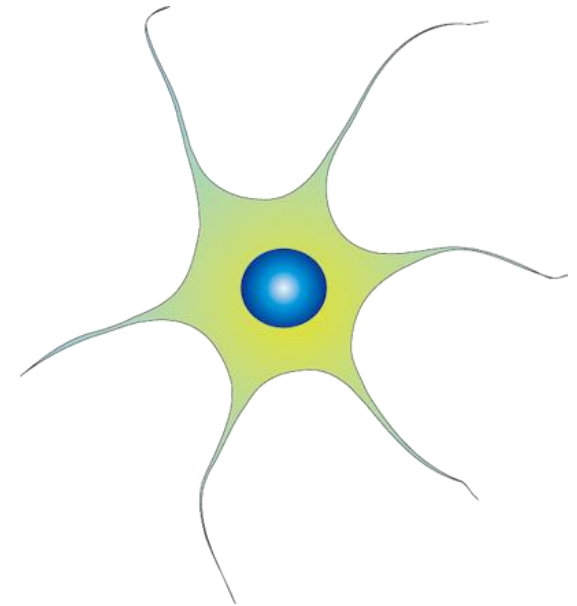




TeleMS

Virtual Consultations on Vancouver Island



Presenters:

Amber Holden, RN

Margarita Loyola, PEng

June 8th, 2016

Agenda

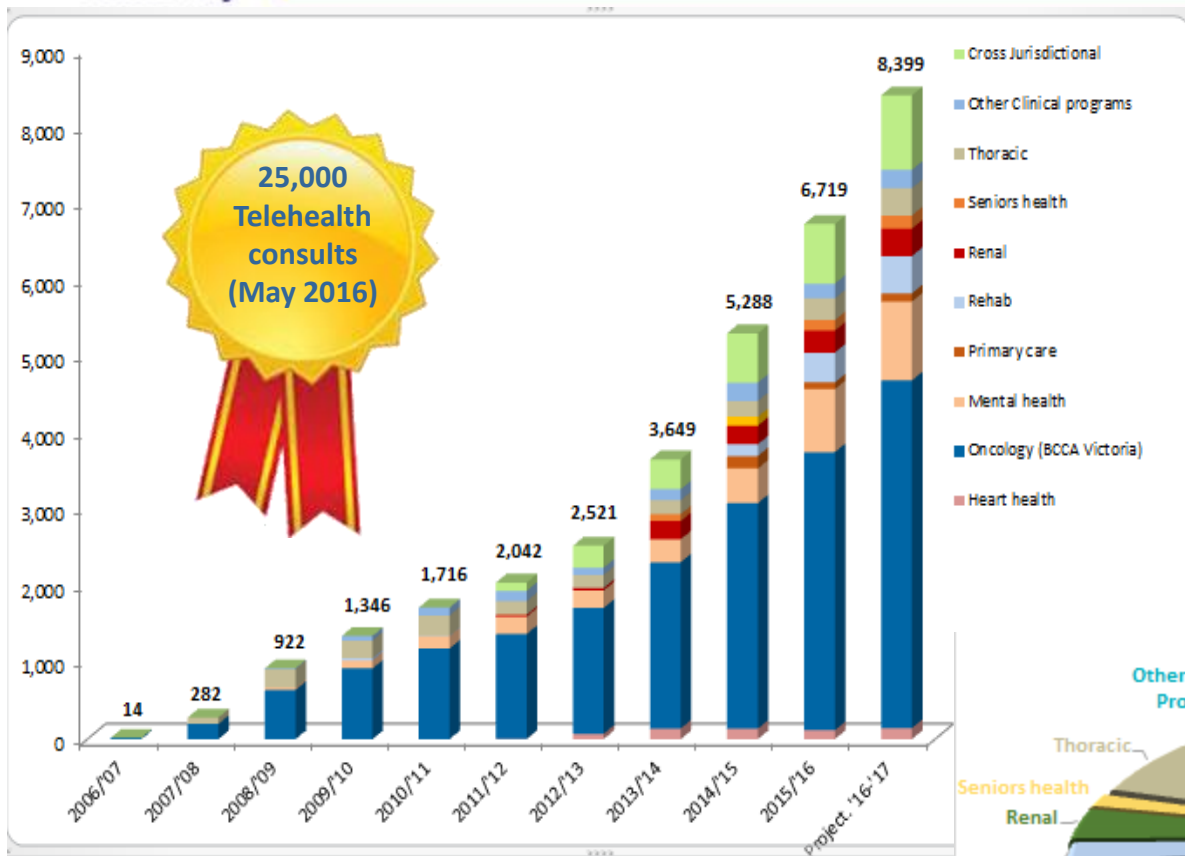
- ◆ Introduction to Island Health
- ◆ Telehealth/Virtual Care
- ◆ Tele Multiple Sclerosis (TeleMS)
- ◆ Findings
- ◆ Future

Island Health



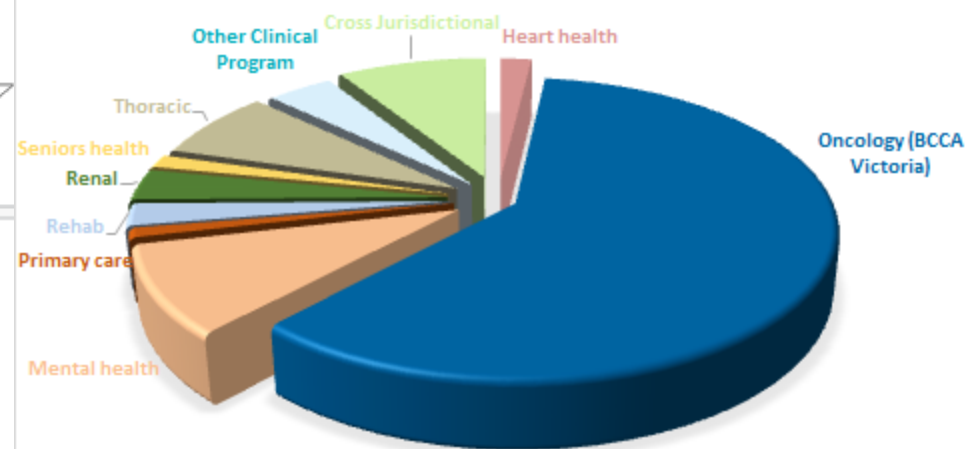
Key Statistics

Population	767,000
Health Care Staff	19,600
Physicians	1,900
Facilities	150+
Acute Care/Rehab Beds	1,555
Residential Care Beds/ Assisted Living	6,426
Annual Budget	\$2.2 B



Telehealth at Island Health

**100% Accreditation
Standards met in 2011
and 2014**



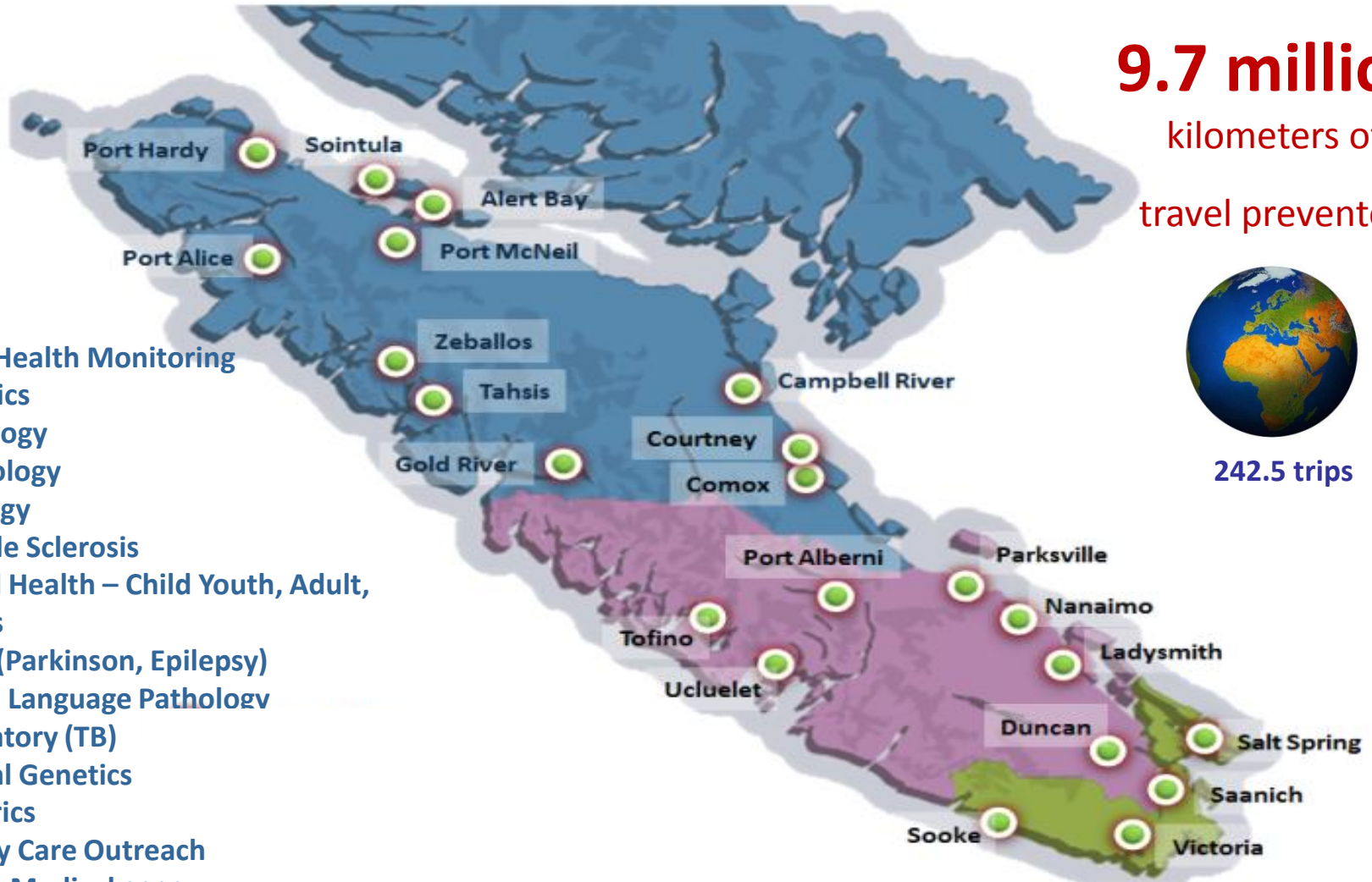
Telehealth at Island Health

9.7 million
kilometers of
travel prevented



242.5 trips

- Home Health Monitoring
- Thoracics
- Cardiology
- Nephrology
- Oncology
- Multiple Sclerosis
- Mental Health – Child Youth, Adult, Seniors
- Neuro (Parkinson, Epilepsy)
- Speech Language Pathology
- Respiratory (TB)
- Medical Genetics
- Pediatrics
- Primary Care Outreach
- Seniors Medical ++++





TeleMS - Drivers

- **2000 patients** with Multiple Sclerosis registered in Victoria
- **650+ travel** extensive distances
- Some were refusing to **travel** to receive care.

2013 Travelling Patient Demographic



What is MS?



*Symptoms
of MS are
individual to
every
patient*

Vision

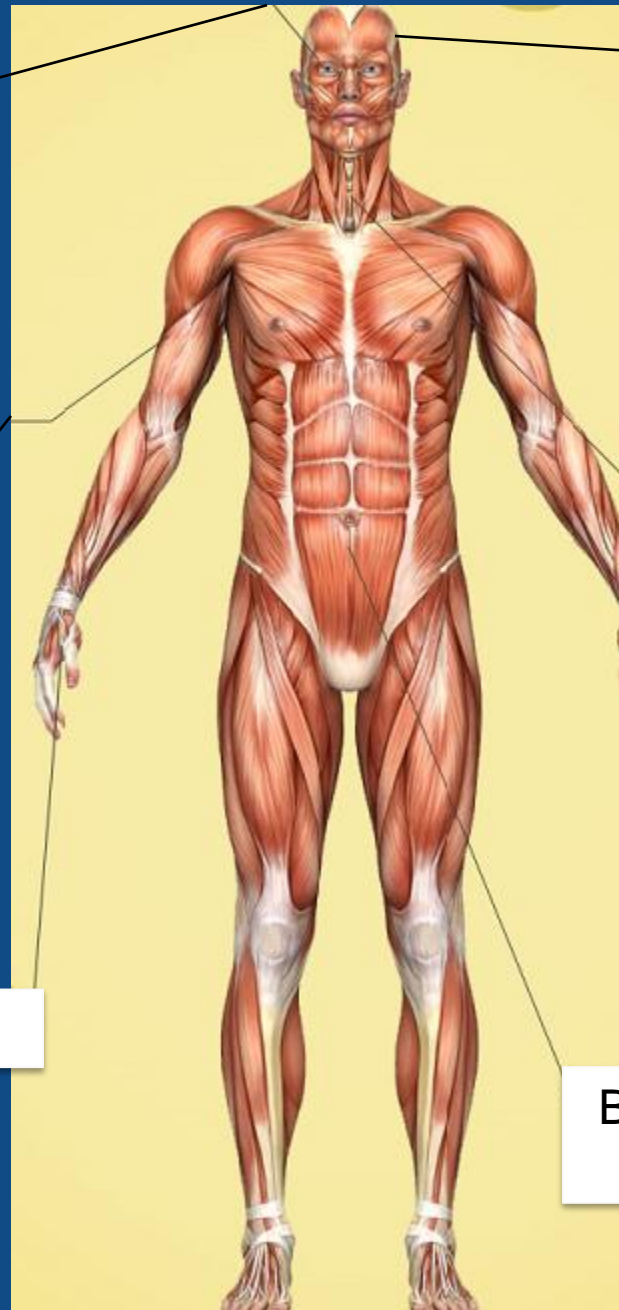
CNS

Muscular
system

Speech

Sensory

Bowel/urinary
systems



Journey to the MS Clinic

*Over the years,
patients have
reported a multitude
of concerns.*

*The concerns are
wildly variable, but
one concern is
common*

*Travelling makes MS
symptoms worse.*





MALAHAT DRIVE, VANCOUVER ISLAND, CANADA.

Journey to the MS Clinic

Malahat in the winter:



*Traffic Congestion in
Victoria:*



DriveBC.ca

Apr 7, 2016 2:31:01 PM

Journey to the MS Clinic: Parking

*Parking at the Royal
Jubilee Hospital:*

*- It is extremely
difficult for many
patients with MS to
walk long distances*



An example of a TeleMS Patient.

*80 year old female
patient, living with MS
for 52 years.*

*When the patient was
asked, had she ever
tried anything like
Telehealth or Skype
before? The patient
stated, “no, never”.*

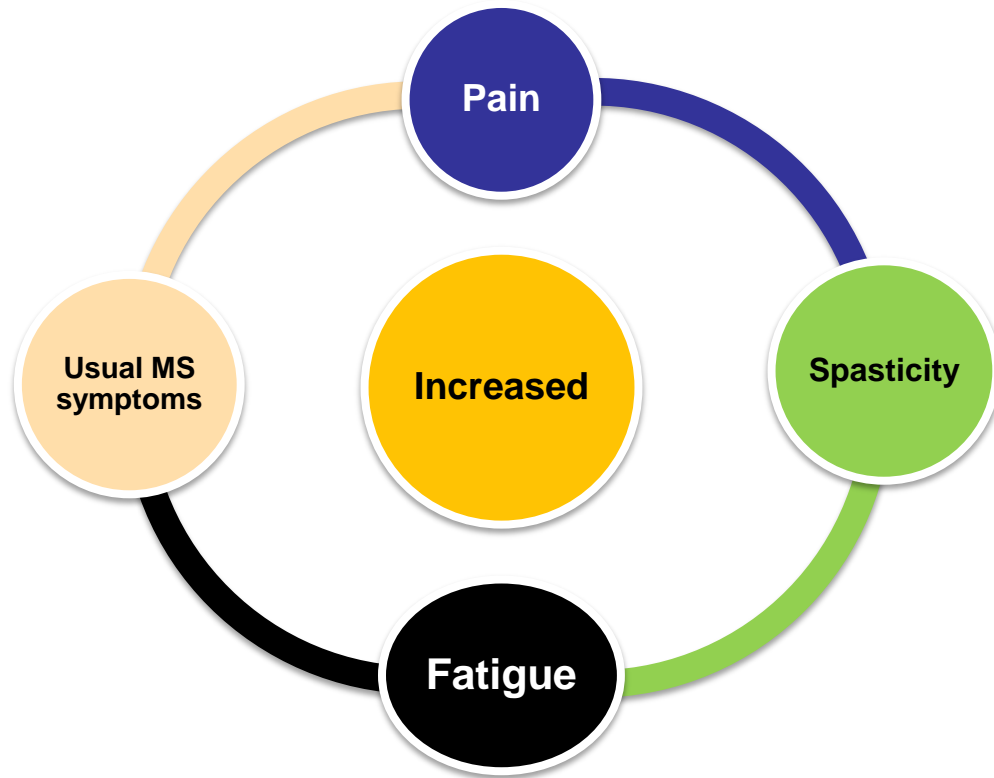


TeleMS: A Patient Story

“We were always an hour early for our appointments in Victoria and then sometimes waited longer when the specialist ran behind.

We were always worried about running into an accident on the Malahat or the weather being poor so we came early. It is very expensive for us to travel”.

After Travelling to the MS Clinic



Drug Modifying Therapy Problem



Victoria

Central Island

Fewer patients on
gold standard therapy

North Island

Even fewer patients
on therapy

TeleMS - Care Redesign

- ◆ Satellite MS clinic in Central Island.
- ◆ A patient responsive program
- ◆ Change in Practice... unable to do physical exam...
- ◆ MS Clinician using Telehealth

First consult
provided in Dec.
2014.

300 Telehealth
consults to date.

All Neurologists
at the clinic use
Telehealth



TeleMS – Clinic

*An average clinic day
now sees about 2-5
patients, depending
on the length of the
clinic's day.*



It's not just Telehealth, so what is it?

It's the first MS Clinic in Canada to routinely
use Telehealth technology to enhance
better Specialist access.

MS Care Delivery

- ◆ MS Care is best delivered using a multi-allied Health Professional approach



Primary Health Care Approach

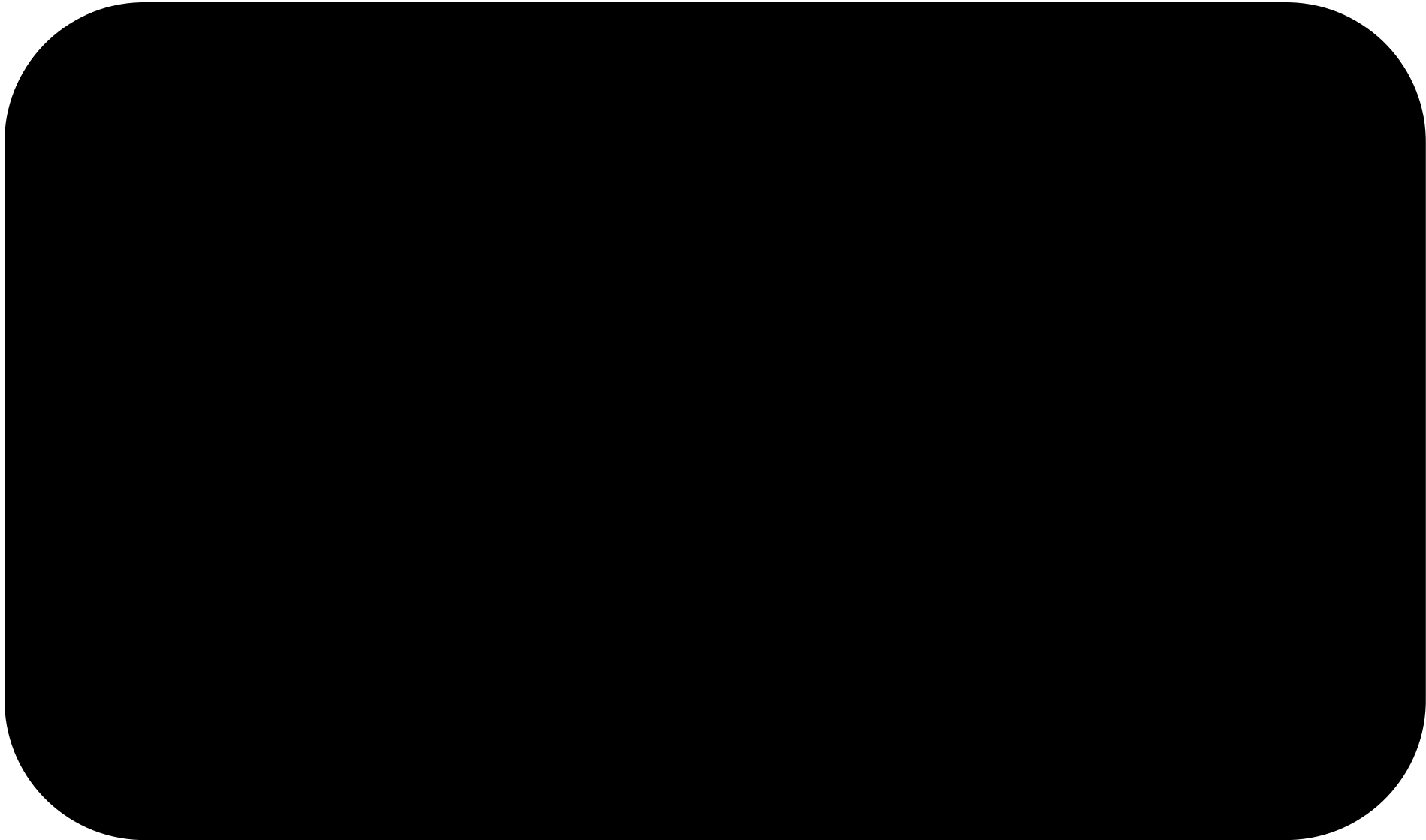
- ◆ TeleMS is fundamentally and logistically a Primary Health Care Program.

Primary Care vs. Primary Health Care Approach

Primary care is a valuable and decades old approach. It's provider driven, based in diagnosis and treatment and focused on the individual.







Results

- 300 TeleMS consults over 16 months
- 40 new patients initiated on Drug Modifying Therapy (DMT)

After her TeleMS appointment

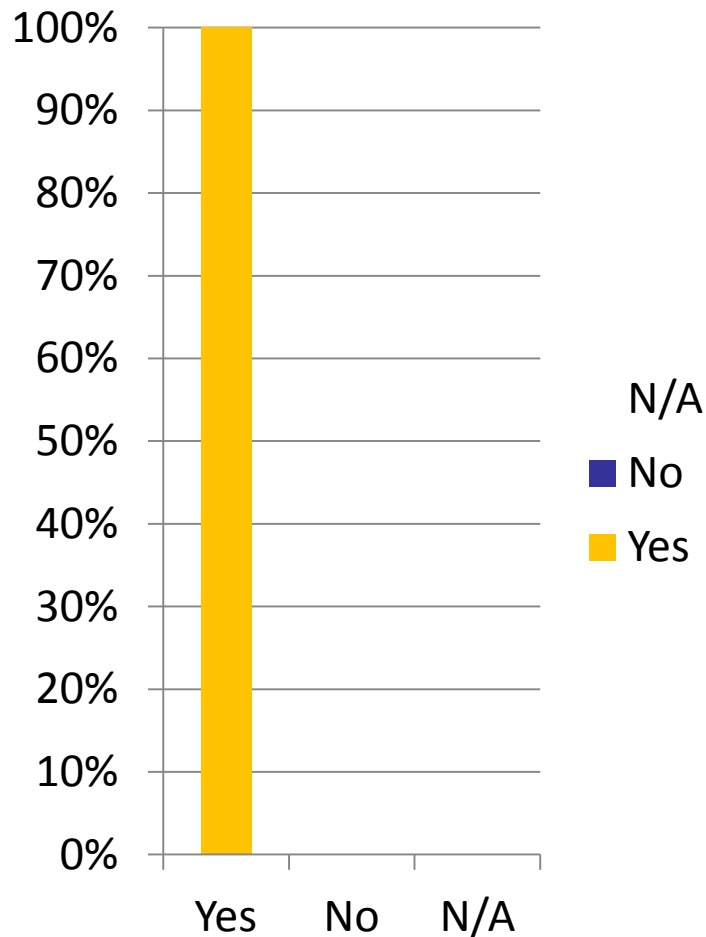


When asked how she felt about her Telehealth appointment, the patient stated

“I love it, love it!! I really, really like it! I will see you next year for sure”.

TeleMS – Patient Surveys

- ◆ Patients are asked to complete a survey after their appointment is completed.
- ◆ 300 patients used the TeleMS program since the program began, 16 months ago. 297 completed patient satisfaction surveys.
- ◆ The patient can answer: yes, no or N/A to a series of questions.



Overall, I was satisfied with the Telehealth visit

I would use Telehealth again

It was easier for me to attend my Telehealth Appointment rather than in person.

TeleMS: patient **insightful** comments

- ◆ *“I would have needed someone to drive me to Victoria and it would have taken me at least 2 days to recover.”*
- ◆ *“Much easier than having to drive and stop every 15 min to use the washroom.”*
- ◆ *I have fatigue due to my medical condition and driving to and from Victoria has the very real danger of falling asleep behind the wheel.*

Added benefits – TeleMS – changing behaviours...

- *“I cut down smoking by half a pack”*
- *“I started exercising and made an appointment with a clinical counsellor*
- *“Thanks for spending the time dispelling my fears around (drug) and I am going to stay on it”*

FUTURE STATE

- ◆ Expansion to North Island
 - ▶ Training, education to North clinicians
 - ▶ North satellite clinic
- ◆ Bring TeleMS closer to other central neuro services in Nanaimo

TeleMS

Funding for this initiative was provided for by the Specialist Services Committee (SSC), a joint collaborative committee of Doctors of BC and the BC Ministry of Health.

The Island Health's Vancouver Island MS Clinic, IM/IT Program Management team and Telehealth Department designed and implemented the TeleMS program.

More Resources

<http://www.viha.ca/telehealth>

Telehealth@viha.ca

http://www.viha.ca/hcc/services/home_health_monitoring.htm

Ministry of Health – Setting Priorities for the B.C. Health System:

<http://www.bcbudget.gov.bc.ca/2014/sp/pdf/ministry/hlth.pdf>

Ministry of Health 2014/15-2016/17 Service Plan:

<http://www.bcbudget.gov.bc.ca/2014/sp/pdf/ministry/hlth.pdf>

Island Health 2014/15-2016/17 Service Plan:

http://www.viha.ca/NR/rdonlyres/B60D1C0A-7753-4E6C-98C3-BD1E2DD0AF28/0/vancouver_island_HA_SP_2014_2015_final.pdf

Questions?

For more information contact

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www.viha.ca/telehealth

Amber Holden

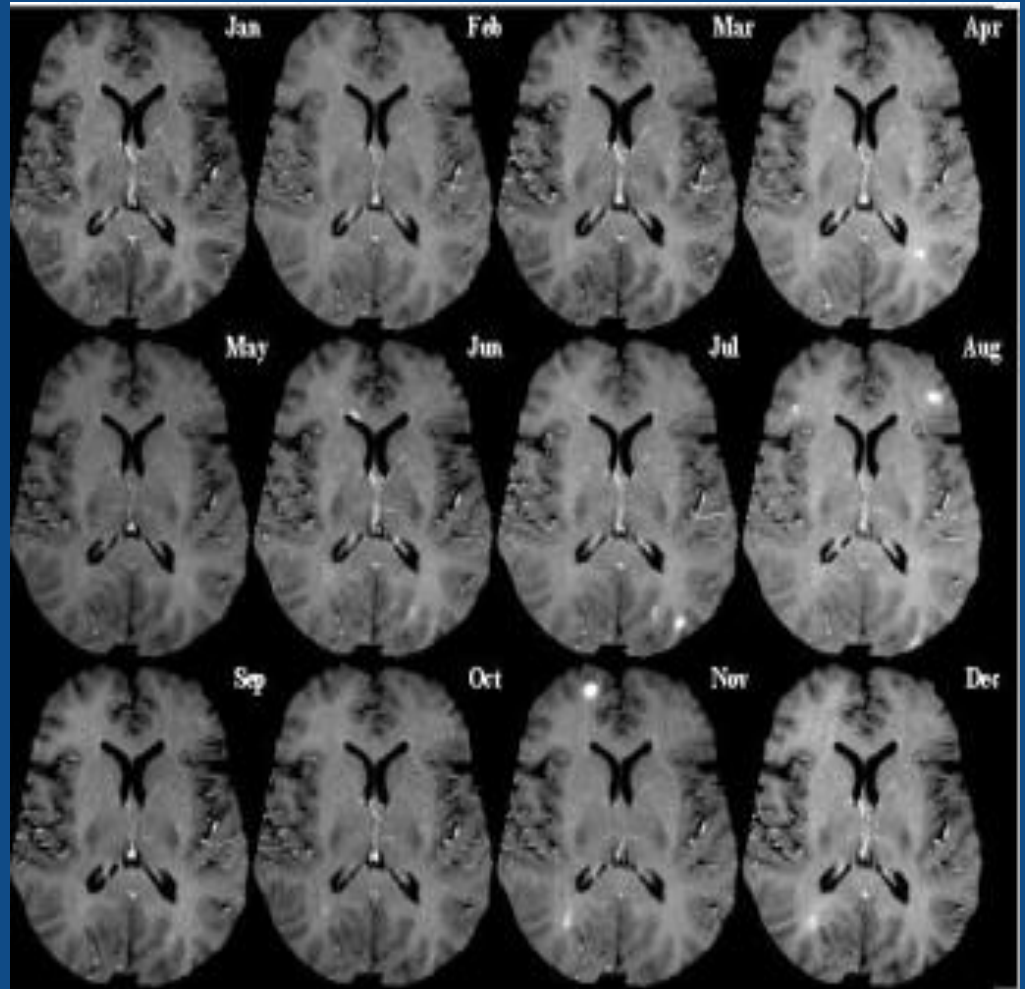
Amber.holden@viha.ca



EXTRA SLIDES

MRI

*Neurologists
unable to
show
patients MRI
Images*



\$ 13, 00

in total gasoline costs were saved.

67, 332 km of travel was avoided.

872 hours of travel was avoided.

19,000 kg of CO2 emissions were saved in
environmental impact

Where we are going...

