



# Virtual Care at Campbell River DEC

Presenting: Kacey Wall, RN Donna McColl, MOA

Manager: Heather Tant

# In the Middle of Difficulty Lies Opportunity

-Albert Einstein

## ▶ Our Team

- ▶ "It is the long history of humankind (and animal kind, too) that those who learned to collaborate and improvise most effectively have prevailed." - Charles Darwin

## ▶ The Devil is in the details

- ▶ Process, communication, technology, preparation

## ▶ Plan for the worst, hope for the best

- ▶ Pediatric clinics, connecting with clients, abandon ship

## ▶ Flexibility and adapting

- ▶ Life isn't about waiting for the storm to pass. It's about learning how to dance in the rain. -*Vivian Greene*



# Leveraging technology and learning on the fly!

LibreView



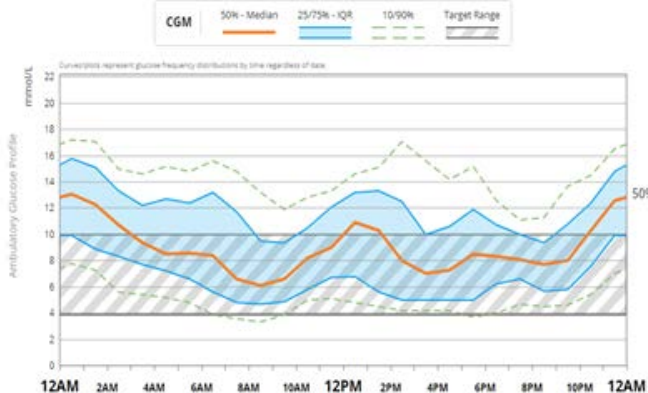
14 days | Wed Mar 8, 2017 - Tue Mar 21, 2017

**dexcom** captürAGP®

Maria  
Wed Mar 8, 2017 - Tue Mar 21, 2017 (13.6 days)

Glucose Statistics	Avg Glucose mmol/L	Estimated HbA1c	Serious Low	Low	In Target Range	High	Serious High	Coefficient of Variation	SD mmol/L	% Time CGM Active
	9.3	7.5%	1.7%	6.0%	54.5%	39.5%	15.1%	43.6%	4.1	76.0%
	4.5 - 6.4*	< 6*	< 3 mmol/L	< 3.3 mmol/L	3.9 - 10 mmol/L	> 10 mmol/L	> 13.8 mmol/L	19 - 25*	0.8 - 1.4*	Data Sufficiency

\* Reference ranges calculated from population without diabetes. Glucose Range reference values based on a target range of 3.9 - 10 mmol/L.



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# Zoom for Pediatric Clinics

The screenshot displays a Zoom meeting window. The top left shows the title 'Zoom Meeting' and a timer at '00:09:03'. The main area is a video feed of a woman with dark hair and a white shirt. To the right is a 'Participants (1)' panel with the following text: '1 person is waiting' with a 'Message' link, 'Fred Estair' (with initials FE), and '1 participant in the meeting' with 'Kacey Wall (Host, me)' (with initials KW) and icons for mute and video. A 'Breakout Rooms - Not Started' window is open in the foreground, listing several rooms with 'Assign' buttons:

Room Name	Time	Action
Fred Estair	0900	Assign
Ginger Rogers	0930	Assign
California Dreamin'	1000	Assign
Audrey Hepburn	1030	Assign
Lucille Ball	1100	Assign
Desi Arnaz	1130	Assign
TEAM ROOM		Assign
Julia Roberts	1300	Assign
Richard Gere	1330	Assign
Harrison Ford	1400	Assign
Jack Nicholson	1430	Assign
Anthony Hopkins	1500	Assign

At the bottom of the breakout rooms window are buttons for 'Recreate', 'Options', 'Add a Room', and 'Open All Rooms'. The bottom of the Zoom window shows 'Kacey Wall' and buttons for 'Invite', 'Mute All', 'Unmute All', and a menu icon.

# MyVirtualVisit

- ▶ Hiccups
- ▶ Adapting in the moment
- ▶ Lesser known platform so a bit trickier problem shooting.
- ▶ Integration (Future) Electronic charting

# Looking Forward

- ▶ Incredible opportunity to see how we can potentially better serve our clients.
  - ▶ Historically → Clinic appointment
    - ▶ Travel, longer appointments, less frequent
  - ▶ Future (?) → Virtual Appointments
    - ▶ Less travel, shorter and more frequent check-ins, opportunity to increase client engagement by leveraging technology.



How you want to be treated.

**St. Paul's Diabetes Health Centre**  
Melodee Dayrit, Clinical Nurse Leader

# COVID-19

- Directive to cancel ALL non-essential appointments in the ambulatory clinics
  - HOLD all classes until further notice
  - Prioritize patients – deteriorating health seen in-person
  - TRIAGE
  - Set up our new working space ( 1 room each)
  - Quickly learned to provide patient care through the telephone





# WHAT HAPPENED...

- **Telephone Visits**
  - Nurse, Dietitian, Endocrinologist
- **Online Sessions**
  - All online resources –
    - ✓ Glucose Meters: One Touch, Accu-check, Contour Next, Libre
    - ✓ Medications: Lilly, insulin injection techniques
    - ✓ Insulin Pumps: Omnipod, Medtronic (follow up and upgrade)
  - One generic email account – no reply
  - Licenced Zoom account

# SUCCESSSES AND WORKING ON IT...

- Telephone visits
  - People loved it!
    - Less commute/hassle free parking
    - Decrease no show rate!!
    - Endocrinologists could work from home – RN/RD review
    - Worked really well with Gestational population
  - Working on it...
    - I.T. - navigating their devices
    - Fear of leaving home – exercise, fill meds, get meters, bloodwork
    - Interpreter services – billing by the minute, the connection

# SUCCESSSES AND WORKING ON IT...

- Online Sessions

- Successes:

- Be in the comfort of your own home for classes
    - Gestational huge benefit
    - Pump patients

- Working on it...

- Huge learning curve –changing education sessions
    - Privacy concerns                      Licensed Account  
    Using personal computer  
    Online privacy documents
    - Unable to use our own desktop – only 1 laptop

# “NEW” NORMAL

- COVID-19 Recovery – Phase 2

- Guidelines for Patients/clients

- Allowing 40% in-person visits – Triaging patients/ still no class/group sessions
    - Highly encouraging Telehealth/Virtual Visits
    - Script to assess before and when arriving for appointment

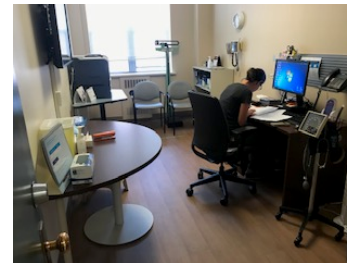
- Staff

- PPE recommendations during visit, assessment

- Equipment/Environment

- Assessing precautions from the moment they enter the clinic to end

- Front desk
      - Waiting area
      - Exam room



# SUCCESSSES AND ...WORKING ON IT...

- 2 weeks into recovery...
- Successes
  - Endocrinologists love it!
  - Endocrinologists are triaging need to come in
  - Slotting in more class sessions via Zoom
  - Better for Gestational patients
- Working on it
  - Patients still want in-person sessions
  - In-person classes: spread out desk for max 6
  - Checking patient in – text service
  - More devices to use for Zoom sessions – tablets
  - CERNER

**THANK YOU!**  
**Questions?**