



Going Virtual with Diabetes Education in BC

April 29, 2020

@BCPSQC

@IHSTS

#DiabetesDialogueBC



Territorial Acknowledgement



Introductions



BC PATIENT SAFETY
& QUALITY COUNCIL

Working Together. Accelerating Improvement.

The BC Patient Safety & Quality Council is a driving force for high-quality health care in British Columbia. They deliver the latest knowledge from home and abroad to champion and support the best care possible for every person in our province. System-wide impact requires creativity and innovative thinking. Using evidence-informed strategies, they shift culture, improve clinical practice and advance person- and family-centred care.



**Institute for
Health System
Transformation
& Sustainability**

IHSTS gathers, develops and shares evidence about BC's health care system to inform decisions that impact health care quality, cost and sustainability. They are a valuable resource to those who plan, deliver and support health care services in BC. They collaborate with health authorities, clinical and community leaders, policy makers and government.

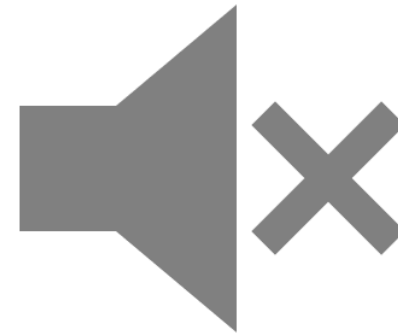
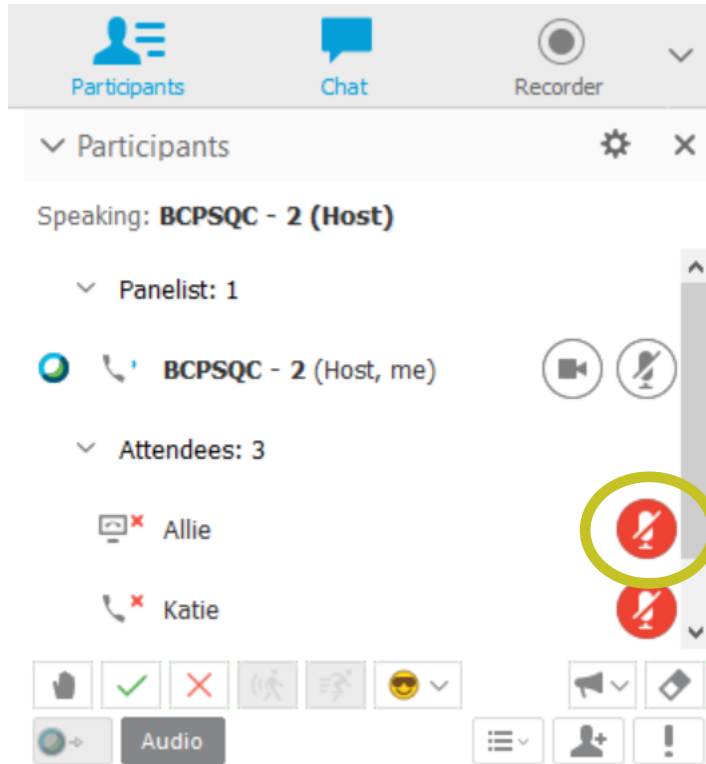


Agenda

- Introduction and overview
- Interior Health's experience with virtual care
- Roundtable discussion:
 - Sharing experiences, early lessons, and successes
- Summary and next steps



Please Mute Your Lines



Mute/Unmute



We Are Recording!



Personal information in this initiative is collected under s.26(c) and 26(d)(ii) of the Freedom of Information and Protection of Privacy Act. The information is being collected in order to facilitate learning as part of the Type 2 Diabetes Network. This session is being recorded and will be shared with other session registrants. We ask that you refrain from identifying patients, specific team members or offering any other personal information. If you have further questions, please contact the BCPSQC at diabetes@bcpsqc.ca.



Pointer Tool!

The screenshot displays the Cisco Webex Training interface. At the top, the title bar reads "Cisco Webex Training". Below it is a menu bar with options: File, Edit, Share, View, Audio, Participant, Session, Breakout, and Help. A secondary navigation bar includes "Quick Start", "Session Info", "Virtual Care in...", and "Whiteboard". The "Whiteboard" tab is active, showing a toolbar with various drawing tools. The "Pointer Tool" (represented by a right-pointing arrow) is circled in yellow, and a yellow arrow points from the text "Pointer Tool" to it. The main area is a large whiteboard. On the right side, there is a sidebar with several panels: "Participants" (showing "Speaking: BCPSQC - 2 (Host)", "Panelist: 1", and "Attendee: 1" with "Raman" listed), "Chat" (with a "Send to: All Participants" dropdown and a "Send" button), and "Polling". At the bottom left, there are controls for "Full Screen", "111%", and "View".



Getting to
know **you!**



Chat Box!

The screenshot displays the Cisco Webex Training interface. At the top, the title bar reads "Cisco Webex Training". Below it is a menu bar with options: File, Edit, Share, View, Audio, Participant, Session, Breakout, Help. A secondary navigation bar includes "Quick Start", "Session Info", "Virtual Care in...", and "Whiteboard". The main area is a whiteboard with a toolbar at the top containing various drawing tools and a zoom level of 111%. On the right side, there is a sidebar with several panels: "Participants" (showing a list of participants including "BCPSQC - 2 (Host)", "Panelist: 1", "Attendee: 1", and "Raman"), "Chat" (highlighted with a yellow circle), and "Polling". The "Chat" panel is currently active, showing a "Send to:" dropdown menu set to "All Participants" and a "Send" button. A yellow arrow points from the text "Say hello and ask questions!" towards the chat input area. The "Chat" icon in the top right navigation bar is also circled in yellow.

File Edit Share View Audio Participant Session Breakout Help

Quick Start Session Info Virtual Care in... Whiteboard

→ T O / [01]

Say hello and ask questions!

Participants

Speaking: BCPSQC - 2 (Host)

Panelist: 1

BCPSQC - 2 (Host, me)

Attendee: 1

Raman

Audio

Chat

Send to: All Participants

Send

Full Screen 111% View



Raise Your Hand!

The screenshot shows the Cisco Webex Training interface. The main window is a whiteboard with the text "Ask a Question!" in yellow. A yellow arrow points from this text to a hand-raising icon in the sidebar, which is circled in yellow. The sidebar also shows a list of participants, including "BCPSQC - 2 (Host)" and "Raman". The interface includes a menu bar at the top with options like "File", "Edit", "Share", "View", "Audio", "Participant", "Session", "Breakout", and "Help". The bottom of the interface shows "Full Screen", "111%", and "View" options.



How Did We Get Here?

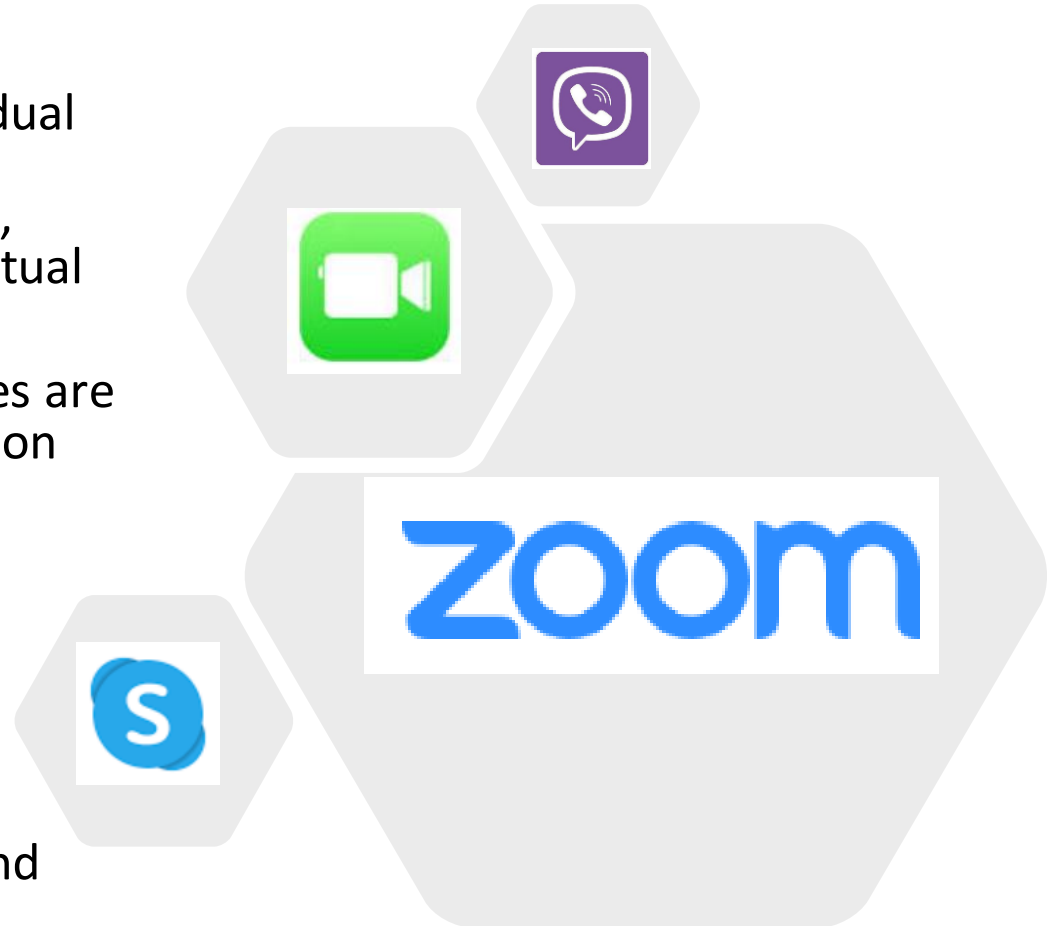


- Covid-19 has created an unprecedented demand for virtual care
- Diabetes education programs across the province are shifting to virtual platforms
- An opportunity to share learnings and align efforts between health authorities



Current State of Virtual Care in BC?

- Health Authorities and individual providers have implemented either Zoom, Skype, Facetime, Viber or MyVirtualVisit for virtual encounters
- Other virtual care technologies are used for patient communication and remote monitoring
 - Telephone
 - Text messaging
 - Email
 - Home Health Monitoring
- HealthLinkBC is perhaps the biggest telehealth provider and includes a number specialist services



A Little More Context

- Sharing our virtual care experiences thus far ... is only one possibilities for greater province wide sharing ...
- Last summer's Diabetes Dialogue identified many opportunities to accelerate sharing ...
 - emerging and best practices, resources and expertise ... across BC
 - Through a BC network of people and professionals involved with diabetes



Exercise #1: Experience with Virtual Care



What virtual care technology have you used the most in the past two months?

Telephone

Email

Text Message

Video
Conference
(Zoom, FaceTime,
Skype, etc.)

Remote
Monitoring
Tools

Other





Virtual Care in IH DEC's

COVID-19 PREPAREDNESS
Melanie Beatty & Susi Wilkinson

First action

- Full switch to virtual appointments
- But how?



The plan...

- Switch to virtual
– Phone and ZOOM



March 24, 2020

To: Diabetes Education Centres
From: Melania Beatty, CDM Regional Knowledge Coordinator
Dr Richard Phillips, Medical Advisor, IH Diabetes Program
Susi Wilkinson, CDM Practice Lead

Re: Diabetes Education Centres Response to COVID-19

In the light of the COVID-19 pandemic, we will be adjusting the way we provide services within the IH Diabetes Education Centres (DECs), with a transition to virtual care visits.

The diabetes population is a high-risk group that depends on the DEC to optimize diabetes self-management and prevent presentation to the emergency department and acute care. The following DEC guidelines were developed to keep our clients and providers safe and to reduce the risk of transmission of COVID-19.

As per the approved EOC Memo (IH-PH-COV-225 ZOOM Platform Available) the Interior Health (IH) Information Technology Team is moving forward on implementation of the proven and supported solution ZOOM.

Further information about pandemic preparedness is in development.

Guidelines

All in-person services at DECs are to be transitioned to virtual care visits that are provided via telephone or ZOOM.

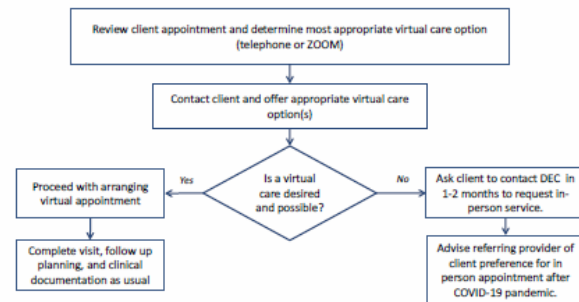
A. In-Parson Group Education

- All in-person group education sessions should be temporarily suspended until further notice.
- ZOOM is the recommended virtual care option for remote group education at this time.
- DEC teams should contact their supervisor to determine if they have access to an existing ZOOM account or if additional ZOOM accounts may be necessary.
- More information about ZOOM is located [here](#).

B. In-Person Individual Appointments

- All in-person client appointments are to be provided via telephone or ZOOM as per the Virtual Care Algorithm for Diabetes Education Centres (see next page).

Virtual Care Algorithm for Diabetes Education Centres



C. Signage

Approved COVID-19 signage is available [here](#).

Thank you for considering the safety of your clients, fellow clinicians, and others in your community in this difficult time. We are confident we will get through this together. If there are other suggestions or concerns, please feel free to share.

Thank you.

Mel Beatty
CDM Regional
Knowledge Coordinator

Dr Richard Phillips
Medical Advisor
IH Diabetes Program

Susi Wilkinson
CDM Practice Lead

IH-PH-COV-235 24MAR2020

Additions to the plan...

- Privacy
 - ‘Do Not Reply’ Emails
 - Client email confirmation
- Working from home
 - Skype soft phone and blocked numbers



Additions to the plan...

- Priority services



March 30, 2020

To: Diabetes Education Centres
 From: Melanie Beatty, CDM Regional Knowledge Coordinator
 Dr. Richard Phillips, Medical Advisor, IH Diabetes Program
 Susi Wilkinson, CDM Practice Lead

Re: Diabetes Education Centre Priority Services

The following priority services for Diabetes Education Centres have been identified to assist with local community health essential services planning.

Diabetes Education Centre Priority Services

- Diabetes Education Centres will strive to provide priority services at all staffing and essential services levels.

Population with Diabetes	Priority Service
Diabetes in Pregnancy and Gestational Diabetes	<ul style="list-style-type: none"> • All visits
Pediatric clients	<ul style="list-style-type: none"> • All visits
Adult Type 1	<ul style="list-style-type: none"> • New diagnosis • Recent episode of diabetes ketoacidosis (DKA) or hyperosmolar hyperglycemic state (HHS) • Recent acute care admission related to diabetes • Sick day management
Adult Type 2	<ul style="list-style-type: none"> • New diagnosis AND <ul style="list-style-type: none"> ◦ Anti-hyperglycemic agent (insulin or sulphonylureas or meglitinides) ◦ Elevated A1C and at risk of acute care admission • Insulin start AND at-risk of: <ul style="list-style-type: none"> ◦ diabetes ketoacidosis (DKA) or hyperosmolar hyperglycemic state (HHS) ◦ acute care admission • Not at target AND at-risk of: <ul style="list-style-type: none"> ◦ diabetes ketoacidosis (DKA) or hyperosmolar hyperglycemic state (HHS) ◦ acute care admission • Hypoglycemia unawareness • Sick day management

Diabetes Education Centre Services for Deferral Consideration

The following services may be considered for deferral, based on staffing levels and other considerations.

Population with Diabetes	Services to be considered for Deferral	Alternatives for Consideration
Adult Type 1	Routine follow up	IDRF Adult Type 1 Toolkit Postponement
	Client switching from subcutaneous to insulin pump	Client returns to subcutaneous insulin
Adult Type 2	New diagnosis, diet controlled	Mail education package
	Insulin start with stable A1C	Postponement
	Active foot ulcer	Refer to HH Wound care services
	Routine follow up	Postponement
	Refresher education sessions	Postponement
Pre-Diabetes	All visits	Mail education package
Diabetes Group Education	Diabetes Basics Group Insulin Starts	Postpone and provide individual service as per Priority Service criteria
Other Group Education	Heart Health, Healthy Eating, Stress Management	Mail education package

This guidance has been developed to support decision making; however, please contact your department's associated Interior Health Clinical Care Network, where applicable, or your Manager of Clinical Operations for additional guidance.

One more thing...

- In-Person Priority



Successes



- Insulin starts
- Pregnancy follow ups
- Pediatric clinics
- Classes



Questions / Comments



Roundtable Discussion: What has been your experience with virtual care in diabetes education?



Poll #1: Future Meeting

- Q1. Would you be interested in a future meeting?
 - Options: Absolutely!, Maybe, No thank you
- Q2. If so, how often would you like to meet?
 - Options: every two weeks, monthly, every two months, quarterly
- Q3. What topics would you like to cover in future sessions (not limited to virtual care)?



Summary and Next Steps



Type 2 Diabetes Network



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.



**Institute for
Health System
Transformation
& Sustainability**



Type 2 Diabetes Network

BC PATIENT SAFETY & QUALITY COUNCIL



Thank You!



Let Us Know **What You Think!**



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