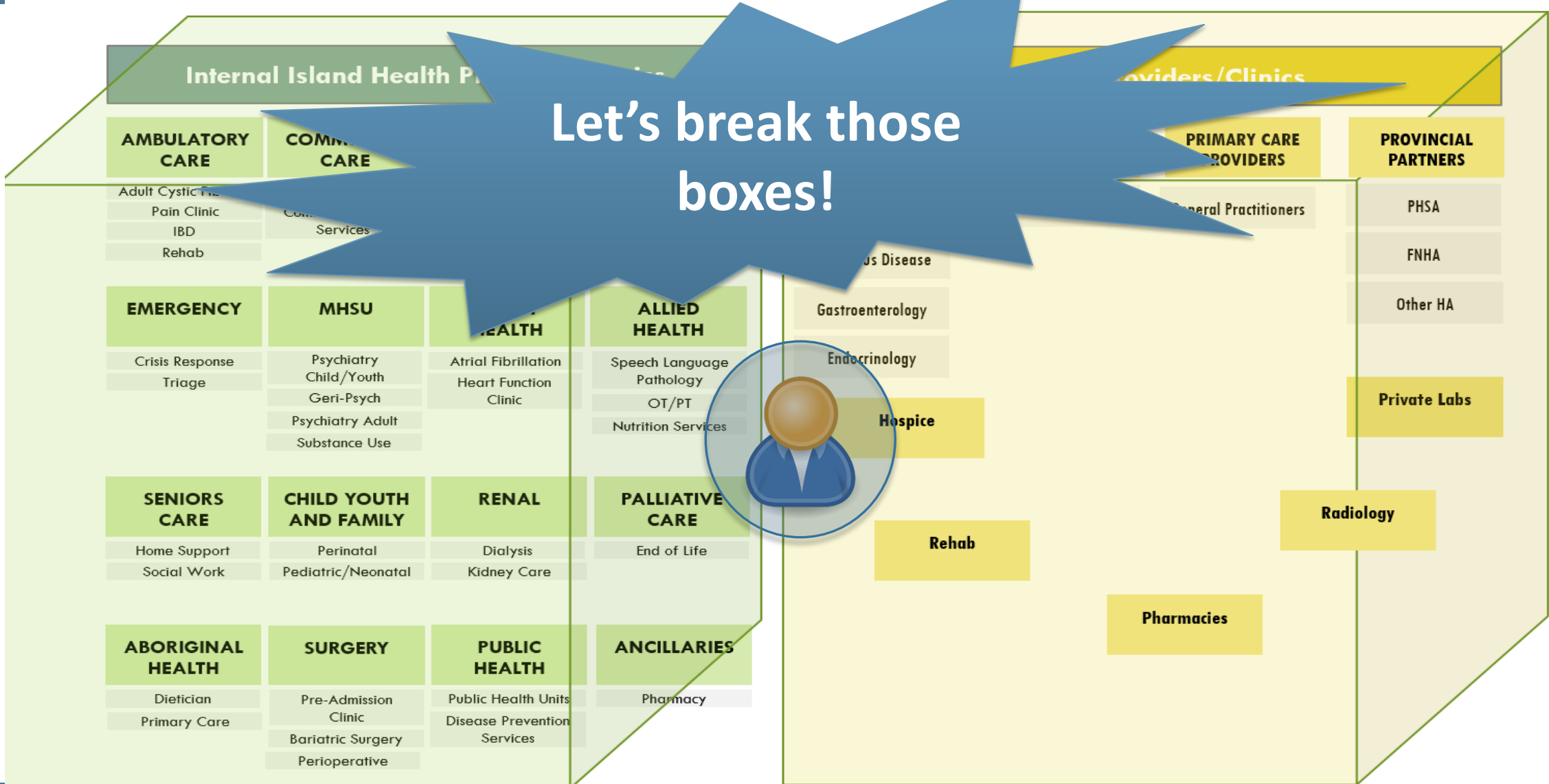
# Future Integration into EMR / EHR



# 08

Create a **roadmap** that aligns  
**innovation** efforts with **priority**  
**clinical use cases**

# Fragmented divisive path... or....



# 09

Apply in context of  
**holistic care** delivery  
and wellness model



<https://app.vyond.com/videos/a2e4b4ed-bca0-44ee-82e7-45a8e73bbd2a>

# Virtual Care at Island Health

Virtual Visits  
Any time /Any Where



Connecting  
physicians, care  
teams and patients  
everywhere

Home Health  
Monitoring



Education and  
support for self-care  
and chronic disease  
management

Virtual  
Care



# Home Health Monitoring



# What is Home Health Monitoring?

*HHM is a co-management support service to educate and empower clients living with chronic disease.*

## Home Health Monitoring Service Goals:

- Assist with early detection and intervention for exacerbations
- Reduce hospital admissions
- Improve health outcomes
- Enhance quality of life



# Monitoring Options Across Island Health



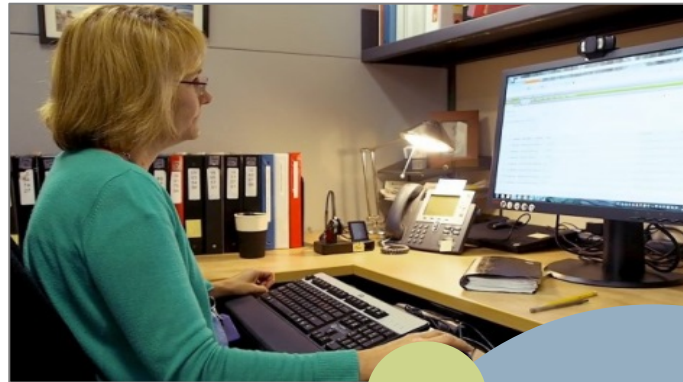
Clients can be supported with any combination of the following, allowing multimorbidity monitoring:

- Heart failure
- COPD
- Diabetes
- Combined heart failure and COPD
- Screening tools
  - Pain Disability Index
  - GAD-7 (anxiety)
  - PHQ-9 (depression)



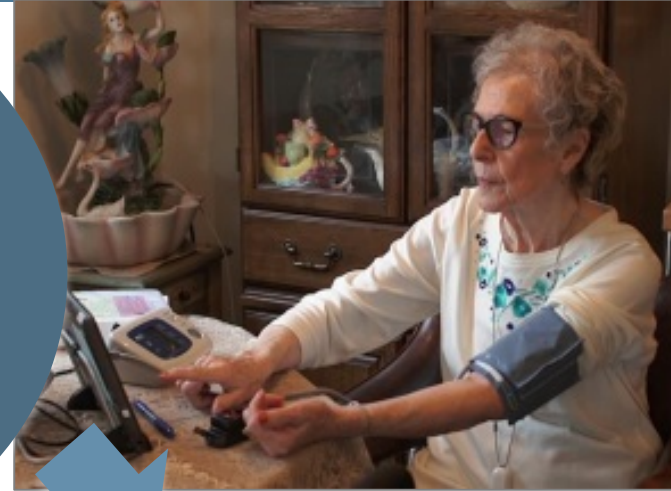


# HHM – this is how it works



1

From the comfort of their home, **client enters data** on their tablet, including use of Bluetooth connected devices



2

Client's information is transmitted.

3

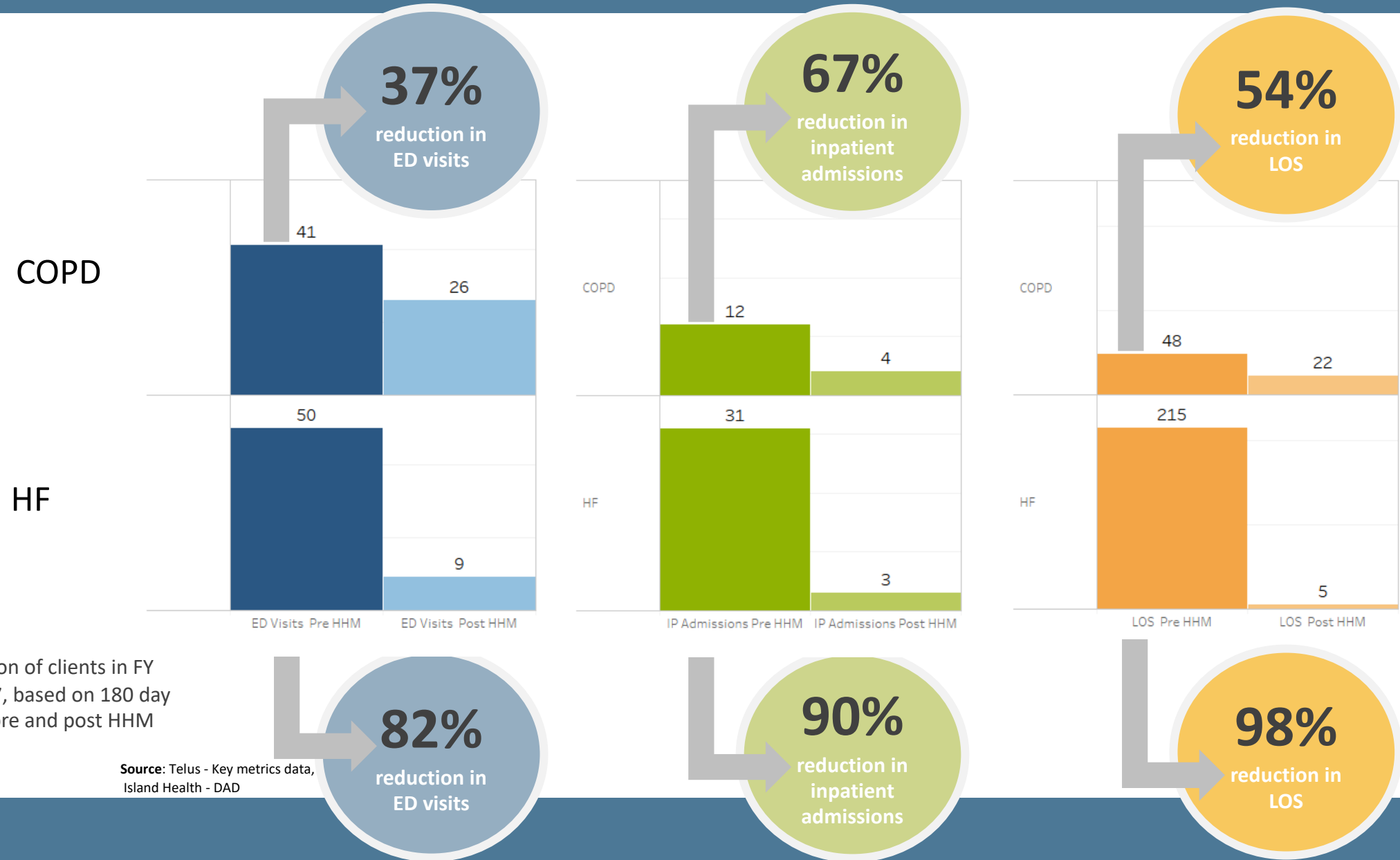
Clinician monitors the client's data and acknowledges alerts that are triggered in response to changes to their health status.



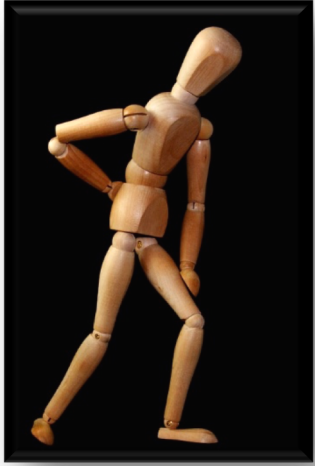
# Home Health Monitoring Evaluation



# Impact of HHM on Health Care System



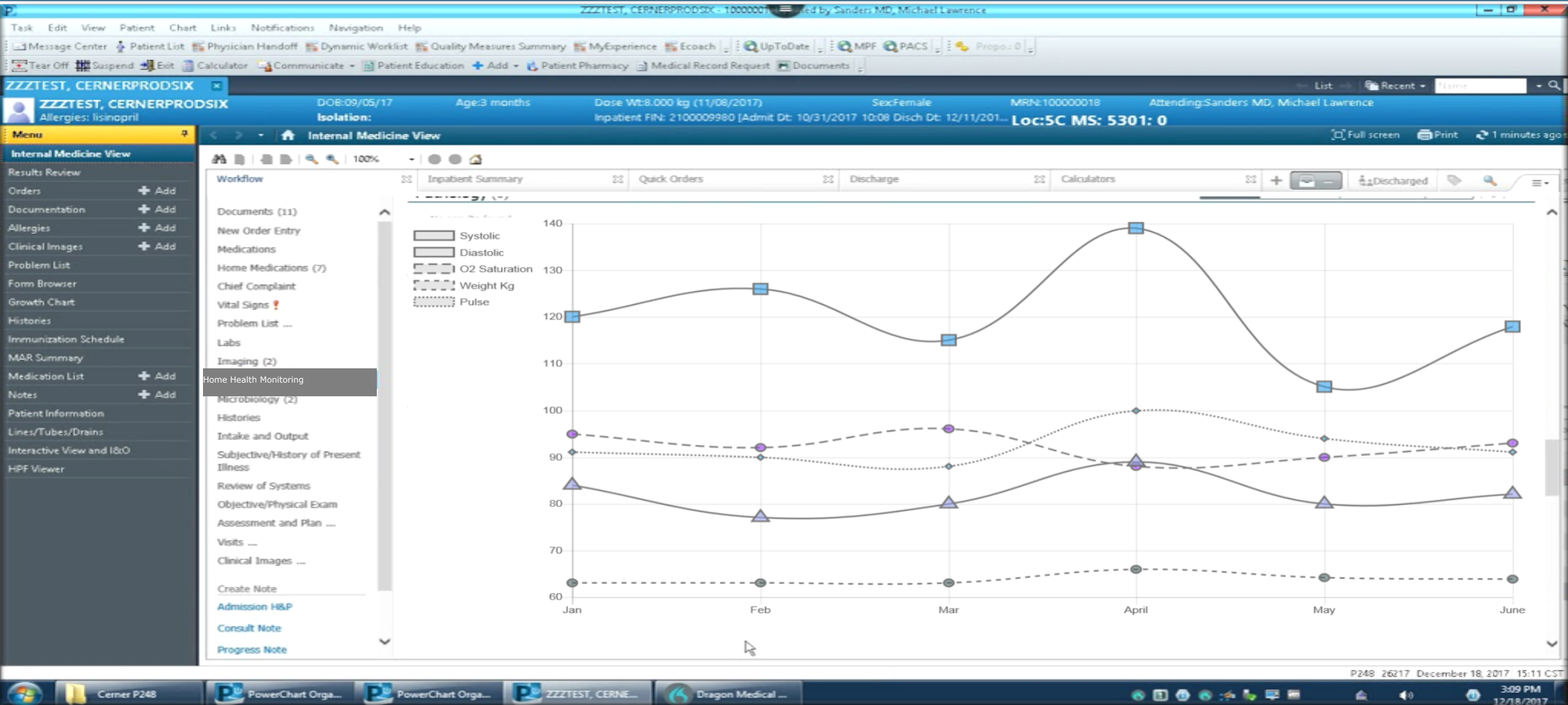
# HHM Future....



- Diabetes Intensive Monitoring
- Chronic Pain Support through Virtual Care
- Opioid Agonist Therapy through Virtual Care
- Adult Cystic Fibrosis Virtual Care
- Gestational Diabetes



# Electronic Integration of HHM Data into EHR





# Virtual Palliative Supportive Care



*From the CIHI Access to Palliative Care in Canada report (2018):*

- **75%** of Canadians who had a preference would choose to die in their home (2013).
- **61%** of Canadians died in hospital and only **15%** died at home (2015).

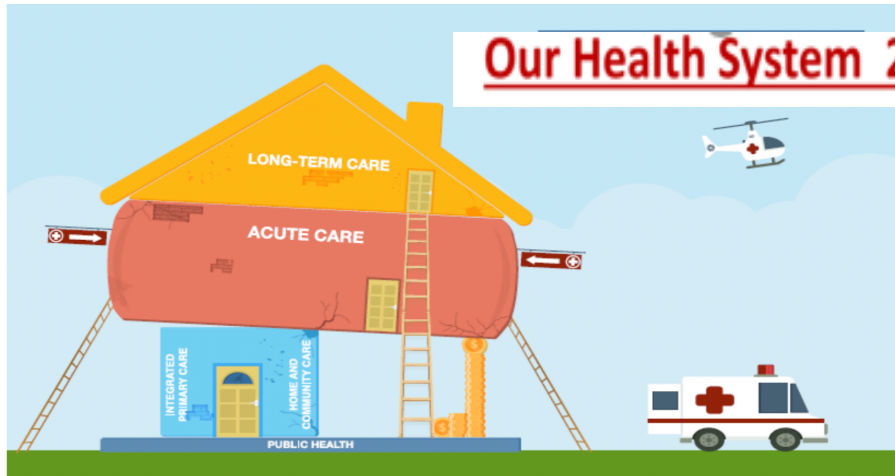
*Canadian Institute for Health Information. Access to Palliative Care in Canada. Ottawa, ON: CIHI; 2018*

# Virtual Palliative Supportive Care Video

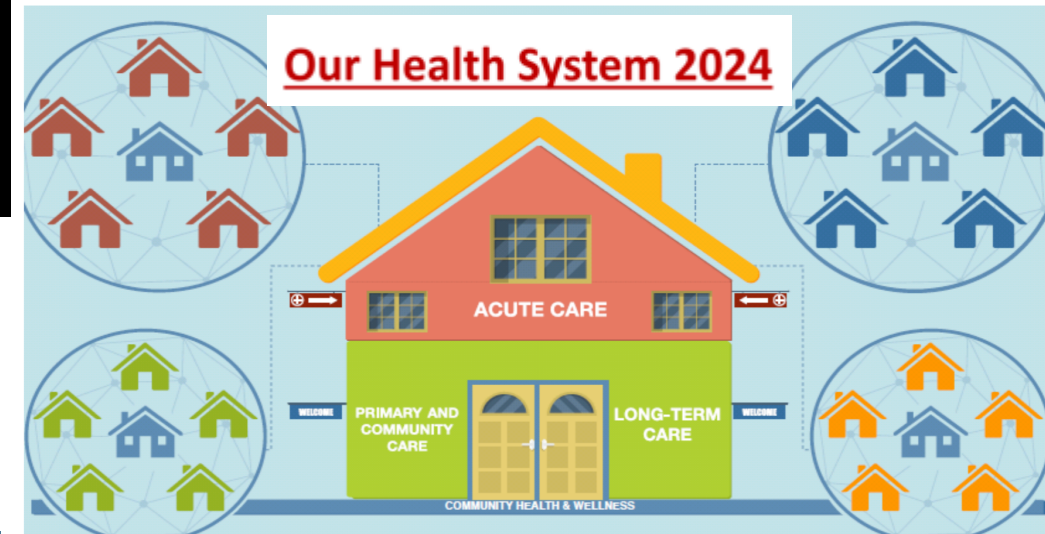




# Virtual Care will Contribute to a better tomorrow



*...Change today if we are to create a better tomorrow “*



# KEEP IN TOUCH

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