

## **Office of Virtual Health Connecting for health**





## Introduction and Objectives

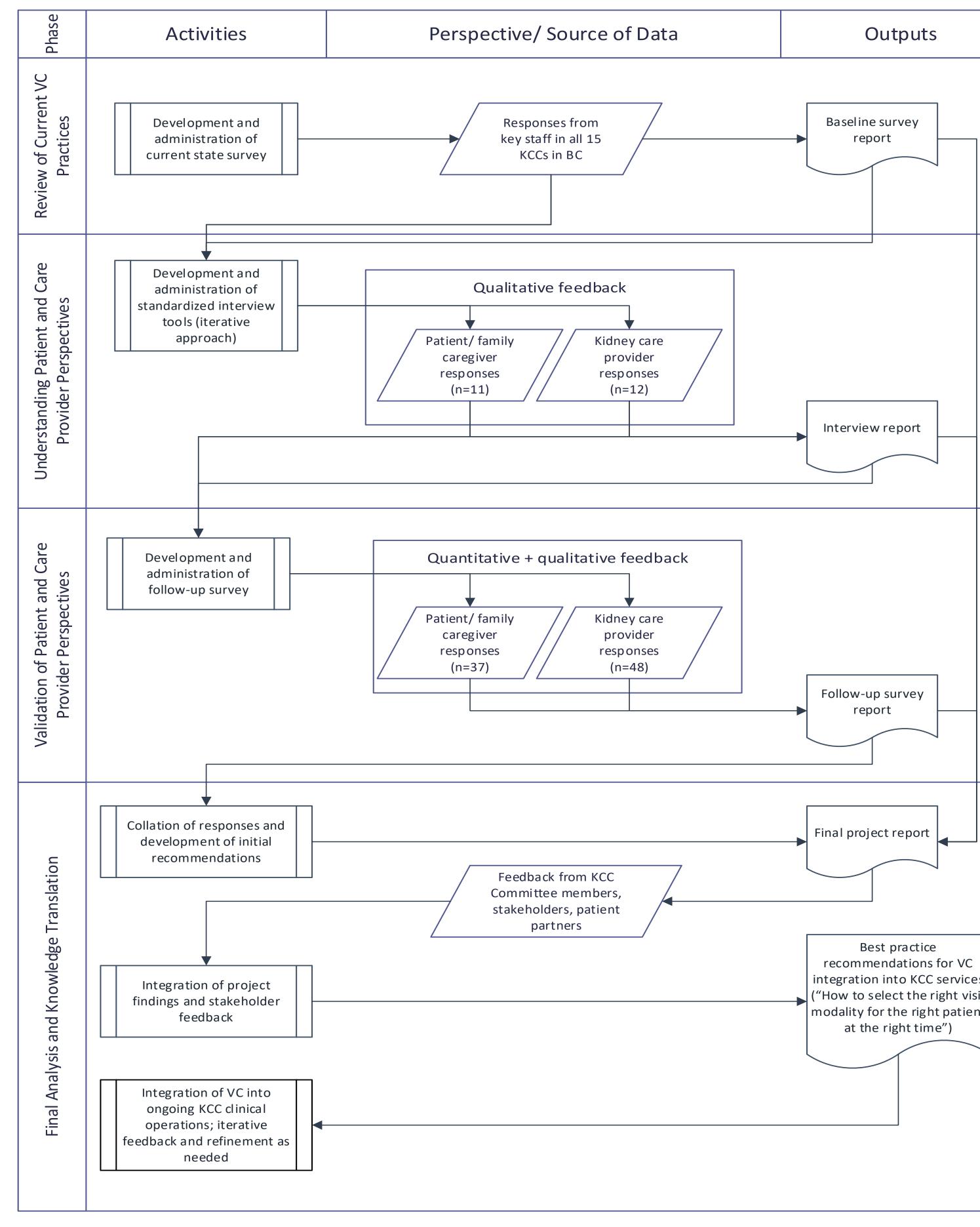
- Kidney Care Clinic (KCC) activities depend on a strong longitudi relationship between the KCC multidisciplinary care team and <sup>-</sup>
- The onset of the COVID-19 pandemic necessitated a rapid shift in-person care to mostly virtual delivery (by phone and video ultimately a hybrid of the two thereafter.

#### **Objectives of this study included:**

- To understand how virtual care options have impacted the qu interactions in BC KCCs.
- To identify key aspects that inform visit selection in order to id "right visit type for the right patient at the right time".

### Methods

#### • Multiphase, multimodal evaluation in all BC KCCs.



# VIRTUAL CARE EVALUATION IN BC'S MULTIDISCIPLINARY KIDNEY CARE CLINICS: STUDY RESULTS

Best practice

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## Results

dinal d the patient.	Considerations that may influence the choice b (patient perspec	
ft away from link), and then	What the travel conditions are (e.g. bad weather or poor road conditions)	
	How costly it is to travel to the kidney care clinic (e.g. parking, gas, transit fare)	
juality of care	How long it takes you to travel from your home to the kidney care clinic	
	Whether you have easy access to transportation to the kidney care clinic (whether by car or public transit)	
identify the	How difficult it is to travel to and access clinic spaces due to a mobility challenge or physical disability	
	Any privacy or confidentiality concerns you have about virtual visits 21	L.6
	Whether you are hard of hearing or live with a hearing impairment and find it challenging to hear the health care team virtually	%,
Outputs	If you have mental health challenges that might make travelling to the kidney care clinic difficult (e.g. anxiety or depression)	, -
seline survey	0% 1 This is very important to me This is a little bit important to me	10
	Appropriate type(s) of kidney care visits based o (patient persp	
	First visit/orientation to your kidney care clinic and care team	
	Discussing your choice for treatment options for kidney failure with your kidney care team	
	You need to see multiple kidney care team members (e.g. nurse, kidney doctor, social worker, dietitian, pharmacist) during your visit	
	You have multiple kidney health concerns you'd like to discuss during your visit	

You have multiple kidney health concerns you'd like to discuss during your visit

An education session about dialysis and/or transplant options for kidney failure

You are feeling very ill or very concerned about your health condition

Your kidney function is concerning you or your care team

You need to receive emotional or mental health support from the kidney care team during your visit

You would like to include your family members or caregivers in the visit

It has been a long time since you saw your kidney care team in person

You need help understanding written materials provided at the appointment (e.g. for clarification)

Quick 'check-in' with your kidney care team when your kidney health is relatively stable

You would like extra support due to a hearing or visual impairment

You are concerned about being exposed to COVID-19 or other infections in the clinic

You would like extra support due to challenges speaking or understanding English 5.6%

In-person visit
Phone visit
Video visit (e.g. Zoom)
No pref

#### Acknowledgements and Contact

- The project team expresses its gratitude to the kidney patients, family caregivers and KCC care providers who participated in the project surveys and interviews.
- This work is made possible by BC Renal and PHSA Office of Virtual Health and is funded by BC Renal.
- Contact: Yuriy Melnyk E: yuriy.melnyk@bcrenal.ca



#### Appropriate type(s) of kidney care visits based on the visit purpose and/or patient need (care provider perspective)

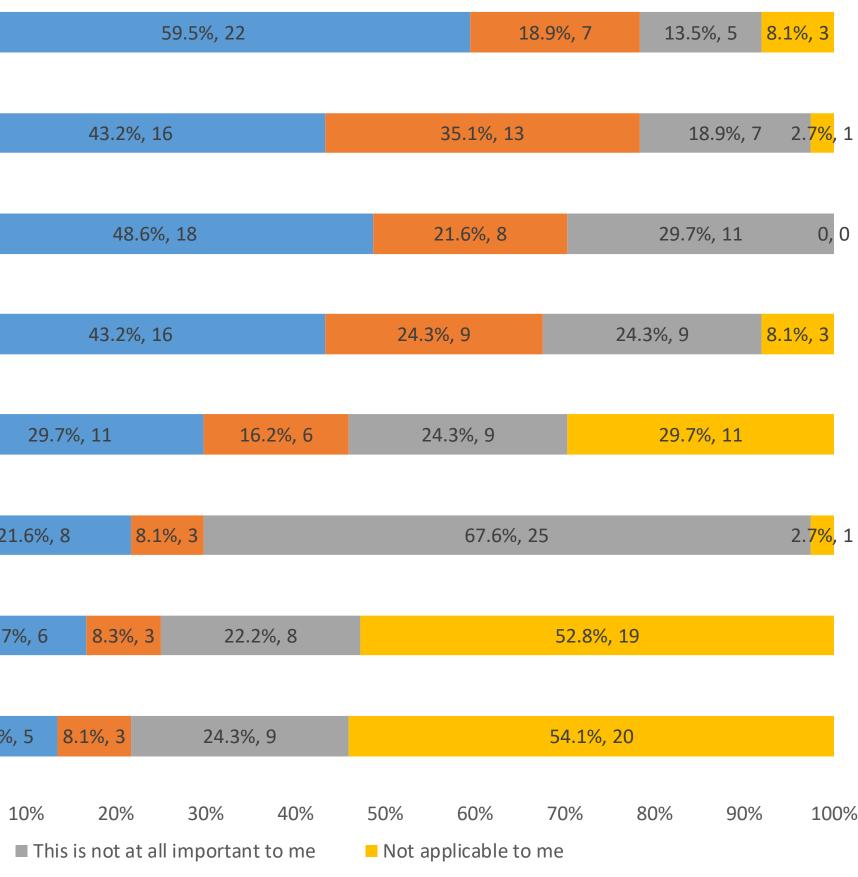
- First visit/ orientation to the patient's kidney care clinic and care t

- 2.7%, 1 The patient needs to see multiple kidney care team members during the planned...
  - An education session outside of a clinic visit, e.g. about dialysis and/or transplant.. The patient who is challenging to reach or has frequently missed appointments
  - The patient would like to include family members or support people in the visit
  - How easily the patient can connect with their kidney care clinic team by email or...

## **Discussion and Conclusion**

- more complex ones
- consideration.
- right time".

#### between in-person and virtual visits ctive)



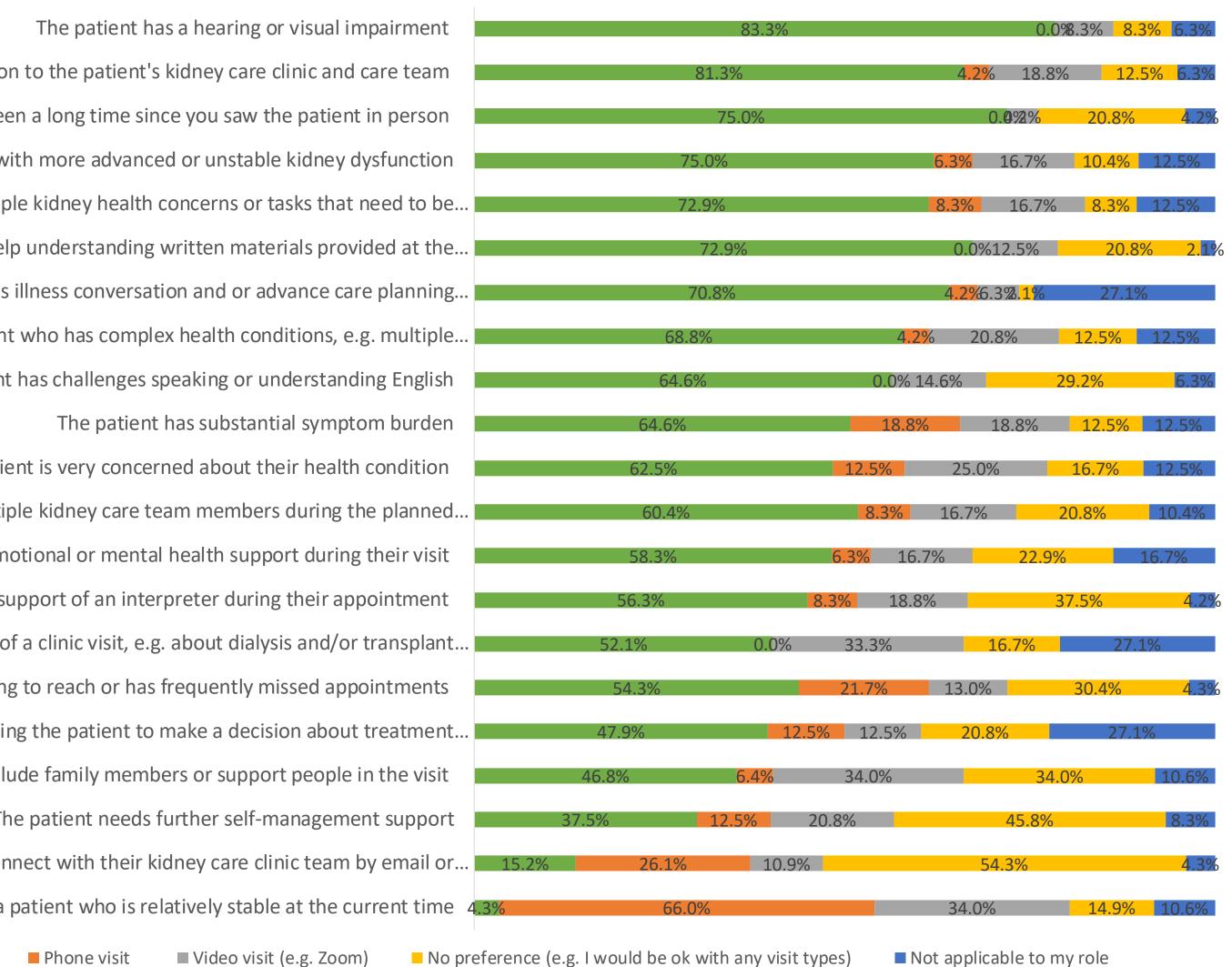
#### on the visit purpose and/or patient need pective)

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70.3%					8.19	<mark>%</mark> 16	5.2%	10.8%	5.4%
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	70.370				0.170	13.370		24.3/0	0.070
	64.9%			1	6.2%	13.5	%	18.9%	<mark>2</mark> .7%
	62.2%			<mark>5.4%</mark>	16.	2%	13.5%	13	.5%
	56.8%			18	.9%	10.89	% 13	3.5%	8.1%
56	.8%			21.6%		16.2%		24.3%	<mark>0.0</mark> %
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	//0		0.170	<b>J</b> . 170	10.270		۷.		
45.9%		<mark>5.4</mark> 9	<mark>%</mark>	24.3%		32.4%			5.4%
27.00/			24	<b>C</b> 24			27.00(		
37.8%	(	<b>).05%</b> 4%	21.	6%			37.8%		
29.7%	8.1%	8.1%	21.	6%			40.5%		
27.0%		48.6%				27.0%		21.6%	<mark>6 0.0</mark> %
18.9% <mark>5.4%</mark> 0	<mark>B⁄4%</mark>				75.7%				
13.9% 8.3%	22.2%	, )	2	2.2%			36.1%	, )	
van azo/				1 70/					
2 <mark>28%</mark>			9	1.7%					
eference (e.g. I woul	d be ok with	any visit	type)	■ Not a	pplicabl	e			



### a place of mind

The patient has a hearing or visual impairm It has been a long time since you saw the patient in persor A patient with more advanced or unstable kidney dysfunction The patient has multiple kidney health concerns or tasks that need to b The patient needs help understanding written materials provided at the Initiating a serious illness conversation and or advance care planning. A clinic visit with a patient who has complex health conditions, e.g. multiple... The patient has challenges speaking or understanding English The patient has substantial symptom burden The patient is very concerned about their health condition The patient needs emotional or mental health support during their visit The patient needs the support of an interpreter during their appointment Discussing and supporting the patient to make a decision about treatment... The patient needs further self-management support Quick 'check-in' with a patient who is relatively stable at the current time



 Virtual visits generally did not negatively impact established patientcare team relationships but were **not** conducive to building **new** trusting patient-care team relationships

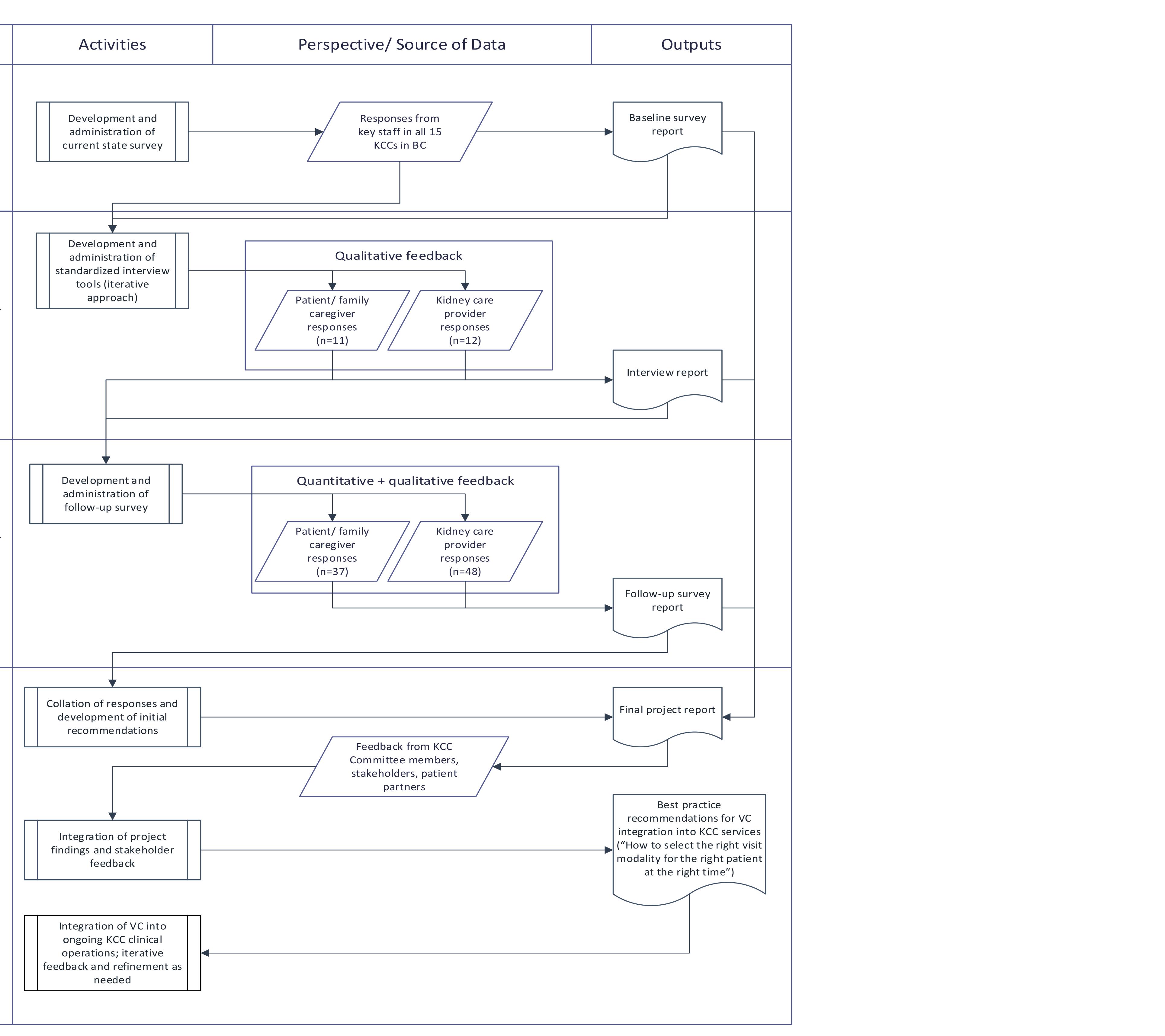
• Overall, respondents felt that in-person visits may be a better visit modality in most situations and for most clinical tasks, especially

• Virtual visits may be helpful in specific situations in selected patients, including quick "check-in" visits with stable patients, and considering patient factors such as those who live in rural and remote areas or suffer from mobility issues.

• Individual context of both patients and providers should be a key

• Conclusion: Overall, our findings support combined use of inperson and virtual visit modalities in BC's KCCs beyond the pandemic and provide a framework for visit selection to achieve the balance of the "right visit modality, for the right patient, at the

Phase
Review of Current VC Practices
Understanding Patient and Care Provider Perspectives
Validation of Patient and Care Provider Perspectives
Final Analysis and Knowledge Translation



## **Considerations that may influence the choice between in-person and virtual visits (patient perspective)**

What the travel conditions are (e.g. bad weather or poor road conditions)

How long it takes you to travel from your home to the kidney care clinic

Whether you have easy access to transportation to the kidney care clinic (whether by car or public transit)

How difficult it is to travel to and access clinic spaces due to a mobility challenge or physical disability

Any privacy or confidentiality concerns you have about virtual visits

Whether you are hard of hearing or live with a hearing impairment and find it challenging to hear the health care team virtually

If you have mental health challenges that might make travelling to the kidney care clinic difficult (e.g. anxiety or depression)

This is very important to me

How costly it is to travel to the kidney care clinic (e.g. parking, gas, transit fare)

0%

This is a little bit important to me

	59.	5%, 22	18.	9%, 7	13.5%, 5	8.1%, 3
	43.2%, 16	35.1%, 13	18.9%, 7	2.7%,		
	48.6%, 18	3	21.6%, 8	29.7%, 11	0,	
	43.2%, 16		24.3%, 9	24	.3%, 9	8.1%, 3
29.7%,	, 11	16.2%, 6	24.3%, 9		29.7%, 11	
21.6%, 8	8.1%,	3	67.6%, 25			2.7%,
16.7%, 6	8.3%, 3	22.2%, 8		52.8%, 19		
13.5%, 5	1%, 3	24.3%, 9		54.1%, 20		
10%		30% 40% I important to m			80% 90% e	5 100

## Appropriate type(s) of kidney care visits based on the visit purpose and/or patient need (patient perspective)

First visit/orientation to your kidney care clinic and care team

An education session about dialysis and/or transplant options for kidney failure

You are feeling very ill or very concerned about your health condition

Your kidney function is concerning you or your care team

You need to receive emotional or mental health support from the kidney care team during your visit

You would like to include your family members or caregivers in the visit

It has been a long time since you saw your kidney care team in person

You need help understanding written materials provided at the appointment (e.g. for clarification)

Quick 'check-in' with your kidney care team when your kidney health is relatively stable

You would like extra support due to a hearing or visual impairment

You are concerned about being exposed to COVID-19 or other infections in the clinic

You would like extra support due to challenges speaking or understanding English

In-person visit

- Discussing your choice for treatment options for kidney failure with your kidney care team
- You need to see multiple kidney care team members (e.g. nurse, kidney doctor, social worker, dietitian, pharmacist) during your visit
  - You have multiple kidney health concerns you'd like to discuss during your visit

Video visit (e.g. Zoom)
No pre Phone visit

	83.8%				5.4%	3.1%	8. <b>1%</b> 0%
	70.3%		8.1%	16.2	2%	10.8%	5.4%
			0.10/	10 50/			0.00/
70	).3%		8.1%	13.5%		24.3%	0.0%
64.9	%		16.2%	13.5%		18.9%	<mark>2.7%</mark>
62.2	%	5.4%	6 16.2	%	13.5%	13.	.5%
56.8%		18	3.9%	10.8%	13.5	5%	8.1%
56.8%		21.6%		16.2%		24.3%	0.0%
48.6%		8.1% 5.4%	16.2%		29.7	7%	
45.9%	5.4%	24.3%		3	32.4%		5.4%
37.8%	0.0%	21.6%			37.8%		
29.7%	8.1% 8.1%	21.6%			40.5%		
27.0%	48.6%			27.0%		21.6%	<mark>0.0%</mark>
18.9% 5.4% 05% 4%			75.7%				
13.9% 8.3%	22.2%	22.2%			36.1%		
5.6%D.%%		91.7%					
o preference (e.g. I would	be ok with any	visit type)	Not	applicab	le		

## Appropriate type(s) of kidney care visits based on the visit purpose and/or patient need (care provider perspective)

The patient has a hearing or visual impairment It has been a long time since you saw the patient in person A patient with more advanced or unstable kidney dysfunction their visit clarification)

The patient has substantial symptom burden

First visit/ orientation to the patient's kidney care clinic and care team The patient has multiple kidney health concerns or tasks that need to be completed or discussed during The patient needs help understanding written materials provided at the appointment (e.g. for

Initiating a serious illness conversation and or advance care planning conversation with the patient

A clinic visit with a patient who has complex health conditions, e.g. multiple comorbidities, frailty The patient has challenges speaking or understanding English

The patient is very concerned about their health condition The patient needs emotional or mental health support during their visit The patient needs the support of an interpreter during their appointment The patient who is challenging to reach or has frequently missed appointments The patient would like to include family members or support people in the visit

The patient needs to see multiple kidney care team members during the planned visit An education session outside of a clinic visit, e.g. about dialysis and/or transplant options for kidney failure Discussing and supporting the patient to make a decision about treatment options for kidney failure

The patient needs further self-management support How easily the patient can connect with their kidney care clinic team by email or phone between clinic appointments

Quick 'check-in' with a patient who is relatively stable at the current time

In-person visit

Video visit (e.g. Zoom) Phone visit

	83.3%			0.0%8.3%	<b>3.3%</b> 6.3%
81.	3%		<mark>4.2%</mark>	18.8%	<b>2.5%</b> 6.3%
	75.0%		0.0%	2% <mark>20.8%</mark>	4.2%
75.0%	<b>,</b> <b>)</b>	6	<b>5.3%</b> 16.	7% 10.4%	12.5%
72.9%		8	8.3%	6.7% 8.3%	12.5%
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70.8	%		4.2% 6.3%2.	<mark>1%</mark> 27.1	.%
68.8%		<mark>4.2%</mark>	20.8%	12.5%	12.5%
64.6%		<b>0.0</b> % 14.6	6%	29.2%	6.3%
64.6%		18.8%	18.8	% 12.5%	12.5%
62.5%		12.5%	25.0%	16.7%	12.5%
60.4%		8.3%	16.7%	20.8%	10.4%
58.3%		<b>6.3%</b> 16.7%		22.9%	16.7%
56.3%	8.3	% 18.8%		37.5%	<mark>4.2%</mark>
52.1%	0.0%	33.3%	16.7	<mark>%</mark> 27	7.1%
54.3%		21.7%	13.0%	30.4%	<mark>4.3%</mark>
47.9%	12.5%	12.5%	20.8%	27.	1%
46.8%	6.4%	34.0%		34.0%	10.6%
37.5%	2.5% 20.8	8%	45	5.8%	8.3%
15.2% 26.1%	10.9%		54.3%		4.3%
<b>4.3%</b> 66.0%			34.0%	14.9%	10.6%

No preference (e.g. I would be ok with any visit types)

Not applicable to my role