



# Virtual care in WWLHIN

**Exploring innovative methods for healthcare delivery to support patient care**

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# Quality Based Improvements in Care (QBIC)



**Optimizing the value** of EMRs and other digital health technologies and making them **easy to use** by providing tailored on-site support for primary care providers



Creating workflow efficiencies **to improve access** to primary care



**Enhancing quality of care** through the integration of standardized tools for CDPM and telehealthcare

# QBIC Supports



eConsult



Virtual Visits



Tablets



Electronic Medical Record  
(EMR) coaching & tools

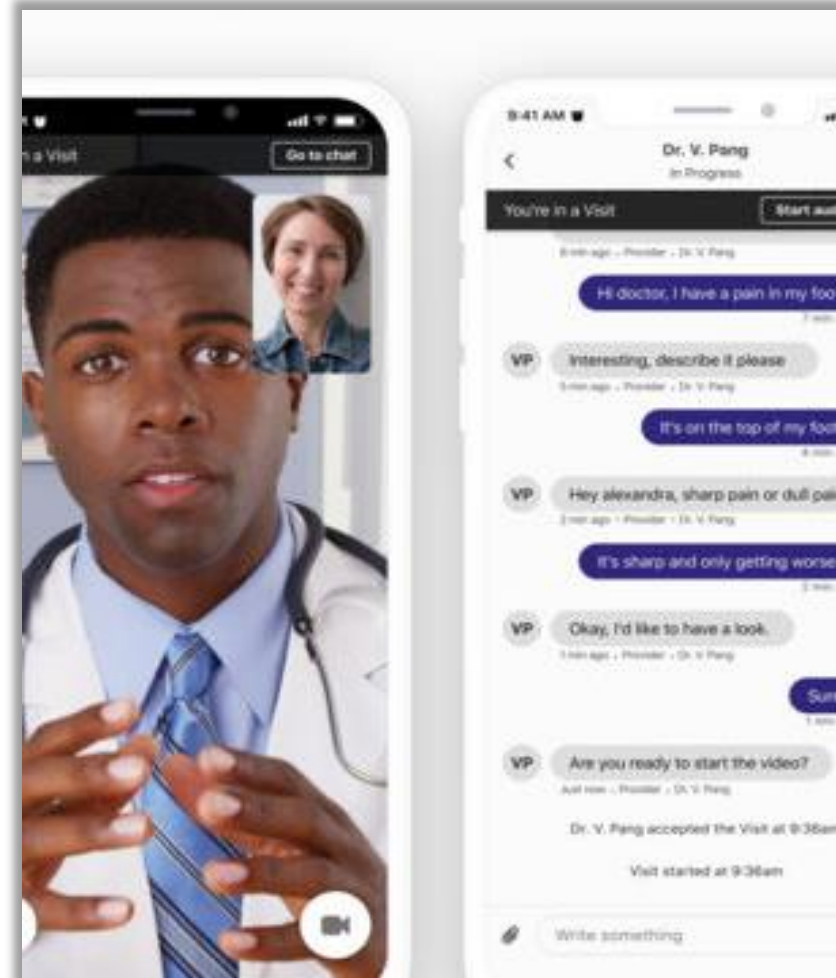
# What is a Virtual Visit?

Virtual or electronic billable visit which occurs over safe, secure, online communication system via chat messaging, phone, or video.

What types of appointments can be seen through virtual visits?

**Common examples include:**

- *Medication renewals*
- *Follow-up on lab or imaging results*
- *Rash or skin conditions*
- *Chronic conditions*
- *Health education*
- *Mental health follow-up*
- *Cold and flu*



# Why Virtual Visits in Primary Care?



- Supports continuity of care
- Clinician and patient satisfaction
- Reduced avoidable in-person visits
- More time for necessary in-person visits
- Efficiencies within administrative workflows



# Virtual visits usage data

*As of November 8*



**>13,000** patients invited

- **57** PCPs registered
- **33** Admins and Nurses registered

**>2900** virtual visits completed

67% initiated by patients  
33% initiated by provider/clinic

## Mode of Assessments

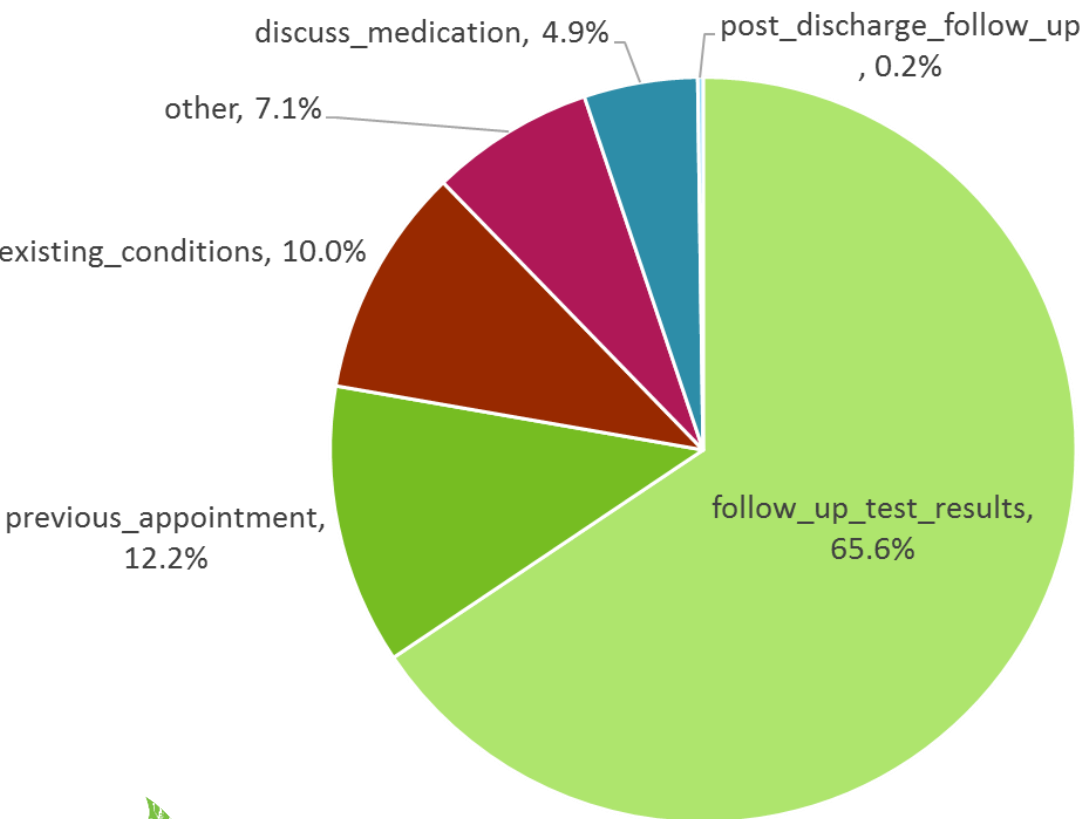
- **91%** - Phone/Messaging Visits
- **2%** Video

# Reason for Visit Data

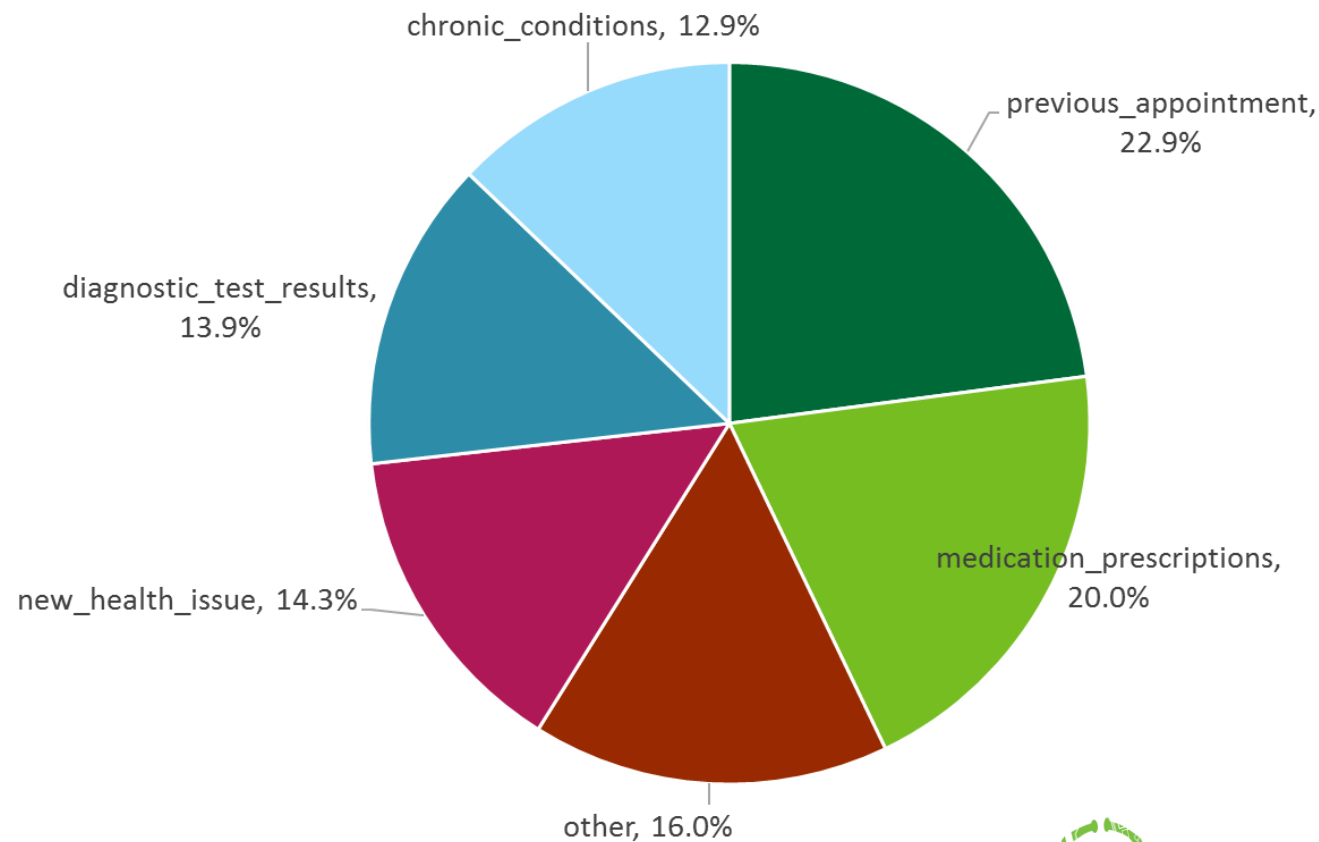
As of November 8



## Provider Initiated Reason for Visit (n=872)



## Patient Initiated Reason for Visit (n=1859)



## What is an eVisit?

- Secure videoconferencing for patient consultations at a designated hospital/health centre or from the convenience of a personal computer, tablet, or smartphone.
- eVisits can also be used by health care providers for:
  - *Case conferences, meetings, distance Learning*

### Current uses in WWLHIN:

- Fracture clinic at GRH uses eVisits for videoconferencing with patients at the Freeport site
- Specialist consultations
- Pediatric Oncology Group of Ontario (POGO) clients go to GRH to be “seen” by specialists at Sick Kids

### Video appointments are booked:




Through the **OTNhub**, the PCP can identify a telemedicine studio and nurse near patient's home community

OR

Through **OTNInvite** to plan and connect with your patient, from your computer to their computer, tablet or smartphone.



# So what's the difference?

	eVisits	Virtual Visits
<b>Identifying Logo</b>	 	
<b>OTN Terminology</b>	'eVisits'; 'PCVC'	'EAPC (Enhanced Access to Primary Care)'; 'eVisits Primary Care'
<b>Available modalities</b>	Video	Audio (phone), messaging (chat), video
<b>Initiation</b>	Provider only - requested and initiated (through OTNinvite)	Patient or provider requested and initiated (through VirtualCare)

# So what's the difference?

	eVisits	Virtual Visits
<b><i>Compensation</i></b>	Usual telemedicine OHIP code (plus the telemedicine premium for the HVV pilot)	Bill through VirtualCare via unique billing codes. \$1800 participation stipend (for the duration of the PoC)
<b><i>Platform</i></b>	OTNhub	VirtualCare (by Think Research Corporation)
<b><i>Devices</i></b>	Internet-enabled computer, tablet or smartphone	Internet-enabled computer or tablet or mobile app for iOS and Android
<b><i>Practice/Appointment type</i></b>	Specialist visits and allied health; provider to provider connection	Primary care visits with Physician or NP

# Big White Wall

[https://youtu.be/OLG\\_OMHU4-s](https://youtu.be/OLG_OMHU4-s)

# What is Big White Wall (BWW)?

- Free, anonymous online mental health support service available to anyone aged 16 or older in Ontario.
- Individuals can share their stories and experiences with their peers and engage in conversations with other members of the community.

## Benefits:

- **70%** of clients saw improvement in at least one aspect of their well being
- **46%** of clients report sharing an issue for the first time
- **51%** of clients (who report mental health related absence from work) reported that using BWW reduced their time away from work

## Big

*Recognizes the infinite nature of human emotion*

## White

*The blank canvas that clients use to express themselves*

## Wall

*Shelter and support, as well as the barriers to break through to improve emotional health*

# Is BWW an option for my patient?

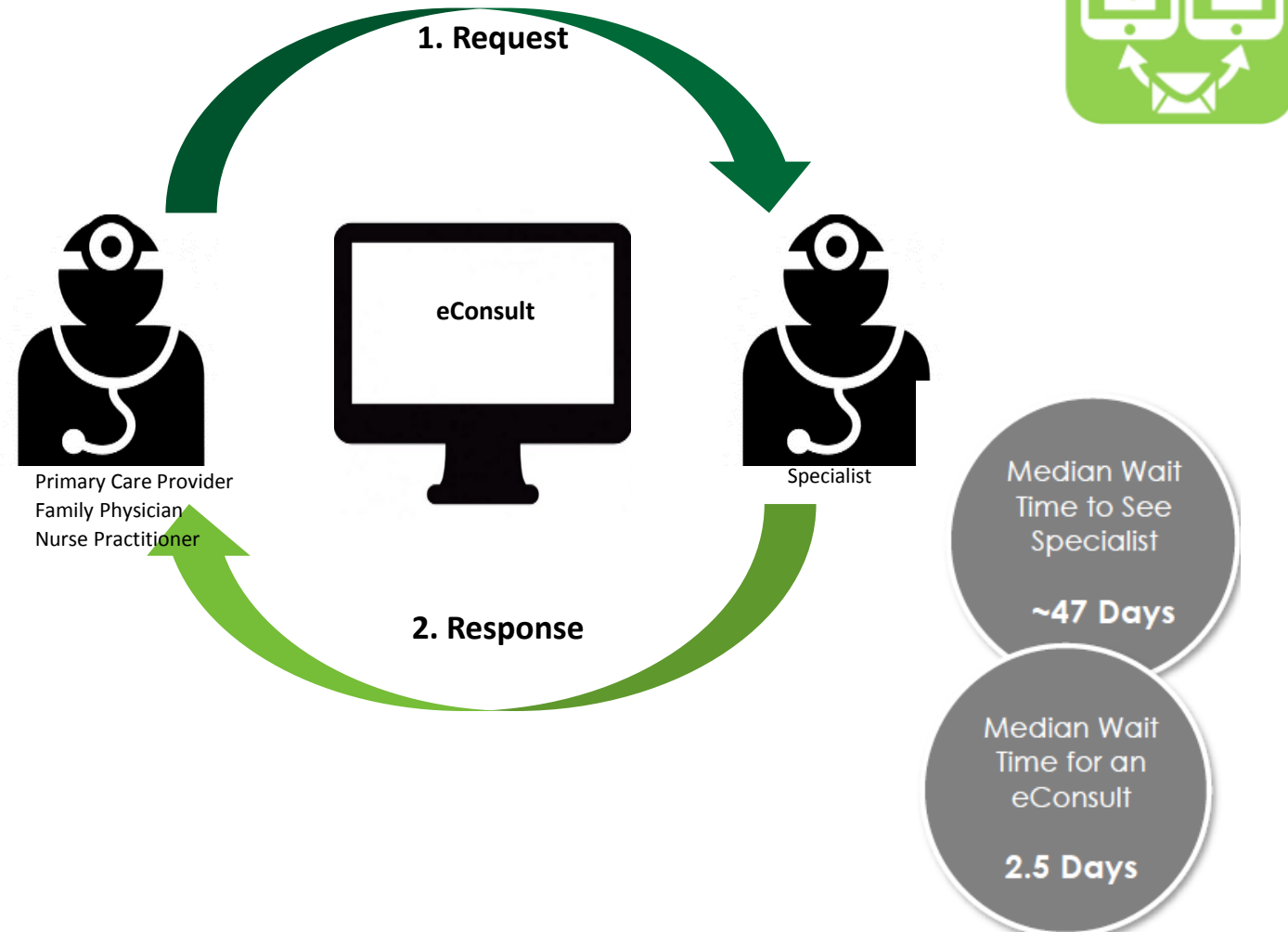
## **Big White Wall is suitable for patients:**

- With mild to moderate anxiety or depression
- With low risk of self harm/suicide
- With basic literacy and comprehension
- With phone or computer access
- That prefer a different support option than face to face or as an adjunct to face to face
- Who are looking for mental health support anytime of the day/night

## What is eConsult?

eConsult is a secure messaging system between Primary Care Providers (PCP) and Specialists.

- Quick access to advice from over **500 specialists** across Ontario
- In over **100 specialties**
- Facilitating **timely care**
- Avoiding **unnecessary referrals**





## Questions and Discussion

# Contact Us

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