



THE UNIVERSITY OF BRITISH COLUMBIA

Continuing Professional Development

Faculty of Medicine

Confidence on Call: Virtual Simulations Empower Rural Residents

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AFMC CPD Research Symposium

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Land Acknowledgment

The UBC Continuing Professional Development office is situated on the traditional unceded territory of the x^wməθk^wəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish) and səlilwətał (Tsleil-Waututh) nations.

The activities described in this presentation took place across the province of British Columbia and we pay our respects to the Elders, descendants and custodians of these lands, past and present.

Disclosures

UBC Continuing Professional Development Real-Time Virtual Support (RTVS) Simulation received an RTVS Learning Health Systems grant to support the work described in this presentation.

The presenters have nothing to disclose.

Real-Time Virtual Support (RTVS)

 <p>Call RUDI</p> <p>Real-Time Virtual Support Rural Urgent Doctor in-Affordable friendly virtual tool available to rural physicians, nurse practitioners and other providers.</p> <p>Second opinion Do you want help with a difficult case? Or maybe you just want to run something by a colleague? RUDI Emergency Medicine physicians have a wealth of clinical experience and can help.</p> <p>Need a full consult? When a pediatric patient presents at your rural site, you may want an immediate pediatric consult. CHARLIE Pediatricians are available via Zoom or — if you are at an FNHA nursing station — telehealth cart, to assist with this.</p> <p>We're here for you RUDI providers are passionate about providing support to rural, remote and Indigenous communities. Whether you are a nurse at a nursing station, nurse practitioner, resident or doctor serving a rural community, you are welcome to call.</p> <p>RUDI: Add Zoom contact: rudi1@rccbc.ca Phone: 236.305.7364 Visit rccbc.ca/initiatives/rtvs/rudi for details</p>	 <p>Call CHARLIE</p> <p>Real-Time Virtual Support Child Health Advice Line (CHARLIE) is free and friendly and available to physicians, residents, nurses, midwives, nurse practitioners and other providers.</p> <p>Ask a question Have a question about a neonatal, pediatric or teenage patient? Reach out anytime. CHARLIE is available 24/7.</p> <p>Need a full consult? When a pediatric patient presents at your rural site, you may want an immediate pediatric consult. CHARLIE Pediatricians are available via Zoom or — if you are at an FNHA nursing station — telehealth cart, to assist with this.</p> <p>We're here for you CHARLIE providers are passionate about providing pediatric care to rural, remote and Indigenous communities. Whether you are a nurse at a nursing station, midwife, nurse practitioner, resident or doctor serving a rural community, you are welcome to call.</p> <p>CHARLIE: Add Zoom contact: charlie1@rccbc.ca Phone: 236.305.7364 Visit rccbc.ca/initiatives/rtvs/charlie for details</p>	 <p>Call MaBAL</p> <p>The Real-Time Virtual Support Maternity and Babies Advice Line (MaBAL) is free and friendly and available to physicians, residents, nurses, midwives, nurse practitioners and other providers.</p> <p>Ask a question Have a question about pregnancy, labour, or early postpartum care? Reach out anytime. We're available 24/7.</p> <p>Get a prescription Is your sick patient also pregnant? Consult with a MaBAL doctor for advice on prescription and over the counter medications.</p> <p>Prenatal testing and ultrasounds Do you have questions about a test or ultrasound result? Are you unsure about discussing a result with your patient? MaBAL providers can help.</p> <p>Infant nutrition and infant feeding Ask us! MaBAL providers can connect your patient with virtual breast/chest-feeding advice and support.</p> <p>Women's health and contraception MaBAL providers are here to support you and your patients with questions around family planning and any general women's health issues.</p> <p>We're here for you MaBAL providers are passionate about providing maternity care to rural, remote and Indigenous communities. Whether you are a nurse at a nursing station, a midwife, or a doctor, nurse practitioner or resident serving a rural community, you are welcome to call.</p> <p>MaBAL: Add Zoom account: mabal1@rccbc.ca Phone: 236.305.7364 Visit rccbc.ca/initiatives/rtvs/mabal for details or to get started.</p>
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24/7 access to virtual peer-to-peer consultation

Four instant access pathways: RUDI, CHARLIE, ROCCI & MaBAL

RTVS Benefits






“Calling an RTVS virtual provider is like calling a friend. They offer friendly, compassionate, non-judgmental, and culturally safe support while understanding the context of providing care in rural places”

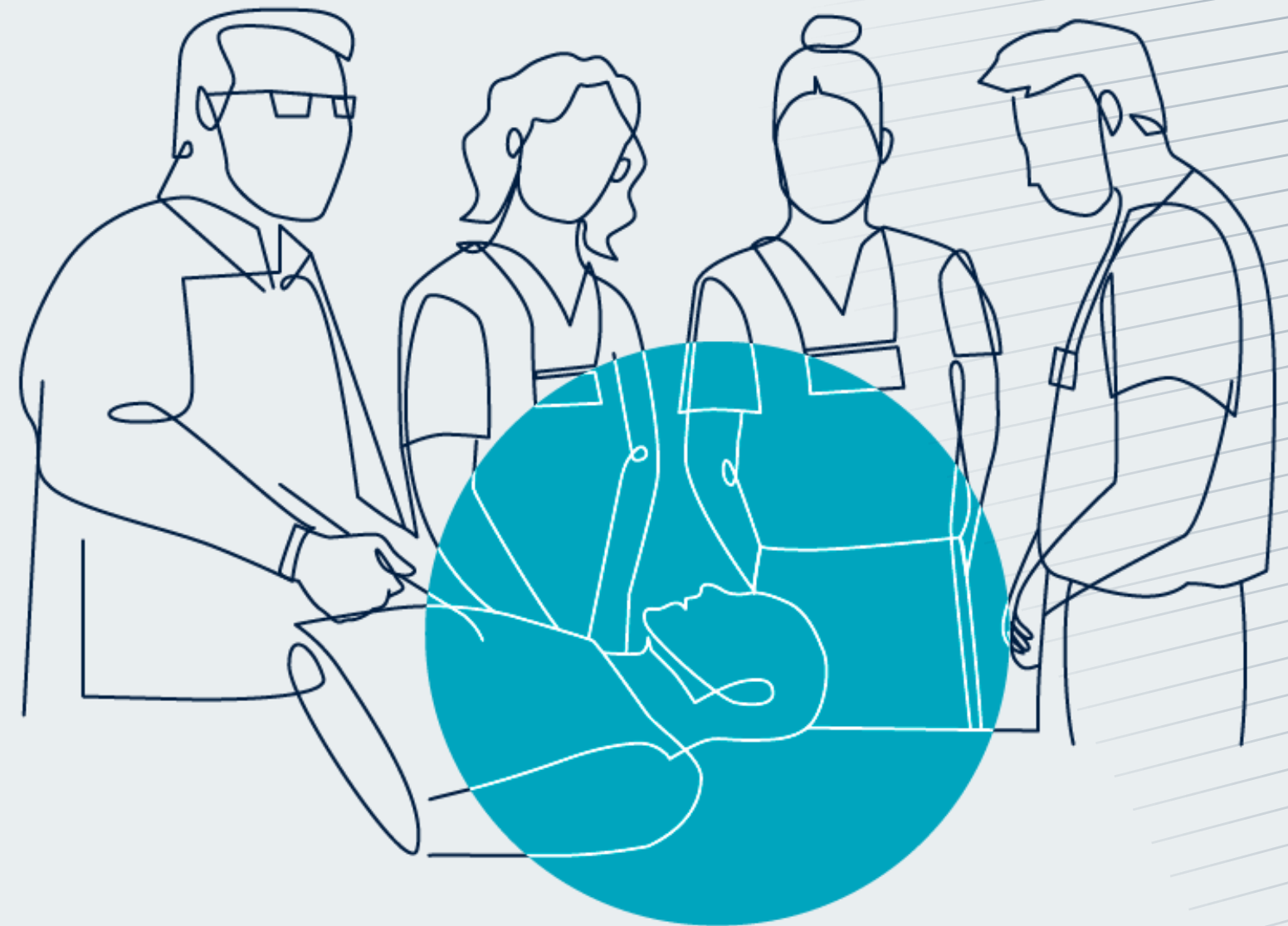


- 📞 Case consultations and second opinions
- 📞 Ongoing patient support
- 📞 Over-the-shoulder procedure support
- 📞 Patient transport

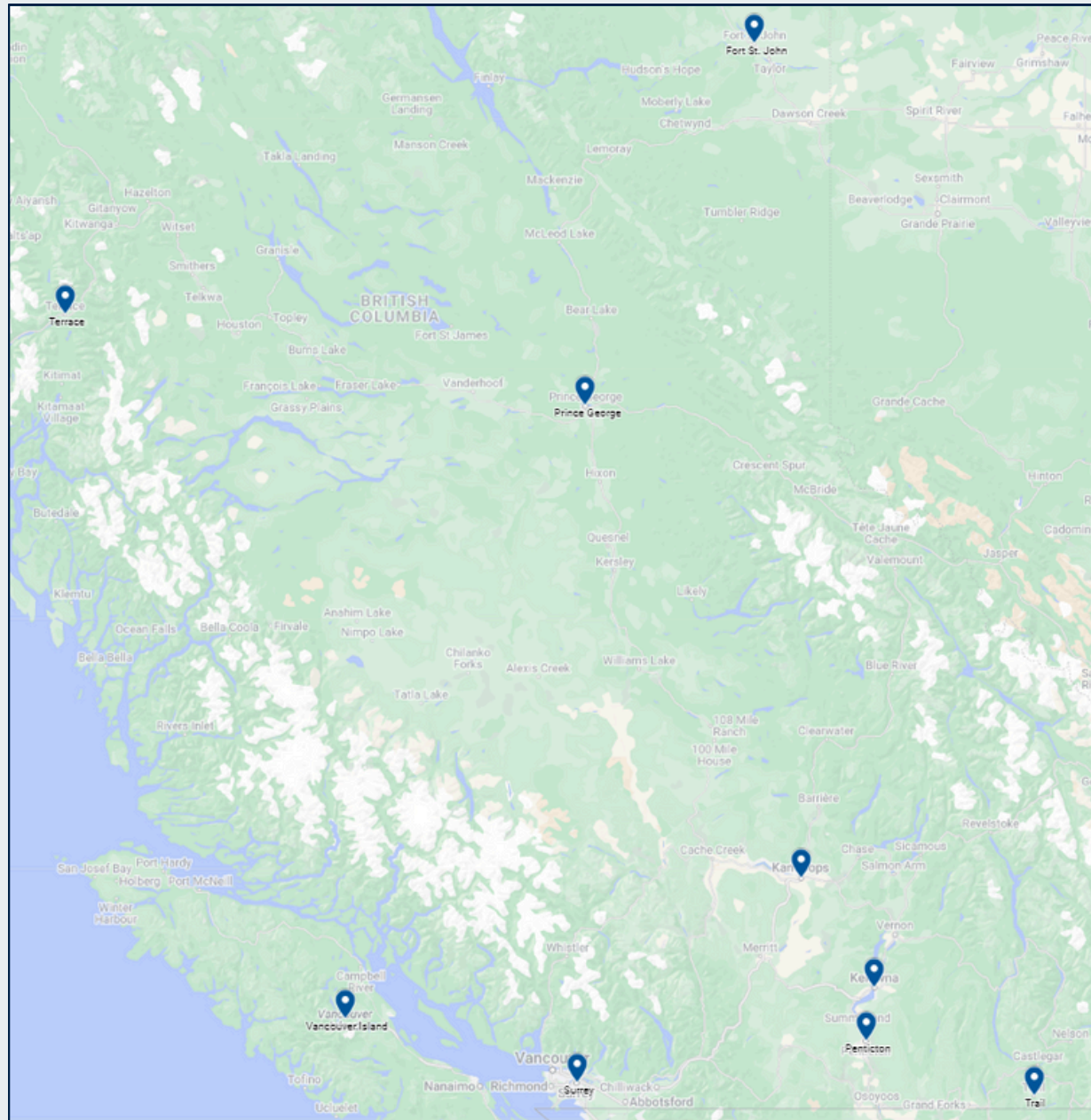
The UBC CPD RTVS Simulation Program

LEARNING OBJECTIVES

-  Hone clinical and collaborative skills
-  Practice connecting to RTVS
-  Experience an RTVS Provider interaction



RTVS Simulation Residency Site Project (RSRSP)



12 month pilot project (2023-2024)



UBC Research Ethics approved



Grant-supported



UBC Family Practice resident learners

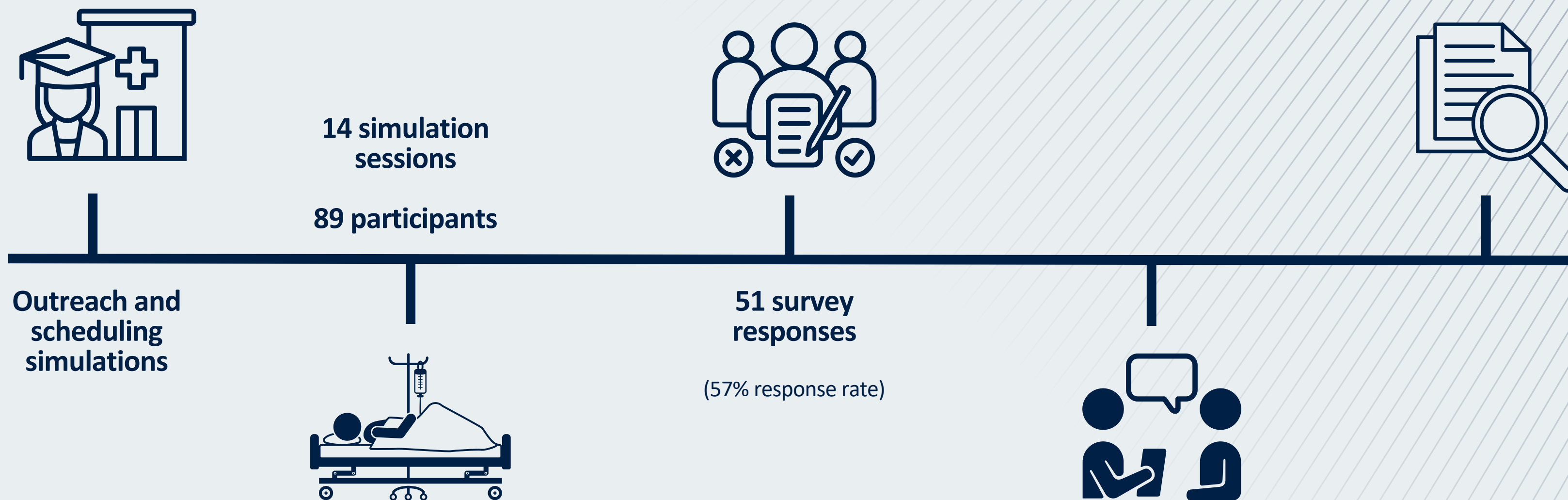
RTVS SIMULATION RESIDENCY SITE PROJECT (RSRSP)



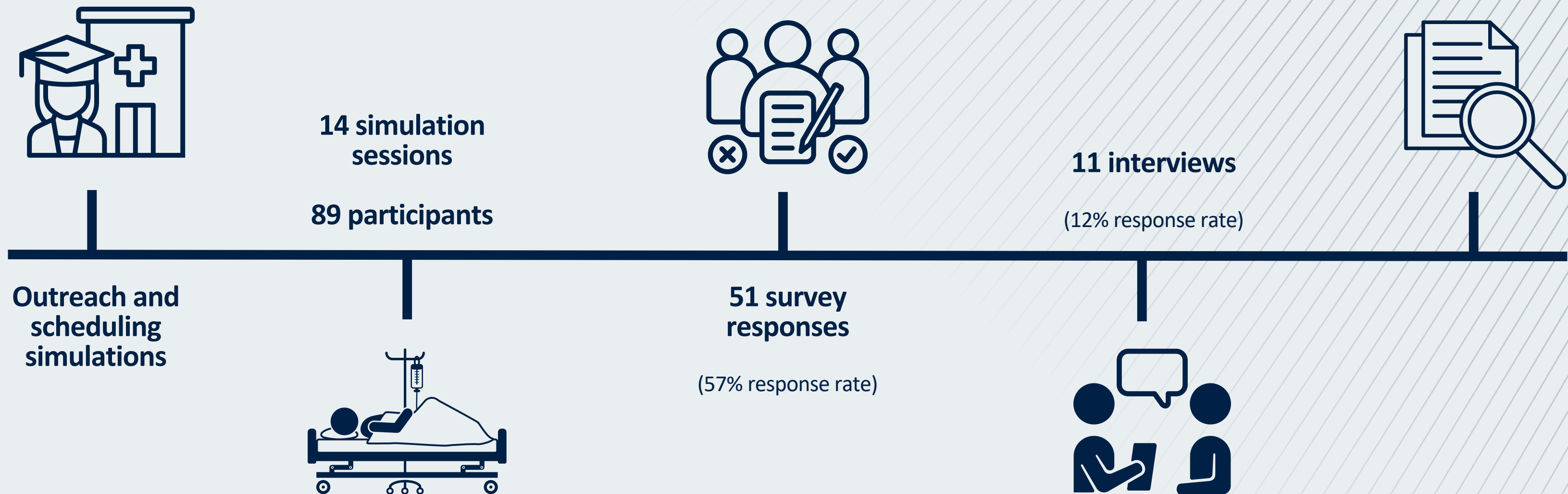
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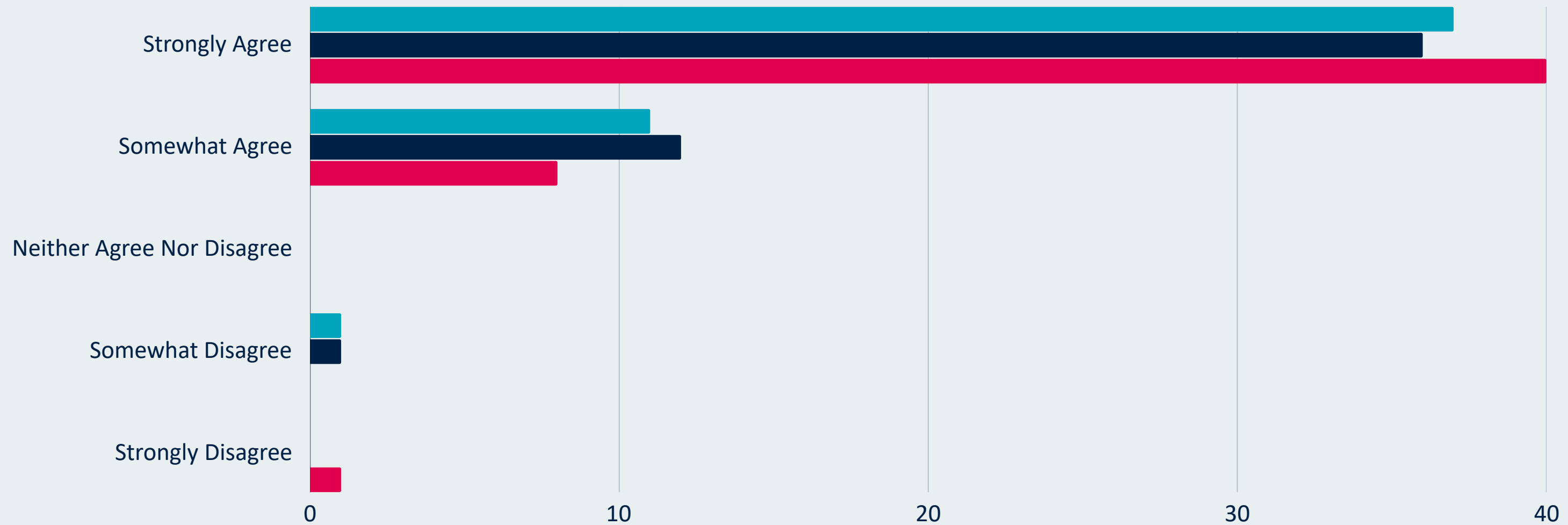
RTVS SIMULATION RESIDENCY SITE PROJECT (RSRSP)



Did we accomplish what we set out to accomplish?

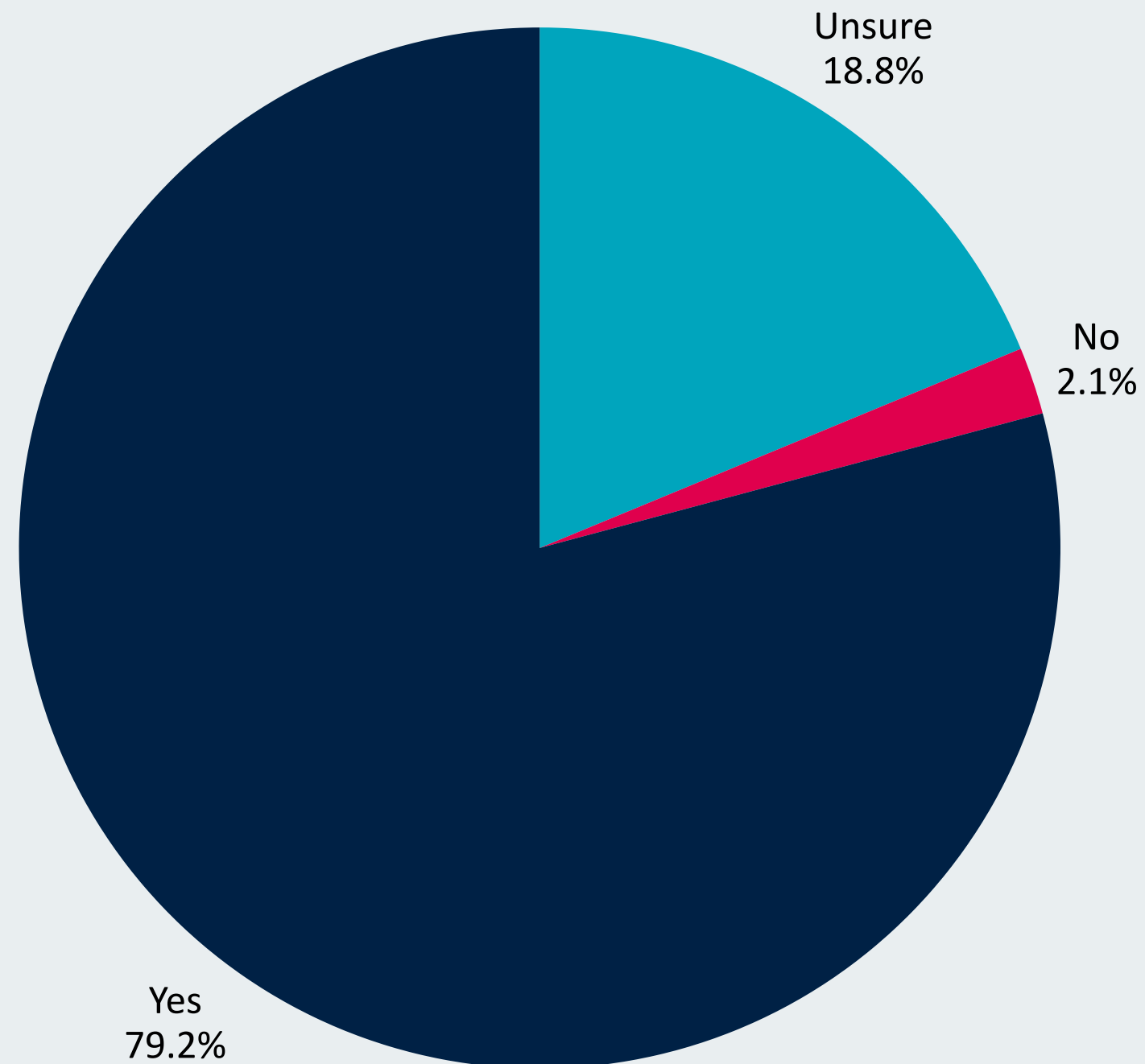
Did the simulation meet the stated learning objectives?

- Demonstrate an effective approach to a challenging clinical case
- Demonstrate the use of standard technology to connect to RTVS
- Demonstrate the level and quality of practice support available by connecting with an RTVS Virtual Provider



Will this impact future practice?

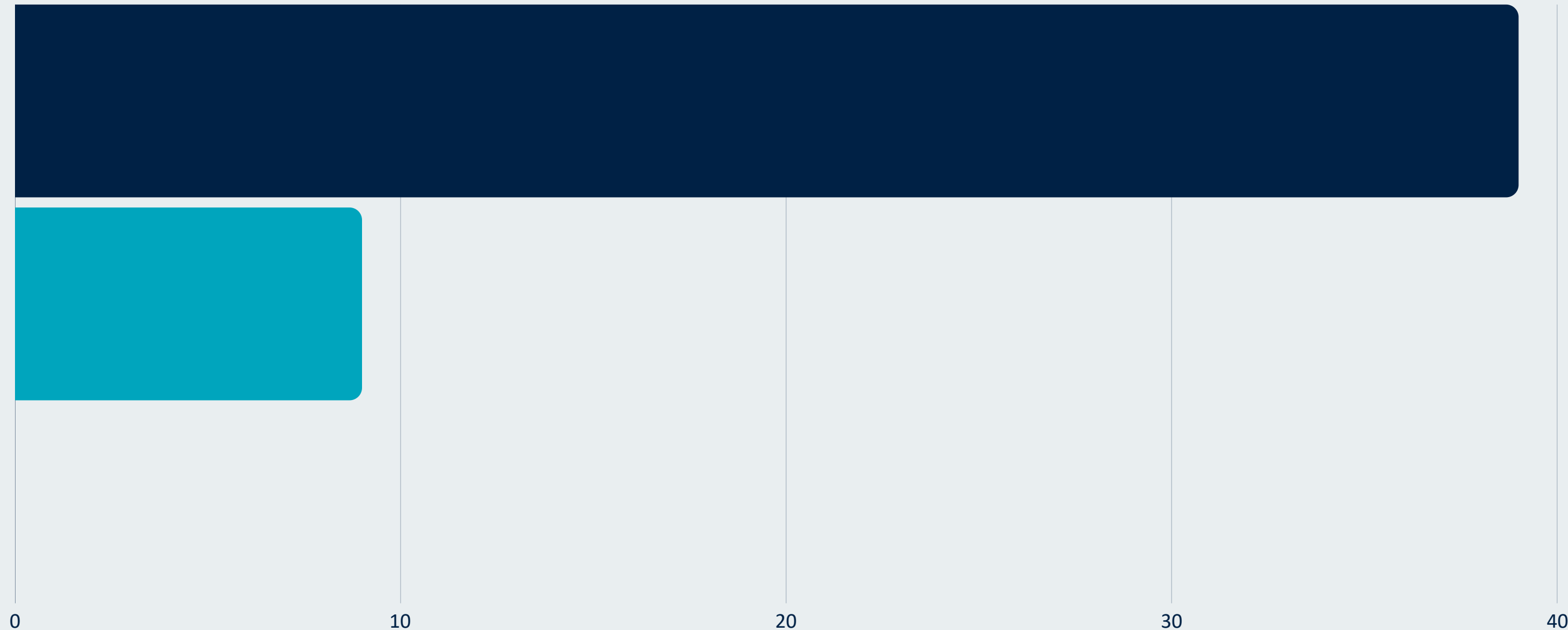
Do you plan on working in a rural/remote community after residency?



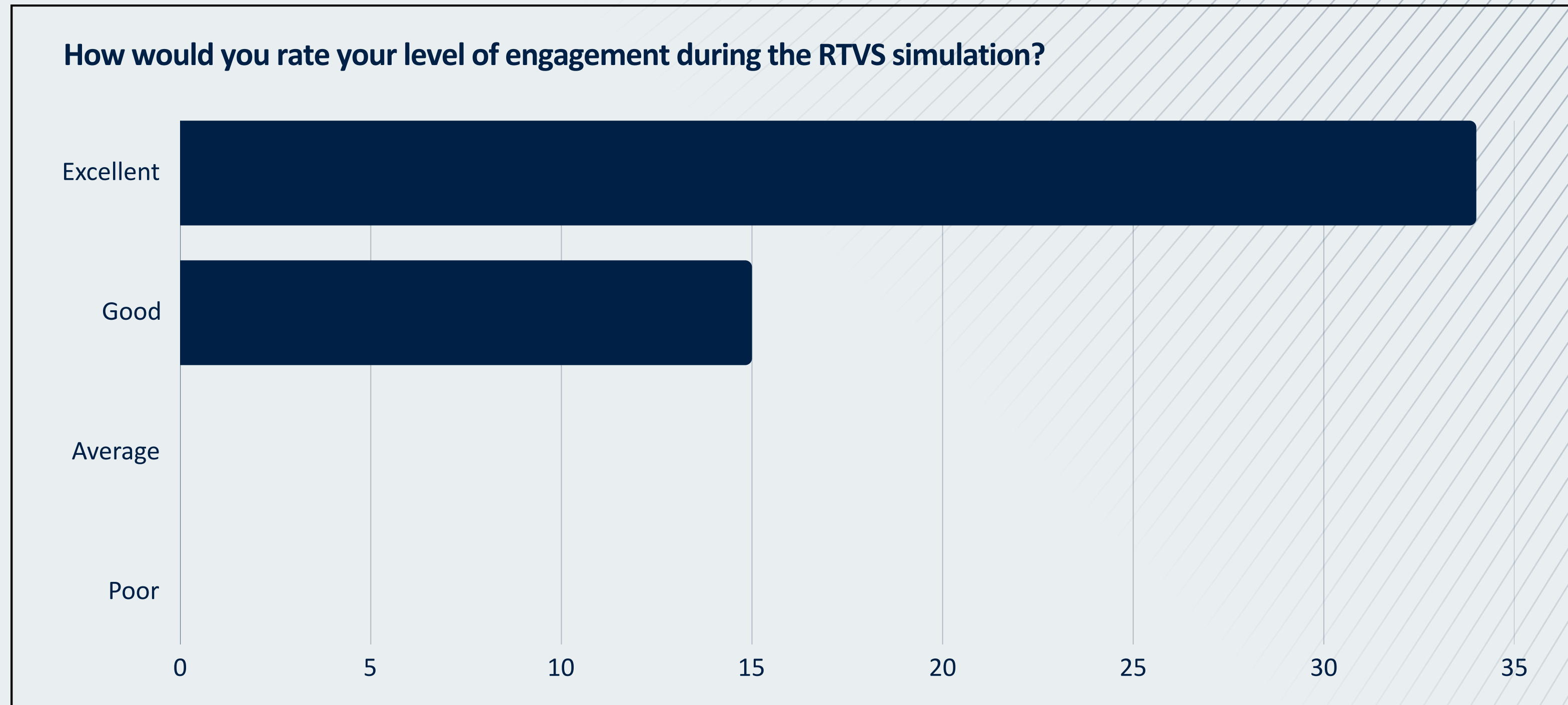
Will this impact future practice?

How do you feel about rural/remote practice now, knowing that RTVS is available?

- I feel more confident about rural/remote practice
- I feel the same about rural/remote practice
- I feel less confident about rural/remote practice

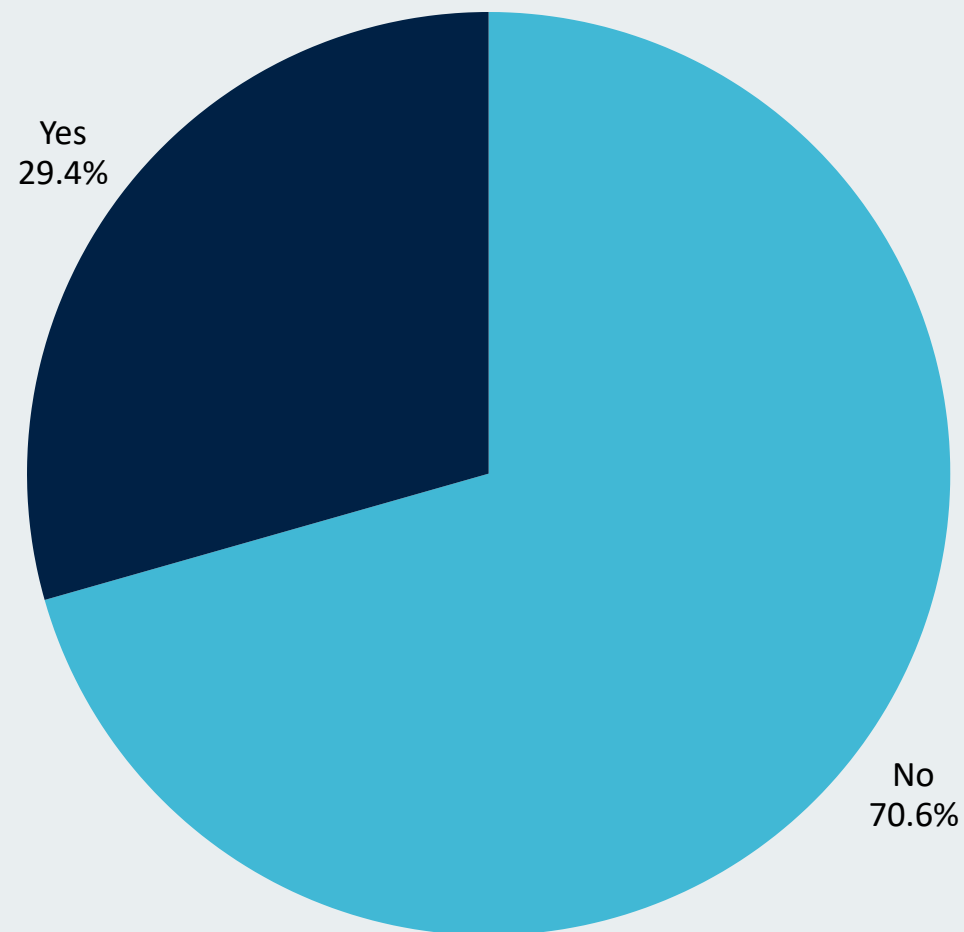


Why did this work? Learner Engagement

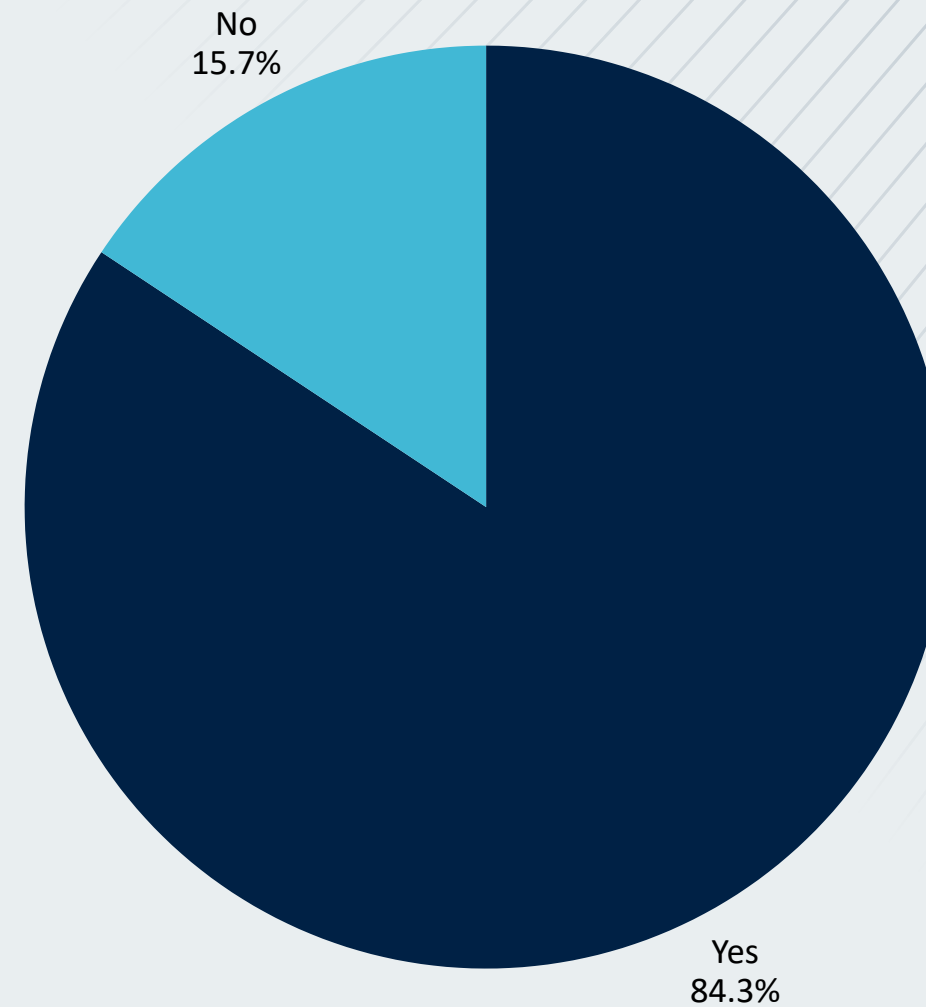


Why did this work? Experiential Learning

Was this the first time that you heard about Real-Time Virtual Support (RTVS)?



Was this your first time using Real-Time Virtual Support (RTVS)?



Theme	Quote
Residents value experiential learning	<i>“Learning about RTVS in the sim setting was probably the best way to do it as opposed to just talking about it because it really gave me a sense of how it actually works.”</i>
Improved confidence about rural practice	<i>“I think knowing that RTVS is available has increased my ability to consider rural practice. If there wasn’t RTVS, I would feel more nervous about going into rural.”</i>



THEME	EXEMPLATIVE QUOTES
Reinforcement of culture of asking for help	<p><i>“It was like having your own attending over your shoulder, being there to answer questions ... It’s still on you to do the skills, but you have someone else’s brain who has more training and has some emotional separation from it.”</i></p>
Increased likelihood of using RTVS in the future	<p><i>“If I was in a situation where I felt like I wasn’t 100 percent sure, I don’t think I’d hesitate to use the service and have it help my patients and me in the situation.”</i></p>



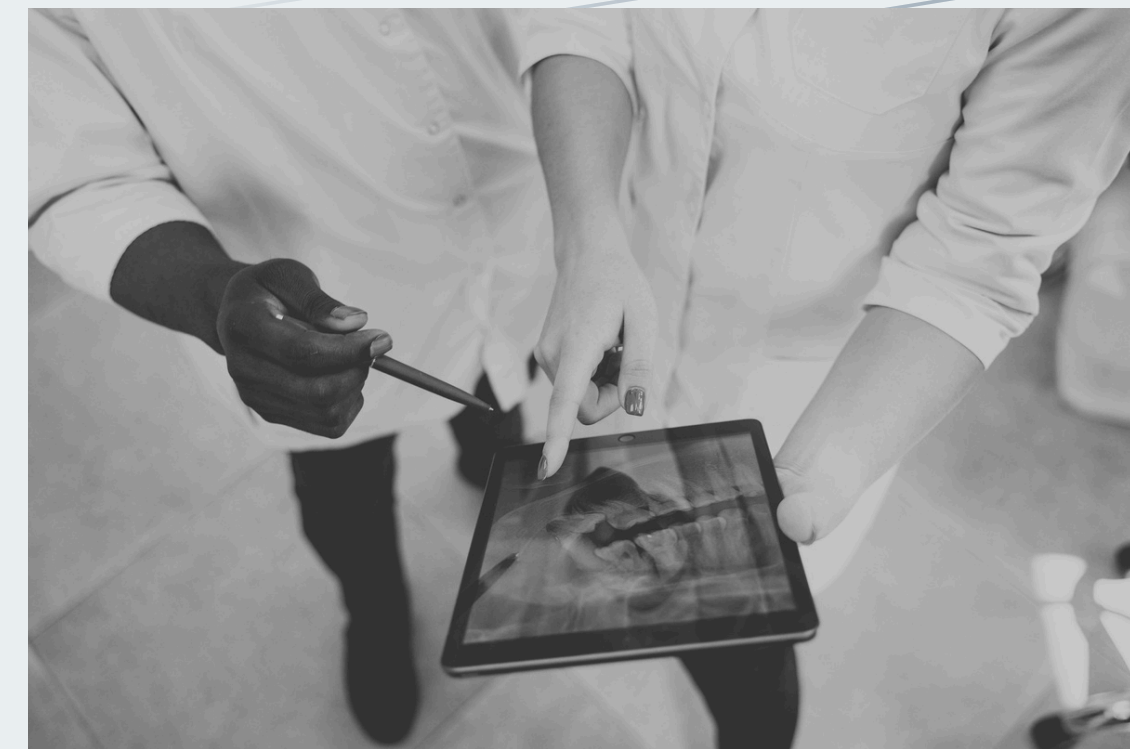
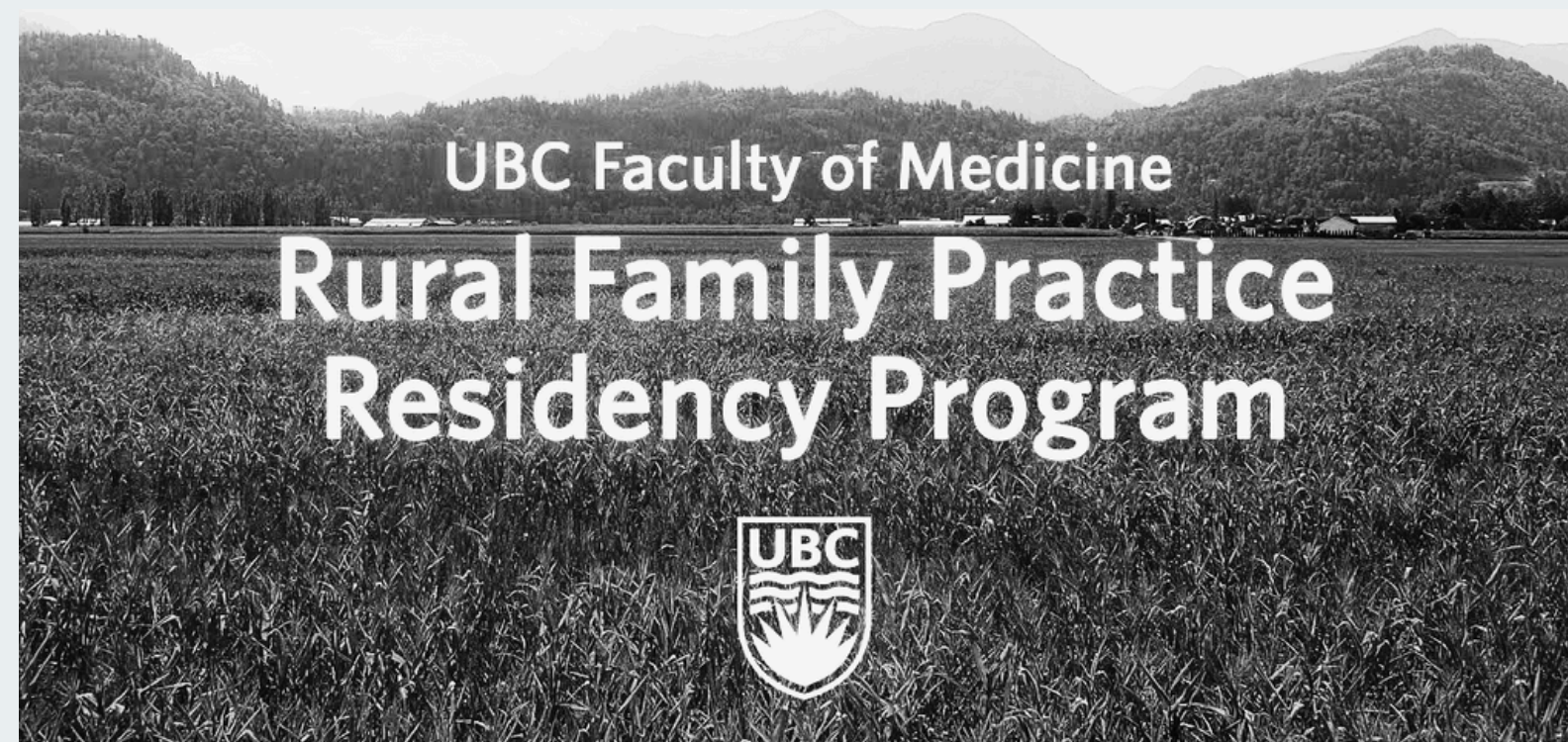
Why is this study important?

- RTVS Simulation education positively impacts rural recruitment
 - Highlights support for rural providers
 - Improves attitudes toward rural practice
 - Encourages residents to consider rural practice differently



What can we do in the future?

- Prioritize experiential education
- Continue promoting RTVS in residency
- Champion a culture of asking for help



“It has made me feel more confident about the possibility of entering rural practice as a new grad.”

- RTVS Simulation Residency Site Project participant

“There’s going to be a lot that I don’t know, and I’m very grateful to know that I’m going to have somebody I can call to help.”

- RTVS Simulation Residency Site Project participant



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Thank you

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