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Canada West Health Leaders
CONFERENCE

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Synergies in action: The power of collaboration

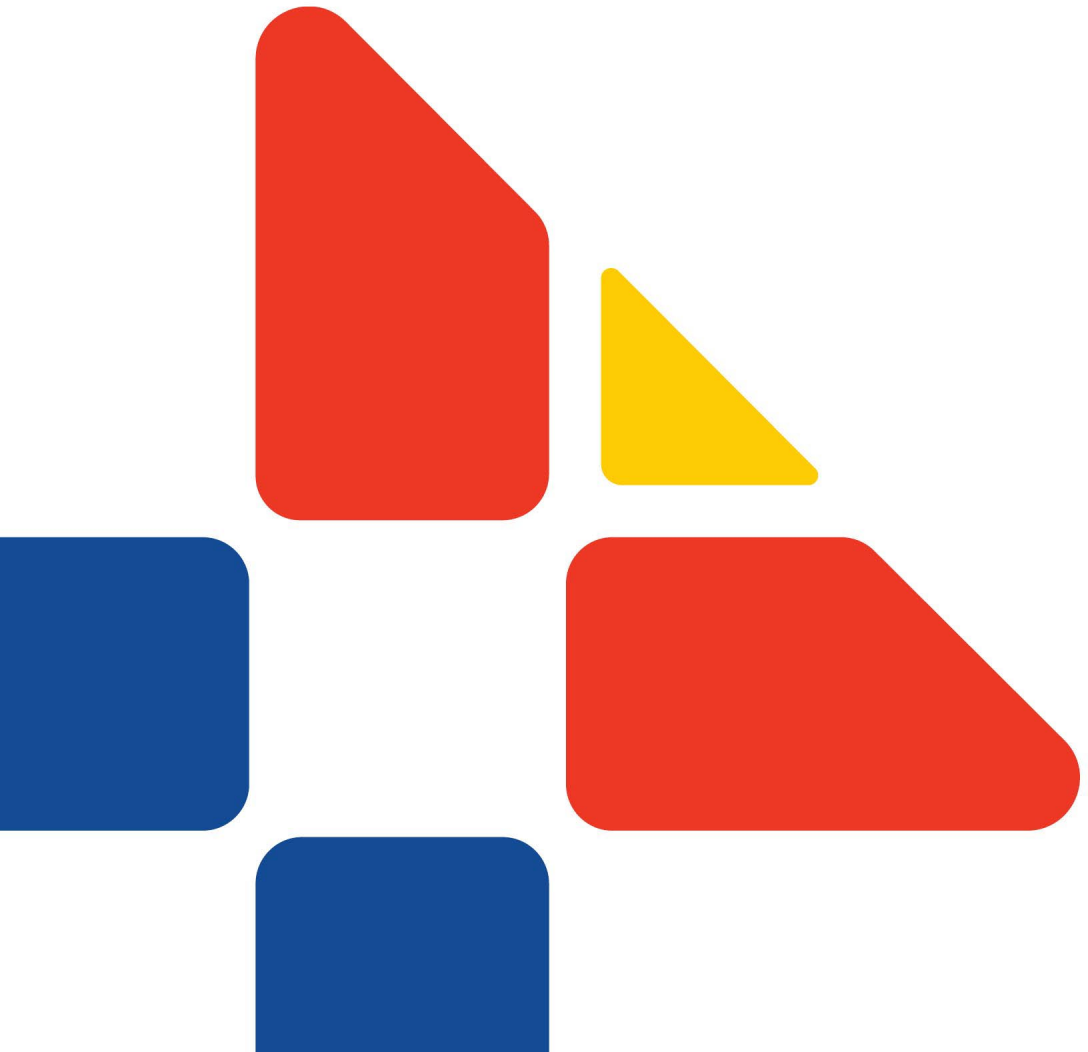
Virtual ED in Rural Health

Cathy Buffett and Karen Hynes

CANADIAN COLLEGE OF
HEALTH LEADERS



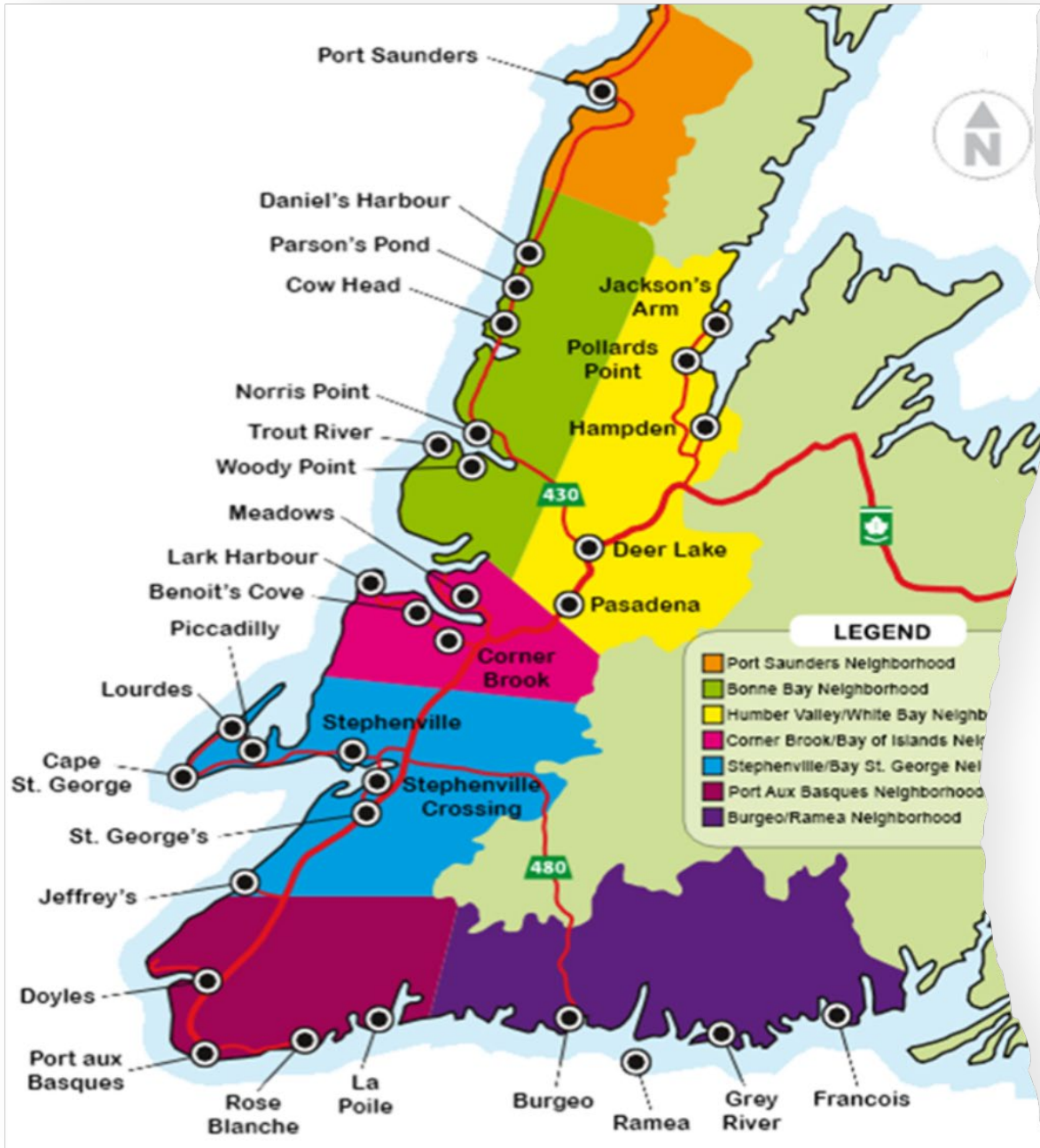
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ



NL Health Services

Virtual Emergency Department in
Rural Health

October 8, 2024



Map of Western Zone to Cat A ER

Our Category B Sites Northern

- Bonne Bay Health Care Center
- Rufus Guinchardeau Health Care Center



Bonne Bay Health Care Centre



- 8 acute care bed, 14 LTC beds, & 2 Observation Beds

Bonne Bay Health Care Centre



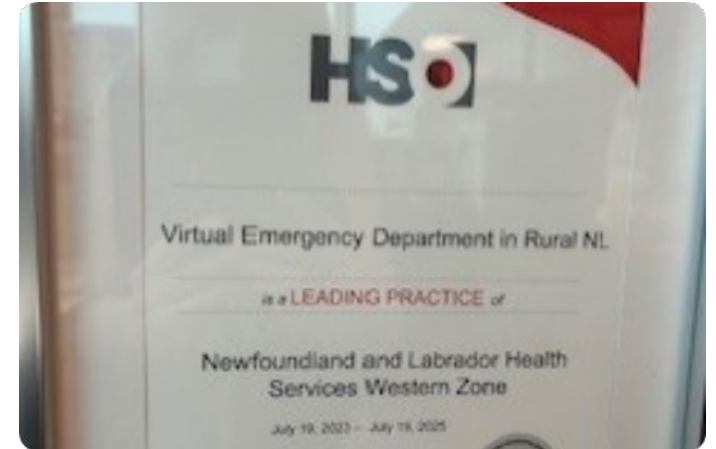
Observation Room

Two bed Observation room for this site. Depending on the CTAS score patient is placed in Observation bed or sent to waiting area.



Trauma Room

Patient requiring Emergency care are placed in this room.



Leading Practice Award

Received for the work completed in Virtual Emergency Department in Rural NL in 2023.

Rufus Guinard Health Care Centre



- 7 acute care bed, 22 LTC beds & 2 observation beds

Rufus Guincharde Health Care Centre



Registration/ED

Upon entering building, patient is registered



Trauma/Observation

Patient is triaged and dependent on CTAS is in an Observation bed or sent to waiting area of registration.



Observation Beds

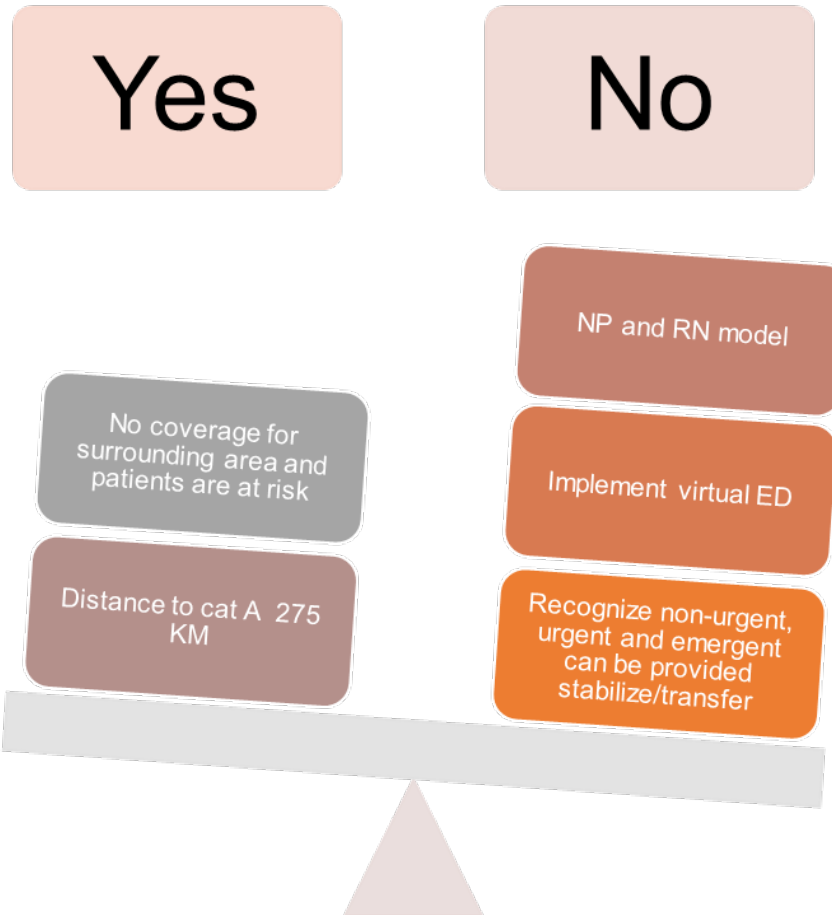
These are the 2 observation beds for the site.

What Lead to Virtual ED Discussion

What Triggered Virtual ED?

- In April 2022 shortage of onsite emergency room physicians at rural sites;
- Local fee for service physician leaving for 6 weeks with no relief available;
- There are 3 ½ (276 km) hours of travel from rural category B site to the regional category A site.

Do We Close Our ED?



The Planning

How do we make it work?

- Necessary to develop a strategy to ensure safe, timely care in the absence of an onsite physician.
- Engagements with staff, community members, paramedicine, regional communications, quality & risk, NLCHI, VP Rural /Primary Care and managers/ directors of applicable sites, HIROC.
- Planning, development, and implementation of flow maps to facilitate patient care in the Virtual ED.

Consult to Risk Key to This Work



- In depth consultation with working group and HIROC representatives.
- Virtual ED proposal was presented to HIROC representatives.
- Discussed risks associated with Virtual ED and benefits of staying open.





Virtual ED Working Group Developed

- Site Manager/Director
- VP of Rural /Primary Care/Medical Services
- Director of Medical Services
- Manager/Director Patient Services of Referral Site
- Director of Quality Management
- Regional Manager/Director Paramedicine
- Regional Director of Communications
- NLCHI
- Staff
- Regional Manager of Health Information

Initial Goal of Virtual ED



NL Health
Services

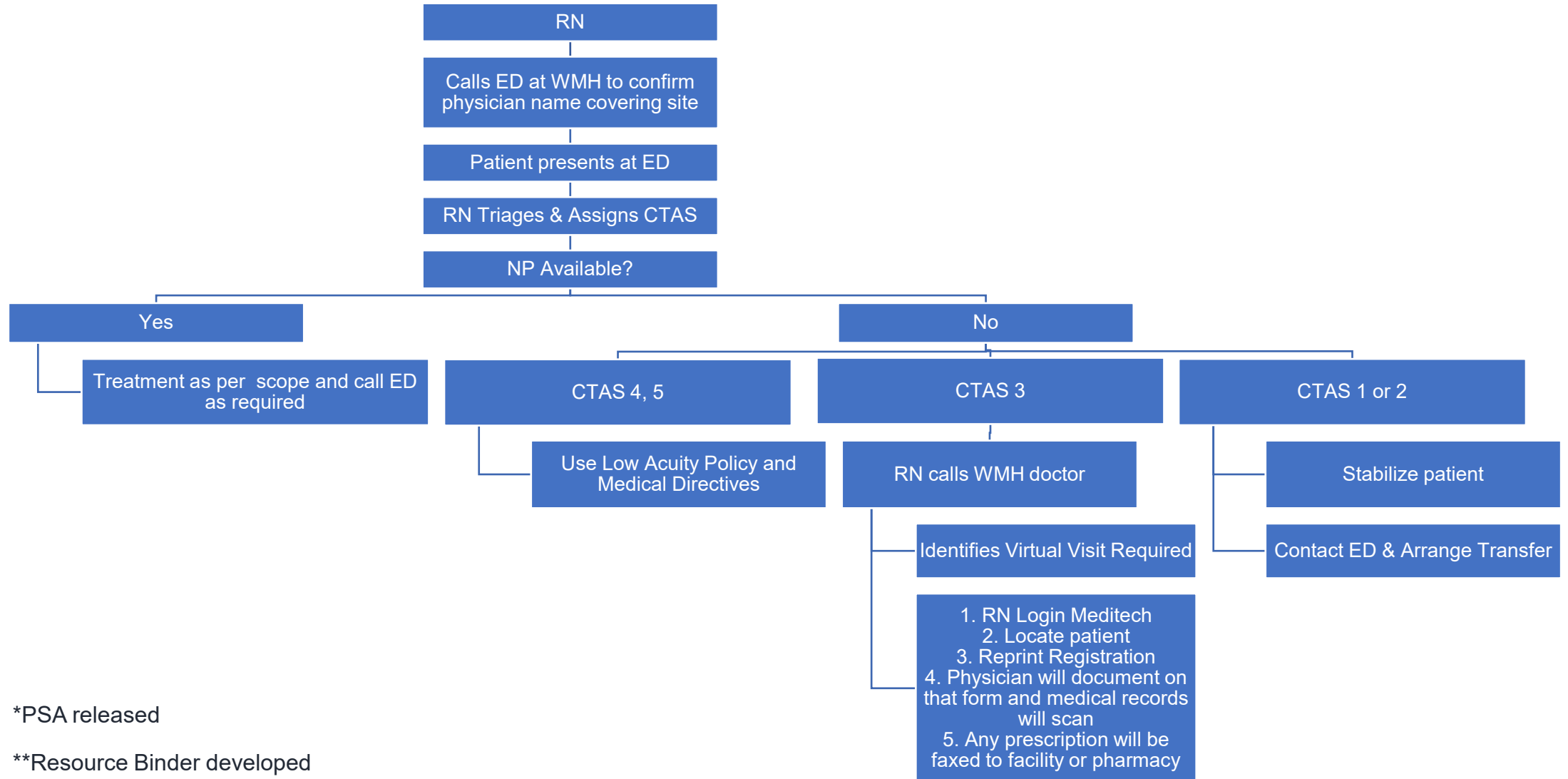




Identified Needs

- Development of NP competency for advanced airway.
- Mandatory education for RNs, and Paramedicine staff for advanced airway management with approval from Professional Practice in collaboration with College of Registered Nurses of Newfoundland and Labrador.
- Identifying additional resources to support a Virtual ED (nursing resources, telehealth equipment etc.).
- Identifying types of patients that could remain at sites with no on-site physician.
- Developing a plan for ambulance intercepts for transfers between sites.

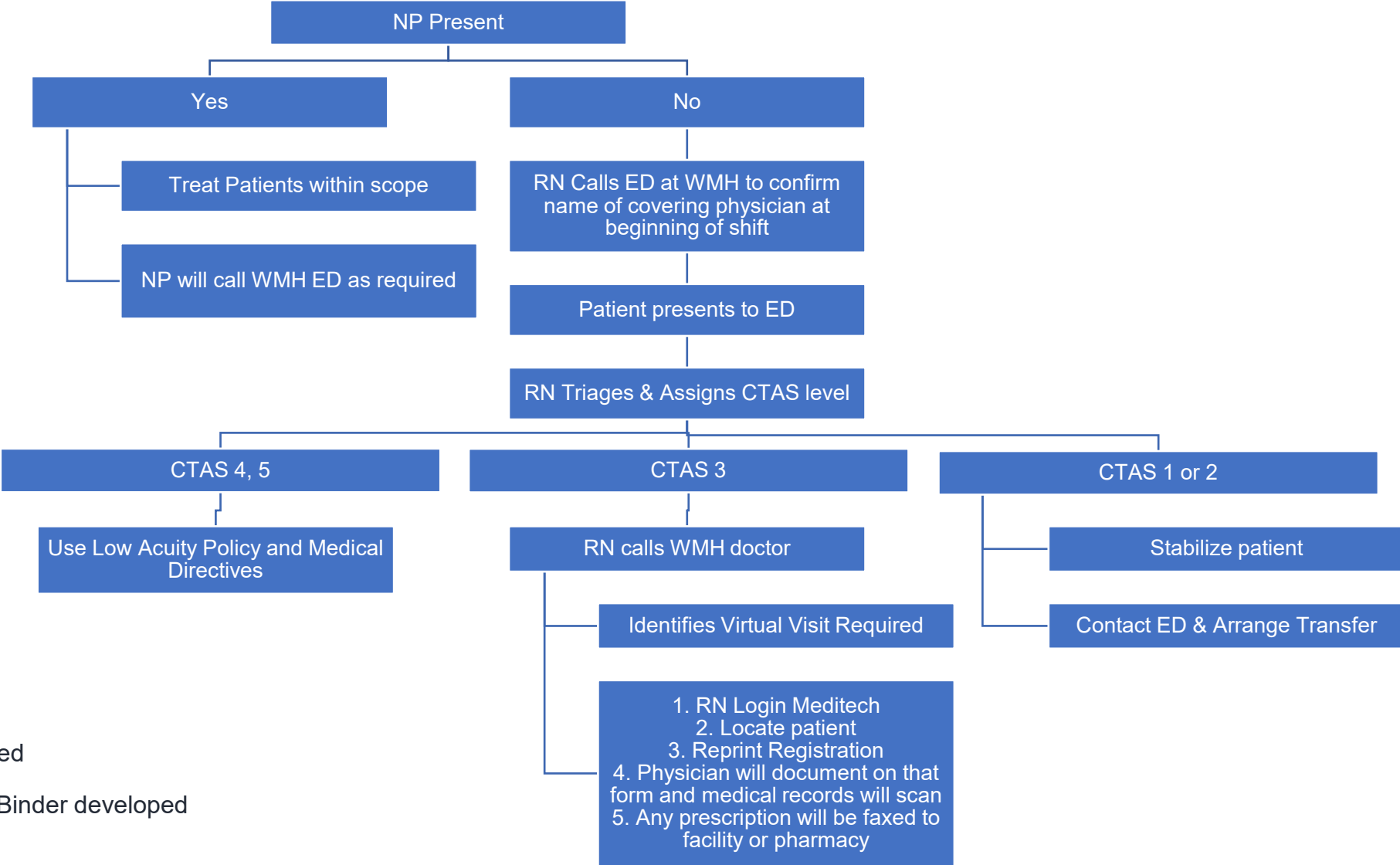
Virtual Care Flow Map for Rufus Guinchard



*PSA released

**Resource Binder developed

Virtual Care Flow Map for Bonne Bay Health Centre



*PSA released

**Resource Binder developed



CHALLENGES



- Engaging the Emergency Room physicians at receiving facility to the process and the tools available to provide virtual care.
- Documentation between sites.
- Staff feeling comfortable to work competently in a virtual environment.
- Professional Practice concerns.
- Management of low acuity patients.

Achievements



- Communities expressed gratitude and understanding that closure of the ED was avoided via a multiprong, collaborative approach within the western zone.
- Staff felt they were supporting the community and their families to provide care to everyone .



Current State

Virtual Hours for Sites from April 2022- Present:

- RGHC- 3853
- BBHC-761
- CHC- 390
- Standard process under development provincially with numerous Category B sites now remaining open using virtual ED

QUESTIONS

