

HealthLink BC Emergency doctors in-assistance (HEiDi)

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LAND ACKNOWLEDGMENT

I acknowledge and respect the ləkʷəŋən peoples on whose traditional territory I live and work on and the Songhees, Esquimalt and W̱SÁNEĆ peoples whose historical relationships with the land continue to this day.



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PRESENTER DISCLOSURES

- Payments received: UBC Dept of Digital Emergency Medicine
- Advisory group: HEiDi Advisory Group, HEiDi Assistant Medical Director



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MITIGATION OF BIAS

Relationships do not affect my choices in developing content and I will not be speaking about any paid products.



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LEARNING OBJECTIVES

- Describe the HEiDi program
- Review data that reflects early learnings and successes
- Discuss personal experiences of HEiDi physicians
- Recommend future directions and partnerships for HEiDi



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HAVE YOU HEARD OF HEiDi?

- Option 1: Yes
- Option 2: No
- Option 3: Unsure



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HEiDi

- 80+ Emergency and family physicians with ER experience across the province
- Publicly funded physician support service for HealthLink BC
- Supporting the provincial public health system improvement
- Emergency triage
- Just in time expert medical advice
- Navigation of public medical services
- Primary care re-attachment and supporting longitudinal care



CALLER DEMOGRAPHICS

63% are female

60% are 20-64 years old

➤ 15% are 65+ years old

➤ 16% are 0-4 years old

Top Health Concerns:

- 16% Gastroenterology (Digestive)
- 13% Musculoskeletal
- 11% Neurology
- 10% Dermatology

Encounters by Health Authority

Apr 6, 2020 - Sep 19, 2021

| | # | % | Calls per 100,000 pop. |
|-------------------|--------|-----|------------------------|
| Fraser | 19,359 | 37% | 1,040 |
| Interior | 8,164 | 15% | 1,034 |
| Northern | 2,534 | 5% | 859 |
| Vancouver Coastal | 12,275 | 23% | 1,014 |
| Vancouver Island | 10,504 | 20% | 1,257 |

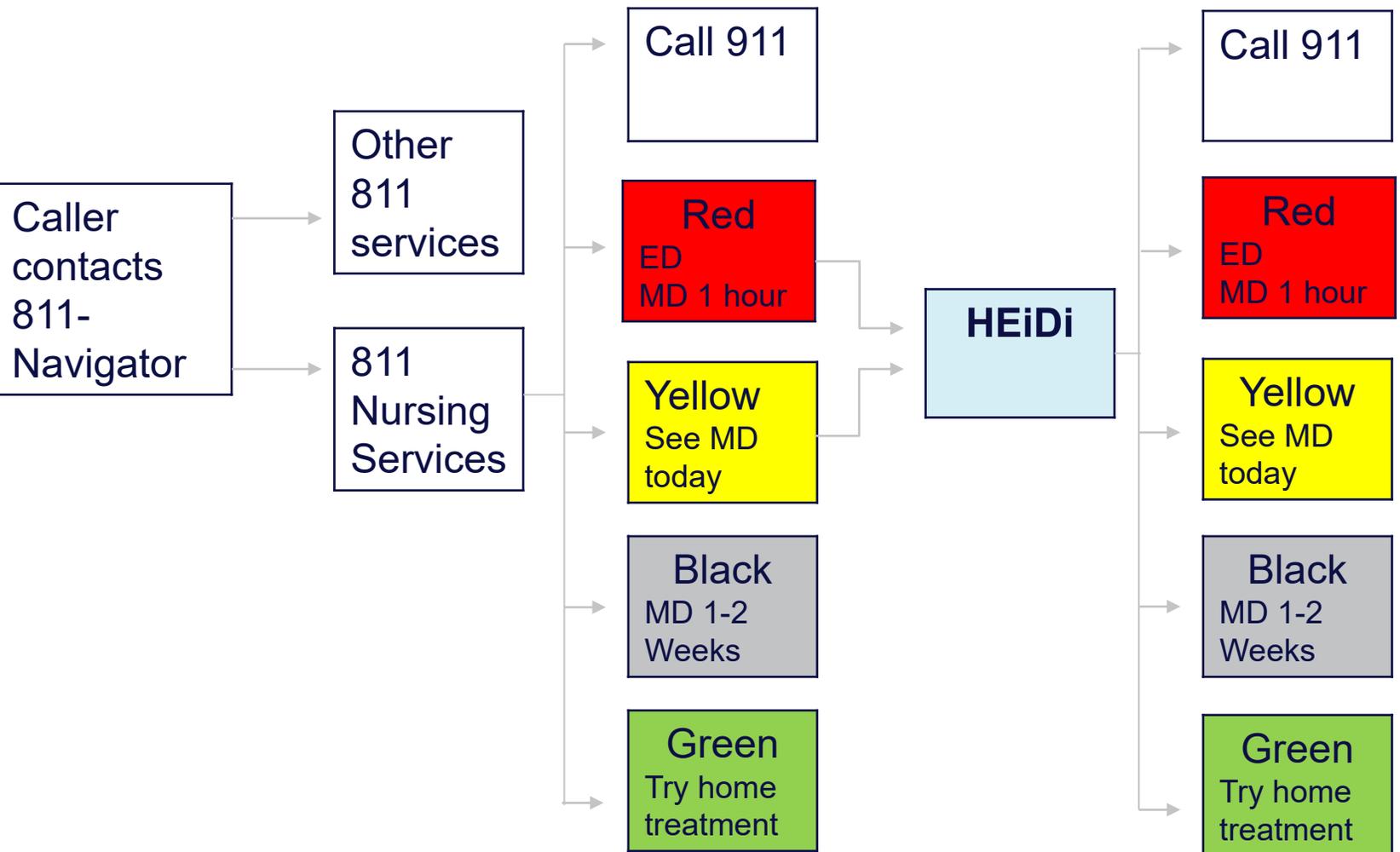


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HOW DOES IT WORK?

Original HLBC Service

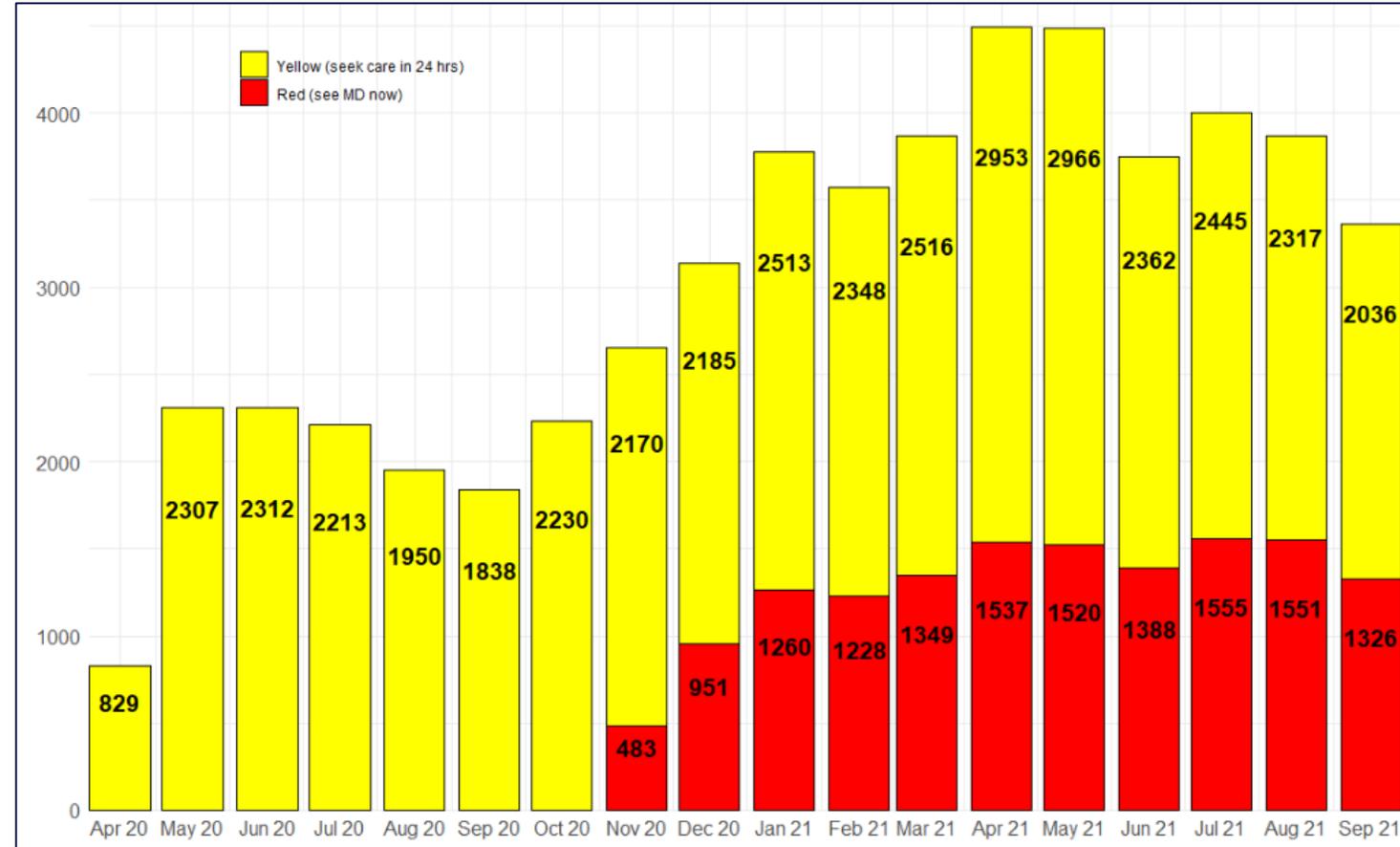
New HEiDi Service



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ENCOUNTER VOLUMES

- 54,638 calls received
 - 36% RED Calls
 - ~131 calls/day
 - High 198 calls
 - 21% of encounters use video

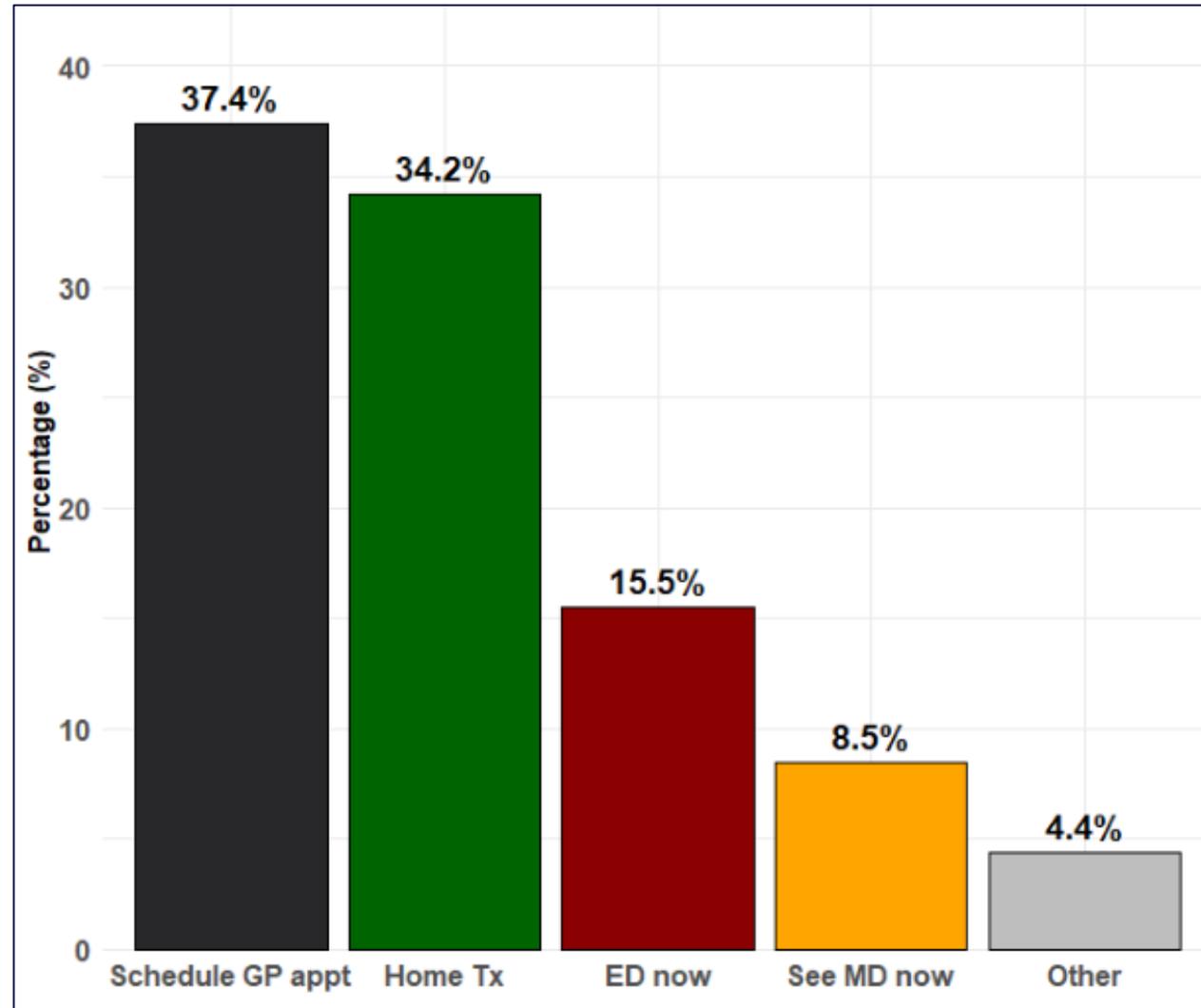


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POST ENCOUNTER DISPOSITION

Callers are advised to take 1 of 5 actions following their HEiDi encounter:

- **Preserve Acute Care capacity:**
71.6% downgraded to less urgent action (home treatment or schedule GP appointment in 1 week)
- **Appropriate Emergency Care:**
15.5% accelerated to ED for more urgent care
- Combined yellow and red calls



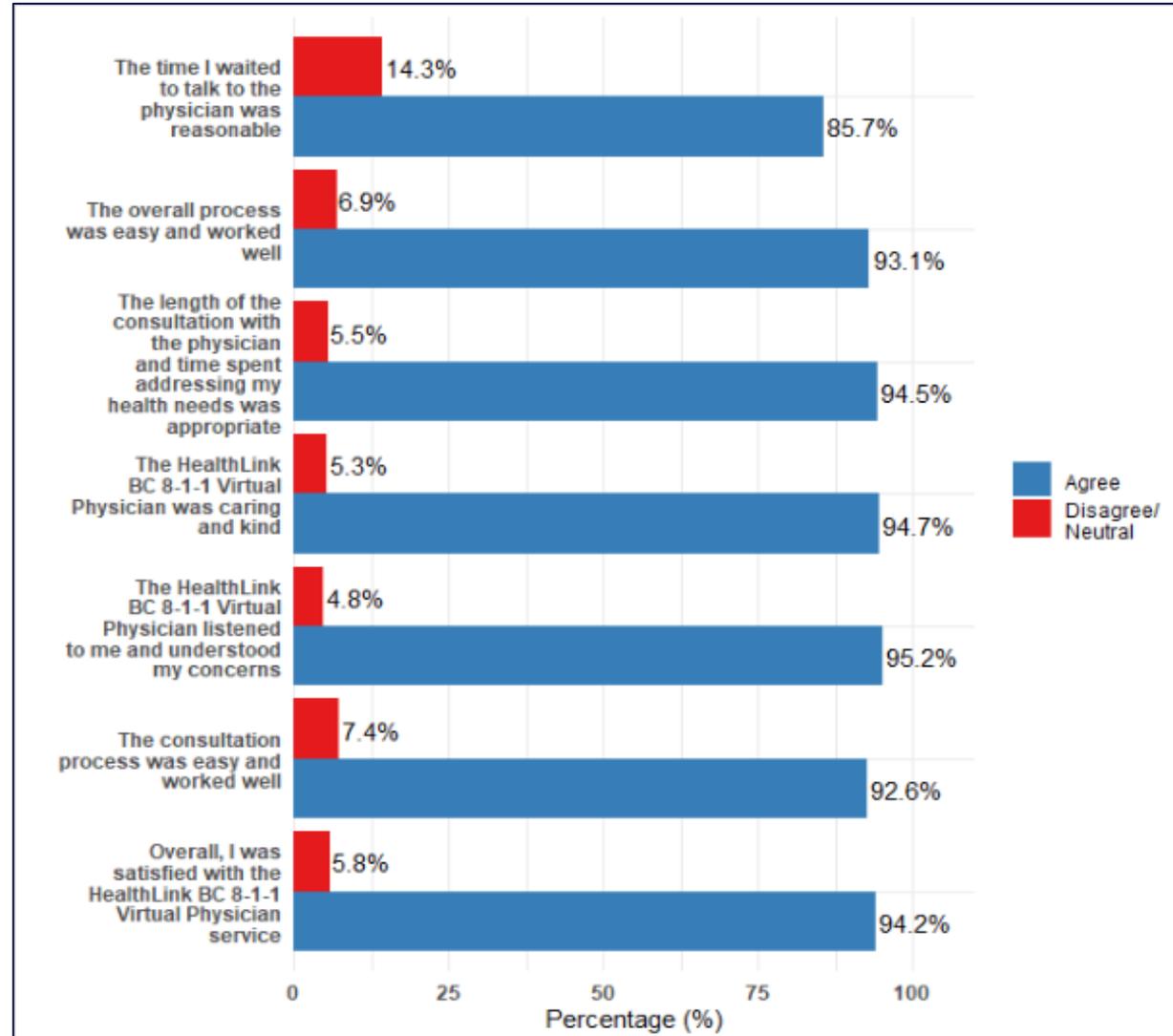
CALLER SATISFACTION

Callers are able to complete anonymous online survey following their encounter

➤ **94% satisfied with their HEiDi experience**

➤ Common negative feedback: long wait times to see HEiDi physician (Call volume up by 136% since March 2020)

About 20% response rate



EXPERIENCE AS A HEiDi PHYSICIAN

Cases

1. Child with fever at 10 pm

- What do I do?
- Do I need to take my child to ER?
- Is it COVID? Will we get COVID in the ER?
- Will my child not wake up in the morning?

2. COVID + case

- What do I do?
- Am I going to die?
- Can I seek medical attention?



THE FUTURE

- Integrate into the public health care system
- Evolve and grow to meet health care needs
- Support optimal patient care
- Continue to demonstrate effectiveness and safety



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We welcome your feedback and looking forward to creating new partnerships.

CALLER AND PROVIDER PERSPECTIVES

“Connecting to a virtual physician is an excellent idea and I hope it continues beyond COVID. I wasn’t able to see my family doctor in a timely manner and needed to better understand how to handle my concussion. Speaking with the HEiDi VP was a discussion rather than a one-sided delivery of information. He helped me figure out a plan.” – HEiDi Caller

“HEiDi opened my eyes to virtual health and what it could do for community and individuals” – 811 Nurse (refers callers to HEiDi)

“Thank you HealthLink BC for this outstanding service which I used for the first time last night. I'm a senior who lives alone and the guidance and reassurance [the doctor] gave was remarkable, as was the short wait time (~30 minutes). I will be sharing my positive experience of this new way to use health care dollars more effectively with my health care providers, family and friends.” – HEiDi Caller

“Beyond impressed with the logistics and constant attention to changing conditions. Clearly the right administrative people in the right positions. Great communication. And I enjoyed providing the care!” – HEiDi Physician



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