



**island health**



# Community Virtual Care

Formerly Home Health Monitoring



# Territorial Acknowledgement

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I would like to respectfully acknowledge that I am on traditional **Coast Salish Territory** and recognize the **Lekwungen** peoples and the **Songhees** and **Esquimalt** nations on whose territory I live, work and play.





## Community Virtual Care

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Community Virtual Care is a **free** innovative Island Health program that uses **remote patient monitoring, virtual visits** and the **telephone** to support clients to better manage a range of health conditions from the comfort of their home.





## What Services are Available?

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The **Community Virtual Care Program** is rapidly expanding. The current range of services include:

- Heart Failure
- Diabetes
- Chronic Kidney Disease (CKD)
- Chronic Obstructive Pulmonary Disease (COPD)
- Hypertension
- Palliative (currently available in Nanaimo, expanding over the next 3 months)





# Who Is Community Virtual Care For?

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Community virtual care is suitable for clients who are:

- ✓ living with one of the health conditions included in the program
- ✓ eligible for and able to consent to receive Community Health Services
- ✓ able to manage health monitoring equipment (blood pressure cuff, pulse oximeter)
- ✓ able to work with a nurse over the phone
- ✓ may or may not have a primary care provider





## How Does it Work?

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- Free training and health monitoring equipment provided.
- Service available 7 days/week, 12 hours/day.
- Typically on the program for 90-120 days.
- 1:1 support from registered nurses that includes:
  - monitoring vital signs and symptoms
  - self-management coaching and education
  - liaising and collaborating with primary care providers
  - recognizing when to seek help for changing conditions





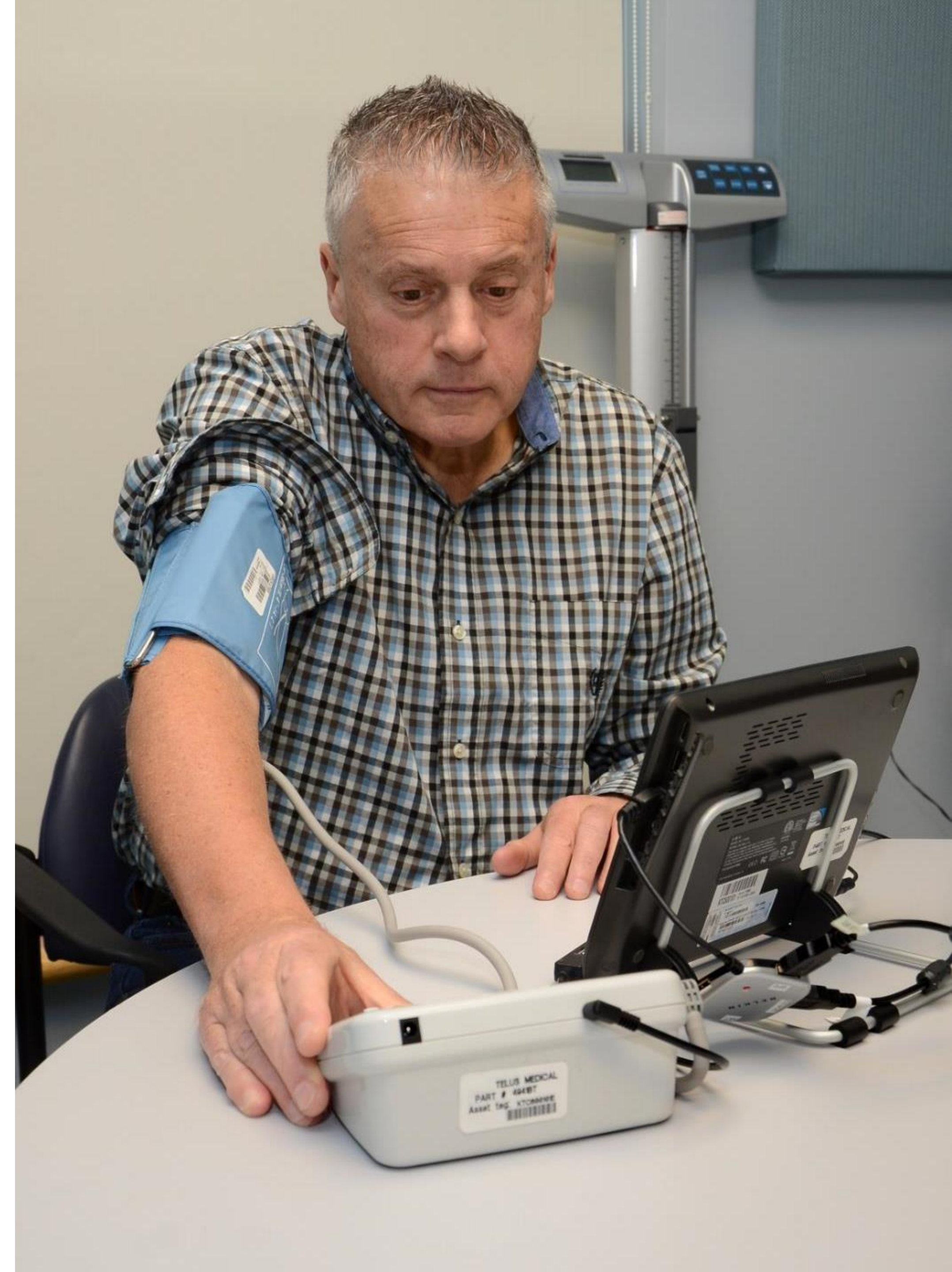
# Chronic Disease Management: A Closer Look

## Conditions:

- Chronic Kidney Disease
- Chronic Obstructive Pulmonary Disease
- Diabetes
- Heart Failure
- Hypertension

## Electronic monitoring of these vital signs:

- blood pressure
- O2 saturation
- weight
- temperature





# Palliative Monitoring: A Closer Look



The **Virtual Palliative Supportive Program** is suitable for those:

- Living with a progressive life limiting condition
- Receiving active treatment such as chemotherapy, radiation, and immunotherapy
- In the early phases of disease process
- Coping with persistent symptoms despite treatment of condition.

BC Palliative Care Benefits are not required.



## What We are Noticing

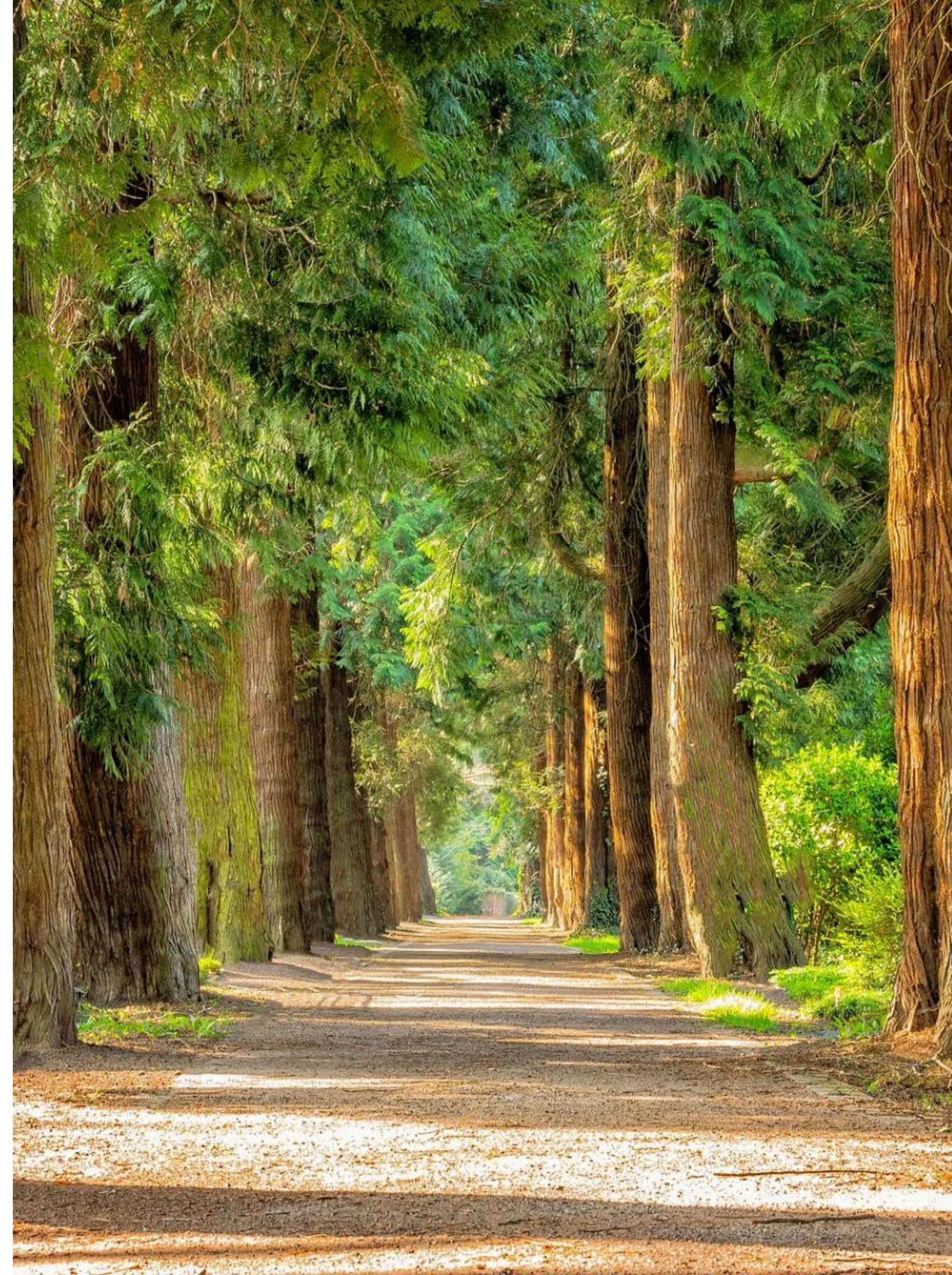
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- Fewer hospitalizations
- Better outcomes for clients with chronic conditions
- Clients felt supported, more knowledgeable and more in control of their symptoms

### Client feedback:

“Being diagnosed with Heart Failure caused me considerable **anxiety**. There was so much to learn about how to live with this condition, and so many questions I needed to ask.

Having access to electronic monitoring made it **easy to learn** the daily routine of weight and blood pressure, and adjusting diet and fluid pills accordingly. But knowing I would receive a call if my symptoms were concerning has been **reassuring.**”





## What Clients are Saying

“I felt I had more **control** over my health issues. Every morning I used the equipment and it gave me an idea about how I should plan my day.

“I could compare my results from week to week, **see my improvement**, and better **understand** how to manage my condition.”

“I felt very **supported** and the nurses were able to instruct, direct and calm any concerns I had at the time.”

“If you do this program everyday, there is **no need to spend time in hospital or clinic.**”





# Video

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Jim Lyster, husband, father, Anglican Priest and CVC client

[Video Link](#)

(Play from 38:20 – 39:51)

**Implementation Considerations**

Remote Monitoring Program Implementation

- Patient and Caregiver Considerations
- Provider Considerations
- Data and Privacy
- Digital Equity
- Evaluation



# Video

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El Bottoms, CVC client

[Video Link](#)





# Referrals and Information

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Referrals are made through Community Access by calling:

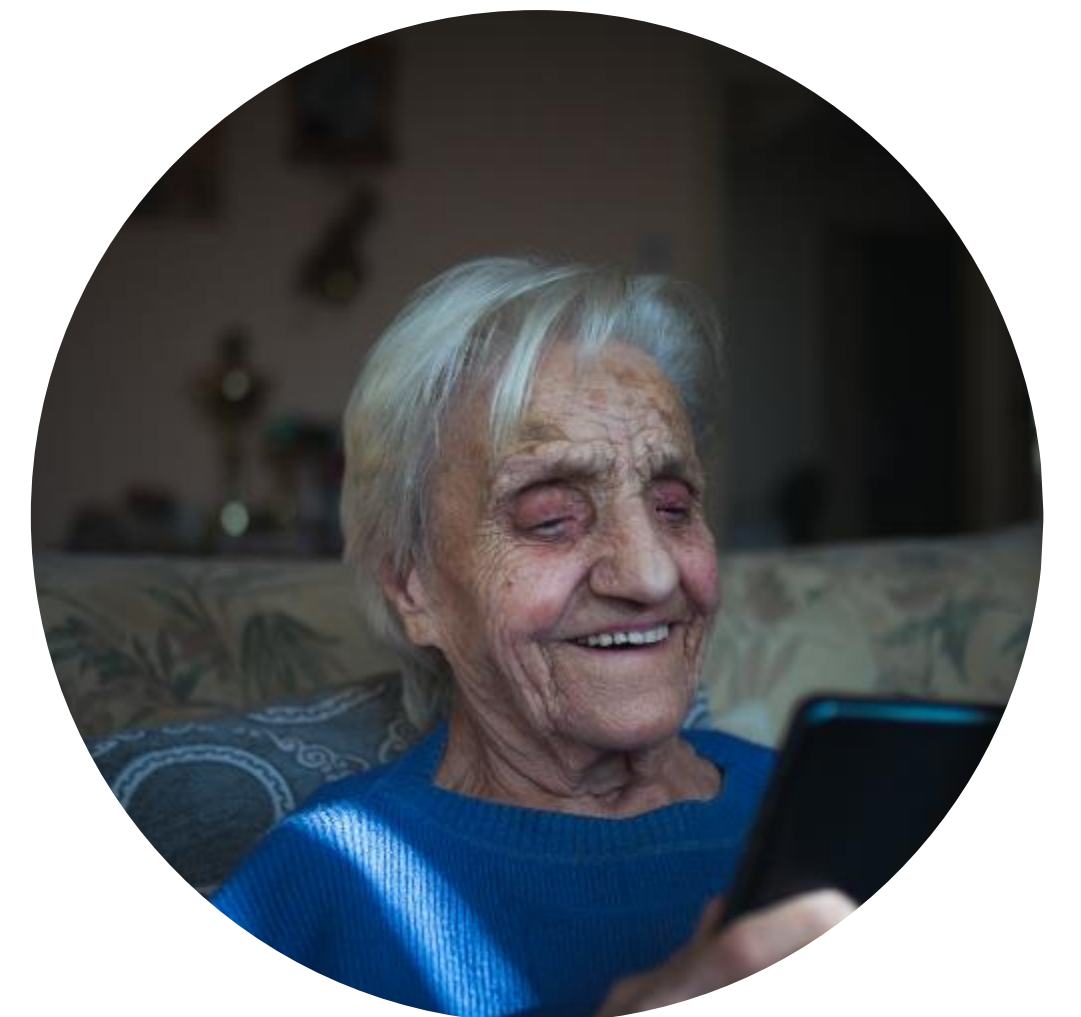
- South Island (250) 388-2273 or toll-free 1(888) 533-2273
- Central Island (250) 739-5749 or toll-free 1(877) 734-4101
- North Island (250) 331-8570 or toll-free 1(866) 928-4988

For more information about the program, referral options or to request posters or pamphlets:

Web: <http://islandhealth.ca/cvc>

Email: [communityvirtualcare@islandhealth.ca](mailto:communityvirtualcare@islandhealth.ca)

Phone: 250.519.7700 x 11928





## We Want to Know...

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- What questions do you have about CVC?
- How can we best share print and electronic materials and resources with your organization?

