Let's Talk Informatics

Implementing Health PEI's Virtual Care Action Plan

- Audience audio and video options have been disabled.

- To interact in the Q & A portion of the presentation, select Q & A from the top menu bar, then type your question.

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Let's Talk Informatics

Implementing Health PEI's Virtual Care Action Plan

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Acknowledgement

We acknowledge we are gathered today
in Mi'kma'ki (*Mig-*maw*-gee), the traditional ancestral
unceded territory of the Mi'kmaq (*Mig-**maw**) people.

Informatics

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

Let's Talk Informatics Objectives

This series is designed to enable participants to:

- Identify knowledge and skills healthcare providers need in order to use information now, and in the future.
- Prepare health care providers through an introduction to concepts and experiences in Informatics.
- Acquire knowledge to remain current by becoming familiar with new trends, terminology, studies, data and news.
- Collaborate with a network of colleagues to establishing connections with leaders who can provide advice on business issues, best-practice and knowledge sharing.

Conflict of Interest Declaration

I 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.

Session Specific Objectives

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

  - Understand how Health PEI implemented a Virtual Care Action Plan from planning to execution
  - Identify key initiatives and enablers that facilitated the adoption of virtual care province-wide
  - Understand best practices for project implementation and what's initiatives are on the horizon for digital health at Health PEI

Overview

1 VC Action Plan Overview — Initiatives / Enablers

2 Virtual Care Project Intake Program

3 Lessons Learned

4 Next Steps

Background

- March 2020: COVID-19 outbreak
  - Spotlight on virtual care
- Early 2021: VCAP developed, secured federal funding
- 2021-2023: VCAP implementation
  - Restrictions affected project timelines, resources, and staff availability
- Prince Edward Island
  - Smallest province
  - Urban centres, many rural towns/cities
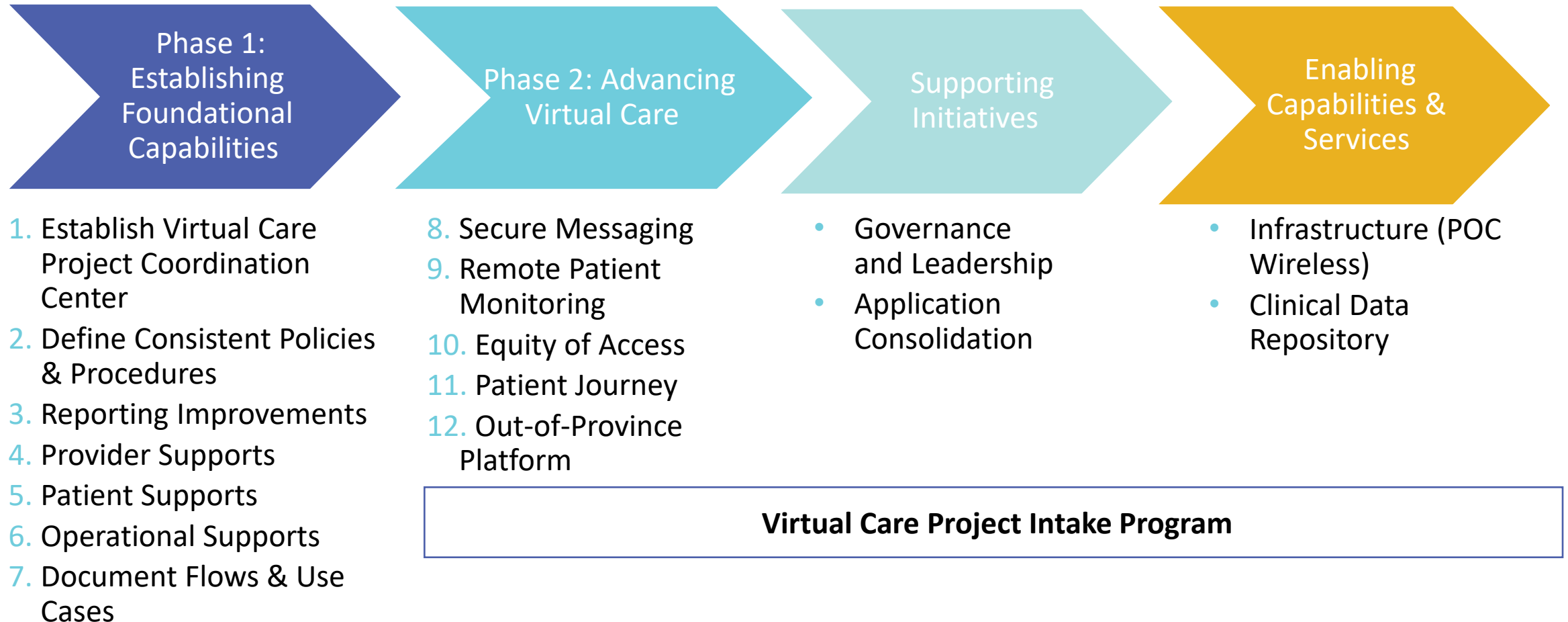 - Agile – single regional health authority

What is virtual care?

- **Virtual care** is a way to visit with your health care provider (e.g., doctor, nurse, social worker) using your phone, computer, or tablet.
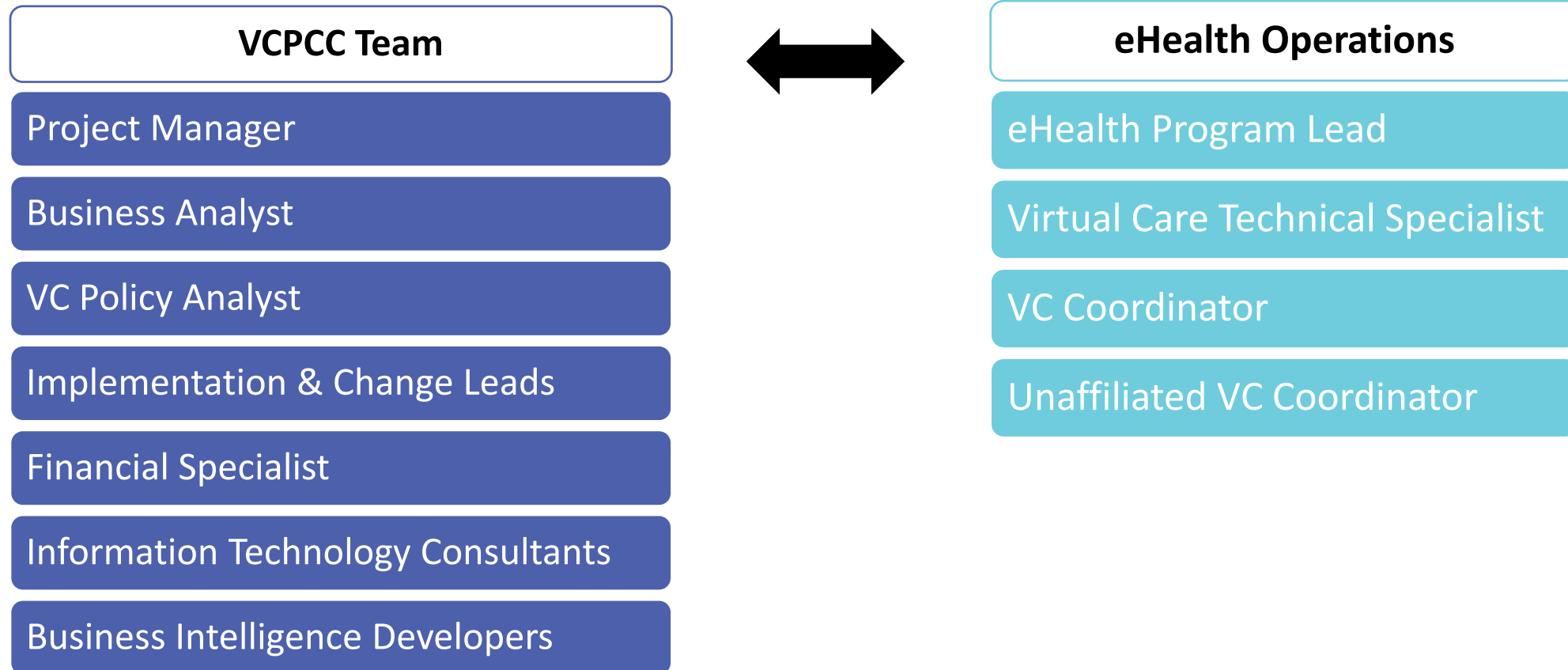
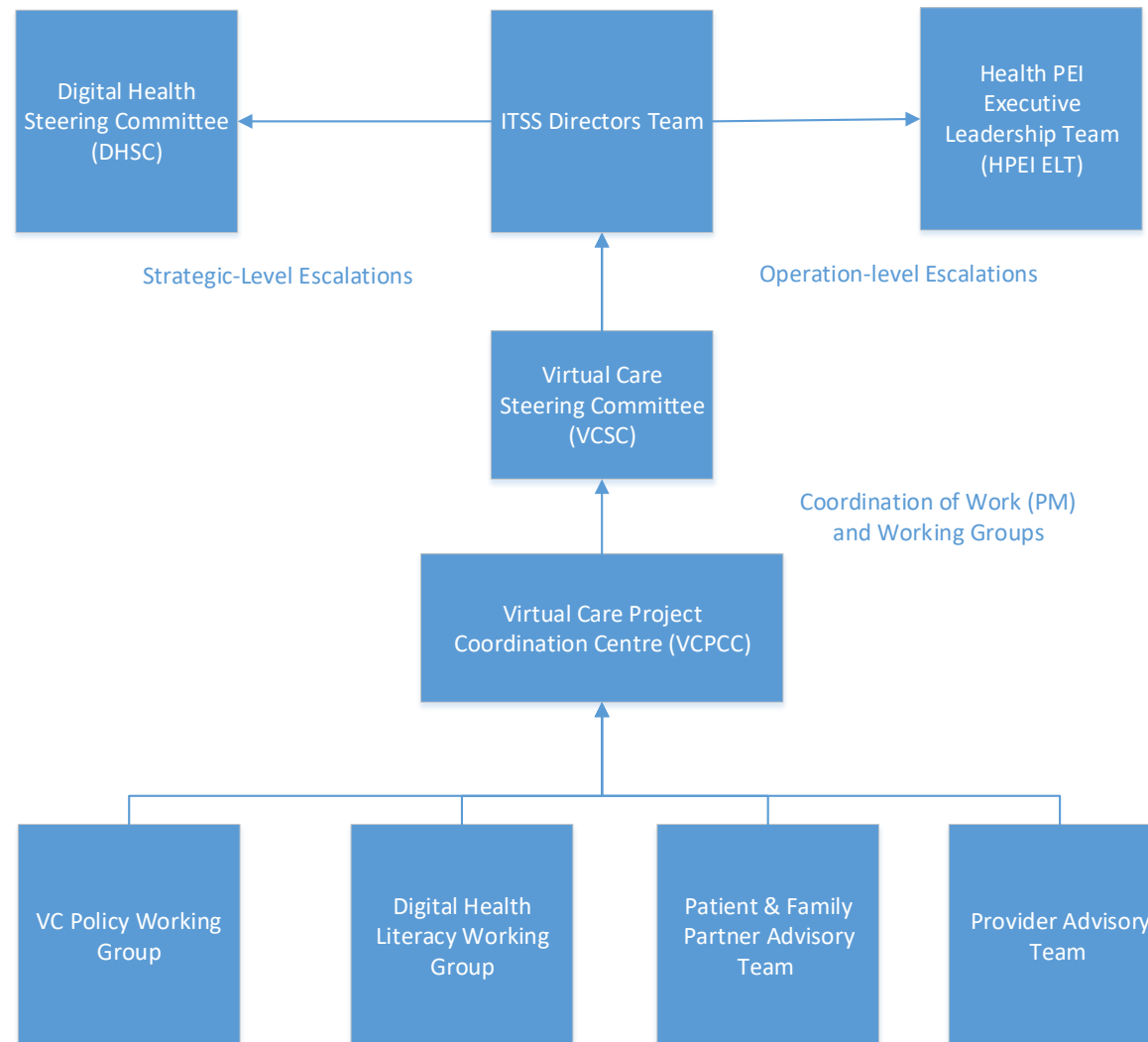# VC Action Plan: support growth of VC in PEI

Phase 1: Establishing Foundational Capabilities

Phase 2: Advancing Virtual Care

Supporting Initiatives

Enabling Capabilities & Services

1. Establish Virtual Care Project Coordination Center
2. Define Consistent Policies & Procedures
3. Reporting Improvements
4. Provider Supports
5. Patient Supports
6. Operational Supports
7. Document Flows & Use Cases

8. Secure Messaging
9. Remote Patient Monitoring
10. Equity of Access
11. Patient Journey
12. Out-of-Province Platform

- Governance and Leadership
- Application Consolidation

- Infrastructure (POC Wireless)
- Clinical Data Repository

Virtual Care Project Intake Program

Establish Virtual Care Project Coordination Centre

Initiative 1

VCPCC Team	eHealth Operations
Project Manager	eHealth Program Lead
Business Analyst	Virtual Care Technical Specialist
VC Policy Analyst	VC Coordinator
Implementation & Change Leads	Unaffiliated VC Coordinator
Financial Specialist	
Information Technology Consultants	
Business Intelligence Developers	

Governance & Leadership
Supports & Enablers

Define Consistent Policies & Procedures
Initiative 2

The VCAP set out an initiative to develop virtual care policies and processes to support <u>consistent practices across the system</u>.

An <u>environmental scan</u> was completed. A **HPEI Policy Working Group** was established to develop <u>a policy framework</u> and working drafts.

<u>Feedback was obtained</u> on drafts from HPEI staff, as well as family and health care providers.

A draft policy was finalized that <u>applies to all virtual care capabilities</u> across the HPEI system (a corporate level policy). The policy was approved by ELT in February 2023

A <u>general guidance document</u> was developed to accompany the policy, that outlines best practices and provides useful templates and resources.

The policy and guidance can be used to support the development of other <u>operational policies and procedures</u> specific to service/program areas.

Reporting Improvements
Initiative 3

- Metric inventory
- Liaised with VC services area & vendors
  → Gap Analysis
- Identify & defined key indicators
- Results
  ○ Real-time picture of VC activity
  ○ Predict & respond to shifts in demand
  ○ Greater understanding of future reporting needs

Total
e-visits

Provider Supports
Initiative 4

- VC Provider Advisory Team (PAT)
- Assessed current state (focus groups, surveys, etc.)
  - VC Clinician Training Needs Survey: identified VC usage, training gaps & preferred education methods *
- Explored learning management systems for training roll out
- VC Implementation Package

Provider training preferences from highest-ranked method (at top)

Videos

Scenario-based exercises

Slides

Self-directed learning

Handouts
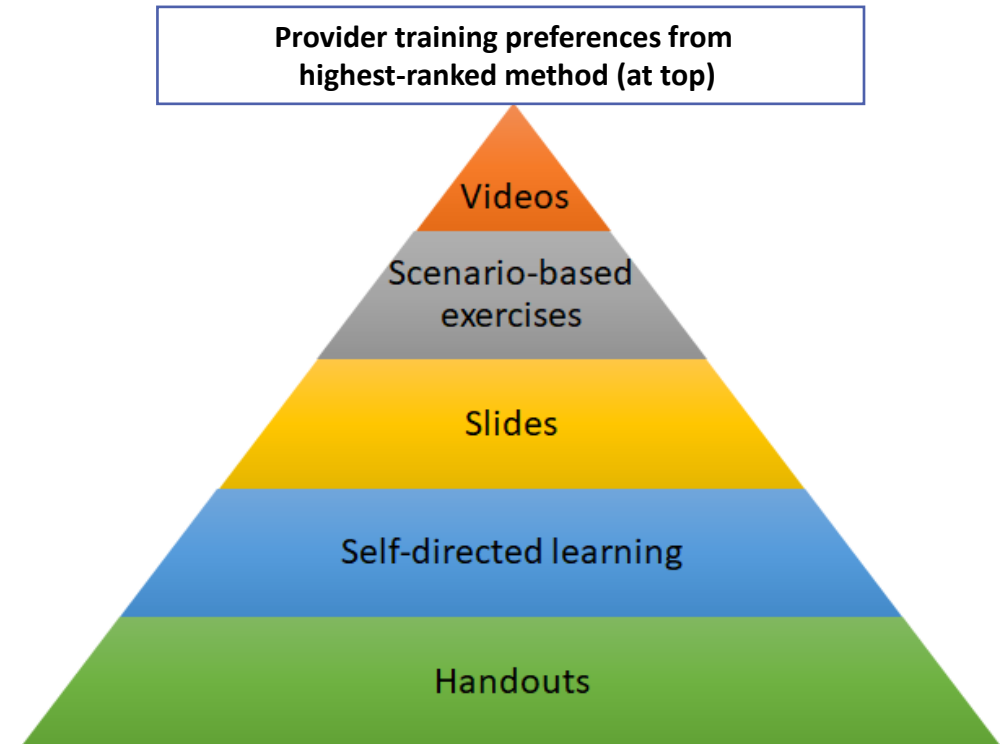
*Note: survey had a low response rate (n=35)

Patient Supports
Initiative 5

VC Patient Survey

- Received 1000+ responses on patient VC usage & needs

Community Meetings

- Four virtual community meetings held (3 ENG, 1 FR)

Advisory Groups

- Patient & Family Partners Advisory Group formed
- Digital Health Literacy Working Group formed
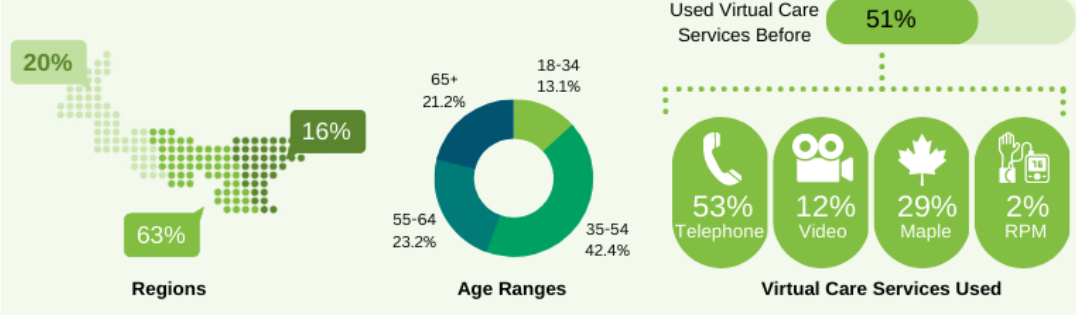
Operational Supports

- Virtual Care Technical Support Desk operational

Website & Documentation Improvements

- Revamped VC patient resources with plain language documentation & other supports

Patient Journey
## Initiative 5

Who took our survey

Regions
- 20%
- 16%
- 63%

Age Ranges
- 65+ 21.2%
- 18-34 13.1%
- 55-64 23.2%
- 35-54 42.4%

Used Virtual Care Services Before 51%

Virtual Care Services Used
- 53% Telephone
- 12% Video
- 29% Maple
- 2% RPM

What Islanders said

89% Comfortable using technology

71% Satisfied with their experience using virtual care

89% Would use virtual care again

37% Would like online learning sessions

Reported Concerns
- Not offered by clinician
- Limited technology
- Potential effects on Patient Registry**
- Unclear directions
- Services without being charged**
- Privacy & Security

What Islanders liked
- Faster access to care
- Saved time
- Avoid exposure to illness

What Islanders disliked
- Appropriateness for treatment
- Quality of care questions
- Translation not available
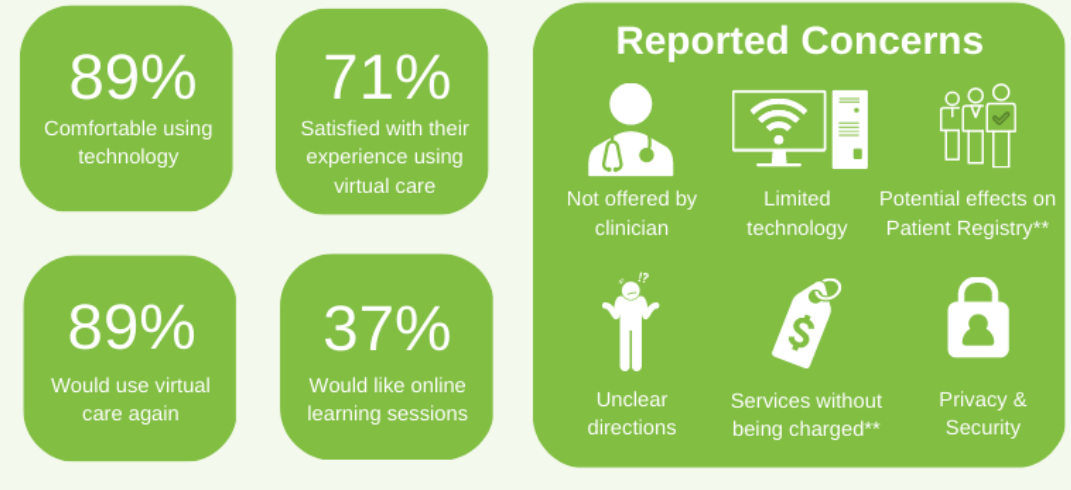
What We're Doing Now

- Virtual Care Technical Support person hired to help all Islanders with using virtual care
- Primary Care at Health PEI is working to expand services to the unaffiliated patient population
- Revising virtual care resources to be patient-focused and in plain language
- Sharing Islanders' experiences and feedback with Health PEI Executive Leadership, including opportunities for improvement

Operational Supports
Initiative 6

Virtual Care Technical Support Desk

Unaffiliated Virtual Care (UVC) Program

eVisit Platform for Health

Application Consolidation

Bits & Bytes

Virtual Care Technical Support Desk
Initiative 6

- Launched August 2022

- Supports Islanders to:

  - Install & use apps for virtual care
  - Use & test video call(s)
  - Sign up for virtual care services
  - Troubleshoot problems with camera, microphone, etc.
  - Experience a smooth virtual visit

Virtual Care Support Calls

■ Phone   ■ Email   ■ Total

Aug   Sept   Oct   Nov   Dec   Jan   Feb
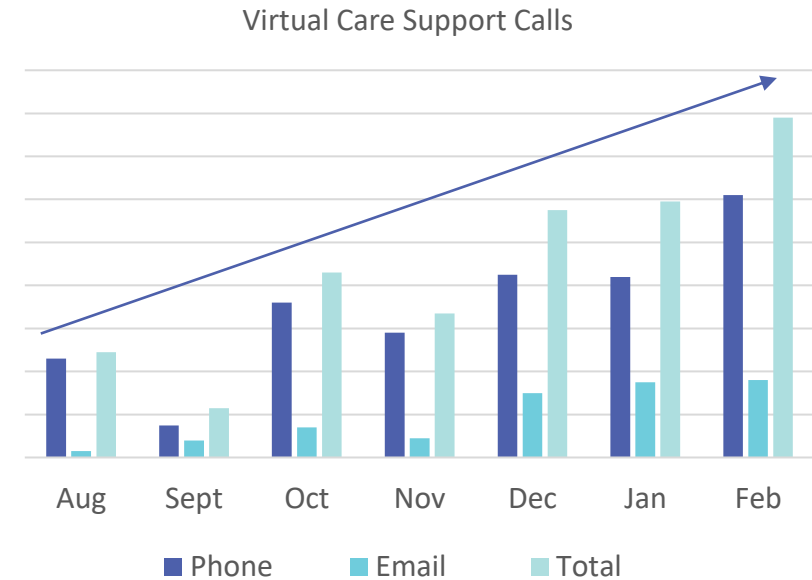
"I'm having technical problems with virtual care... help!"

Islanders can access virtual health care services through their computer, smartphone, or tablet. You can connect with a PEI physician over a secure line for treatment of several conditions using text chat, audio, or video chat...

Unaffiliated Virtual Care Program
Initiative 6

- Supports virtual care services for patients without a primary care provider

- Unaffiliated Virtual Care (UVC) Coordinator hired July 2022

Expansion of Services

- Library
  - Locations for Islanders to register & use virtual care services
  - Pilot began January 2023 in Morell
  - Pilot in Tignish planned for April 2023

- Access PEI (Gov Service Center)
  - Centralized service for health cards, Patient Registry and registration for UVC Program

- PCAC (Primary Care Access Clinics)
  - Provides in-person assessments for unaffiliated patients
  - Two locations: Summerside & Charlottetown

eVisit Platforms for Health

- Hospital based → cloud based

- Consolidating Virtual Care platforms
  - Created ranking criteria
    & evaluated virtual platforms
  - Removing unused services from sites

- Improved metrics collection process

- Revamped registration &
  supporting documentation

- New tenant – closed captions feature
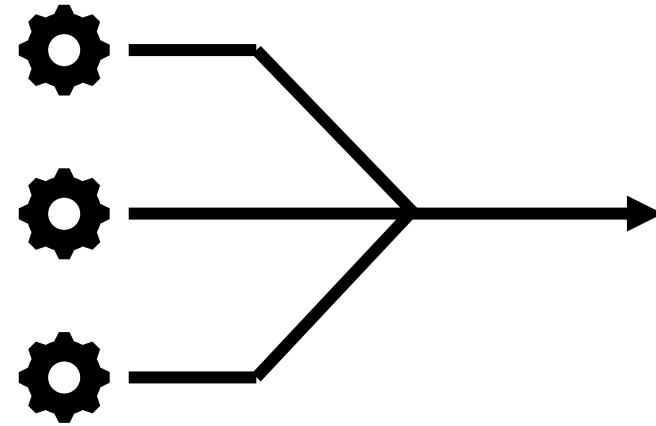
Bits & Bytes
Initiative 6

- Established monthly virtual seminar series highlighting eHealth initiatives
- Open to all Government of PEI staff

Virtual Specialists Clinics

Clinical Data Repository

RPM

Privacy and Security

Phase 2:
Advancing Virtual Care

- Secure Messaging

- Remote Patient Monitoring

- Equity of Access

- Out-of-Province Platform

Secure Messaging

- Implementation
- Literature Review for Best Practices
- Provincial EMR
- Home Care Information system
- Consulted patient and provider groups

Remote Patient Monitoring (RPM)

- Purchased RPM units for several HPEI service areas
- Helped with Privacy and Security review
- HPEI RPM Staff are being hired
- Reviewed RPM policy, made recommendations
- Primary Care is in a procurement phase for RPM systems to support needs of various service areas

- Embedded Digital Health Literacy within all initiatives

- Established DHL Working Group

- Co-created plain language VC resources

- Presented at 2022 Digital Health Canada' s Atlantic Region Conference and HPEI's Bits & Bytes

Atlantic Region Conference

| When | October 04, 2022 8:00 AM - 4:30 PM (ADT) |
| Location | Four Points by Sheraton Halifax Hotel & Conference Center - Admiral Room, 1496 Hollis Street, Halifax, Nova Scotia, B3J 3Z1 |

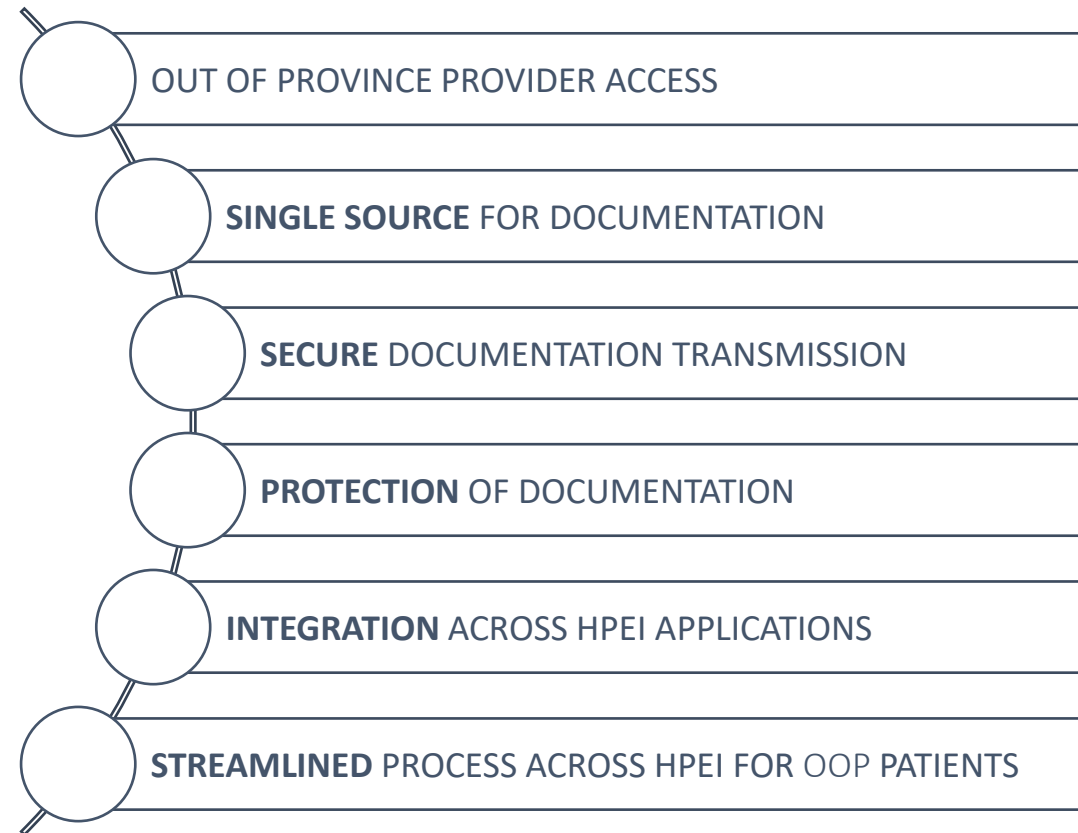**Digital Health Literacy: The Patient and Provider Experience**
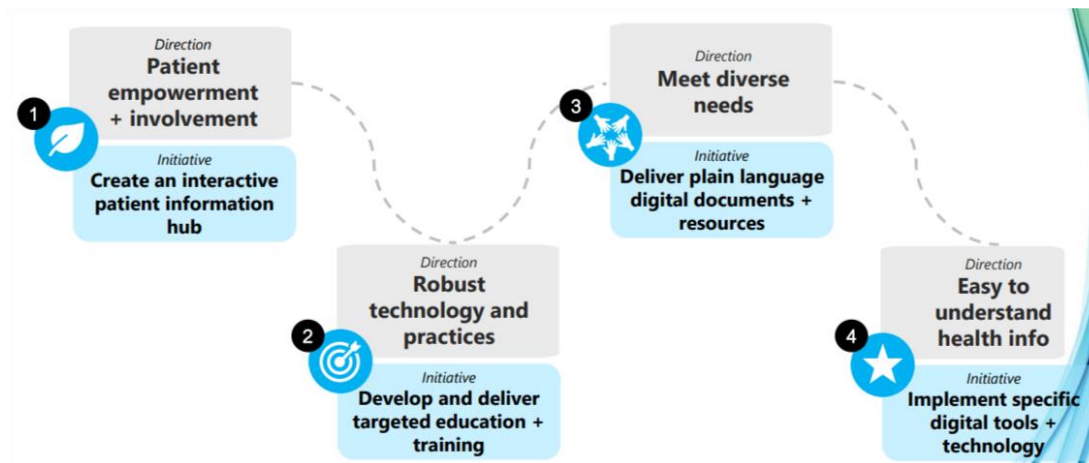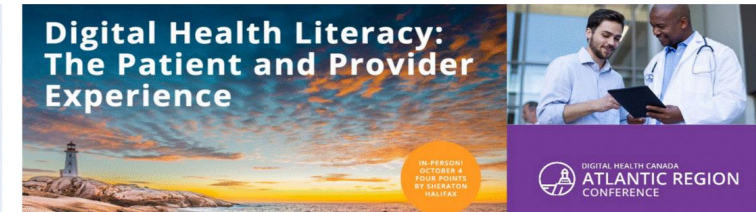
Co-created a Digital Health Literacy Strategy

In **spring 2022**, an appreciative inquiry approach was used to **understand digital health literacy needs** ('discover'), support stakeholders in **co-creating their vision** for the future ('dream'), and **frame action steps** to achieve that vision ('design' + 'deliver').

Out-of-Province (OOP) Recommendation
Initiative 11

- Document OOP referrals & patient/workflows

- Recommended enabling process & platforms for future OOP consultations

OUT OF PROVINCE PROVIDER ACCESS

SINGLE SOURCE FOR DOCUMENTATION

SECURE DOCUMENTATION TRANSMISSION

PROTECTION OF DOCUMENTATION

INTEGRATION ACROSS HPEI APPLICATIONS

STREAMLINED PROCESS ACROSS HPEI FOR OOP PATIENTS

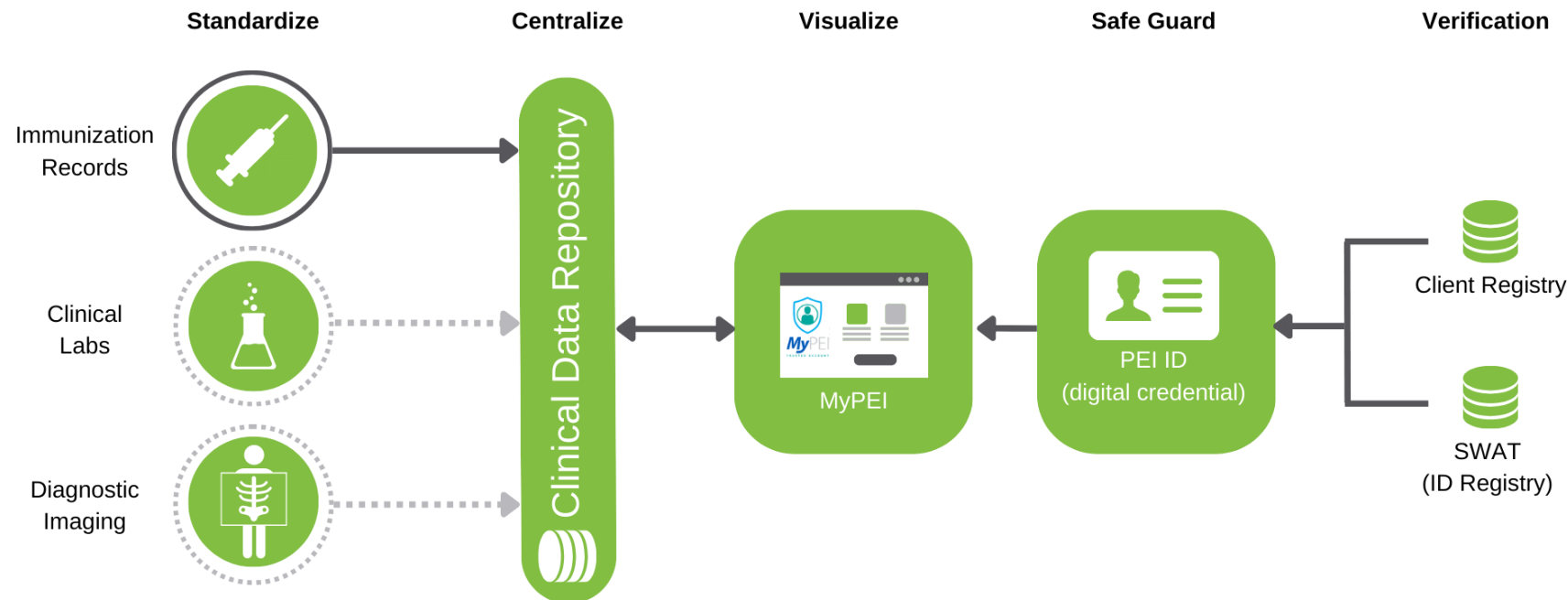# Clinical Data Repository (CDR) / Citizen Access Portal
Supports & Enablers

- Initial Build Complete
  - Immunization records database connected through MyPEI on princeedwardisland.ca (internal site only)
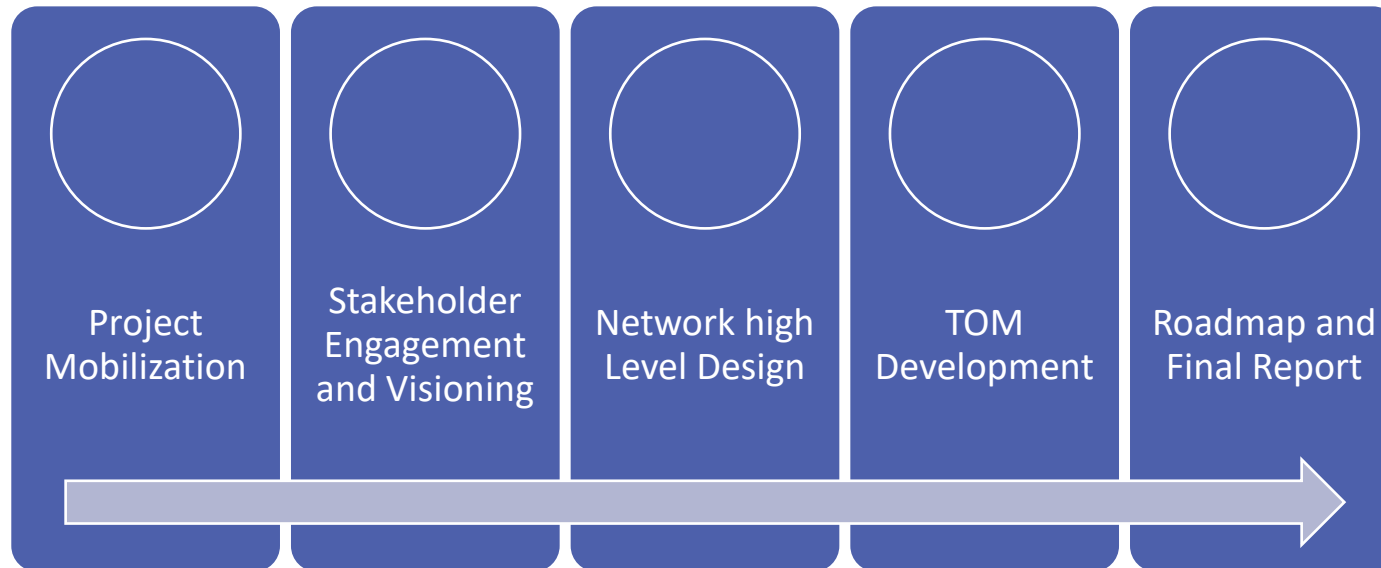
- Next Steps:
  - Testing with an internal group
  - Connecting additional databases

Point of Care (POC) Wireless
Supports & Enablers

- Goal: understand current and future needs for connectivity and associated wireless non-IT devices (e.g., IoT sensors, ventilators, fixed patient monitors, etc.) for healthcare delivery

- Build a 3-5 year roadmap

Project Mobilization	Stakeholder Engagement and Visioning	Network high Level Design	TOM Development	Roadmap and Final Report

Virtual Care Project Intake Program
Supports & Enablers

- Support novel use of virtual care into clinical workflow
  - Includes funding, business services, project management, etc.
- 2 Intake Rounds with ~40 submissions total

Program Areas Supported:
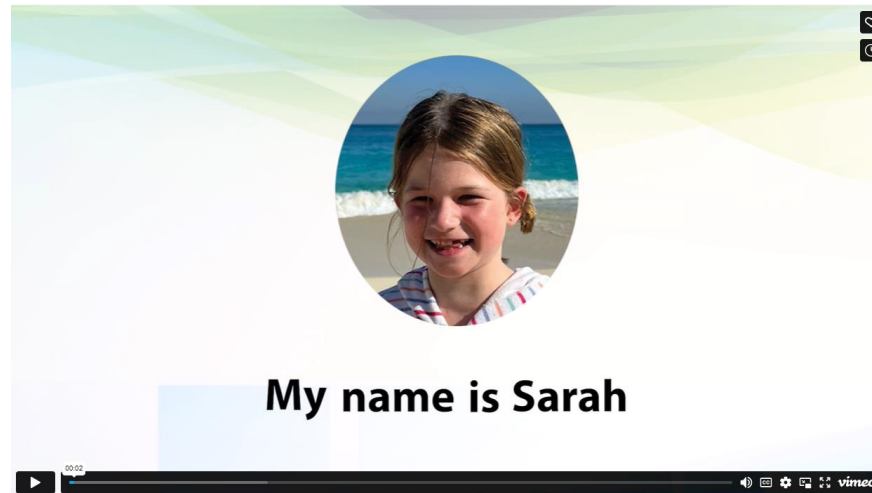
- Primary Care
- Acute Care
- MH&A
- Public Heath
- Home Care
- Long-Term Care
- Other

Lessons Learned

Time

- to staff positions
- to resource Advisory Groups
- Public communication timelines
- Procurement process
- Complete PIAs and TRAs

Resources

- If developing policy, need a dedicated resource
- If federal funding, need dedicated analyst for budget
- PM and CM lead are vital
- Some skill sets not available within HPEI & IT – needed consultants & provide additional training (e.g., CM and metrics development)

Planning

- Set up governance ASAP – from initial development of the plan, to project implementation and then transitioning into Operations
- Have budget contingencies
- Leave room for refinement as you learn more about initiatives – some become more/less feasible

Looking Forward

- Transition from projects to operations

- VC Operations under eHealth
  - Technical Support Desk
  - eVisit Platform for Health
  - Bits N Bites

- Health Informatics position to look at VC Metrics

- Secure Messaging – Additional work to be done in terms of supporting the Provincial EMR and HC solutions secure messaging abilities - both between providers and providers and pts/clients

- Citizen's Access Portal work

Thank you

Need More Info?

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Let's Talk Informatics Certifications

- **Digital Health Canada** - participants can claim 1CE hour for each presentation attended.

- **College of Family Physicians of Canada and Nova Scotia Chapter** - participants can earn one Mainpro+ credit by providing proof of content aimed at improving computer skills applied to learning and access to information.

- **Canadian College of Health Information Management** - approves 1 CPE credit per hour for this series for professional members of Canada's Health Information Management Association (CHIMA).