Paving the Way
Telehealth Visits for Post-Transplant Follow-up

A Pilot Project at Kootenay Boundary Regional Hospital Transplant Clinic

Presentation for IH Board of Directors
March 1, 2016
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BC TRANSPLANT
An agency of the Provincial Health Services Authority

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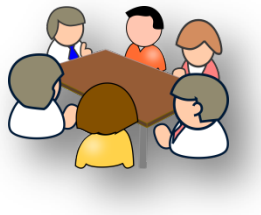
IH Renal Services

Interior Health
RENAL PROGRAM



Pre- Dialysis
Early Diagnosis

Treatment

Hemodialysis

Peritoneal Dialysis

Transplant

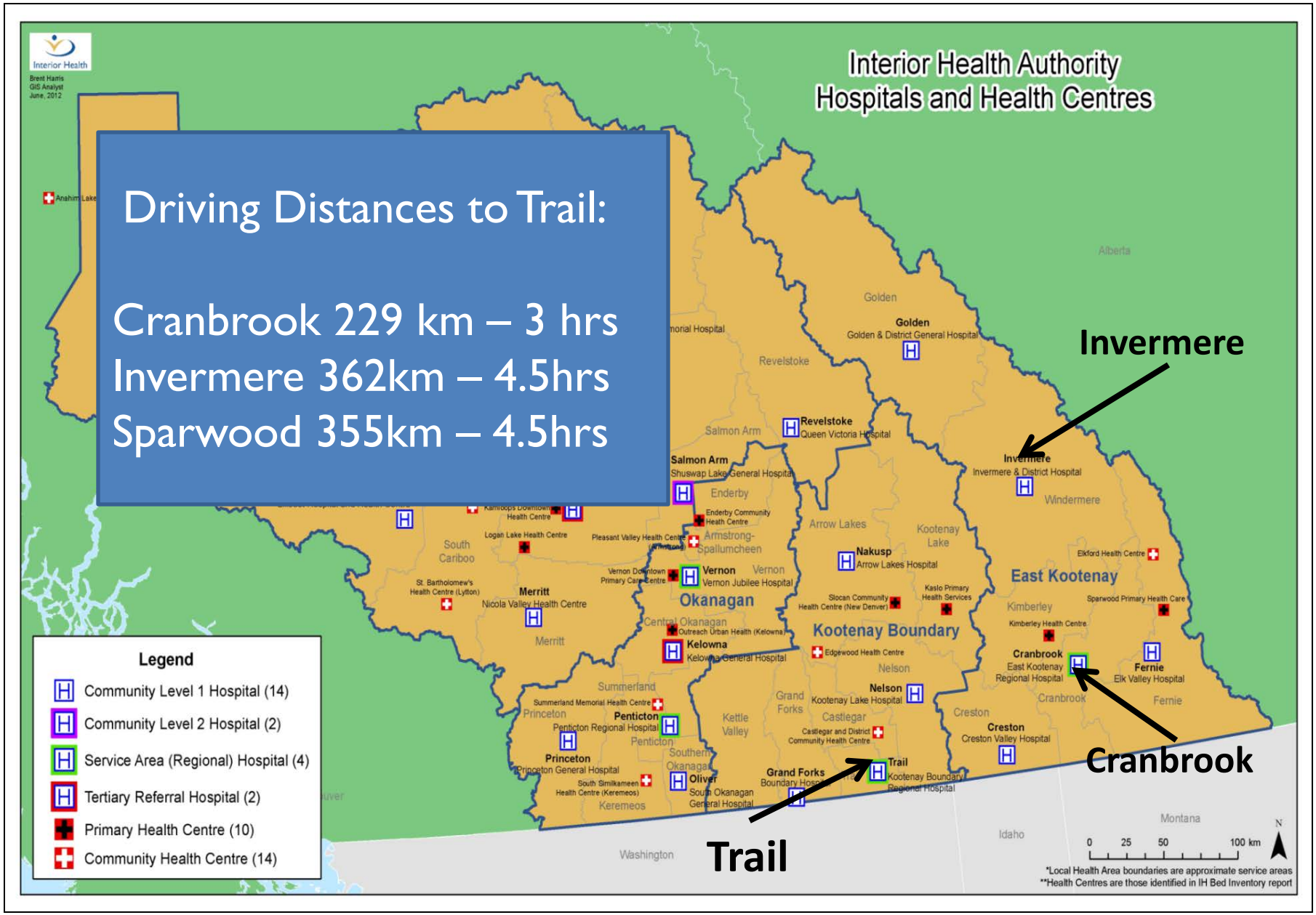
Kidney Transplant Follow-up in IH

Kelowna General Hospital

Penticton Regional Hospital

Royal Inland Hospital

Kootenay Boundary Regional Hospital

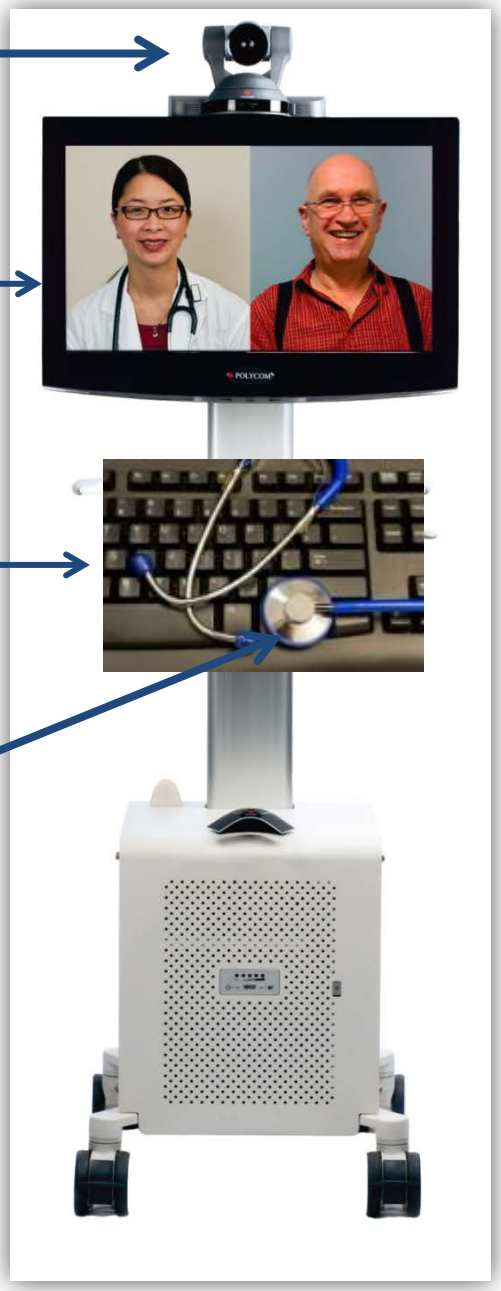

Interior Health Authority
Hospitals and Health Centres
Interior Health
Brent Harris
GIS Analyst
June, 2012
Driving Distances to Trail:
Cranbrook 229 km – 3 hrs
Invermere 362km – 4.5hrs
Sparwood 355km – 4.5hrs
Invermere
Cranbrook
Trail
Golden
Golden & District General Hospital
Revelstoke
Revelstoke
Queen Victoria Hospital
Salmon Arm
Shuswap Lake General Hospital
Enderby
Enderby Community Heath Centre
Armstrong-Spallumcheen
Vernon
Vernon Jubilee Hospital
Okanagan
Kelowna
Kelowna General Hospital
Merritt
Nicola Valley Health Centre
Logan Lake Health Centre
Kamloops Downtown Health Centre
Pleasant Valley Health Centre
Vernon Downtown Primary Care Centre
St. Bartholomew's Health Centre (Lytton)
Summerland
Summerland Memorial Health Centre
Penticton
Penticton Regional Hospital
Princeton
Princeton General Hospital
South Similkameen Health Centre (Keremeos)
Oliver
South Okanagan General Hospital
Grand Forks
Boundary Hospital
Trail
Kootenay Boundary Regional Hospital
Nelson
Kootenay Lake Hospital
Castlegar
Castlegar and District Community Health Centre
Edgewood Health Centre
Slocan Community Health Centre (New Denver)
Nakusp
Arrow Lakes Hospital
Kootenay Boundary
Invermere
Invermere & District Hospital
Windermere
East Kootenay
Elkford Health Centre
Sparwood Primary Health Care
Kimberley
Kimberley Health Centre
Cranbrook
East Kootenay Regional Hospital
Fernie
Elk Valley Hospital
Creston
Creston Valley Hospital
Kaslo Primary Health Services
Legend
Community Level 1 Hospital (14)
Community Level 2 Hospital (2)
Service Area (Regional) Hospital (4)
Tertiary Referral Hospital (2)
Primary Health Centre (10)
Community Health Centre (14)
Alberta
Montana
Idaho
Washington
0 25 50 100 km
N
*Local Health Area boundaries are approximate service areas
**Health Centres are those identified in IH Bed Inventory report

Patient Experience East Kootenays

Dangerous Road Conditions

Fuel Expenses

Hotel Expenses

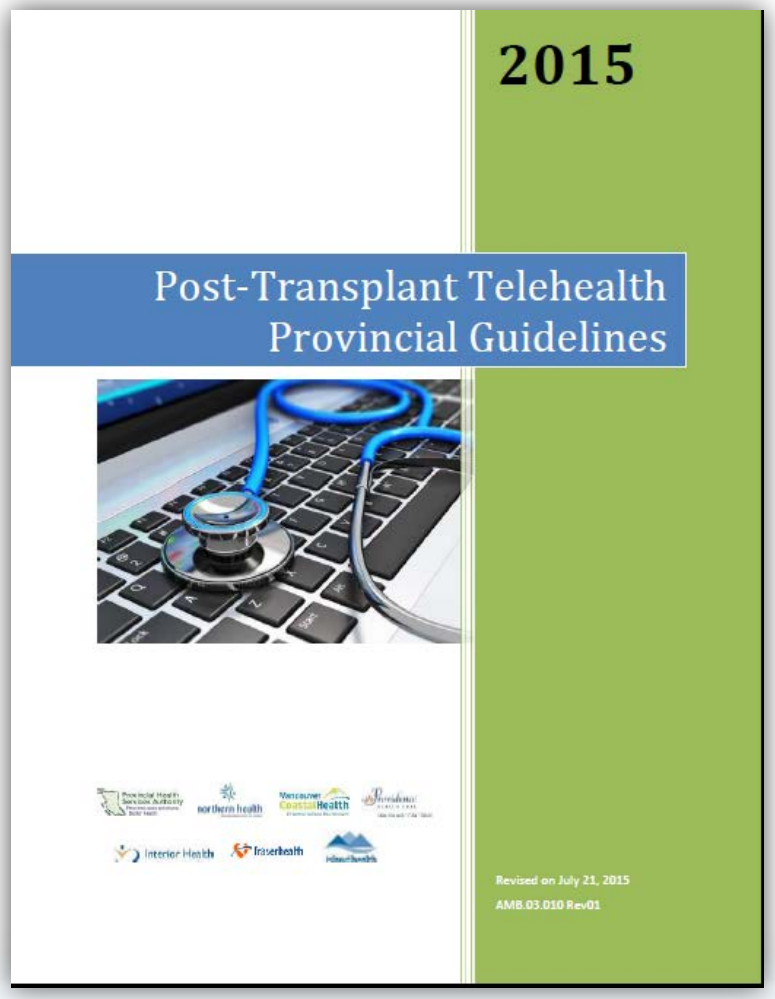


Telehealth

connects health care providers and patients over distance using information and communication technology.

Telehealth visits with the full Health Care Team were already available for Pre-Dialysis patients in IH.

Guidelines for Transplant Telehealth



The *first* Transplant Telehealth Guidelines were developed in a collaboration between the IH Renal Program and BC Transplant.

Patient selection for the pilot was done based on the new BC Transplant Telehealth Guidelines.

Telehealth Information for Patients

APPOINTMENT INFORMATION

The Transplant Clinic will notify you of your apppointment date and time, and will give you information about the location of your Telehealth appointment. To cancel your appointment, contact your Transplant Clinic.

PLEASE BRING THE FOLLOWING TO YOUR TELEHEALTH APPOINTMENT:

- ☐ All medications you currently take including herbal or over the counter preparations
- ☐ Blood pressure readings
- ☐ Blood sugar readings
- ☐ Please ensure you have had your blood work done prior to your appointment

APPOINTMENT DETAILS

Name

Date

Time

Location

Clinic Phone Number

For more information about Telehealth contact your Transplant Clinic. Telehealth information is also available on the following website:

www.health.gov.bc.ca/ehealth/telehealth.html

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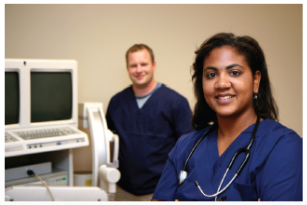
Information about Telehealth

for Transplant Patients and Families



This brochure explains what Telehealth is and why it may be a good choice for you and your family.

IH Transplant Telehealth Brochure

The IH Transplant Telehealth brochure was developed for the pilot project.

Transplant Telehealth Pilot

- Telehealth Clinics ran every six weeks from December 4, 2014 to May 21, 2015
- Eleven different patients were seen during the pilot and a total of 22 Telehealth patient visits were conducted

Telehealth Clinics - Cranbrook Site

Kidney Care Clinic RN in Cranbrook, calls the Trail Transplant Clinic when the patient is ready

Telehealth Clinics - Trail Site Multidisciplinary Team Approach

Pictured above: Trail Transplant Clinic Team
Ready to start the patient's Telehealth appointment

The patient meets with each member of the Trail transplant team as needed, including:

- Nephrologist
- Transplant RN
- Dietitian
- Social Worker

Patient Satisfaction with Telehealth

Patients were given a survey to complete after their first Telehealth visit.

10 patients completed the survey

Survey Results: Patient Comments

"I'm very grateful for Telehealth here in Cranbrook. Otherwise I would have to drive 3 hours to Trail and 3 hours back again, over a mountain pass at my expense and loss of wages"

Source: Patient Surveys

"I found it much easier and convenient. Less time consuming. Enjoyed the experience."

Source: Patient Surveys

"I could still see and talk to the Health Team and did not have to spend a day driving, with cost of fuel, food and the worry of road conditions"

Source: Patient Surveys

Patient Experience of Telehealth

Right: Kidney Transplant Recipient from Cranbrook
Left: Cranbrook Kidney Care Clinic RN

Sharing the Story

@interiorhealth Magazine

Future Expansion

- More Transplant Telehealth locations
  - Williams Lake
- First Nations Telehealth sites
- Pre-transplant assessment appointments
- Post-Transplant Telehealth Clinics in Cranbrook have continued

Questions?

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