First Nations Inuit Health – AB Region – Telehealth

Connected, Informed, Healthier

Overview of Telehealth in Alberta First Nations

June 21, 2012
FNIH Alberta Telehealth: how we do what we do

• we don’t tell communities what Telehealth to adopt – we support communities in their adoption of Telehealth as per their priorities, needs and initiatives

• we enable Telehealth initiatives – First Nations initiatives as well as federal and provincial initiatives geared towards First Nations communities
FNIH Alberta Telehealth: overview of what we do

• we support communities in connecting to Telehealth providers

• we support federal programs in adopting Telehealth and assist in eHealth transitioning for program delivery

• we support community initiatives

• we provide a central infrastructure (technical and operational) for Alberta First Nations Telehealth

• we operate under the co-management structure of the Governance and Capital sub-committee
Alberta First Nations Telehealth

- 43 Health Centres
- 5 Treatment Centres
- 11 Sites with clinical carts
- 16 Boardrooms in Health Canada (Canada Place 11, Knoll 2, Harry Hays 1, Treaty 7 Zone Office 1, DDC 1)
- 4 Remote Clinical Systems (2 Nurse Practitioners, General Practitioner, Mental Health Therapist)
FNIH Telehealth Role

Connectivity (via TSAG)
- Provide to all Health Centres
- IP based videoconferencing utilizing Alberta SuperNet
- Telehealth equipment and technical support
- Information and training sessions
- Centralized scheduling and advertising of sessions, help directory via Telehealth Portal
- Liaising with FN communities, FNIH and provincial organizations – strategic collaborations with Telehealth providers
FNIH Telehealth Team

- Michelle Hoeber – Telehealth Program Co-ordinator
  - overview of Telehealth Program
  - works with FN communities to expand clinical Telehealth

- Dr. Chis Sarin – Telehealth Clinical Lead
  - primary interface between FNIH and other bodies involved in clinical Telehealth (e.g. AHS, College of Physicians and Surgeons)
  - strategic vision for clinical Telehealth
FNIH Telehealth Team cont.

- Holli-Anne Passmore – Telehealth Program Officer
  - lead for special educational sessions, training and promotion
  - statistical reporting, manager of telehealth portal website

- Kari Mayer and Amal Hassen – Telehealth Assistants
  - scheduling, registrations, advertising, connection details
  - administrative support
FNIH Telehealth Team cont.

• Sibi Abraham – Telehealth Technical Lead
  • technical policies and procedures
  • manage FNIH bridge, manage all VC units

• Audie Mah – Telehealth Infrastructure
  • bridge and infrastructure support
  • bridge support

• Brendan Lee – Telehealth Bridge Technician
  • bridge support and technical back-up
Technical upgrades

Connectivity

• Provided to all Health Centers and Health Canada Videoconferencing units (Collaborating with TSAG)
• IP based videoconferencing utilizing Alberta Supernet Telehealth equipment

Information and training sessions


Equipment Deployment, Maintenance, and evergreening.
Technical upgrades

- Videoconference has a dedicated amount of bandwidth (1.5MB) with QOS (Quality of service)
- Security/Reliability
  - secure, private FNIH videoconferencing network
- Direct access to provincial Supernet network
- Provincial sites can direct dial FN sites through the Alberta Supernet
- Moving toward a full High Definition network
Technical support

- Support all 44 Health centers Videoconferencing endpoints remotely
- Provide support connecting to bridged sessions
- Responsible for maintenance and evergreening of equipment
- Work closely with provincial and national counterparts in providing support for health centers videoconferences
Technical support

FNIH Bridge

• Installed and Implemented August 2009 (Previously provided by Telus)
• Gives flexibility to connect multiple sites at once
• Have saved the Region approximately $100 000 since implementation on bridging cost
• Connected up to 40 Health Center simultaneously
• Instrumental during H1N1 pandemic in providing updates to health centers staff and community members
• Instrumental in delivering province-wide sessions to FN such as FNIH Seasonal Influenza Program
Categories of TH Sessions

• **Clinical** – typically involves the provision of a health service provider (i.e. doctor, nurse, allied health professional) and a patient in the community (e.g. GP consults, mental health consults). We have also included case conferences (patient not always present) and family visitation (provider not always present) in this category.

• **Educational** – includes both educational sessions open to all sites and staff and “invite only educational” which are sessions that are educational or training based in nature, but only specific sites have been invited to participate, or specific staff at specific sites

  • **FNIH presented** – a subset of Education sessions

  • **FNIH training** – a subset of FNIH presented sessions> training sessions are sessions that train participants on either certain aspects of a FNIH program (e.g. filling out forms or giving flu shots) or certificate like series (e.g. train the trainer sessions, certificate programs)
## Statistical Overview

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<thead>
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</thead>
<tbody>
<tr>
<td>Clinical (# appts.)</td>
<td>365</td>
<td>480</td>
<td>417</td>
<td>429</td>
<td>771</td>
<td>2462</td>
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<tr>
<td>Education Advertised</td>
<td>1033</td>
<td>504</td>
<td>522</td>
<td>469</td>
<td>647</td>
<td>3175</td>
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<td>FNIH Education Presented</td>
<td>142</td>
<td>19</td>
<td>51</td>
<td>94</td>
<td>181</td>
<td>487</td>
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<td>FNIH Training</td>
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<td>40</td>
<td>74</td>
<td>155</td>
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<td>2625</td>
<td>814</td>
<td>1223</td>
<td>1218</td>
<td>2281</td>
<td>8161</td>
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<tr>
<td>FNIH Education Sites Reg.</td>
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<td>not tracked</td>
<td>not tracked</td>
<td>889</td>
<td>2112</td>
<td>3001</td>
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<tr>
<td>FNIH Training Sites Reg.</td>
<td>not tracked</td>
<td>not tracked</td>
<td>631</td>
<td>549</td>
<td>1731</td>
<td>2911</td>
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</tbody>
</table>
Statistical Overview

Clinical - # clinical appointments

Education - # advertised

FNIH Education presented

Education - # registrations
Clinical Statistics – trend # of clinical appointments

A total of 2,462 patients in First Nations communities in Alberta have been served over clinical Telehealth from April 1, 2004 to March 31, 2012.

• In 2009-2010 Dr O’Connor saw 176 patients. Even without these GP consults, the number of patients seen by TH increased; thus, a more diverse group of health professionals are seeing FN patients via TH and providing a broader scope of services.

In 2012, there was an approx. 80% increase in number of clinical visits.
Clinical Statistics – trend # sites involved

The number of sites involved in clinical Telehealth is steadily increasing.

Currently, 82% of Alberta First Nations sites are involved in clinical Telehealth to some extent.

(There are 45 FN health centres/nursing stations/NNADAP centres equipped with Telehealth.)
Clinical Statistics – Categories

FNIH delivered clinical sessions in 2010-2011 were:

- FNIH NNADAP (22 patients – 5% of total)
- FNIH Lower Leg Assessments (4 patients – 1% of total)
- FNIH Nurse Practitioner (Nursing) (4 patients - 1% of total)
- FNIH Diabetes Dietitian Consults (2 patients – 0.5% of total)
- TOTAL FNIH: (32 patients – 7% of total)

FNIH delivered clinical sessions in 2011-2012 were:

- FNIH Diabetes (140 patients – 18% of total)
- FNIH Nursing (30 patients – 4% of total)
- FNIH Lower Leg (9 patients - 2% of total)
- FNIH NIHB (5 patients – 0.6% of total)
- FNIH NNADAP (2 patients - .3% of total)
- TOTAL FNIH: (186 patients – 24% of total)

FNH delivered clinical services increased by 481% from last fiscal year.
Education Statistics Overview

<table>
<thead>
<tr>
<th></th>
<th>2010-2011</th>
<th>2011-2012</th>
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<tbody>
<tr>
<td><strong>Education Advertised</strong></td>
<td>469</td>
<td>647</td>
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<tr>
<td><strong>FNIH Education Presented</strong></td>
<td>94 (20% of total)</td>
<td>181 (30% of total)</td>
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<tr>
<td><strong>FNIH Training</strong></td>
<td>74 (78% of total FNIH)</td>
<td>155 (86% of total FNIH)</td>
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<tr>
<td><strong>Education Sites Reg.</strong></td>
<td>1218</td>
<td>2281</td>
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<tr>
<td><strong>FNIH Education Sites Reg.</strong></td>
<td>889 (73% of total)</td>
<td>2112 (93% of total)</td>
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<td><strong>FNIH Training Sites Reg.</strong></td>
<td>549 (62% of FNIH total)</td>
<td>1731 (82% of FNIH total)</td>
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</tbody>
</table>

- Of the 647 total education sessions offered, FNIH presented 181 sessions – thus an 87% increase in the number of FNIH sessions offered from last fiscal year and a 10% increase of FNIH sessions as a % of total sessions offered.

- Of the 181 sessions that FNIH presented, 155 of these were training sessions – this is an 109% increase in the number of FNIH Training sessions offered from last fiscal year.

- There was an increase of 38% more sessions advertised this year.

- There was an increase of 87% more registrations this year.

- Of the 2281 site registrations received, 2112 were for FNIH presented sessions – thus 93% of all registrations were for FNIH presented sessions even though FNIH presented sessions comprised only 30% of the total sessions offered.

- Of the 2112 site registrations received for FNIH presented sessions, 1731 were for FNIH Training sessions – thus, 82% of all site registrations for FNIH presented sessions were for training sessions, that is 76% of all registrations were for FNIH training sessions even though FNIH Training sessions comprised only 24% of the total sessions offered.
Educational Statistics

Total # Education Sessions Offered

subset of Education Sessions Offered:
FNIH presented sessions

subset of FNIH presented:
FNIH Training sessions

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Educational Statistics

Total # Sites Registered

subset of Sites Registered:
sites registered for FNIH sessions

subset of sites reg. for FNIH sessions:
sites reg. for FNIH Training sessions

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FNIH Alberta Telehealth: how we do what we do

• we don’t tell communities what Telehealth to adopt – we support communities in their adoption of Telehealth as per their priorities, needs and initiatives

• we enable Telehealth initiatives – First Nations initiatives as well as federal and provincial initiatives geared towards First Nations communities
Thank you

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