

Virtual Palliative Supportive Care Available Island-Wide

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Core Team Members

Community Virtual Care (CVC) Team

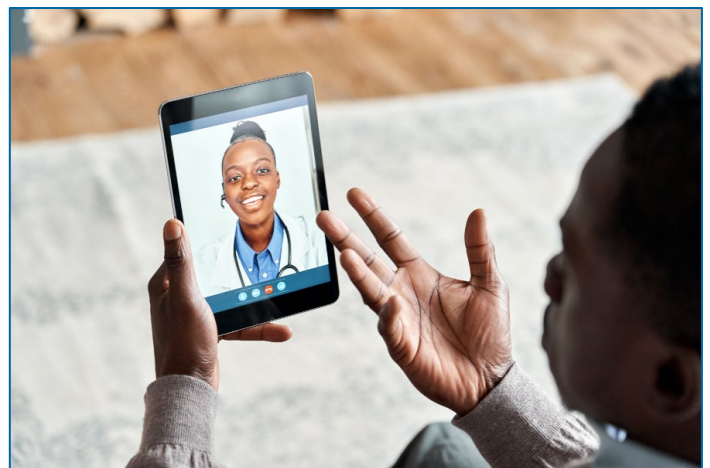
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Virtual Palliative Supportive Care

Community Virtual Care's (CVC) Virtual Palliative Supportive Care (VPSC) program, is available to Vancouver Island clients who are diagnosed with palliative or life-limiting conditions. The program is suitable for clients who would benefit from regular monitoring, symptom support, education, and coaching. The program is particularly beneficial for those who do not have consistent access to palliative services (i.e. remote communities). The goals of the program are to: enhance quality of life, increase knowledge, support end-of-life planning, and reduce unplanned acute care visits.



Support, monitoring, and education is provided by CVC's interdisciplinary team of registered nurses, pharmacists, and registered dietitians. The team creates regular connections between clients and their care team through telephone calls or virtual visits. Clients who participate in remote patient monitoring can use their own personal device or a program provided tablet (at no cost) to submit data per their individual schedule. With the data, the care team can monitor changes with an individual's condition and provide timely support. The Virtual Care Services team acts as a liaison between the clinicians and the vendor to address any of the monitoring system's issues, delays in monitoring equipment deliveries, or clinical workflow issues to ensure streamlined care delivery.

Client Feedback

To date, there have been 230 client referrals to the program. Here are some thoughts from clients who were surveyed:

In my experience, I have felt my nurse(s) are genuinely interested in my wellbeing. I appreciate that by interviewing me at home, the program is safeguarding my compromised immunity by eliminating the possible exposure I would face if I was required to attend an appointment in a clinic, office or hospital

The Virtual Support Nurse has normally been a particular nurse. This has allowed for her to get to know me over the phone. I feel the care I get is designed around my individual needs

For more information about the VPSC program, please visit the [Community Virtual Care intranet site](#) and the [Virtual Supportive Care public site](#).