

Virtual Care Strategy

Embracing Change, Improving Care

January 2022 - December 2023

Over the course of the COVID-19 pandemic, the North Simcoe Muskoka Specialized Geriatric Services (NSM SGS) Program evolved to meet changing needs across our region and community. As we reflect on our learnings, we recognize the opportunity to forever improve the way we deliver health care. We view this as a time of renewal, not recovery; a time for our program to build on the past and embrace the future. A Virtual Care Strategy is an important step in continuing to improve service delivery and care for our older adults and their caregivers, our team, our partners and our community.

AREAS OF FOCUS

The NSM SGS program's Virtual Care Strategy was developed to help advance our programs' clinical design and to align with Waypoint's broader digital health strategy. As a roadmap for the future, this document recognizes four key planning components breaking each down to support planning and implementation.

Renewal



PURPOSE

The Virtual Care Strategy is a guiding document, intended to help advance virtual care within the NSM SGS Program to leverage lessons learned from the COVID-19 pandemic experience, incorporate best practices and optimize digital health opportunities.

GUIDING PRINCIPLES

- Quality Care
- Equity of Access
- Person-Centered Care
- Patient & Staff Safety
- Partnership
- Innovation
- Efficiency

REFERENCE

Waypoint Outpatient & Community Renewal Plan



VIRTUAL CARE DEFINED

In June 2020, Ontario Health released a document entitled “Recommendations for Regional Health Care Delivery During the COVID-19 Pandemic: Outpatient, Primary Care, and Home and Community Care”. Within the document, virtual care is defined:.

Virtual care is defined as ‘any interaction between patients and/or members of their circle of care, occurring remotely, using any forms of communication or information technologies with the aim of facilitating or maximizing the quality and effectiveness of patient care’.

Virtual care is more than video visits and phone calls. It includes digital supports for self-care (i.e. curated apps, wearables); online education and self-management tools (i.e. recreation programs); provider-to-provider supports using asynchronous messaging, e-consultation, phone back-up and specialized platforms (i.e. specialist to primary care provider communications); provider-to-patient supports (i.e. email, asynchronous messaging with patients over email, text, or other secure platform, real-time consultation at a distance); and remote home monitoring. (p.5)

“The secret of change is to focus all of your energy not on fighting the old, but on building the new.”

- Socrates

ALIGNMENT WITH THE NSM SGS PROGRAM

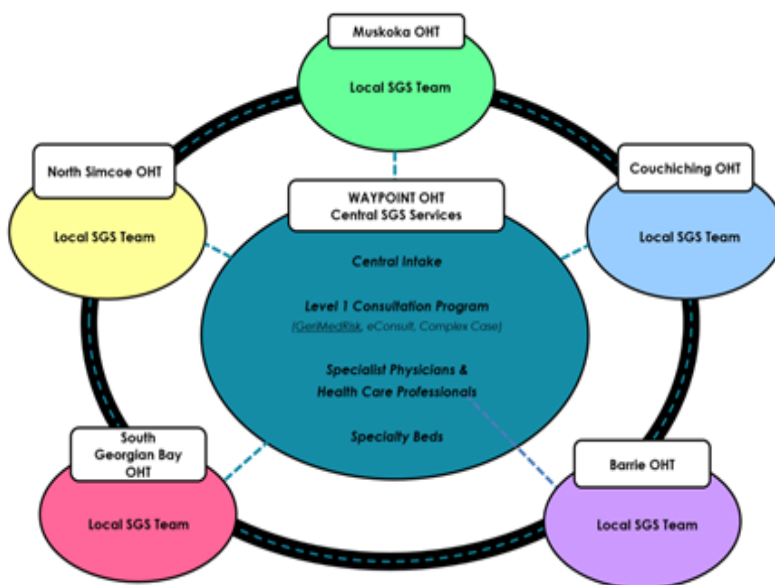
Since inception in 2016, the work of the NSM SGS program has been guided by several key

documents. These documents define the mandate of the NSM SGS program as:

- System Leadership
- Clinical Leadership & Regional SGS Clinical Service Delivery
- System Education & Mentorship
- System Advocacy
- Research & Ethics

Through development and implementation of a Virtual Care Strategy, the NSM SGS program will continue to fulfill our mandate while concurrently advancing our strategic priorities of improving

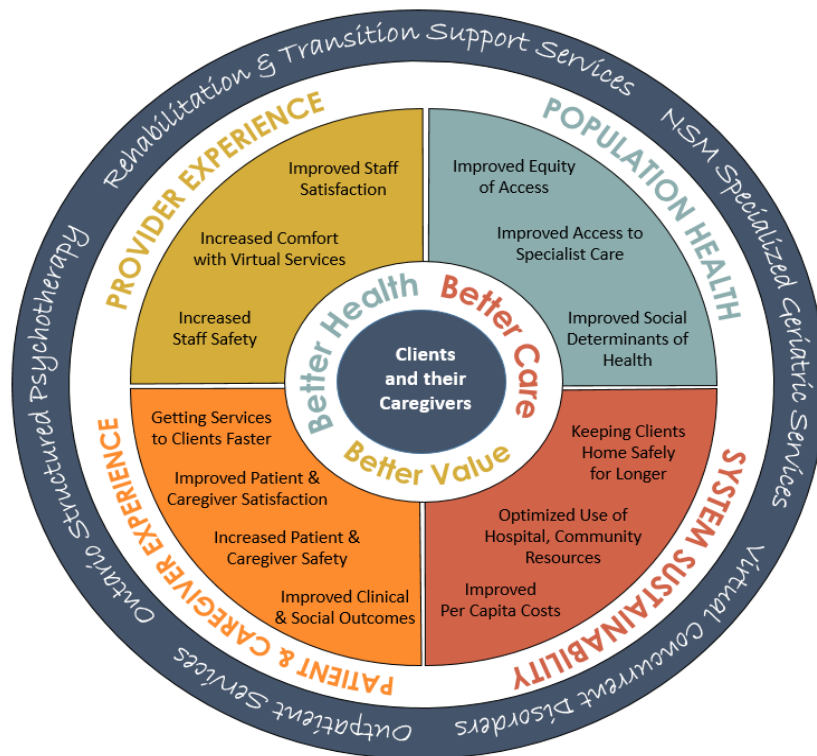
patient outcomes, building system capacity and fostering system change.



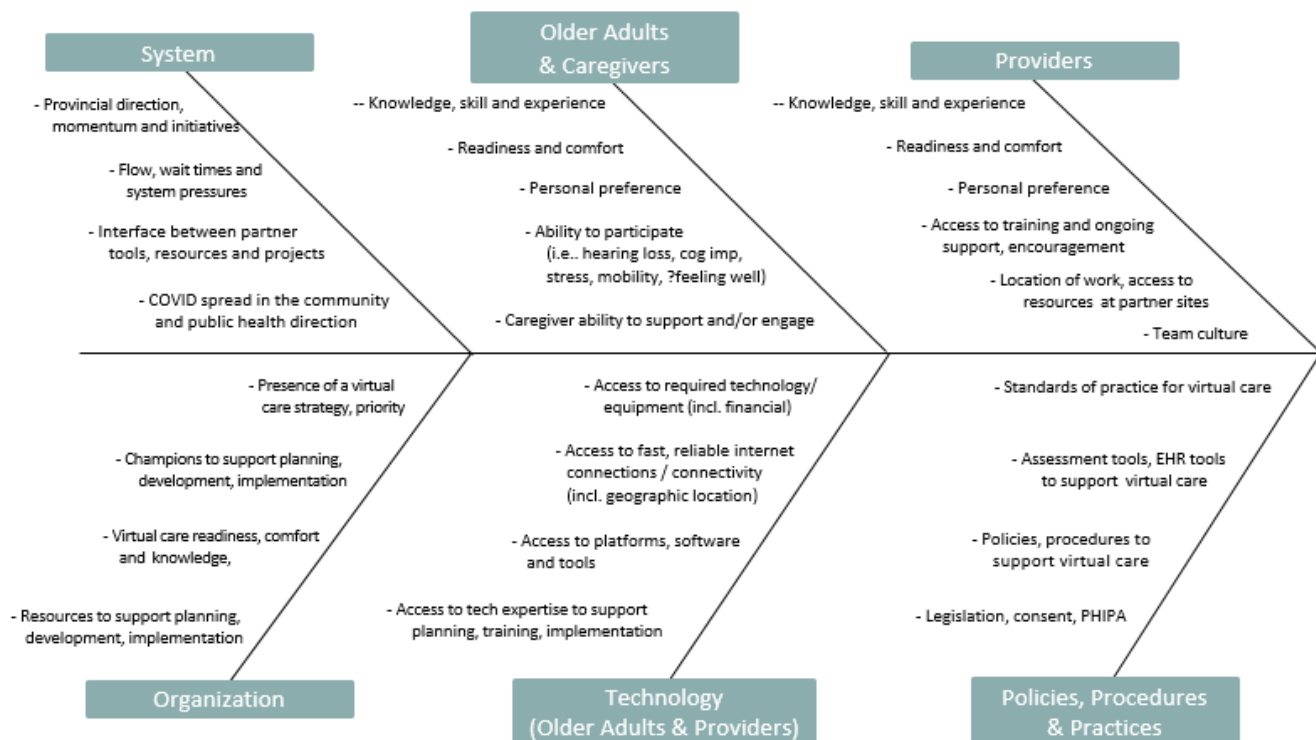
QUADRUPLE AIM

The goal of the Quadruple Aim is to enhance client experience, improve population health, reduce costs, and improve the work life of health care providers. The Quadruple Aim is a compass to optimize health system outcomes.

KEY PERFORMANCE OUTCOMES (WAYPOINT OUTPATIENT & COMMUNITY RENEWAL PLAN)



PLANNING CONSIDERATIONS





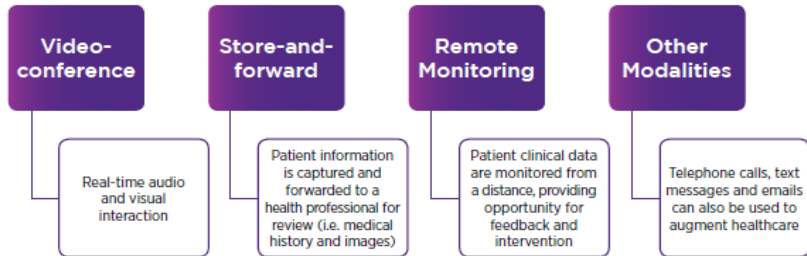
**How we engage
with clients and
caregivers virtually
to deliver care**

CONSIDERATIONS

- Initial and follow-up assessments
- Congregate classes and services
- Consultations and access to specialist providers

DELIVERING CARE

Types of telehealth



Source: University of Queensland. *Developing a policy strategy for telehealth in Australia.*

- Establish virtual care service delivery options for NSM SGS geriatric medicine and geriatric mental health team services to support visits and classes.
**Monitor virtual attendance patterns and explore attrition rates/reasons.*
- Develop a decision-making algorithm to support patient triage to virtual and in-person services, including initial and follow-up visits.
**Align with revisions to Waypoint Community Services Process Map.*
- Promote the use of GeriMedRisk within the NSM SGS program and among NSM partner providers.
- Expand and promote the NSM SGS eConsult service.
- Expand external specialist provider access through virtual care partnerships.
- Explore and leverage digital screening tools, including a client based questionnaire for completion prior to appointments.
- Establish a technology loaning, literacy and support program to improve patient access, engagement and outcomes.
- Explore options to establish an on-line appointment booking system for patients and caregivers for NSM SGS services.
- Explore options to establish a patient record portal for individuals served within the NSM SGS program.



*How we include
technology in our
client care plans*

CONSIDERATIONS

- Smart home and home-based technology
- Personal wearables
- Virtual reality
- Apps
- Client education and training
- Self-management tools and resources
- Caregiver support and education

CLINICAL CARE INNOVATION

- Support OHT and Community Paramedicine partners to develop and implement remote home monitoring programs for frail older adults and their caregivers.
- Explore and identify SMART home technology and personal wearable options to enhance treatment and care (i.e. Alexa, monitoring devices for wandering, fitbits, etc).
- Explore the research related to virtual reality to identify how/where it can best be integrated into treatment and care.
- Explore and identify technology options that could be leveraged to support and advance the clinical services associated with the Rehabilitation Strategy.
- Identify and implement 5-10 apps that would be appropriate for NSM SGS tem members to support treatment and care. Consider apps that support monitoring (including self-management), communications (including communication with families) and treatment..
- Establish a section on the NSM SGS website that targets older adults and includes links to key education and self-management resources.
- Promote the use of the Provincial Geriatrics Leadership Office Caregiving Strategies website and resources.
- Establish a relationship with the Centre for Aging & Brain Health Innovation (CABHI) to stay abreast of current innovations and link / implement as appropriate / feasible.



How we leverage technology to share information and build teams

CONSIDERATIONS

- Staff on-boarding and orientation
- Ongoing training
- Team meetings
- Education and capacity building
- Clinical resources
- Information sharing

BUILDING TEAMS

- Leverage platforms to support regular full NSM SGS program team meetings and team building events, involving key NSM SGS partners as appropriate (min. 5-6x/year).
- Leverage platforms to support staff orientation and training, including Waypoint, partner and other eLearning platforms.
- Leverage platforms to (a) provide local, and (b) promote provincial/other capacity-building events and experiences for NSM SGS team members and SGS partners as appropriate (i.e. Practice Shorts).
- Complete both an annual NSM SGS team learning needs assessment and team engagement survey using a standardized on-line tool that collects and analyzes the data, involving key NSM SGS partners as appropriate.
- Advance the NSM SGS team shared folder as a key resource for all relevant and appropriate team documents and files.
**Excluding patient health information*
- Utilize available resources like the NSM SGS website and Twitter account to share relevant information with the NSM SGS team members and NSM SGS partners.
- Support the development and promotion of the Central OHT for Specialized Populations website repository to share information related to best practices, key resources with patients and caregivers.
- Provide NSM SGS team members with virtual resources to support clinical assessment and intervention strategies (i.e. Lexicomp Mobile). Support other key NSM SGS partners with access as appropriate.
- As a regional hub service, provide NSM SGS team members and key NSM SGS partners with access to centralized resources to support the delivery of care (i.e. SimpleSet for rehab staff).
- Establish clinical pathways of care within partner electronic health record systems (i.e. child/youth mental health work).
- Establish RocketChat for secure messaging between NSM SGS team members.



*How we use
technology to
advance our service
operations*

CONSIDERATIONS

- Remote EHR access
- Scanning
- Staff safety
- Partner communication
- Data monitoring and reporting
- Work from Home plans

SUPPORTING OPERATIONS

- Collaborate with IT to leverage existing technologies to optimize use, access and sharing within the Meditech electronic health record (i.e. Scanbot, VPN).
- Increase access to NSM SGS program notes by leveraging Hospital Report Manager (HRM) and Connecting Ontario, including exploring innovative options to communicate targeted information with targeted providers.
- Identify and, as appropriate, implement processes and agreements to support the safe and efficient transfer of information between partner health records (i.e. Meditech direct fax module, Ocean eReferrals).
- Establish an in/out board for NSM SGS team members to promote staff safety by electronically centrally monitoring the status and location of team members related to home visits.
- Develop key reports and a dashboard with the Business Intelligence team to help monitor and continuously improve NSM SGS program activity.
- Finalize and implement the NSM SGS program's Performance Monitoring & Evaluation Framework to support program and OHT monitoring of key system indicators.
- Review existing NSM SGS program space and staffing requirements to develop associated virtual care and (as appropriate) work from home plans.