

A decorative graphic on the left side of the slide consists of several overlapping geometric shapes. There are three red shapes: a large one at the top left, a smaller one to its right, and another large one below the top-left one. There are also three blue shapes: one on the far left, one below the top-left red shape, and one at the bottom left. A small yellow triangle is positioned between the top-left red shape and the middle red shape.

NL Health Services

Virtual Care Services

Bridging the Gap!

October 3, 2023

Ashley Dinn BNRN, BComm - Program Manager of Virtual Care

Kathy Winsor, MHS BScPT- Director Special Projects, Virtual Emergency Room

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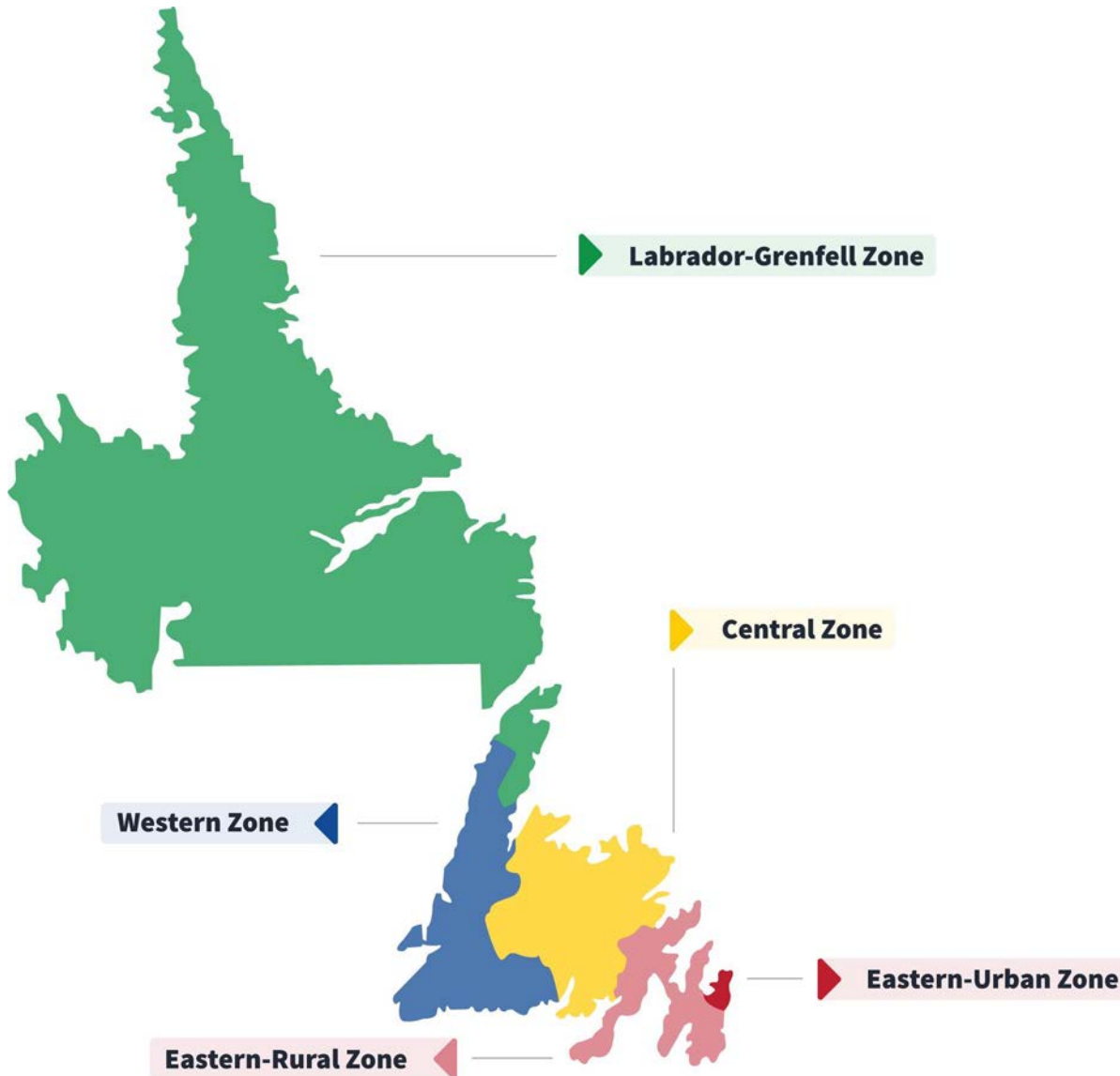
Stabilizing the Health System

Questions and Comments





Regional Zone Boundaries



- ▶ **Labrador-Grenfell Zone:** Labrador and all communities north of Bartlett's Harbour on the Northern Peninsula.
- ▶ **Western Zone:** Port aux Basques southeast to Francois, northwest to Bartlett's Harbor, and on the eastern boundary north to Jackson's Arm.
- ▶ **Central Zone:** From Charlottetown in the east, Fogo Island in the north, Harbour Breton in the south, to Baie Verte in the west.
- ▶ **Eastern-Rural Zone:** Bell Island, Bonavista Peninsula, Burin Peninsula, Clarenville and area, Conception Bay Centre/Holyrood, Placentia area-Cape Shore, Southern Shore, St. Mary's Bay and Trinity-Conception.
- ▶ **Eastern-Urban Zone:** Northeast Avalon/St. John's metro region: Bauline, Pouch Cove, Flatrock, Conception Bay South, Foxtrap, Manuels, Petty Harbour-Maddox Cove, Logy Bay, Middle Cove, Outer Cove, Torbay, Mount Pearl, Paradise, Portugal Cove- St. Philip's and St. John's.

FACTS

- 1** Worst life expectancy, highest death rates for cancer, cardiac disease and stroke, and highest rate of chronic disease in Canada
- 2** Since 1981, only 6% increase in social spending but 232% increase in health spending
- 3** Worst health system performance across all Canadian provinces
- 4** Highest per capita spending on health care in Canada.

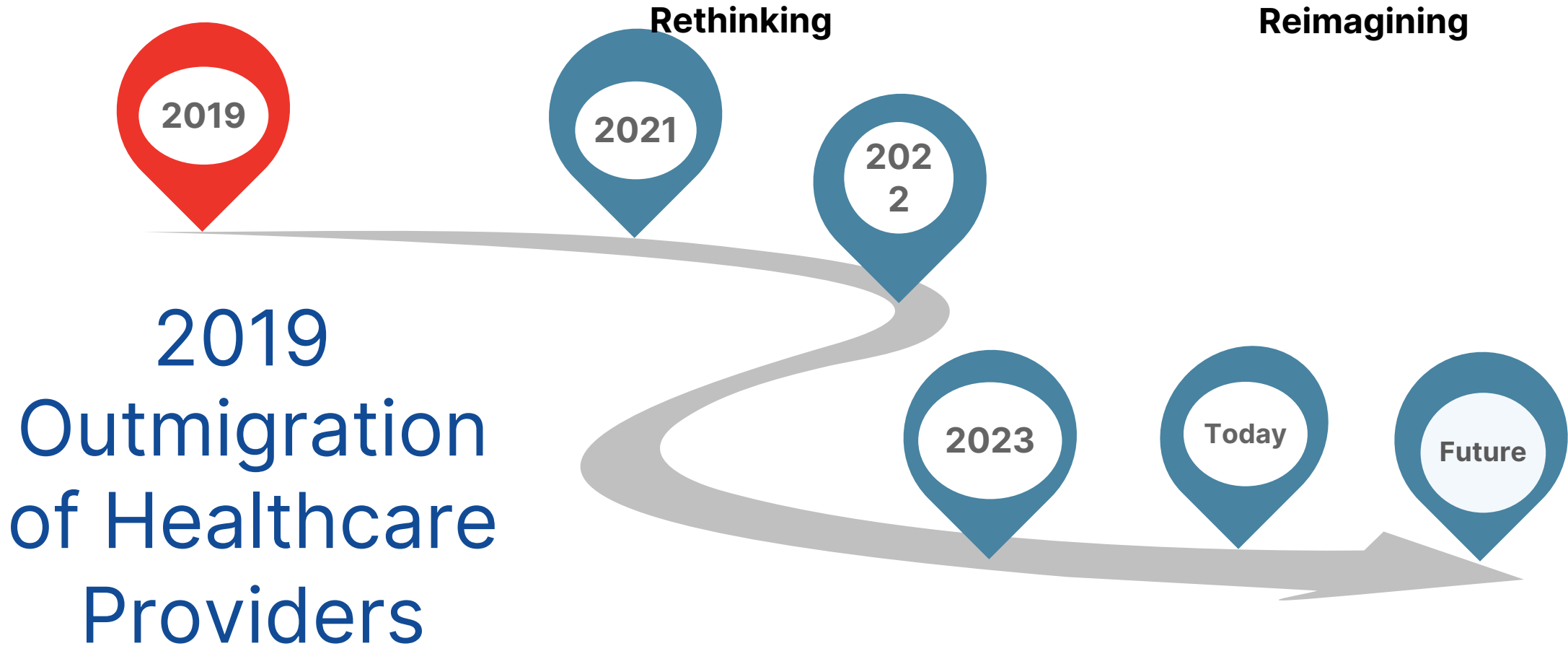
NL provides the worst value for spending in health care
- 5** Population shift to a low percentage of children, a high percentage of seniors, with a drop in rural populations
- 6** 50-year-old institution-based system with an imbalance between community-based services and hospital services

➤ A 10-year health transformation

STRATEGIES



Journey of Virtual Care in Newfoundland and Labrador



NL

1 in 5 people without a family doctor in N.L., says medical association



As many as 99,000 people in the province don't have a physician to go to, according to poll

CBC News - Posted: Sep 17, 2019 12:15 PM NDT | Last Updated: September 17, 2019



Dr. Charlene Fitzgerald, head of the Newfoundland and Labrador Medical Association, says lack of a family doctor is not a new problem, but it is a growing one. (Jonny Hodder.CBC)



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Want to fix the family doctor shortage? First, you'll need to get a time machine



Many of the complex issues have been problems for decades



[John Gushue](#) · CBC News · Posted: Aug 21, 2021 6:00 AM NDT | Last Updated: August 21, 2021

[41 comments](#) 



The Green Bay Health Centre opened in May, replacing an earlier facility. Its normal complement is four doctors. Earlier this year, three of them left. (Colleen Connors/CBC)

Last week, Health Minister John Haggie and Premier Andrew Furey [went to Springdale for the official opening](#) of the Green Bay Health Centre.



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NL

Doctor shortage in N.L. getting worse, putting strain on families, patients say



Patients face extended waits or long trips to get primary care

CBC News - Posted: Oct 16, 2021 4:45 PM NDT | Last Updated: October 16, 2021



The Newfoundland and Labrador Medical Association says about 98,000 people in the province don't have a family doctor. (CBC)



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Services

Time is running out for rural residents without a doctor, say N.L. mayors



Solution is a work in progress, says premier

[Darrell Roberts](#) · CBC News · Posted: Apr 21, 2022 6:13 PM NDT | Last Updated: April 21, 2022

[comments](#)



Health Minister John Haggie and Premier Andrew Furey spoke about solutions to the province's doctor shortage in Gander on Thursday. (Garrett Barry)



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Services

NL

Some ERs to shut down over the holidays as N.L. wraps up a year of health-care staffing shortages



12 emergency rooms collectively closed for nearly 2 years according to health authority news releases



Darrell Roberts · CBC News · Posted: Dec 23, 2022 4:17 PM NST | Last Updated: December 23, 2022

13 comments



Anyone looking to enter the emergency room at the William H. Newhook Health Centre will see this sign, saying the area has been temporarily closed. (Jeremy Eaton/CBC)



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Local News

Five Communities in Central NL to Lose Their Last Doctor

Apr 11, 2022 | 11:34 AM





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CANADA

Several ERs in Newfoundland and Labrador grapple with closures amid staff shortages



By **Heidi Lee** • Global News

Posted July 26, 2022 10:48 am · Updated July 26, 2022 11:05 am

NL

Is N.L.'s doctor shortage illegal? A bioethicist weighs in



CBC News · Posted: Nov 18, 2021 6:00 AM NST | Last Updated: November 18, 2021



About 98,000 Newfoundlanders and Labradorians are without a family doctor, the province's medical association says — and the longer the shortage continues, the more likely it could be viewed as a legal violation of the right to health care, one bioethicist says. (iStock)



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'This is a problem for everybody,' says rural N.L. mayor on doctor shortages



Mayors of Whitbourne and Bonavista dealing with closures of emergency departments



[Nick Ward](#) - CBC News - Posted: Jun 27, 2022 7:00 PM NDT | Last Updated: June 27, 2022

[4 comments](#) 



The emergency departments in both Whitbourne and Bonavista have been closed due to staffing issues in recent days. (Jeremy Eaton/CBC)



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With N.L. health-care in crisis, some MUN nursing students worry about what they're getting into



Students say they're wondering whether they want to join a system strained to breaking



[Jenna Reid](#) · for CBC News · Posted: Jan 27, 2023 6:00 AM NST | Last Updated: January 27



Brooke Simms, nursing representative on Memorial University's students' union, says she's heard from nursing students who look at the state of Newfoundland and Labrador's health-care system and wonder whether they want to work in a system in crisis. (Jenna Reid/CBC)



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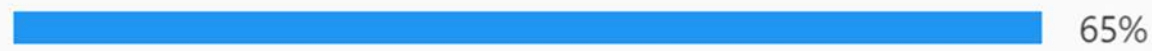
Health Minister Tom Osborne

July 18, 2023 Question of the Day

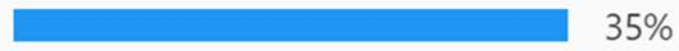
This poll has ended.

Do you think family care teams will help address the doctor and nursing shortage?

No



Yes



NL

I sat in a St. John's emergency room for 7 hours – here's what I saw



One patient asks another, 'Would it be worse anywhere else?'



[Jessica Singer](#) · CBC News · Posted: Nov 13, 2022 6:00 PM NST | Last Updated: November 13, 2022



Due to the shortage of health-care professionals in Newfoundland and Labrador, a lot has been discussed about the long wait times in hospital emergency rooms. To see what this experience is like for patients, CBC reporter Jessica Singer sat in the ER waiting room for seven hours. (Duncan Major)



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The 'dire' doctor shortage in rural northwestern Ontario: 5 proposed solutions



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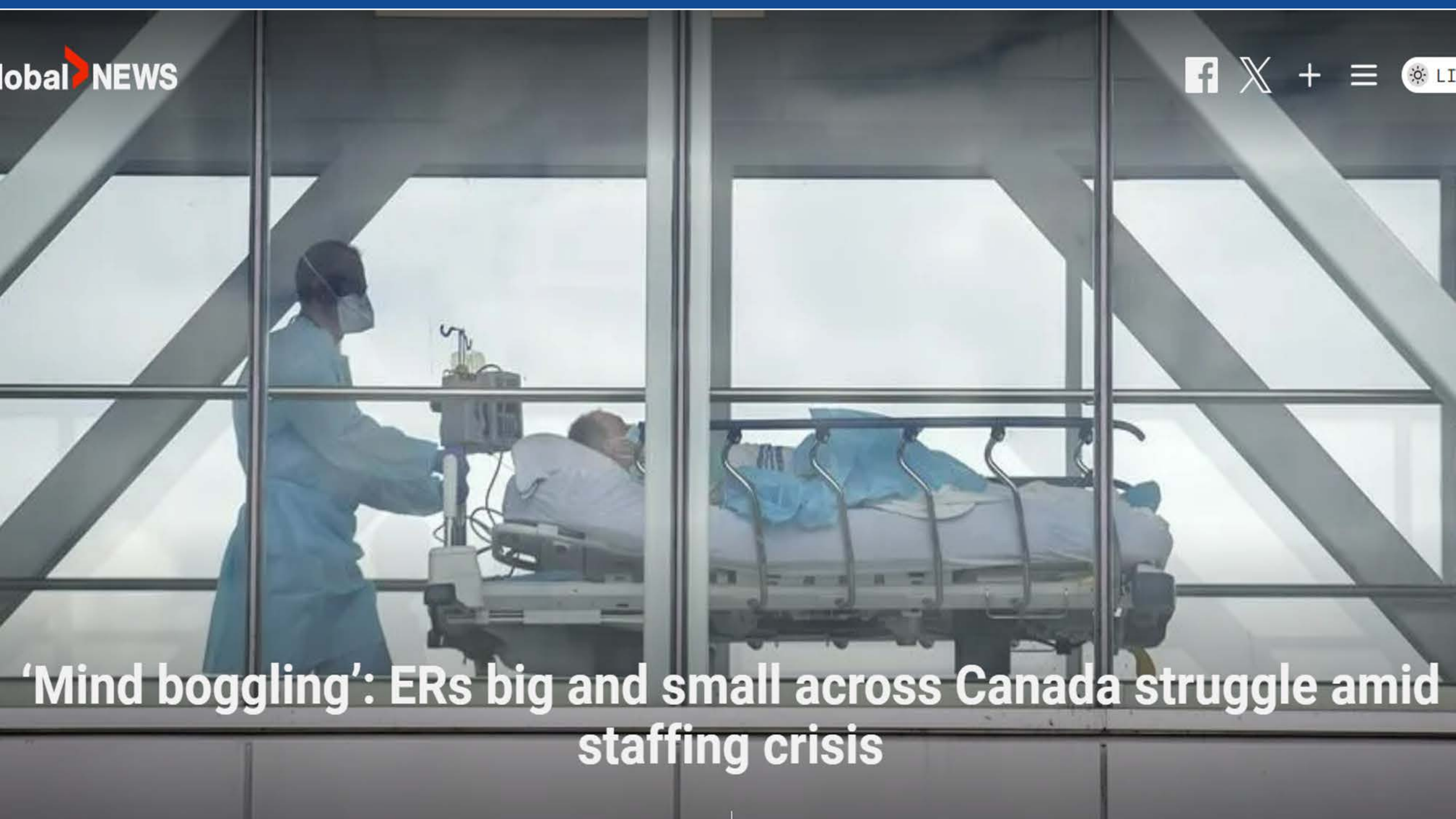


Chiefs of staff in the region have sent a briefing note to politicians outlining their concerns

[Heather Kitching](#) - CBC News - Posted: Apr 04, 2022 8:45 PM NDT | Last Updated: April 4, 2022



The emergency room at Red Lake Margaret Cochenour Memorial Hospital was closed from 8 a.m. March 26 to 8 a.m. March 27. (Red Lake Hospital/Facebook)



'Mind boggling': ERs big and small across Canada struggle amid staffing crisis

46,000

Citizens Registered on Patient
Connect NL

750

Registered Nurse
Vacancies

122

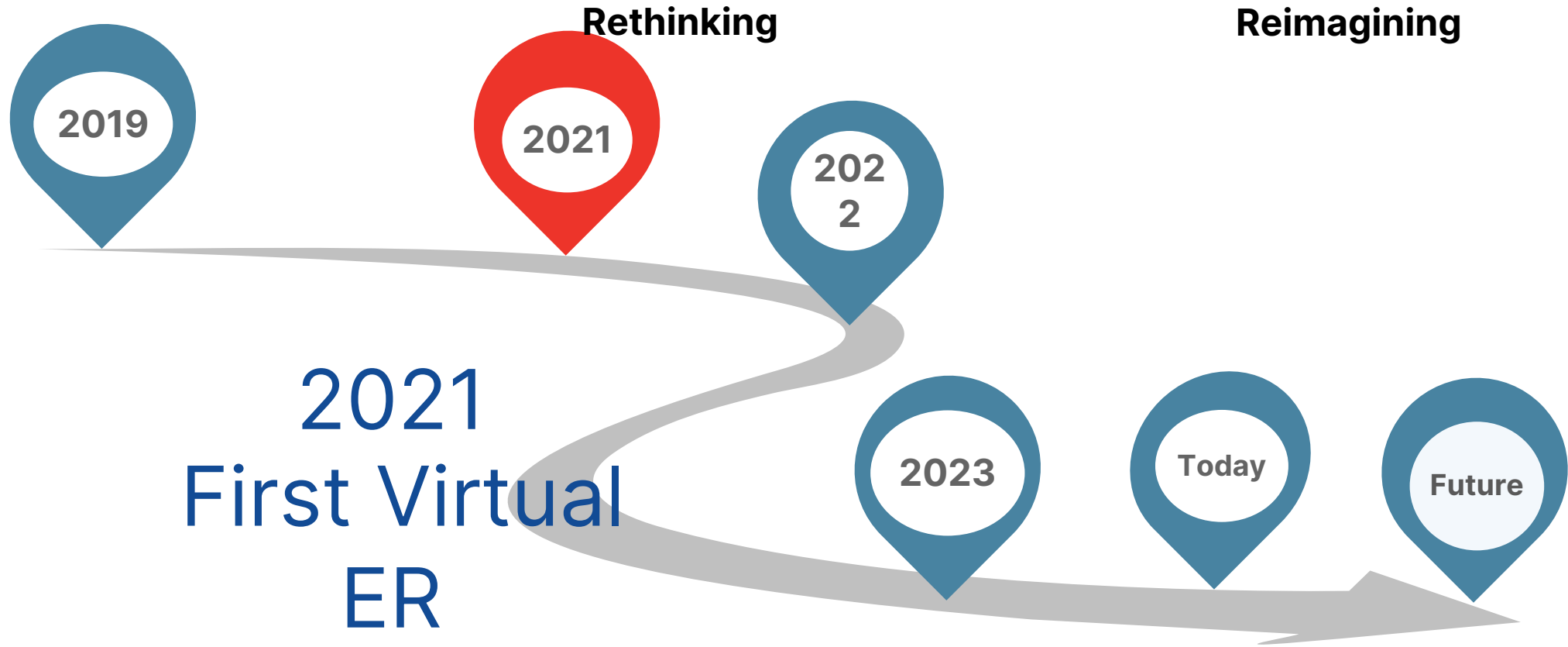
Family Physician Vacancies



Impacts on the Health System

- Emergency Room Waiting are upwards of 12 hours
- 2021-2022 Average number of visits CAT B Visits - 5,198
 - 62% are CTAS 4&5s
- Wait-times for primary care provider up to 3 weeks
- Walk-in clinics full upon opening

Journey of Virtual Care in Newfoundland and Labrador



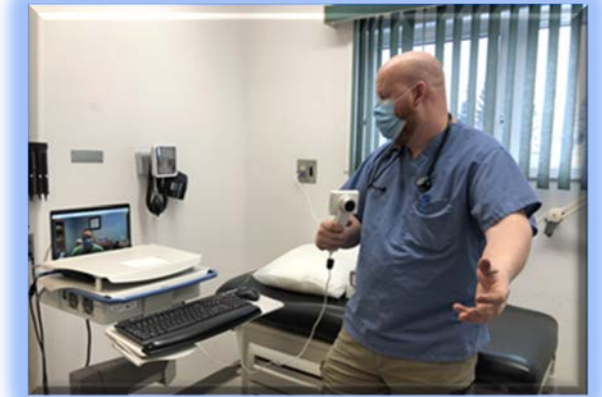
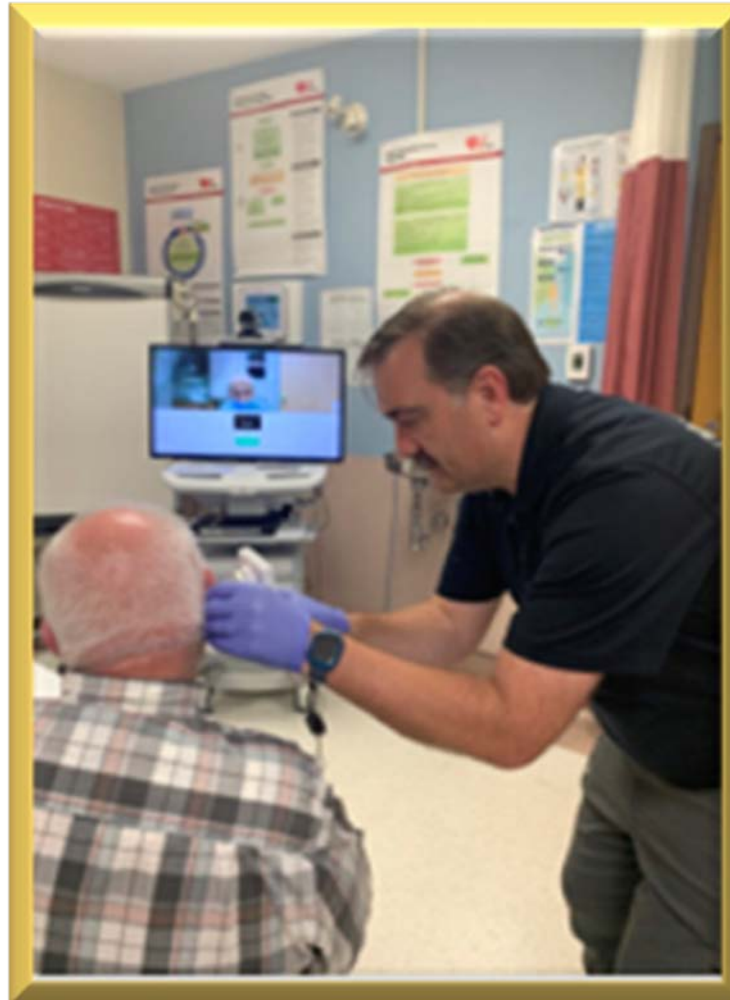
Virtual ER and Temporary ER Closures



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Staffing Requirements & Equipment

- Staffing Model on-site
 - ☐ RN/ACP
or
 - ☐ RN/RT
- Virtual Equipment



Patient Experience in VER



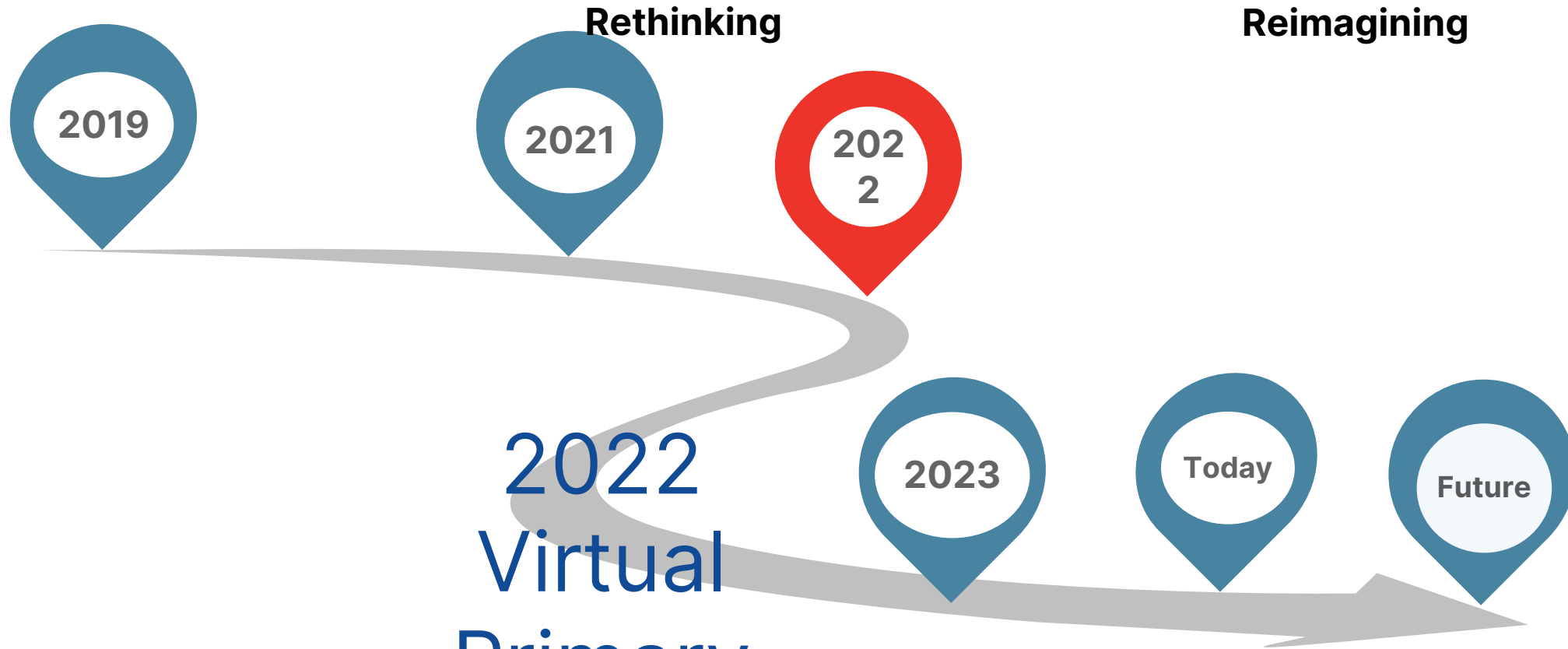
Patient with loss of hearing



Patient in Respiratory Distress



Journey of Virtual Care in Newfoundland and Labrador



Rethinking

Reimagining

2019

2021

2022

2023

Today

Future

2022
Virtual
Primary
Health Care

Rethinking Care Delivery: Primary Health Care



- Health Hubs
- Health Neighbourhoods
- Family Care Teams
- Urgent Care Clinics



Family Care Teams
Providing primary
health care access



Establishing the Right Linkages

- Support from Emergency Physicians
- Linking to PHC services
- Collaborations with Private Clinics
- Partnerships with Pharmacies
- Engaging the Whole Community

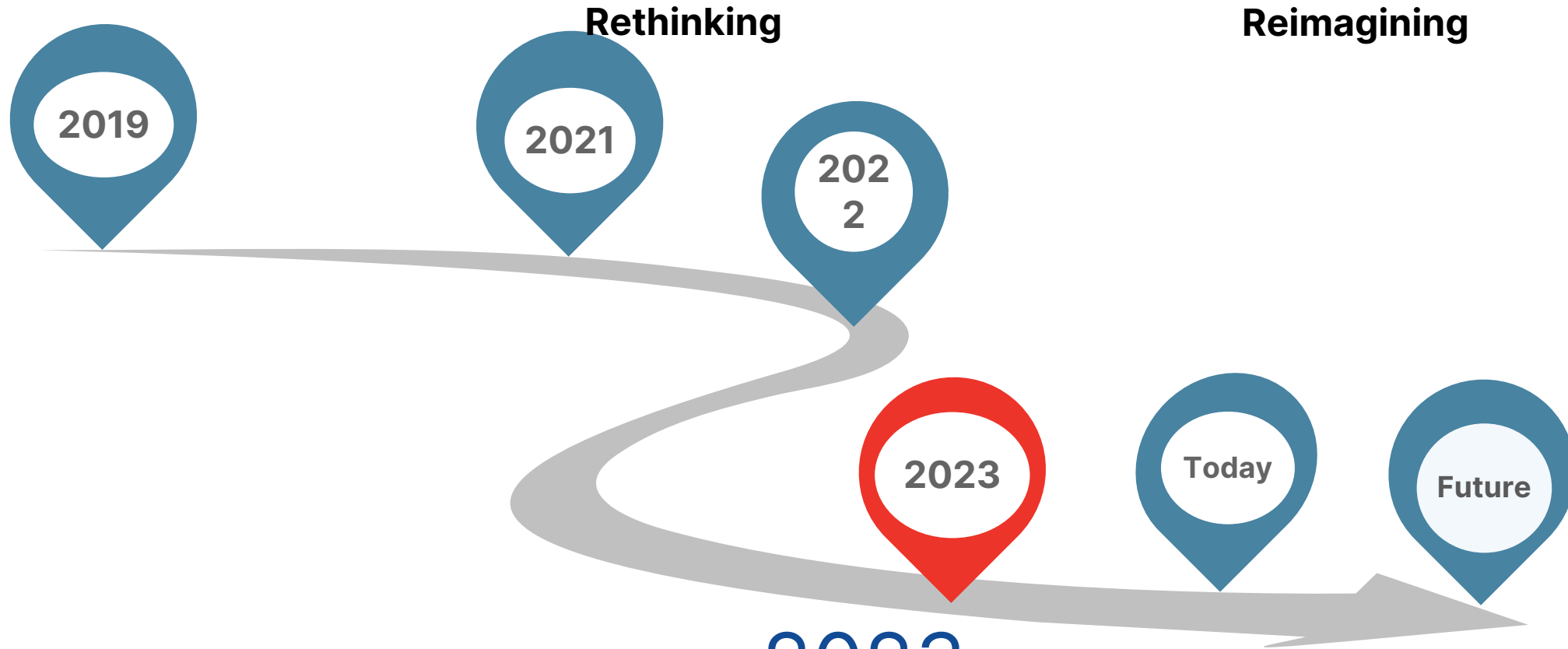


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Your pharmacist can now assess and prescribe for **33 common ailments** including simple UTI, pink eye and cold sores.

 **Book a consultation appointment today!**

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2023
Continued Strain on
Health System

Rethinking Care Delivery

Virtual Emergency Room

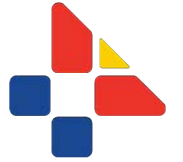


- Virtual Fast Track
- Category B Virtual Physician
- External Virtual Physician



Feedback from Physician Partners

- ❖ Dr. P... “Only worked a few shifts with this new system (811 NP VER coverage) but it has been a positive experience thus far. The volumes on VER has been quite a bit lower for me so I am able to see patients and contribute to the CNRHC dept which is quite busy.”
- ❖ Dr. H... “Virtual emergency care has been a hopeful, temporary attempt to stabilize healthcare to our peripheral sites where physician/NP coverage has been dwindling or absent...the addition of Nurse Practitioners to manage the high volume of visits to our virtual sites has greatly reduced the workload of the physician...to focus on the emergent visits that require extra attention and care.”
- ❖ Dr. M...” Enjoy the work with the 811 NPs. The interactions have been good, and the workload sharing has resulted in better flow, better patient care and an ability to work in both virtual ER and CAT A site”
- ❖ Dr Y... “Virtual fast track/VER has been a positive experience as a provider. Working with the NPs, RNs, ACPs and other MDs virtually fosters a new sense of collaboration, like-mindedness, and is redefining rural healthcare in response to human resources challenges. In the end, a hybrid model minimizes risk to the patient, facility, and the organization as a whole.”



Feedback from Physician Partners

Dr. H...“Virtual emergency care has been a hopeful, temporary attempt to stabilize healthcare to our peripheral sites where physician/NP coverage has been dwindling or absent...the addition of Nurse Practitioners to manage the high volume of visits to our virtual sites has greatly reduced the workload of the physician...to focus on the emergent visits that require extra attention and care.”



Challenges and Impact

- Unattached patients seeking access to healthcare
- Episodic care vs continuity of care
- Choosing to wait & poor health outcomes
- Lack of Healthcare Professionals on-site
- Internet connection between sites and the Provider
- Patient flow: ebbs and flows



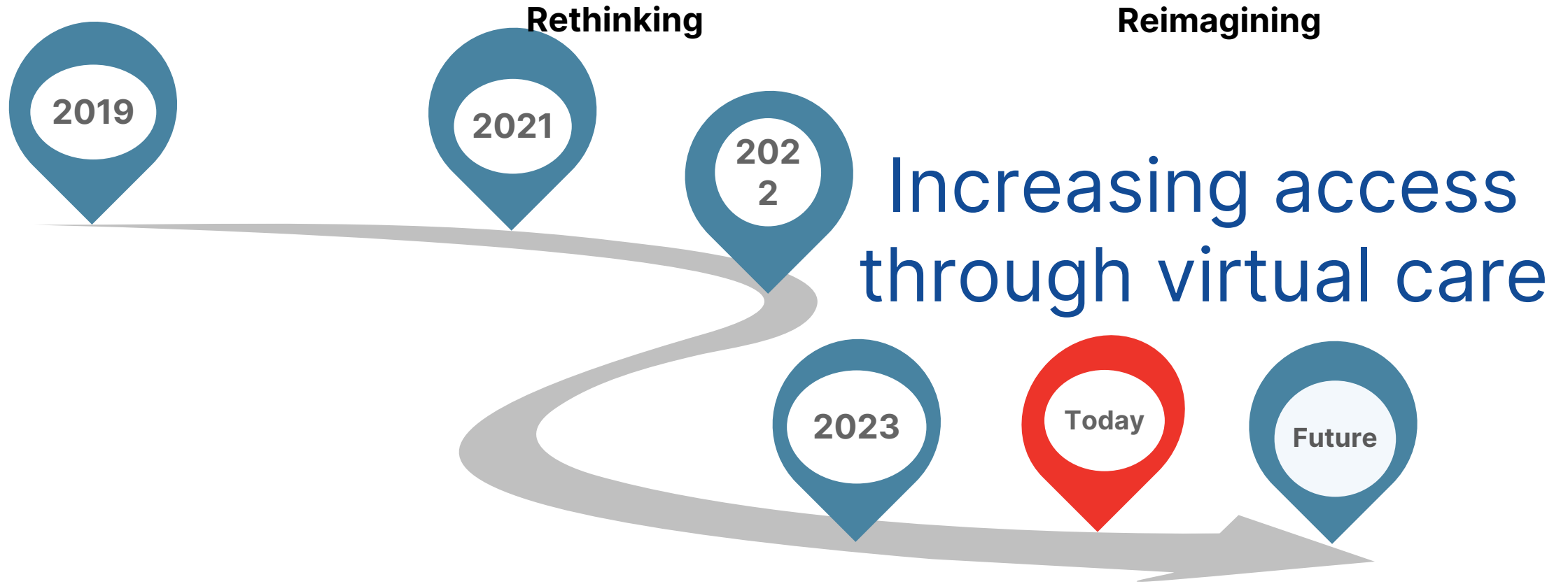
Relationship Building



- Citizen Engagement
- Municipality Meetings
- Patient Experience Advisors
- Public Service Announcements
- Community Advisory Committees
- Professional Associations



Journey of Virtual Care in Newfoundland and Labrador





Reimagining Healthcare Delivery: ER and PHC

- Engaging the Citizens and Community
- Thinking outside the Rock
- Provincial Recruitment and Retention
- Incentives for Health Professional
- Increasing Access to Holistic Care

NL

Nurse practitioners, pharmacists eager to fill health-care void in N.L.



Health providers say solution is needed for 90,000 residents who don't have a family doctor

CBC News - Posted: Sep 11, 2021 7:00 AM NDT | Last Updated: September 11, 2021

[13 comments](#) 



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Forward Thinking to Stabilize the Healthcare System

- Atlantic Canadian Cross Collaboration
- Balancing Access with Virtual Care
- Continue to Engage Citizens
- Focus on Healthcare Provider Recruitment and Retention



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Thank You

Questions or Comments?

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