

Peace of Mind for Rural Maternity in BC with Real-Time Virtual Support's (RTVS) Maternity and Babies Advice Line (MaBAL)

Featuring Dr. Amy Sawchuk & Dr. Keeve de Villiers

MARCH 28TH AT 10AM PST

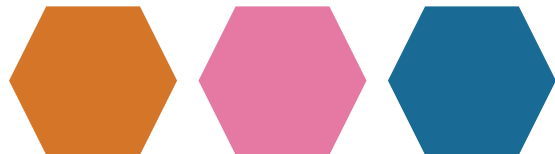
Free Online webinar | Register at: www.learningcircle.ubc.ca



Real-Time Virtual Support MaBAL pathway

Peace of Mind for Rural Maternity

March 28, 2024



**Real-Time
Virtual Support**

Grateful to be calling in from the Tk'emlúps te Secwépemc territory within the unceded ancestral lands of the Secwépemc Nation.

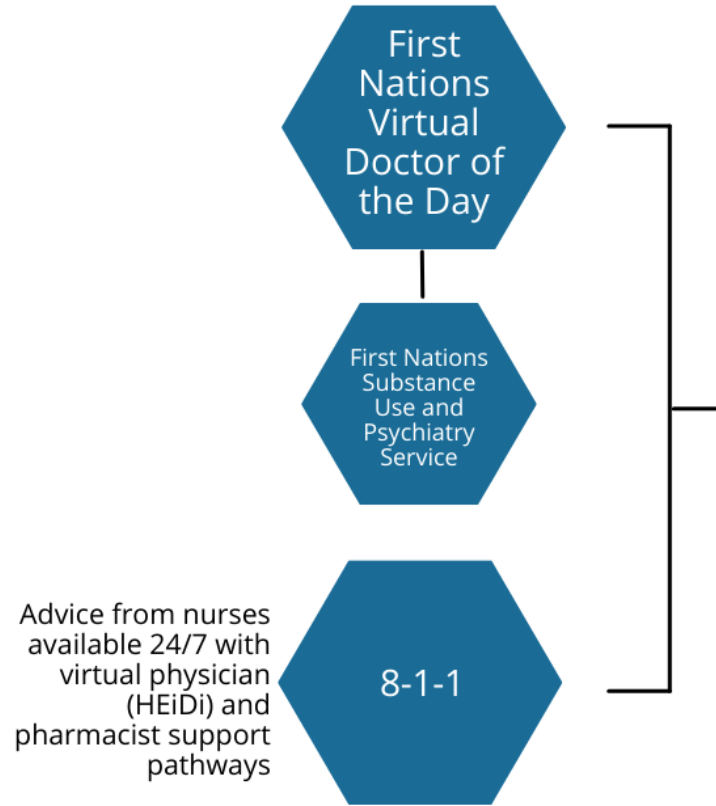


Real-Time
Virtual Support

Mountain biking, Kamloops | BC Content Hub

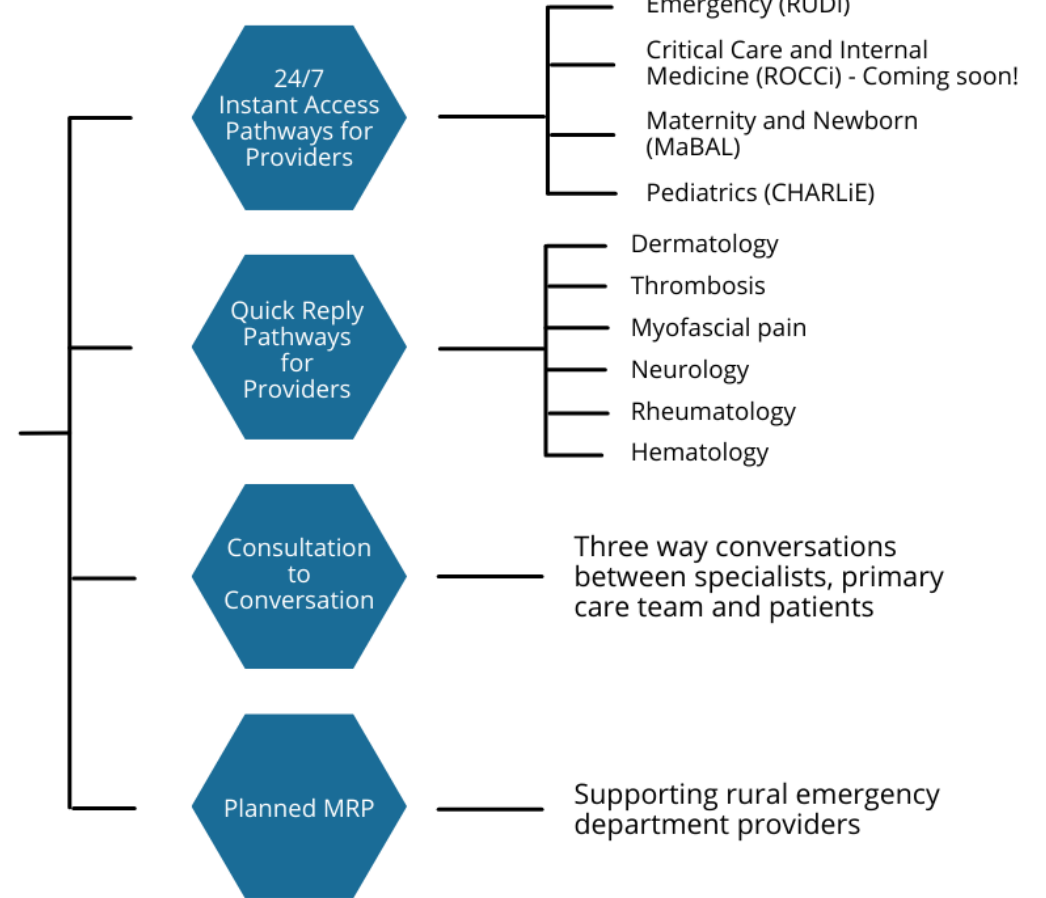
RTVS Overview

Patient-facing pathways



Rural, Remote and Indigenous Communities

Peer pathways

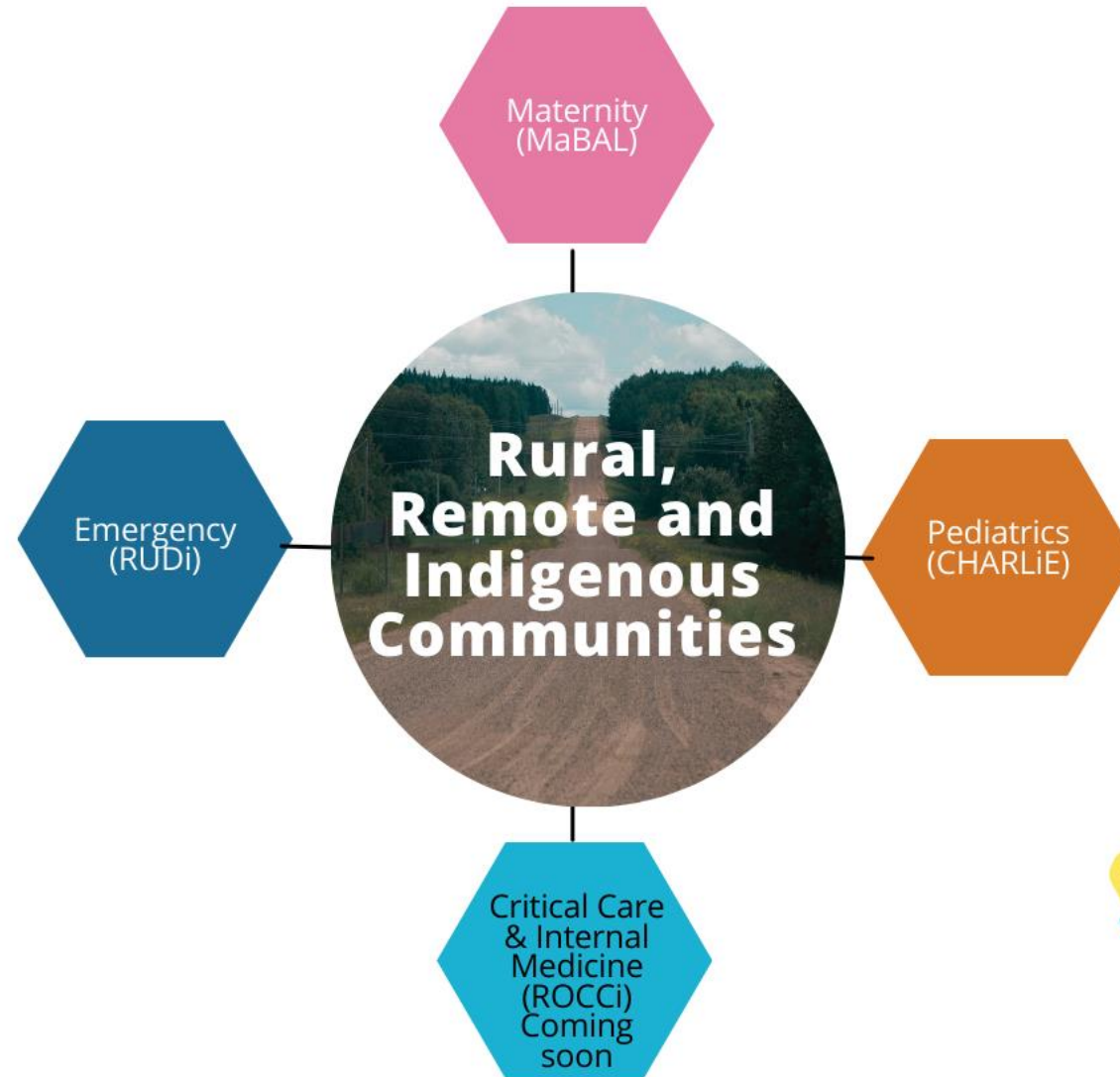


Policymakers, health administrators, health professionals, academics, community members and linked sectors



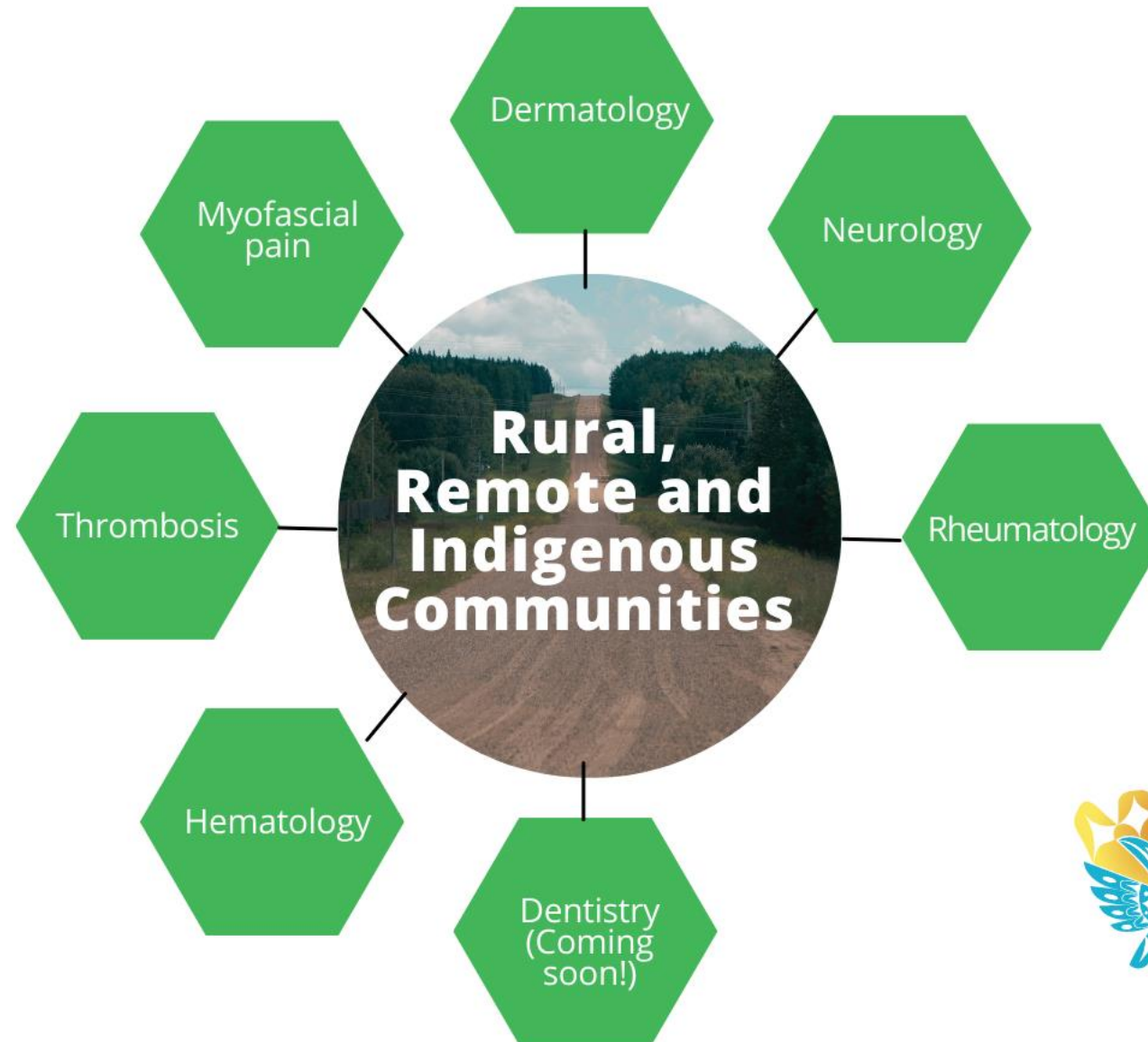
Real-Time Virtual Support

RTVS 24/7 Provider Pathways



**Real-Time
Virtual Support**

RTVS Quick Reply Provider Pathways



**Real-Time
Virtual Support**

Rural medicine looks different



St. Paul's Hospital, Vancouver



Takla Landing, BC



Takla Landing Health Centre, Takla Landing, BC

Why is there a need?

- Equitable access to healthcare
- Need for culturally safe care
- To help prevent provider burnout and fatigue
- To help with recruitment and retention for rural sites

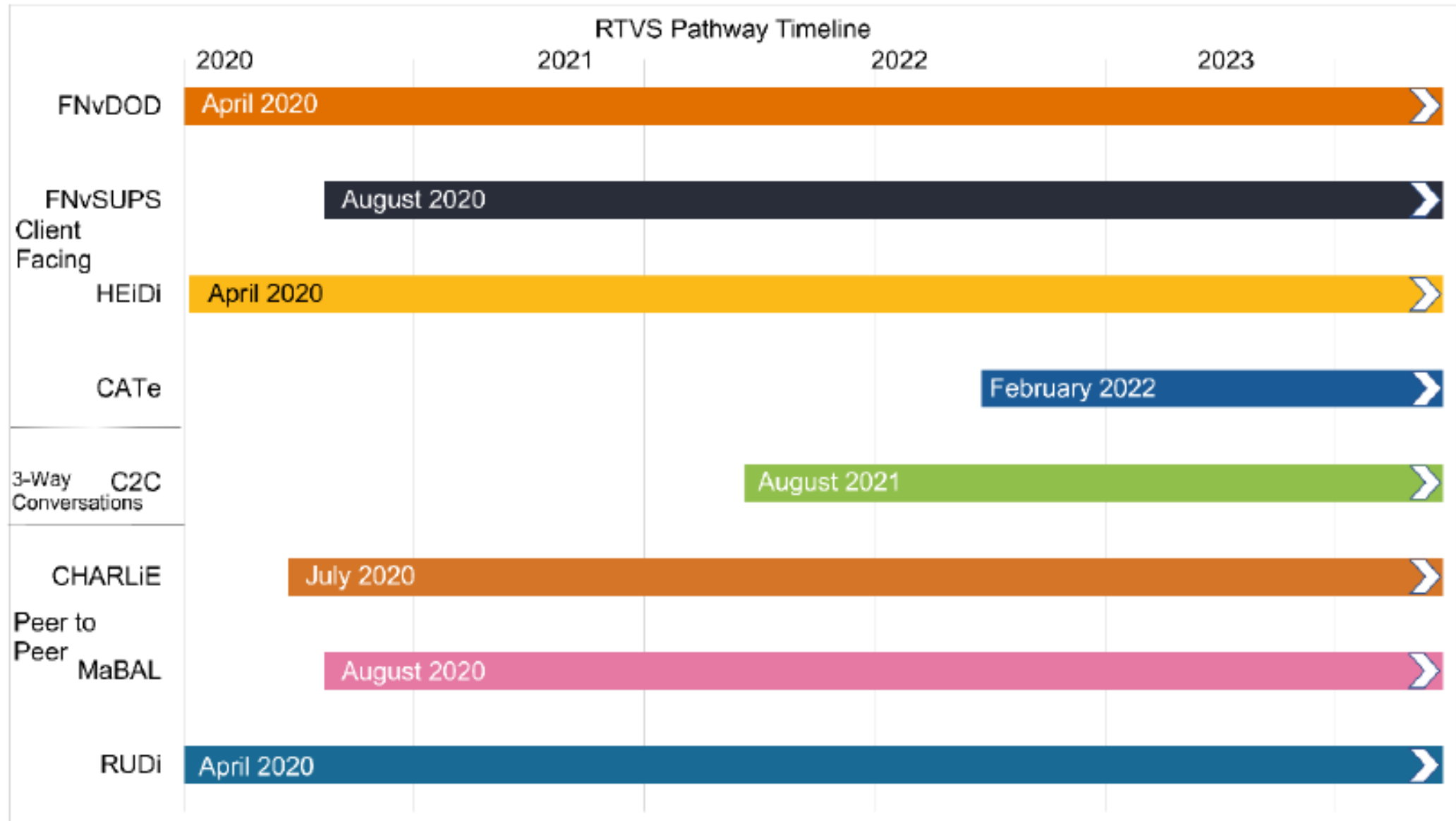




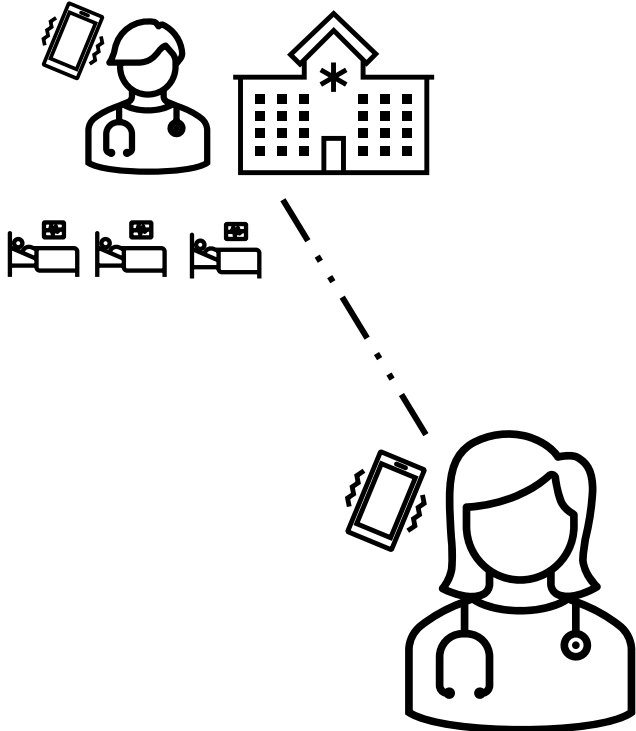
Key Features

- **Accessible**
Instant Access to 24/7 lines – video through Zoom or phone backup
- **Dedicated**
Not otherwise working clinically during RTVS shift
- **Understand rural context**
Nursing Stations all the way up to Regional Centres
- **Open to all types of calls**
 - Case reviews
 - Clinical questions
 - Second opinions
 - Practice calls
 - Simulations
- **Accredited by UBC CPD**
Up to 30.0 Mainpro+ credits / 30.0 MOC Section 1 credits
- **Friendly!**
Most importantly, we are not here to judge or dismiss anyone. We welcome all calls.

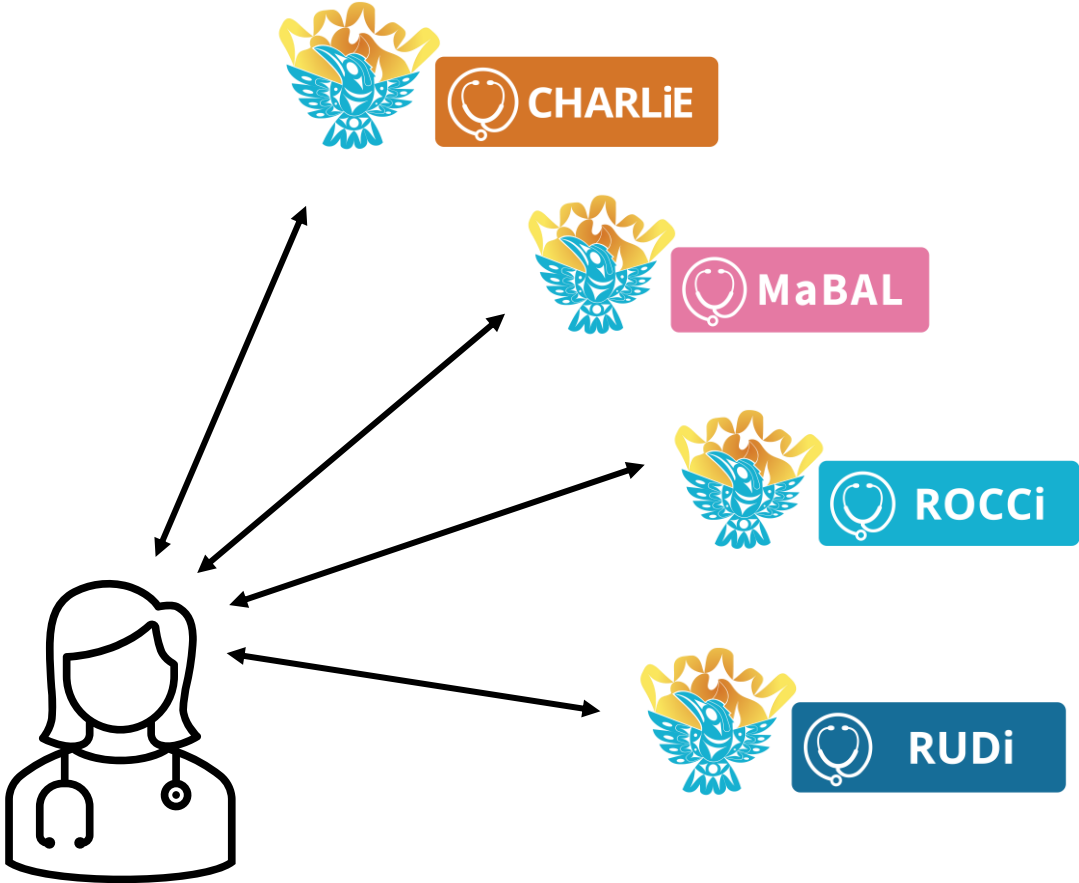
RTVS Pathway Timeline



Then vs now



VS



RTVS culture change



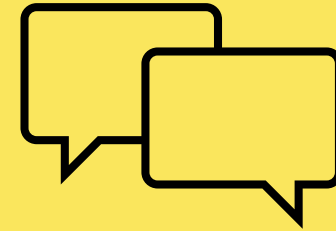
“Why are you calling me?”



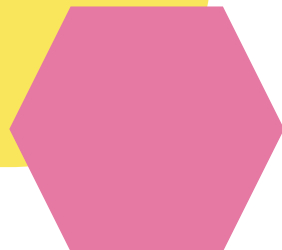
“How can I help?”

Call MaBAL to:

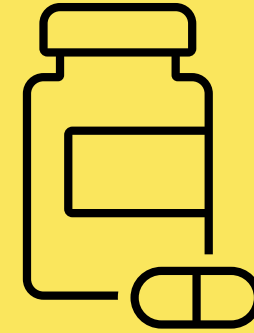
Ask a Question



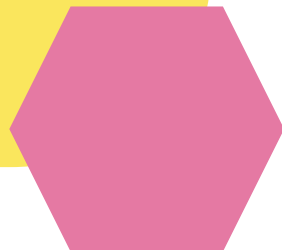
Have a question about pregnancy, labour, or early postpartum care? Reach out anytime. We're available 24/7.



Call MaBAL to: Get a Prescription

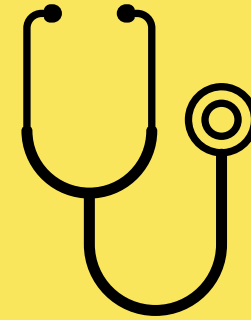


Is your sick patient also pregnant? Consult with a MaBAL doctor for advice on prescription and over-the-counter medications.

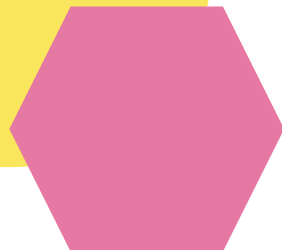


Call MaBAL to:

Get help with 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.

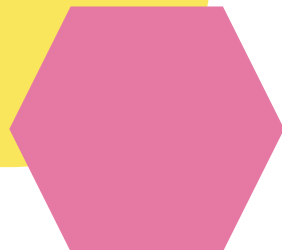


Call MaBAL to:

Get help with infant
nutrition and infant feeding

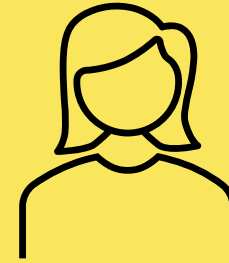


Ask us! MaBAL providers can connect your patient with virtual breast/chest-feeding advice and support.

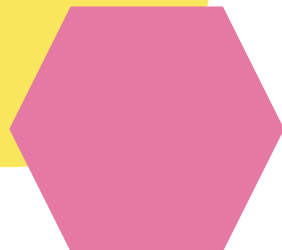


Call MaBAL to:

Get help with women's health
and contraception issues



MaBAL providers are here to support you and your patients with questions around family planning and any general women's health issues.



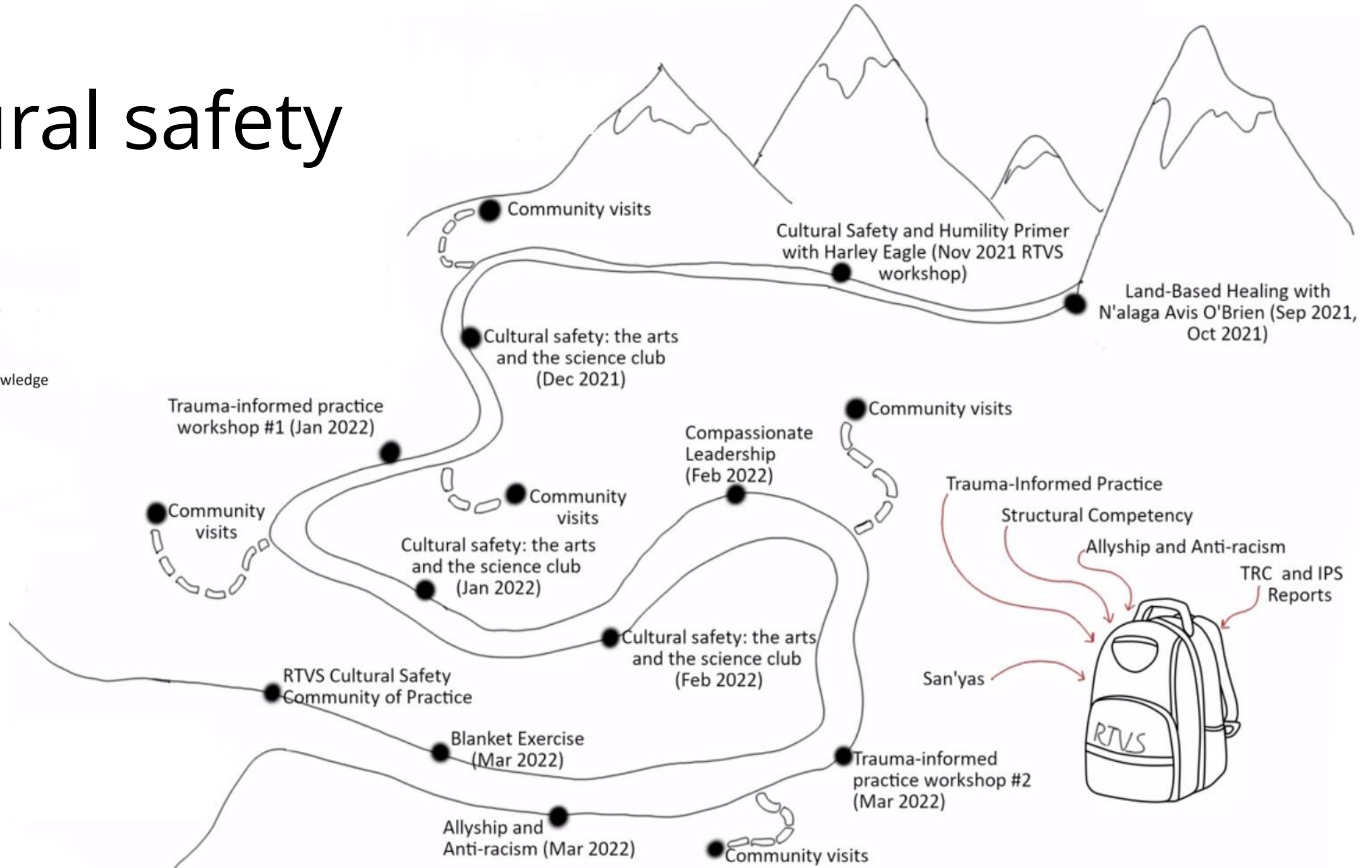
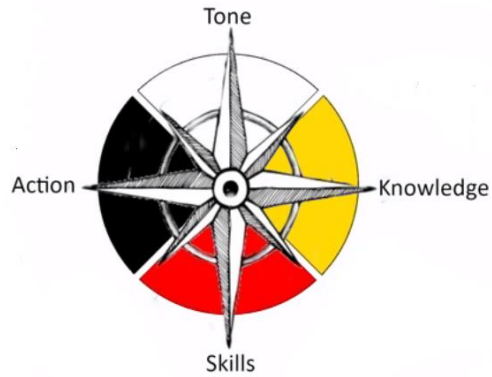
Support during maternity diversions

MaBAL has stepped to support communities like Creston, Smithers and Prince Rupert during short-term maternity service interruptions. The service is willing to take calls from the emergency department if a pregnant patient presents while the site is on maternity diversion.

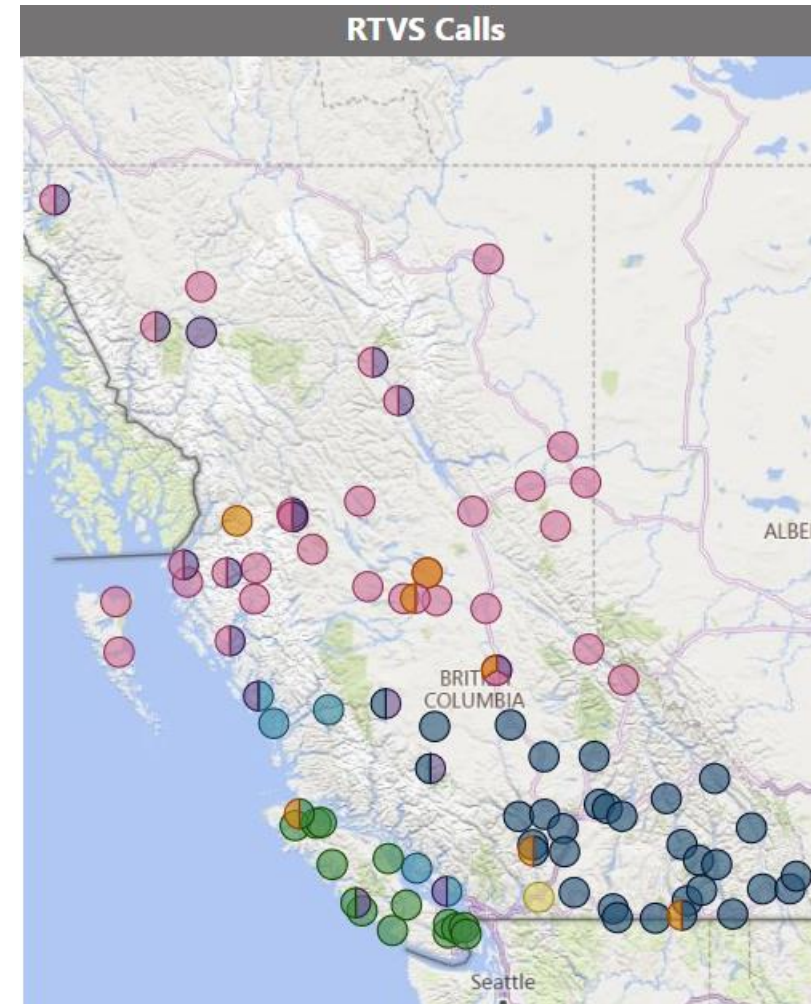
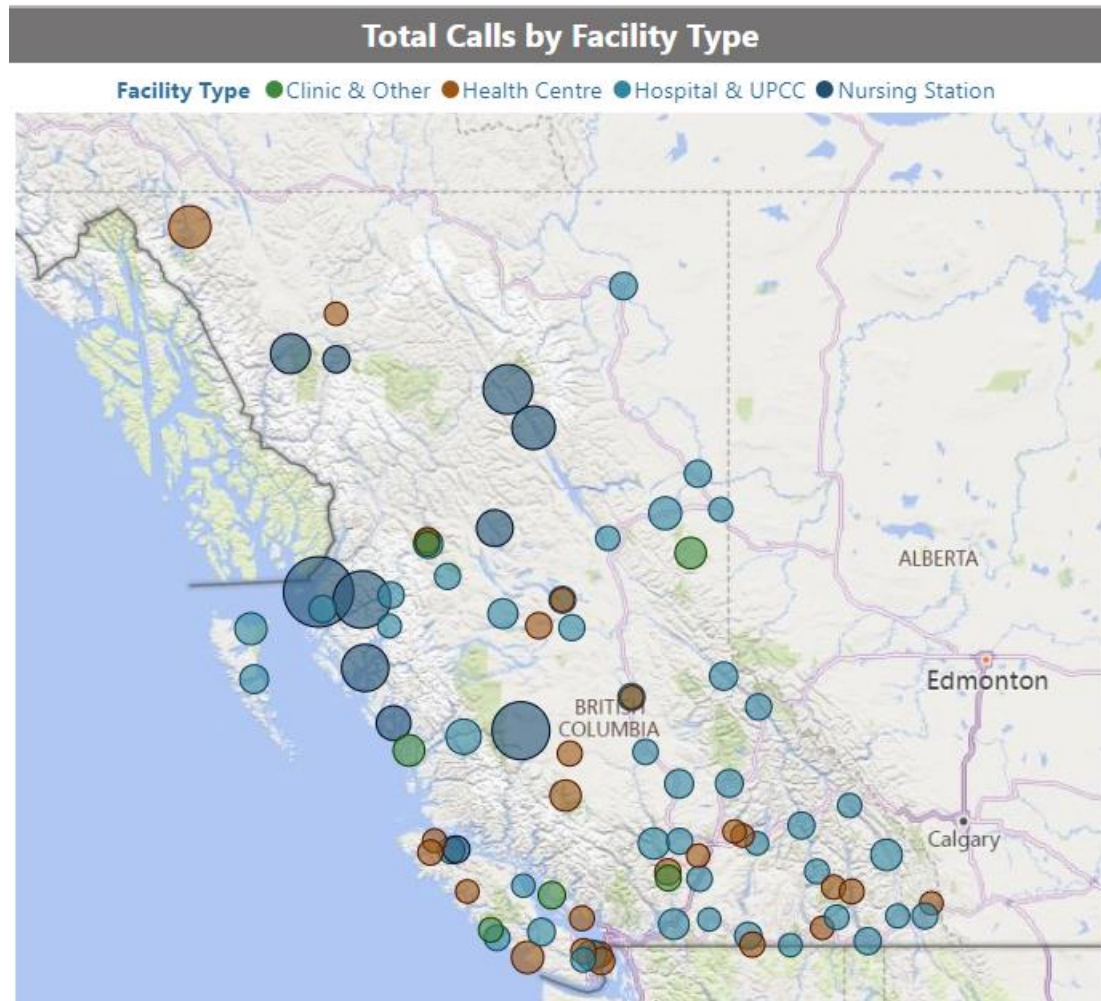


**Real-Time
Virtual Support**

Cultural safety



RTVS total calls to MaBAL by facility type & community



High volume calling sites

- Lax Kw'alaams/Port Simpson
- Anahim Lake/Ulkatcho First Nation
- Kitkatla/Gitxaala Nation
- Kwadacha/Fort Ware
- Hartley Bay/Gitga'at
- Tsay Keh Dene
- Atlin/Taku River Tlingit First Nation
- Telegraph Creek
- Takla Landing
- Bella Coola
- Klemtu
- Chetwynd
- Bamfield
- Agassiz/Seabird Island

RTVS from a provider point of view:

- Support for rural healthcare from providers passionate about rural care
- National and International leadership of rural telemedicine
- Leaders in utilizing technology to improve care across the province

Outreach to remote sites



Kwadacha



Kwadacha



Hartley Bay (Gitga'at Nation)

The Edge of Care



The Edge of Care has won three industry awards and has been viewed more than 6,000 times on YouTube.



SCAN ME



Real-Time
Virtual Support

Peer pathway case studies

What impact has RTVS support for rural providers had?

“It makes me sleep at night knowing there is someone on the other end of a phone who can support me in a non-judgmental way. So much of the difficulty of rural ED is the isolation. For the cases I am unsure of, that don't fit into life-threatening or a simple discharge, the opportunity to speak with a friendly, helpful doctor is really valuable. This service is the only dependable way I have for these conversations.”

—Rural physician



Real-Time
Virtual Support

Case study 1: Woman experiencing complications in labour needs transfer involving two ambulances, a boat and a flight.

“You need a fresh set of eyes that can be there. It’s not a knowledge question, it’s about a second opinion. If you have been working for 24 hours you haven’t always got a clear mind and having that second opinion can stop you from second-guessing yourself.”

—Experienced Rural Midwife



**Real-Time
Virtual Support**

Case study 2: MaBAL helps with pre-term delivery at a rural site that does not normally do delivery and CHARLiE stabilizes 28-week baby for transfer.

"I really value the culture of peer support and respect within RTVS and it feels great to be able to bring some calm support to my rural colleagues who do such amazing work under incredibly challenging circumstances."

—MaBAL physician



**Real-Time
Virtual Support**

What are we aiming for?

- Equitable access to culturally safe healthcare for rural patients
- Access to on-demand friendly, collegial support for rural providers
- Tools to aid in rural recruitment and retention
- Nimble, adaptive support that can be customized to individual user/community needs
- Supports to prevent provider burnout and fatigue
- Low barrier cost-efficient technology



**Real-Time
Virtual Support**

Challenges

- Internet connectivity in remote communities
- Privileging and EHR access across Health Authorities
- People may not have a family doctor/midwife to follow up with
- Working alongside partners that operate within bureaucratic & hierarchical systems
- Small team, limited support staff



Lessons learned

- Program's success is dependent on the ongoing nurturing and development of relationships at a local, regional and provincial level
- Providers will only access support if it is flexible, easy to use, and backed by a friendly "how can I help?" mentality
- Support must be low barrier both in terms of ease of access and affordability of technology that enables the service to operate



Thank you!

The Real-Time Virtual Support (RTVS) program is a partnership between the Rural Coordination Centre of BC (RCCbc), First Nations Health Authority (FNHA), HealthLink BC, and UBC Digital EM through funding provided by the Joint Standing Committee on Rural Issues (JSC) and the Ministry of Health Primary Care Division.



Questions?

Website: rccbc.ca/rtvs/

Email: virtual@rtvs-bc.ca

Phone: 877-908-8222



**Real-Time
Virtual Support**