

## Patient Engagement – University of Victoria

### Summary

The Ministry of Health (MOH) Virtual Care Team would like to invite 7-15 patients to participate in an in-person focus group to provide their perspectives on virtual care and how patients are best served through this mode of care. The focus group will be held on Friday October 25, 2019 from 10 am-12 pm at the University of Victoria's Self-Management Office, 4907 Chisholm Street, Delta, BC. The engagement will be held at the level of Consult on the Public Participation Spectrum, where the Virtual Care team will consider your feedback, along with health care providers and others, before finalizing a Framework for Virtual Care. The engagement will ask for your suggestions on the priorities for the future state of virtual care in British Columbia (BC). Having a diverse range of participants will be welcomed to the focus group workshop. Once you have been confirmed to attend, you will be provided with an agenda and questionnaire for the focus group workshop on virtual care. A report will be sent to the attendees that summarizes the discussion and outputs of the workshop. You will not be asked to share your personal health experiences. If you are interested in participating, please contact the University of Victoria as the Virtual Care team will not be provided with your name or contact information.

### Introduction

The Ministry of Health would like to engage patients to understand their perspectives on the use and future state of virtual care services in British Columbia's health system.

### What is Virtual Care?

Virtual care services refer to *the direct delivery of care between a patient and a provider, or communication between providers regarding the care of a patient, at distance using information and communication technology; this includes, but is not limited to video conferencing, telephone, text, online resources.*

Virtual care communications through a secure platform include:

- Synchronous communications (i.e., real-time communications), enabled by tools such as videoconferencing, telephone, and instant chats
- Asynchronous communications, such as email and short-message service (SMS), communications via web-platforms, and other store-and-forward technologies

Examples of patient using virtual care services include the following:

- Use of video conferencing technology such as skype to connect with a GP, Family physician, specialist or nurse
- Use of mobile applications such as Babylon or EQ Virtual to consult with a GP or physician
- Consulting with a doctor or nurse through a telephone-call, for example HealthLink
- Use of SMS/texts to communicate with a physician
- Receiving medical prescriptions from a physician via email
- Home health monitoring of patients recovering from a stroke

### **Purpose for engaging patients**

The Ministry of Health would like to understand patient's perspectives and views on the use and future role of virtual care going forward in BC. In particular, we are looking to hear from patients about:

- The most important concerns you have about accessing health care in BC?
- Given the definition and examples of virtual care that we provided, how do you think it might help address your concerns?
- What would worry you about an increased use of virtual care in providing health care to you?
- Do you want to be able to use virtual care yourself and, if so, how? If not, why not?

*Please note* that the workshop is to gather initial perspective of patients on particular topics on the use and future role of virtual care in BC. It will not consider solutions or ideas for implementation (out of scope) – these which will be considered at a later stage.

### **Preference for patients for the engagement exercise**

The Ministry of Health is looking to engage a mixed group of patients (age, gender, cultural background, first language, sexual orientation, and other factors) to gain diverse set of views and perspectives on virtual care:

- Patients that are open to use virtual care services
- Patients that have used or currently using virtual care services
- Patients that have family members that are using virtual care services

### **Engagement format**

A detailed agenda and standard questionnaire will be sent to the participants prior to the focus group workshop. Printed copies of the questionnaire will be available at the workshop. The workshop will be led by a panel from the MOH's Virtual Care Team. A report summarizing the discussion, proposed suggestions and outputs of the workshop will be shared with the participating attendees through the University of Victoria. Attendees will be provided an opportunity to review the report and provide additional corrections and clarifications (if any). The report will also highlight how the outputs of the workshop will be used going forward.

Details of the workshop are below:

- **Honorarium:** \$20 per person
- **Date:** Friday, 25<sup>th</sup> October 2019
- **Time:** 10:00 am – 12:00 pm
- **Location:** University of Victoria's Self-Management Office, 4907 Chisholm Street, Delta, BC V4K 2K6
- **Parking:** Free parking

*Note:* Participants will be provided with coffee/tea and snacks.