

Hospital at Home: Patient Video Visit Pilot at RJH and Expansion to VGH

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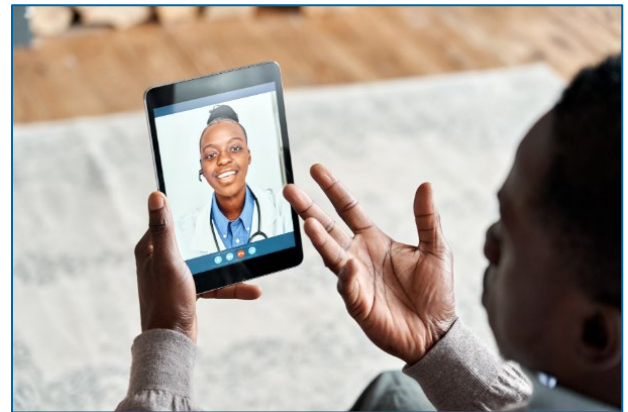
Core Team Members

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Zoom for Healthcare Patient iPad Pilot Project

The Zoom for Healthcare Patient iPad Pilot Project was a partnership between the Hospital at Home (HaH) and Virtual Care Services (VCS) teams intended to enable “phone like” video visits between patients and their HaH care team, including nurses, physicians, and pharmacists. The pilot took place at the Royal Jubilee Hospital (RJH) site over the course of 6 weeks, from May 11th to June 22nd, 2023. The pilot was the first of its kind for virtual care at Island Health, providing Island Health managed devices to patients in their homes.



Patients that consented to participate in virtual visits were provided with an iPad upon admission to the HaH program. The iPad was set-up in the home by the nurse alongside any other equipment or supplies required for their personalized care plan. Each iPad was configured in “single-app mode”, which locks down the device so that Zoom for Healthcare is the only application that the patient can access. Furthermore, work was done with PHSA to configure a unique, restricted contact list for the devices. This meant that the iPads were placed in an Island Health HaH shared contact list within Zoom for Healthcare, where only HaH clinicians and providers were able to view and make calls to the iPads.

All HaH clinicians and providers were provisioned with Zoom for Healthcare accounts, granting them the ability to initiate video calls to patients’ iPads using either their desktop workstations or Island Health mobile phones. The HaH team provided train-the-trainer support, hands-on training, and excellent change management for the successful implementation of the intervention into the program throughout the pilot.

Results from RJH’s Pilot

An evaluation was completed for the pilot by analyzing video visit utilization, provider survey responses, and patient survey responses. A subset of the evaluation is highlighted below:



154 video calls were completed over the pilot period



The average video visit length was **6 minutes, 51 seconds**

Key Provider Survey Results:

Average Score	Provider Survey Question	Quote from a HaH Physician
3.9/5	The audio and video is clear when participating in a video visit	<p>“On several occasions it saved me the need to provide an urgent home visit, thereby improving the timeliness of patient care, increasing my efficiency and reducing my anxiety about the patient's condition. I was also able to use it for sensitive conversations, including a new cancer diagnosis. And in one instance I was able to provide real time diagnosis and treatment by collaborating with the nurse in the patient's home”</p>
3.8/5	Connecting by video provided significant benefit to both me and my patients	
3.7/5	I had no concerns when using Zoom for Healthcare to connect to my patients	
3.4/5	I would recommend the use of Zoom for Healthcare virtual visits to other similar units or clinical programs	

Key Patient Survey Results:

Average Score	Patient Survey Question	Quote from patient who received support from daughter to connect	Quote from a patient's wife	Quote from a patient
4.7/5	I would recommend the use of this device to future patients	<p>“My daughter and I were commenting on how well it works”</p>	<p>“It is nice the nurse can see him”</p>	<p>“Interesting time with the iPad”</p>
4.4/5	When connected by video, I could see and hear clearly			
4.3/5	The video visit iPad was easy to use			
4.1/5	I felt more connected to my Care Team by having video visits			

Areas for Improvement Based on Provider and Patient Feedback:

- Addressing patient issues/concerns (e.g. some patients had trouble answering calls on the iPad requiring providers to follow-up with a phone call, some patients felt overwhelmed with the technology and experienced a steep learning curve, overall technical difficulties)
- Enhancing the end-to-end workflow of making Zoom for Healthcare available to patients and reaching them on iPads (e.g. device naming and deployment, deploying a spare iPad and awareness of the new device)
- Clarifying when a virtual visit can/should be utilized (e.g. when a virtual visit is appropriate versus a phone call being sufficient)
- Improving the assessment of a patient's suitability for virtual visits (e.g. consideration of any physical limitations, their comfort with technology)

Expansion to VGH and Other Sites

The findings from the pilot project illustrate a significant benefit in having video connections available to HaH patients, and as a result, the project has expanded following the same model at RJH to Victoria General Hospital (VGH). VGH has now been live since September 25th, 2023, which has allowed for increased clinical capacity among HaH sites during periods of staffing challenges.

To learn more about the Zoom for Healthcare Patient iPad Pilot Project completed with Hospital at Home, please contact the Virtual Care Services team at virtualcare@islandhealth.ca.