



Telehealth at Interior Health



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2005

Objectives

- Different Telehealth initiatives:
 - Tele-thoracic consultation
 - Telewound – Pixalere
 - Tele-pharmacy
 - Tele-psychiatry
 - E-Patient
 - Tele-genetic counselling
- Tele fee codes for physician reimbursement
- Future Directions

Tele-Thoracic Consultation





Introduction

- Interior Health (Kelowna) is one of four centres of excellence for thoracic surgery in BC.
- Prior to telehealth, surgeons traveled on a monthly basis to rural sites or patients traveled to them.
- In 2003 - 4 “virtual clinics” were implemented: Kamloops, Trail, Cranbrook, Kelowna

Expansion to Williams Lake

- Cariboo Memorial will receive a CT this fall.
- It makes sense to have its own virtual clinic
- The virtual clinic can be used by other physicians for consultation or education purposes



Expansion to Prince George

- Dr. Humer has provided outreach clinics to Prince George since 1995.
- He moved to Kelowna in 1998 and continued to travel to PG on a monthly basis.
- He had done 76 trips and had seen 1437 patients up to June 2005.
- As of July 2005 we implemented Tele-thoracic consultation to PG via PNG.

How it Works



Each Thoracic Surgery Telehealth Clinic site is supported by a Registered Nurse

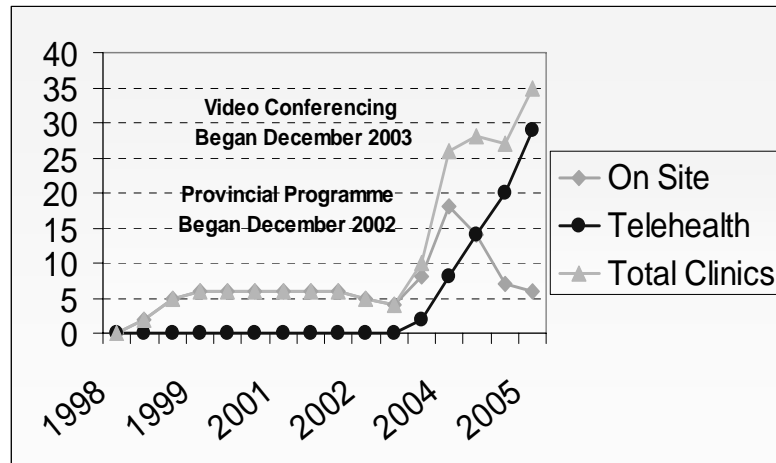
Patients are scheduled directly by the physician office and they are registered as outpatients for Telehealth clinic at the hospital.

Referral documents are sent to the physician office if they are not available electronically.

Results

- In IH 600 patients have used the service in 73 clinics.
- 1.5 million Km of patient travel have been saved.
- In PG 2 clinics have taken place and 25 patients have used this service.
- *"It was wonderful not having to travel to Kelowna for this. The whole experience was very positive"*
- *"In the room I had a nurse right with me. Overall the experience was excellent"*

Number of Clinics per 6 month Interval



Conclusions and Next Steps

- It is not about convenience, it is about better patient care. Quicker diagnosis, less stress and better health outcomes.
- It provides access to service that was previously only available by traveling.
- Future potential sites: Smithers, Dawson Creek, Fort St. John, Terrace, and Whitehorse in the Yukon.



Tele-Wound @ Interior Health

What is Tele-wound (Pixalere)

- A method of reviewing wounds that enables the wound nurse specialist to provide expert and timely advice in the treatment of difficult to heal wounds.
- It includes a software – Pixalere and a digital camera



Wound Management Challenges at IH

- 46% community clients – wound related (Okanagan Study)
- Lengthy wait times to access wound specialist – due to limited number
- Inconsistency in wound care practices and product usage.
- Lack of continuity of information during the episode of care.
- Inability to track costs, wound healing time and other stats.

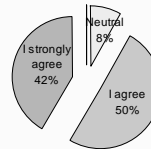
Pilot Project at TCS

- Launched in May 2004
- Three sites: Kamloops; 100 Mile and Revelstoke.
- Over 100 clients participated and approximately 20 community nurses.

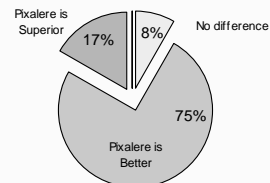
Evaluation Results: Staff Satisfaction

- 92% of staff agreed that the use of Pixalere improved the quality of wound management in the community
- 92% of staff viewed Pixalere as effective in bringing benefits to patients and staff.

Pixalere has improved the quality of wound management in the community



Pixalere brings benefits to the community and staff



Examples of benefits

- Venous Compression for leg ulcers – visits reduced from 4 to 1 per week.
 - 9 patients without compression = 432 visits
 - 9 patients with compression = 108 visits
- VAC Therapy – from 8 weeks to heal and 3 visits per day to 4 weeks to heal and 3 visits per week.
 - 7 patients without VAC = 1176 visits
 - 7 patients with VAC = 84 visits

Other Benefits

- Ability to track and compare healing times and best practices
- Privacy and confidentiality of information (vs. emailing pictures).
- Surgical treatment avoidance
- Decrease # of admissions to acute care and Emergency room.
- Reduced length of stay at an acute care site.

Next Steps

- Telewound Pixalere will be expanded to the rest of IH.
- Capital funding through RHD's and IMIT
- A Steering Committee with IH representation is in place
- 2 Phases in 2 years:
 - 1. TCS, North and Central Okanagan
 - 2. EK, KB and South Okanagan

Tele-Pharmacy @ Interior Health

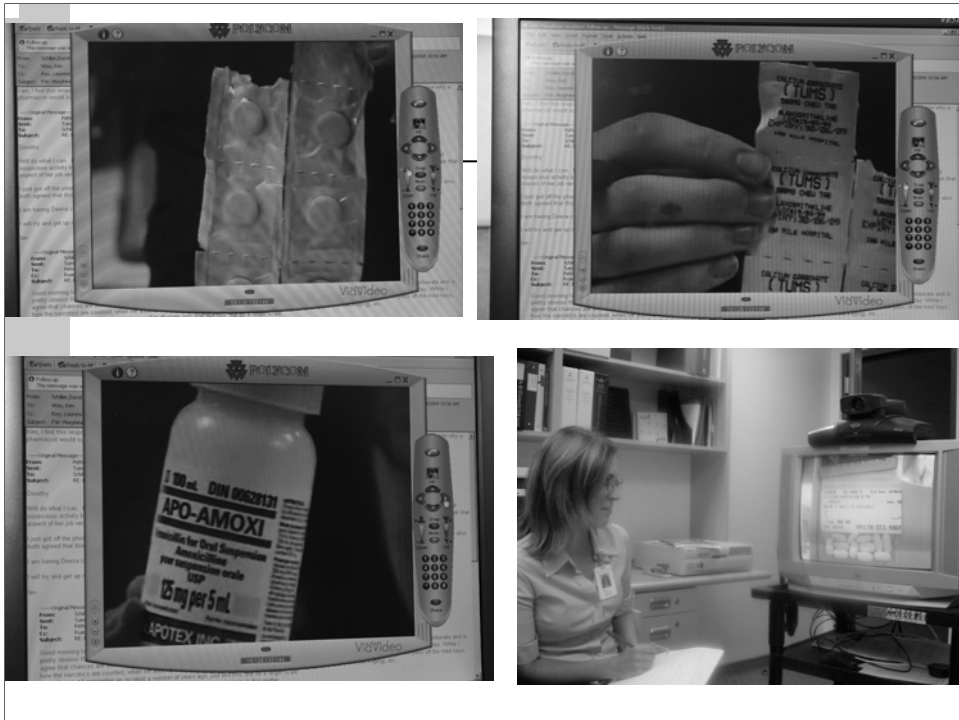
TCS: Salmon Arm, 100 Mile House and Williams Lake

EK: Cranbrook, Fernie, Creston

Tele-Pharmacy

- Shortage of Pharmacy professionals
- A videoconference was placed at both the central and rural sties.
- It is used to supervise and monitor the work of a pharmacy tech.
- Physician orders, MAR and patient profile are faxed to Central Pharmacist
- Pharmacist connects to the rural technician





Tele-Pharmacy

- Interior Health received a national award for pharmacy practice innovation in 2004.
- College of Pharmacists of BC are supportive of the ongoing use of tele-pharmacy to supervise remote sites.

Tele-Pharmacy

- Pharmacist supervises the provision of prescriptions to patients at rural or remote sites.
- Save travel between locations and offers respite to solo pharmacists.
- “It helps us be there when we are not physically there”
- We have approval to expand to Invermere and Golden.

Tele-Psychiatry

- Project led by Sherry Wyatt from MH & Addictions with funding by the Primary Health Care Transition Fund.
- Virtual Share Care between GP's at a Primary Healthcare Site and Psychiatrists.
- KB is the pilot area with Kaslo and New Denver on board.

e-Patient

- Pilot Site is KBRH
- Secure on-line access to own lab tests
- For certain conditions
- Prior GP consent.
- Website: secure.interiorhealth.ca/epatient
- Type Care Card number and a PIN



Tele-Homecare

- Pilot Project at EK – Home and Community
- Chronic Heart Failure Patients
- Will be monitored at home – data sent to BC Nurse Line
- BC Nurse Line to act if parameters vary

Patient Submits Vital Signs daily



Vital Signs

- Blood pressure
- Heart Rate
- Pulse Oximetry
- Weight
- Optional:
 - Finger Stick Blood Sugars
 - Auscultate Heart and Lung Sounds

BC Nurse Line contacts patient or
HCC Nurse at EK.



Cardiac Surgery Follow Up

- Project submitted to IMIT Tactical Plan
- Cardiac Surgery Patients from EK may have Telehealth follow up to Calgary.
- If approved, project would start in April.
- 104 patients from EKHSA have undergone cardiac surgery in Calgary in the last year and half.
- Would reduce unnecessary patient visits to Calgary.
- Earlier appropriate medical interventions.

Genetic Counselling

- Trail will participate in this research study with the BC Cancer Agency.
- Examining acceptability and effectiveness of Telehealth for delivering genetic counselling.
- They will schedule counselling clinics with patients and their families who could benefit from genetic counselling.
- Consultations are scheduled to start in October

Tele-Fee Codes for Physicians

- Medical Services Commission has approved telehealth billing for 8 specialties:
 - GP > Dermatology > Ophthalmology
 - Paediatrics > Plastic Surgery > Psychiatry
 - Rheumatology > Thoracic Surgery
- They must meet the following criteria:
 - Health Authority approved program
 - Approved Site
 - Real-time interactive videoconference link

Future Directions

- Tele-psychiatry
- Tele-homecare - CDM
- Tele-rehab?
- Tele-genetics?
- Tele-rheumatology?
- Tele-orthopaedic?
- Tele – oncology (bone marrow transplant follow up)?
- Tele-dermatology?