



Let's Talk Informatics

Nova Scotia's Virtual Care Revolution

Stacey Lake MSc, RD & Katie Heckman MPH

September 24, 2020

Virtual Webex Presentation

Please be advised that we are currently in a controlled vendor environment for the One Person One Record (OPOR) project.

Please refrain from questions or discussion related to the One Person One Record (OPOR) project.

Informatics

“...utilizes health information and health care technology to enable patients to receive best treatment and best outcome possible.”

Clinical Informatics

“...is the application of informatics and information technology to deliver health care.”

AMIA. (2017, January 13). Retrieved from <https://www.amia.org/applications-infomatics/clinical-informatics>

Objectives

At the conclusion of this activity, participants will be able to:

- Identify what knowledge and skills health care providers will need to use information now and in the future.
- Prepare health care providers by introducing them to concepts and local experiences in Informatics.
- Acquire knowledge to remain current with new trends, terminology, studies, data and breaking news.
- Cooperate with a network of colleagues establishing connections and leaders that will provide assistance and advice for business issues, as well as for best-practice and knowledge sharing.

Session Objectives

- To discuss how the pandemic influenced the uptake of virtual care throughout NS.
- To better understand what allowed this progression to occur and how we successfully implemented virtual care to meet an urgent need.
- To discuss future opportunity, growth, and overall potential for virtual care to continue to progress in Nova Scotia's health care setting.

Conflict of Interest Declaration

We do not have an affiliation (financial or otherwise) with a pharmaceutical, medical device, health care informatics organization, or other for-profit funder of this program.

Presentation Outline

- 1) Pre-Pandemic Virtual Care
 - Pre-Pandemic Growth
- 2) Pandemic Virtual Care
 - Zoom for Healthcare
 - Other Important Projects
- 3) Virtual Care in Other Areas of NS Health
 - Mental Health and Addictions
 - Others
- 4) Virtual Care Strategy and Evaluation
- 5) Where Do We Go From Here?

Pre-Pandemic Virtual Care

Definition of Virtual Care in NS:

“Virtual Care uses audio and video technology to connect patients with health care providers in other locations.”

Pre-Pandemic Virtual Care

- Recent restructure and rebranding to Virtual Care
 - 2016 Restructure Beginning
 - 2017 Rebrand to Virtual Care
 - 2018/19 Operations Upscaling
- Engaging with 40+ service areas to implement Virtual Care in their clinical workflows.
- Implementation of a new scheduling platform

Pre-Pandemic Virtual Care

- Various pilot projects to trial new technologies (e.g., digital stethoscopes)
- Developing a Strategic Foundation:
 - Communication Plan
 - Evaluation Plan
 - Quality and Standards
 - Patient Engagement
 - Virtual Care Policy
 - Diversity and Inclusion



Pre-Pandemic Virtual Care



RealPresence

Video conferencing software available for install on NS Health computers. Connects with other NSHealth computers and facility-based telehealth units.



Telehealth Units

Facility-based video conferencing units located at all NSHA health care centres and some community partner locations.



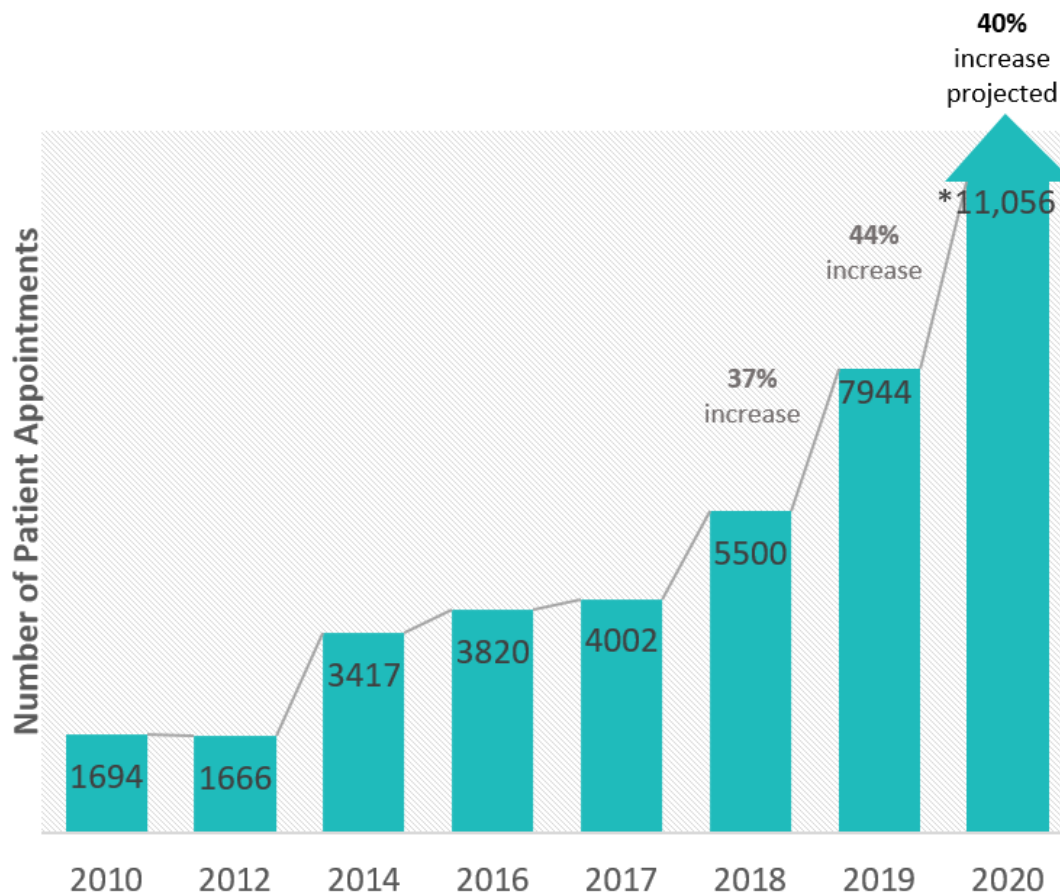
Virtual Visit

Web-based video conferencing solution to connect with patients in their homes or other location of their choice, using a personal electronic device. (some limitations apply)

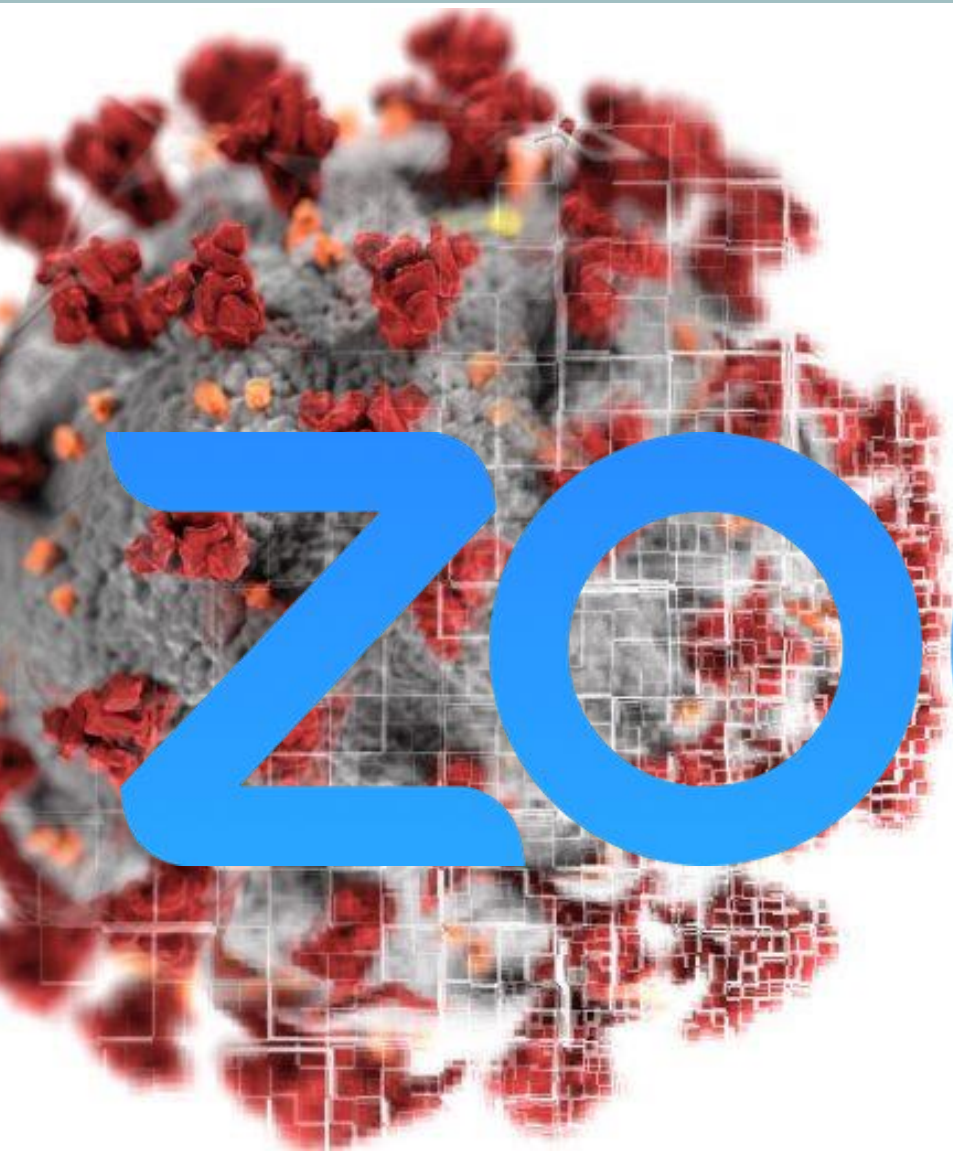
Technical support provided by Telehealth Help Desk

Tech support provided by the vendor

Pre-Pandemic Growth

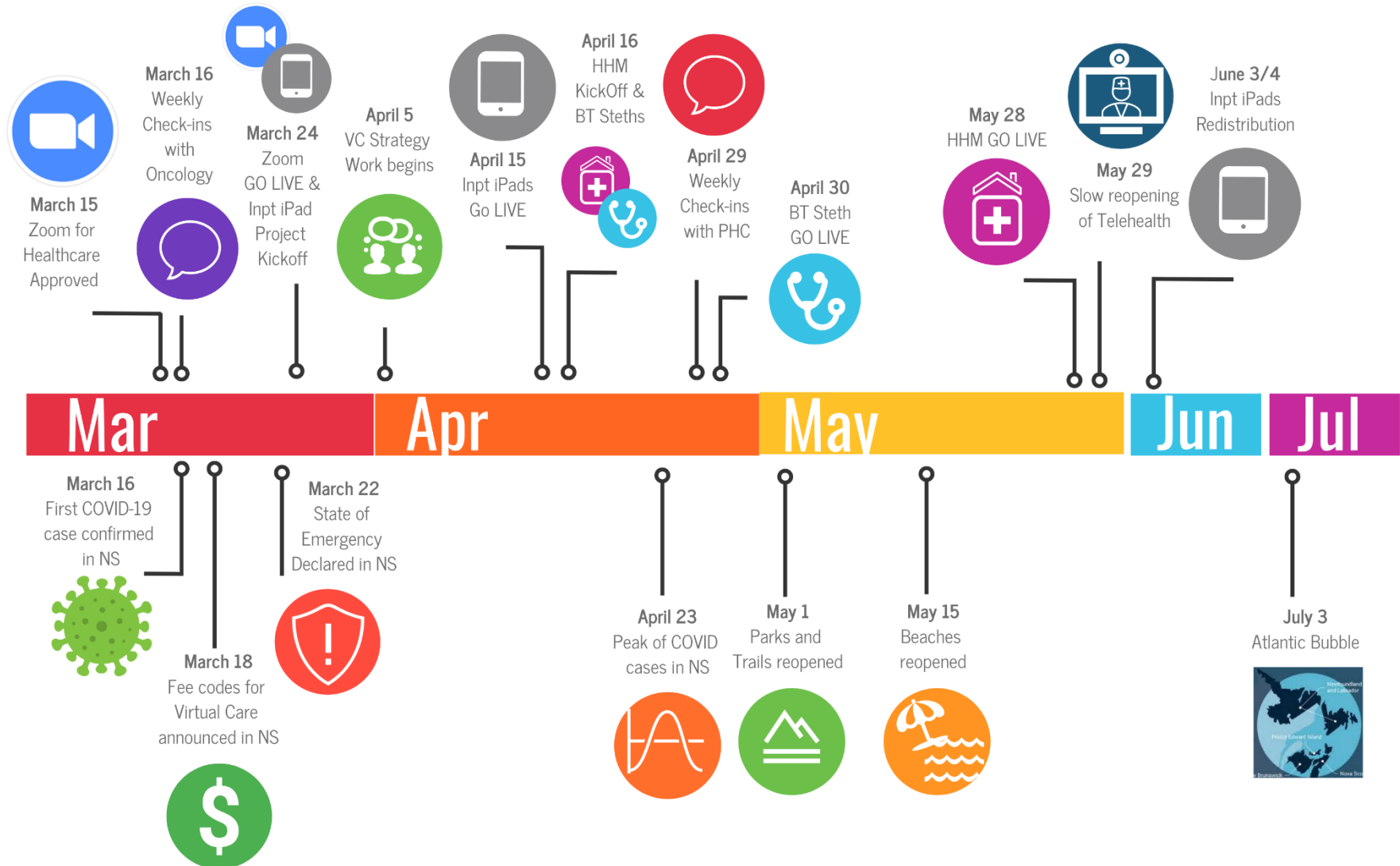


- NS Health Virtual Care has grown significantly over the last 20 years since Telehealth was introduced to NS in 1998.
- Between 2010-2019, patient appointments increased 468% and with the most significant growth in 2018 and 2019.



zoom

Pandemic Virtual Care Timeline

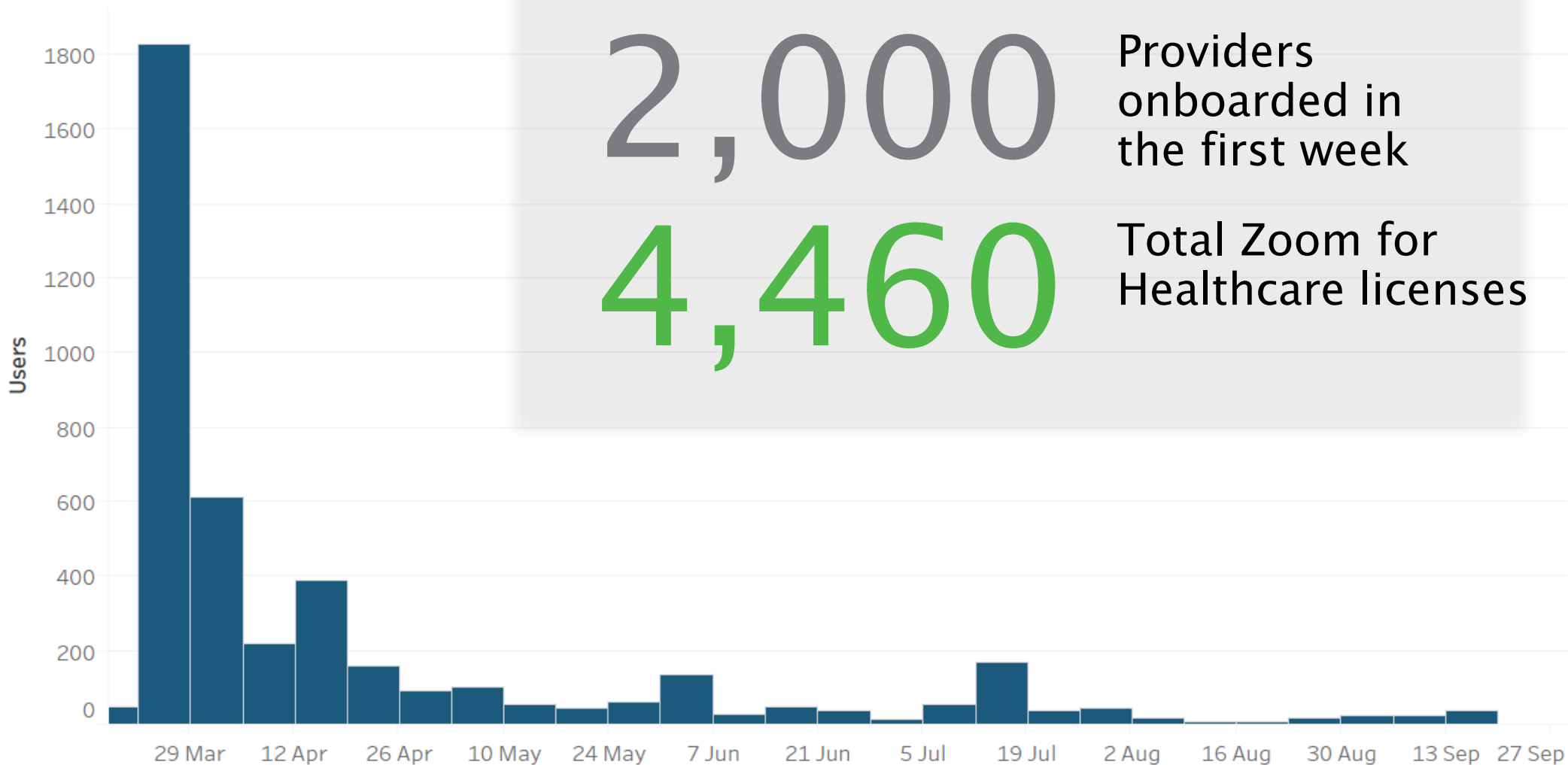


Zoom for Healthcare

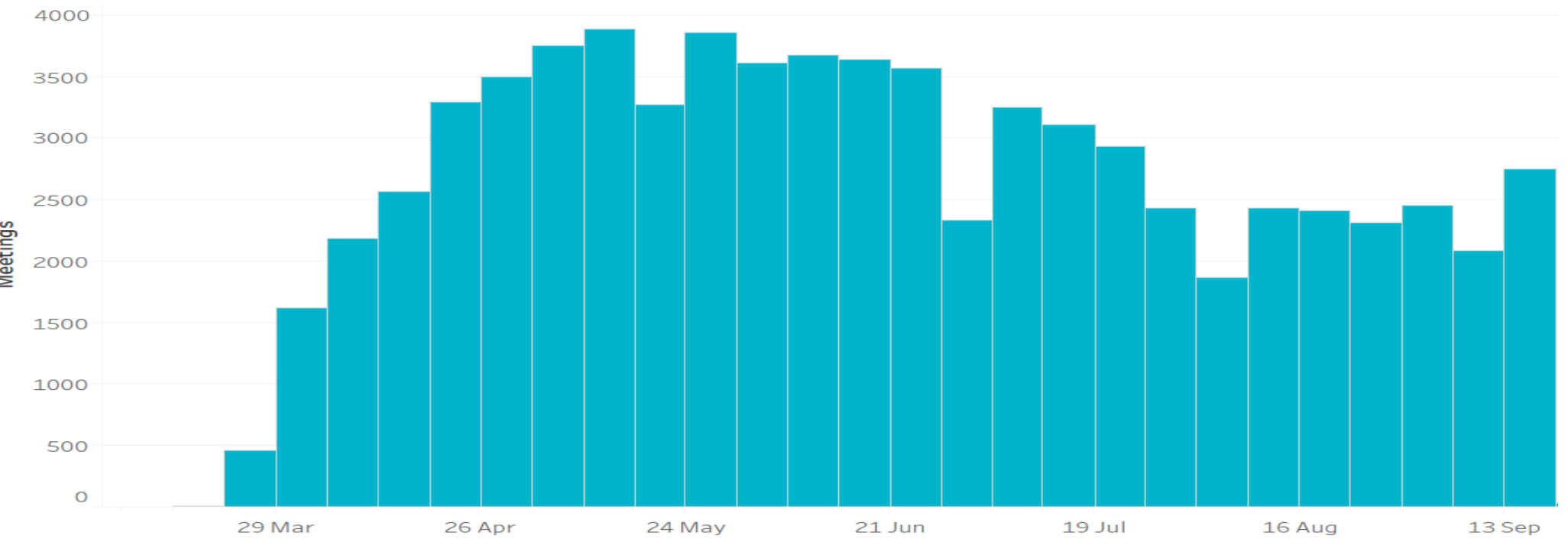
- Kick Off March 15 (9 days)
 - PM assigned and Project Team pulled together including:
 - Virtual Care, Privacy, BPS, PBS, Communications, Primary Care, OCM, NSDS, HIS, etc.
 - Development of onboarding process
 - Support Model
 - Resource development
 - Training development
 - Communication/Media
- GO Live March 24

Accelerated Growth

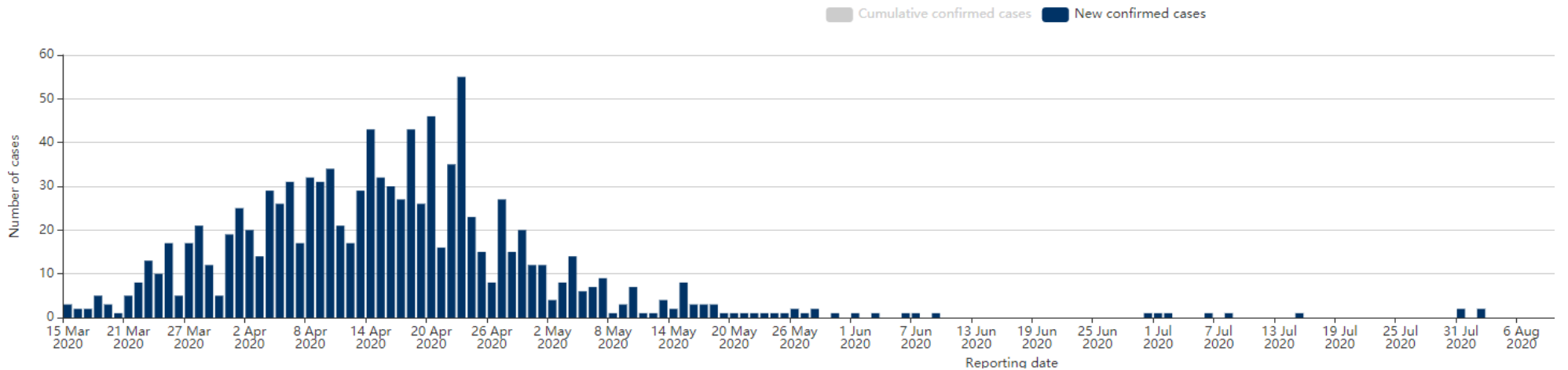
New Users by Week



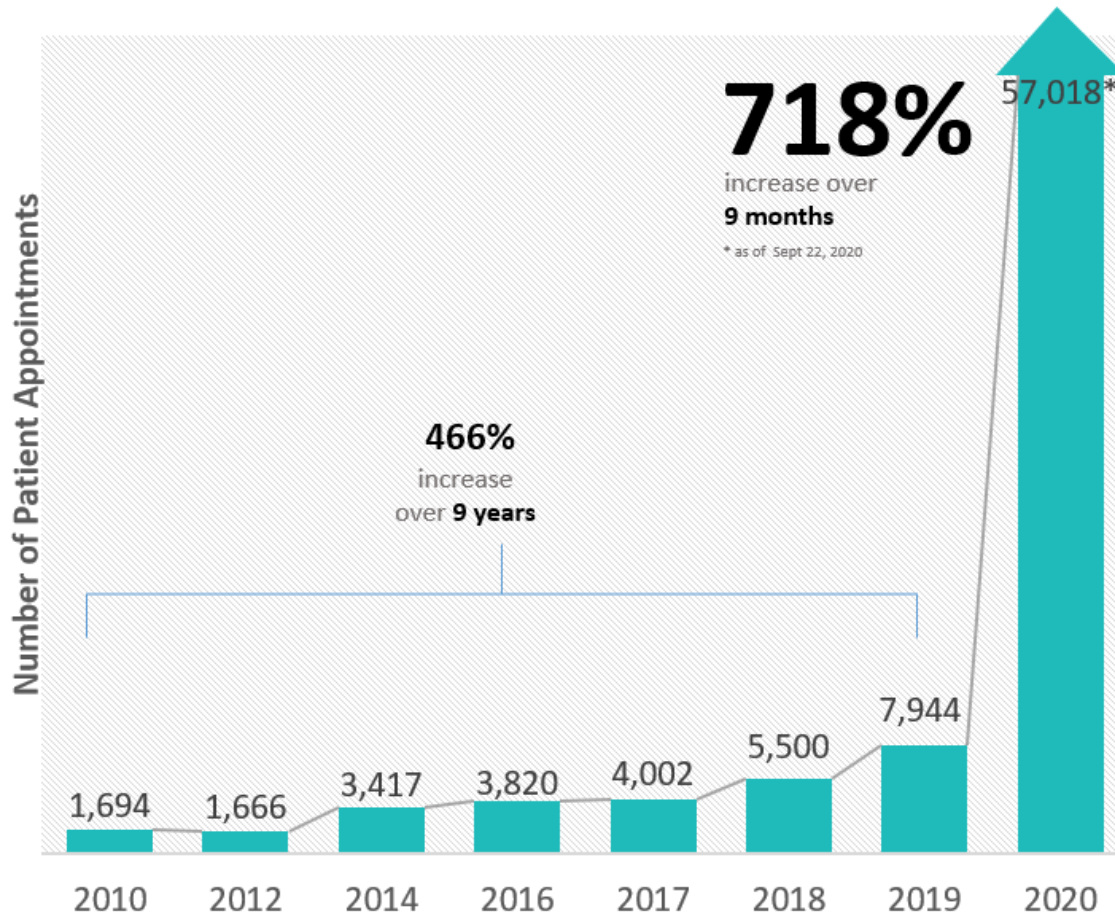
Number of Meetings by Week



Cases of COVID-19



Accelerated Growth



75,336

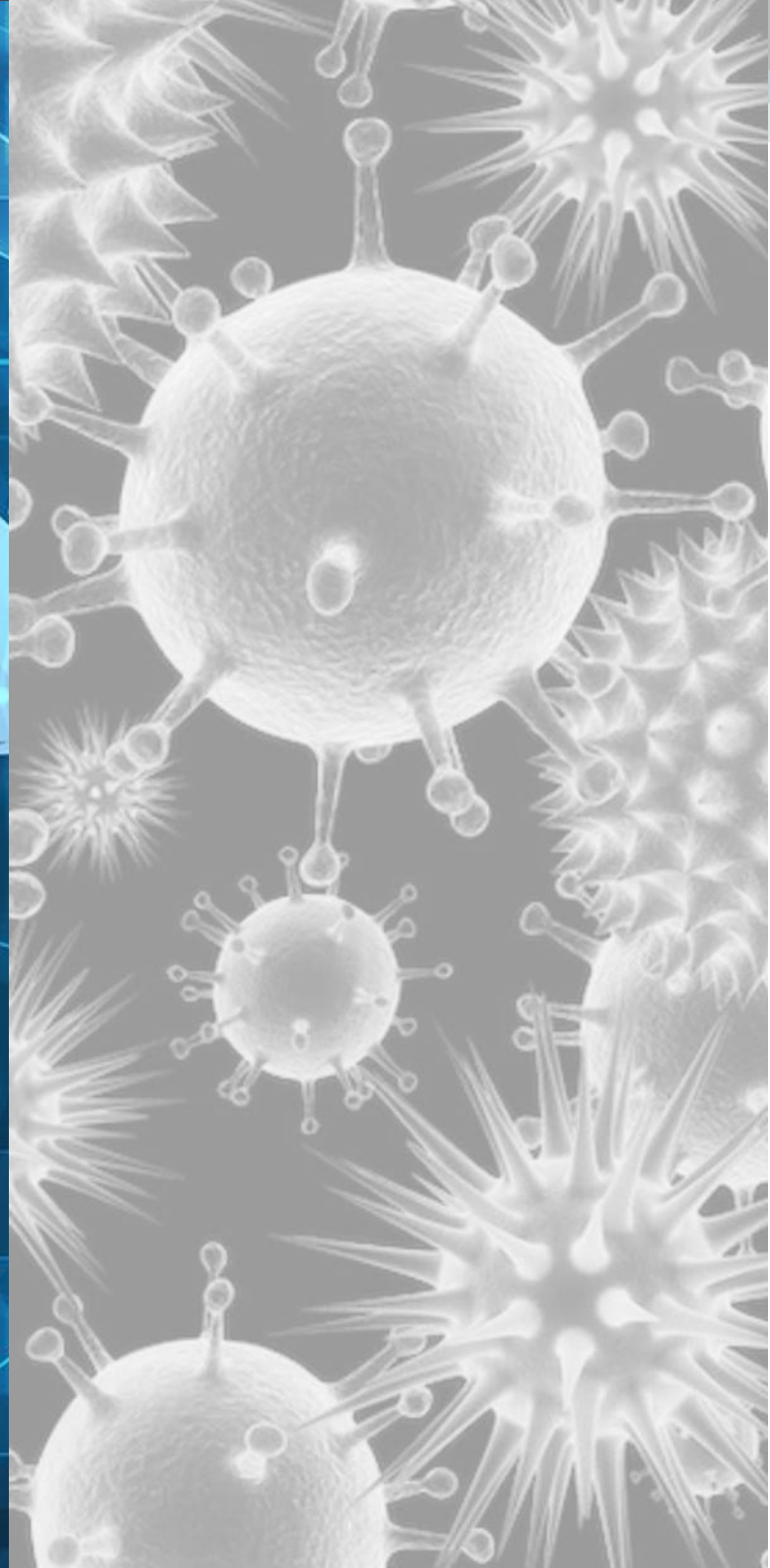
Zoom and Telehealth calls made by 4,460 different user accounts since January.

Results for June / July suggest that **about 75% (54,954) of all Zoom calls are being used for patient-related activity.**

Zoom for Healthcare: Factors/Enablers for Success

Several **key factors** contributed to this accelerated growth:

- Universal web-based platform approved/purchased
- Fee Codes Approved
- Provider Engagement
- Patient Demand
- Media Coverage



Zoom for Healthcare Feedback

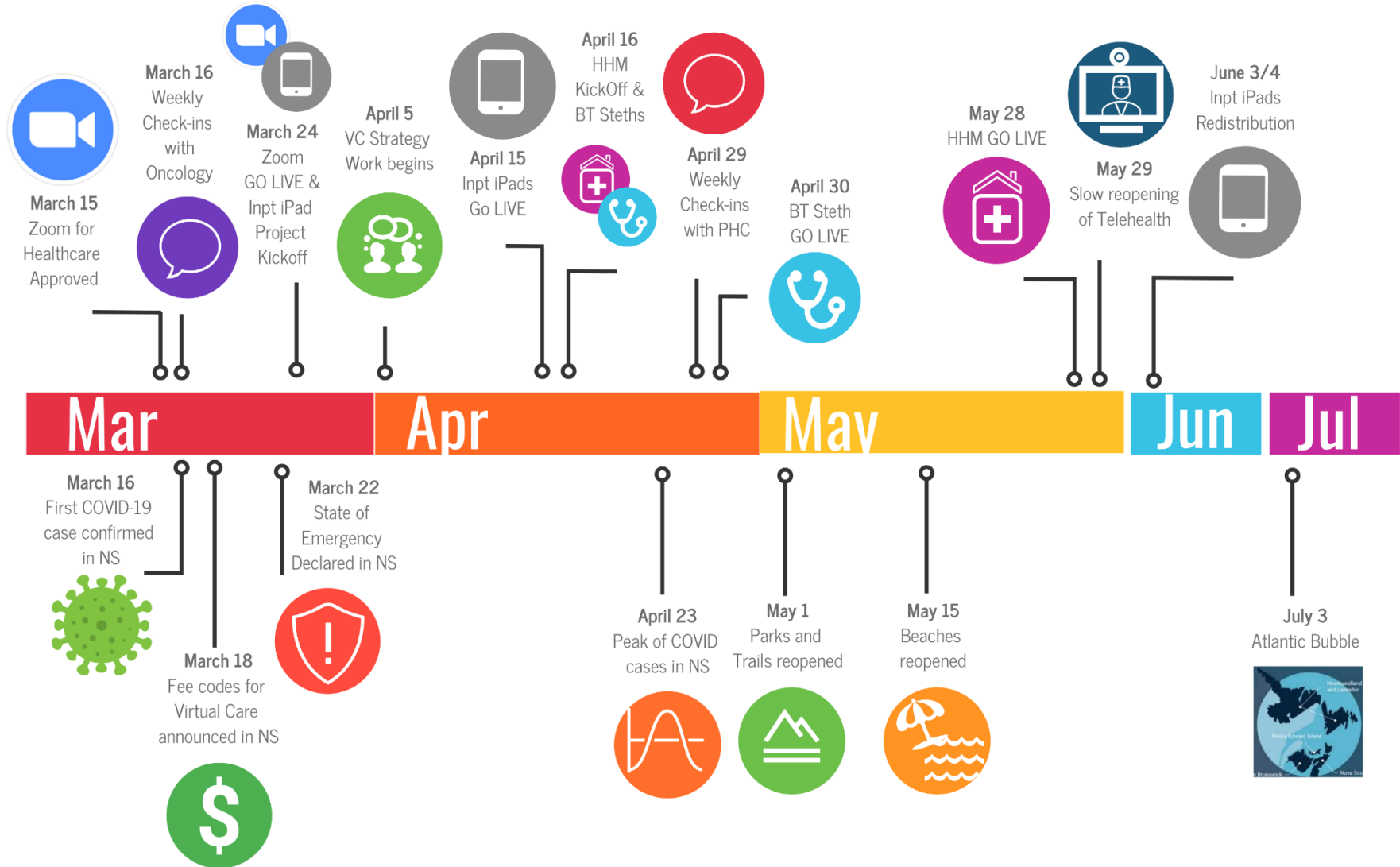
Positive Feedback from many Zoom for Healthcare users:

“We have been using zoom for [healthcare] on desktop with lots of success since it was approved a few weeks back. Seems much more user friendly and bug free...” – Health Care Provider

“...I just want to say how much I appreciate these extra resources that you put together for patients / families with the different scenarios (iPhone, tablet, PC etc).” – Administrative Support

**Further evaluation is taking place.

Pandemic Virtual Care Timeline



Other Important Projects

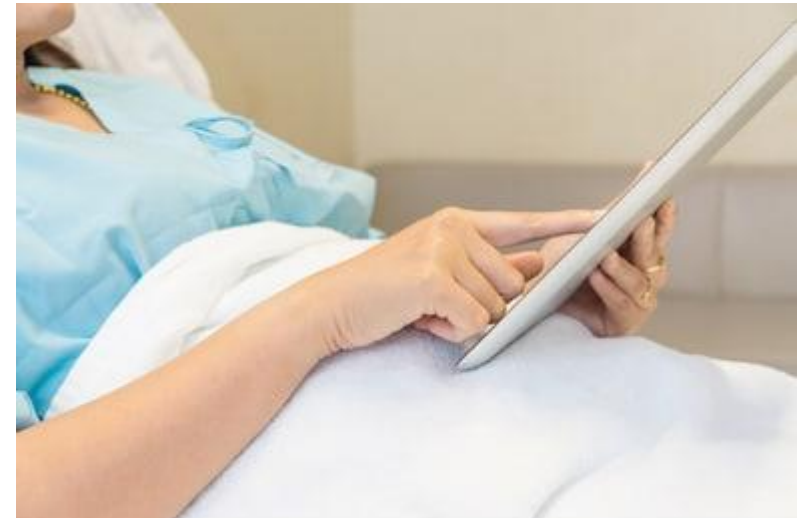
- Inpatient iPads
- Bluetooth Stethoscopes
- Home Health Monitoring
- Virtual Oncology
- Primary Health Care

Inpatient iPads

- COVID Unit iPads (3 Weeks)
 - Kick Off March 24
 - 128 iPads purchased and deployed to COVID inpatient units
 - New clinical and administrative workflows/guidelines developed
 - New training videos and materials created
 - New mobility configurations
 - Approval from Privacy and IPAC
 - GO Live April 15

Inpatient iPads

- Provincial iPad Redistribution (5 Weeks)
 - Kick Off Apr 27
 - Additional iPads purchased
 - Total of 200 iPads re-deployed equitably across the province
 - Updated workflows and guidelines developed
 - Updated training videos and materials created
 - GO LIVE week of June 1st
 - Currently ongoing



Bluetooth Stethoscopes



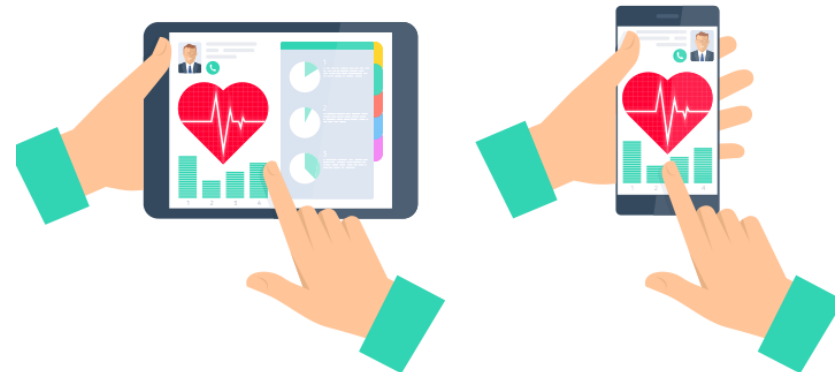
COVID Units (2 weeks)

- Kick Off – April 15
 - New workflows developed
 - New training materials created
 - New mobility configurations
 - Updated approval from Privacy
- GO LIVE - April 30

COVID Community Virtual Care Team

Telus Home Health Monitoring (5 Weeks)

- Apr 20 – Project Kick Off
- Apr 27 – Telus Kick Off
 - New clinical and admin workflows and guidelines developed
 - Training resources developed
 - Clinical monitoring
- May 28 – GO LIVE
- Currently onboarding Chronic Disease Mgmt and Renal



Home Health Monitoring

Patient Station



- Simple Interface
- Vital signs entry
- Questions & Answers
- Educational Material

Personalized
Monitoring Plan



Health Indicators

Clinical Station





- Clinical Editor
- Monitoring Plans and Protocols
- Patient Data and Record
- Analysis & Reporting



Home Health Monitoring

COVID-19 Monitoring  

The following questions will screen or monitor symptoms for COVID-19. If you have any questions, please call your monitoring clinician or family doctor.

Continue

COVID-19 Monitoring  

← **COVID-19 Monitoring**  

In the last 24 hours, did you experience any chills, shivering or feeling cold?

Yes

No

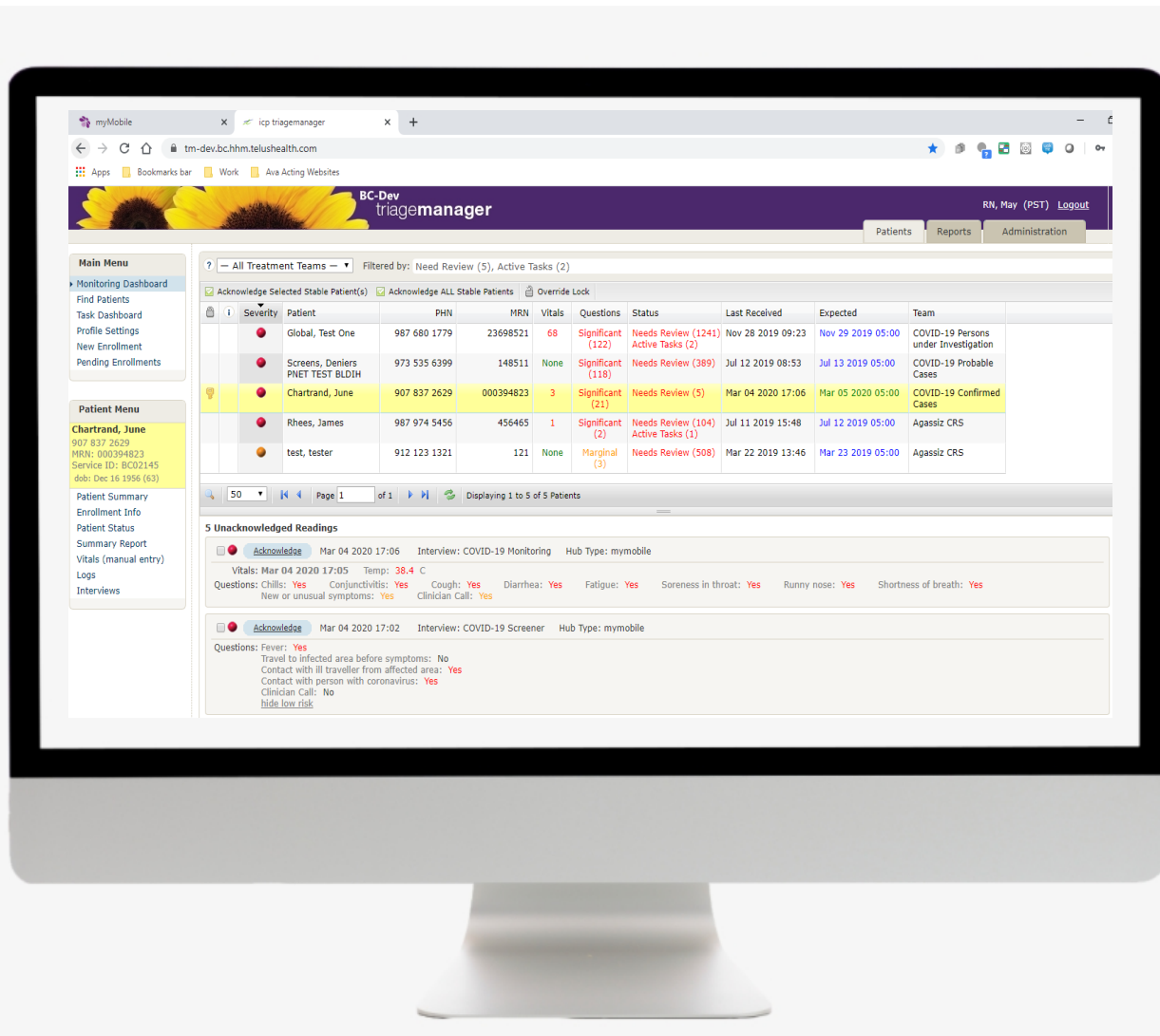
Please measure your temperature now, in degrees Celsius.

Please enter your reading manually. Be aware that the reading will appear to have been performed at the time it is entered, so please perform the reading now.

Temperature (C):

Continue

Home Health Monitoring



Virtual Oncology

Provincial Virtual Oncology Working Group (Ongoing)

- Beginning week of March 16th
- Representation from all zones
- Developed oncology specific guidelines
- Onboarding of Rad Onc, Med Onc, Hematology, Gyne clinicians
- Phone Support line for patients and providers
- Virtual Companionship Program
 - Continued Meetings (Fall, 2020)

Primary Health Care

- Weekly meetings/updates to discuss
 - Formalized April, 2020
 - Integrated EMR videoconferencing solutions
 - Continued consultation for different use cases (e.g., using Zoom for Healthcare for group patient education)
 - Barriers, successes, future steps
- Community Health Teams
 - Public education sessions (e.g., Your Way to Wellness)
- Loaner iPad Project
 - Kick Off Meeting- August 28th
 - Ongoing


Virtual Care in Other Areas

- Community Covid-19 Virtual Care Team (CCVCT)
- ↑ Clinical Telephone Services
- ABI
 - Concussion virtual education sessions and registration
- Language Interpretation Services
 - Developed resource for requesting virtual interpreters
- NICU (IWK)
 - Inpatient iPads for rounding and patient visits
- Many other pockets of innovative virtual care initiatives

Mental Health and Addictions (MHA)

- NEW Website:
mha.nshealth.ca
- Online Self-Management Tools for Patients/Clients
- Mental Health Virtual Care Clinical Team
- Shifted many of their services to an online platform
- IWK MHA has also shifted many services online

COVID-19 and recent tragedies: [Click here for information about COVID-19, recent tragedies, and your access to Mental Health and Addictions services.](#)

 [Services](#) [Locations](#) [Resources and Tools](#) [Partners and Providers](#) [FR](#)

Visit NSHEALTH.CA

We're here to help.

There are thousands of mental health and addictions professionals who provide support, programs, and services to Nova Scotians across the province.
You're not alone. We're here to help.

Click the button below to get started.

[Tell us how we can help](#)

Need a family practice?
[Click Here](#)

Need Help Now?

The hotlines below are toll-free and available to help 24/7, or go to your closest emergency department.

Provincial Mental Health and Addictions Crisis Line 1-888-429-8167	Kids Help Phone 1-800-668-6868 Text CONNECT to 686868	Emergency 911
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Virtual Care Provincial Strategy

- Virtual Care prioritized during pandemic
- Resulted in:
 - **Research and Innovation (supported by VP)**
 - Development of a Virtual Care Strategy- led by Vizarath Ali
 - Evaluation of Zoom for Healthcare- led by Tara Sampalli
 - **Government Evaluation of Zoom for Healthcare**



Virtual Visit



Patient Portal



Remote Clinical Devices



Home Monitoring



Case Conferencing



Secure Messaging



Provider Results Portal



eConsult and eReferral



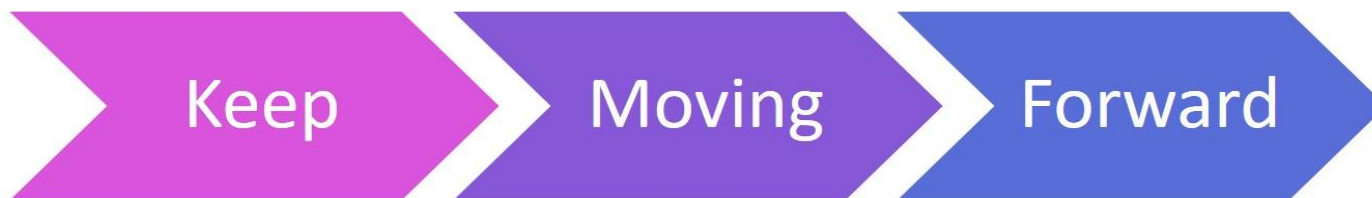
AI Online Assessment



Patient Education

Where Do We Go From Here?

- Continued operational support for users
- Strengthen partnerships
- Exploration of other VC technologies
- VC Team Strategic Work
- Moving VC provincial strategy into action
 - Structure
 - Leadership
 - Commitment
 - Prioritization
- Virtual Care fee code decisions needed
- Addressing other existing barriers (e.g., patient access)



Our new definition of Virtual Care in NS:

“Any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information solutions (asynchronous, synchronous), with the aim of facilitating or maximizing the quality and effectiveness of patient care.”

Acknowledgements

- IM/IT
 - Senior Leadership
 - Business Productivity Services
 - Process and Business Services
 - Project Services, Business Services and Strategy (PM's)
 - Primary Health Care and Community Applications
 - Clinical Applications
 - Health Information Services
- Communications
- Privacy, Legal & Risk (NSHealth & IWK)
- NSDS
 - Mobility, HelpDesk, Telehealth
- Clinical Health Service Managers/Directors
- NSHealth/IWK Leadership
- NSHealth/IWK/Primary Care Providers
- Supporting Admin Staff
- Research and Innovation
- Vendor Partnerships

Thank you to all our 'Honourary' Virtual Care Team Members



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virtualcare@nshealth.ca

Resources:

www.nshealth.ca/virtual-care

<http://intra.nshealth.ca/UCS/VirtualCare>

<https://www.cdha.nshealth.ca/telehealth-zoom/zoom-healthcare>

The ***Let's Talk Informatics*** series meet the criteria outlined in the Manipro+ Certification guide for non-certified credits by providing content aimed at improving computer skills as applied to learning and access to information.

To receive a certificate of attendance for today's session, there is a place for you to provide your email address in the evaluation survey.

Thank you for attending today's event.