

Partnering on Appropriate Virtual Care Collaborative Project: Community Engagement: Focus groups / Interviews, Patient Journey Mapping

1.0. Project overview

Partnering on Appropriate Virtual Care Collaborative (PAVC) project is a joint collaboration between [Healthcare Excellence Canada](#), and Provincial Health Services Authority (PHSA): [the Office of Virtual Health \(OVH\)](#) and [Provincial Language Services \(PLS\)](#).

As a part of this project, our team is seeking to engage with community members (patients, caregivers) to understand their experience with virtual care.

Note: We are also seeking engagement with community members who may not have experience with virtual care. Their insight will allow us to understand reasons why they did not access virtual care, any barriers experienced along their health care journeys, and identify areas of improvement.

Please be advised that your submission will not guarantee selection. After reviewing all the applications received, we will connect with individuals to confirm their selection through email, and provide next steps regarding date, and time of the online sessions.

1.1. Project aim

The aim of this project is to create a resource which outlines what are considered safe, high quality, and culturally sensitive *virtual health interactions between community members (patients, families, caregivers) and health care team members. This project is specifically focused on needs of linguistically diverse communities whose members have limited English proficiency (or who do not have English as their first language of communication) and are interested in receiving care virtually.

We plan to implement the resource across PHSA in 2024, and it will be available for community members and health care team members to reference when receiving, or providing health care virtually.

To ensure the resource we create meets patient and community needs, and includes their voices, we are conducting online focus groups, interviews and patient journey mapping sessions on Zoom (more information provided in the next section).

*Virtual health is integrated, seamless patient-centric care delivered remotely via digital and telecommunication technologies within the broader continuum of care.

In other words, it is health care delivered or received through technology. For example, having a virtual health visit by video chat or telephone call with your health care provider, such as a doctor, nurse or counsellor.

2.0. Collection Notice

Your engagement with us on this project is completely voluntary.

If you wish to engage with us, we will need your email address to communicate with you as a follow up for focus group, interview, or patient journey mapping participation, only if you consent to it. Any personal information you provide will be stored on secure PHSA network drive, with limited access, for a maximum of 10 years.

If you provide your email address, please note that this collection is authorized by section 26(c) and 26(d) of the Freedom of Information and Protection of Privacy Act.

Please also note that there are some open-ended questions you need to answer as a part of your submission. We do not wish to collect any information that might identify you. We encourage you not to provide any identifying information, such as names, ages, or identification numbers, in your answers to open ended questions.

We thank you in advance for your time and valuable input.

If you have any questions, or concerns, please email officeofvirtualhealth@phsa.ca (cc hira.aziz@phsa.ca) with the **Subject: PAVC Questions**.

2.0. Community engagement:

2.1. Online focus groups or individual interviews

- **Timeline:** Our project team aims to initiate online focus groups or individual interviews (based on your preference) by December 2023.
- **Expected time commitment:** 30 – 90 minutes in duration (dependent on number of attendees in one session)
- **Application:** To apply to participate in the online focus groups or individual interviews, please fill out an online form [here](#).

Alternatively, you can also apply by emailing officeofvirtualhealth@phsa.ca (cc hira.aziz@phsa.ca) with the **Subject: PAVC focus groups**

Please include the following information in the email. This will help us plan our meeting:

- Who do you identify as (patient, caregiver, or both)?
- Briefly explain why you are interested to participate in focus group.
- Do you have any experience receiving virtual care?
- State preference for either focus groups or individual interviews
- What is your first language (or preferred language) of communication?

Registration will close on December 1, 2023, at 12:00 p.m. Pacific time.

Thereafter, we will email you to confirm your selection, and discuss next steps.

***Your first language is defined as the language you learned from birth, and have experience with the most in your environment.**

- **Honorarium:** Participants will be offered honorarium based on PHSA guidelines.
- **Language accessibility:** Responses can be provided in your preferred language of communication. PHSA will also organize a language interpreter for the online sessions, as needed.

2.2. Patient Journey Mapping

For this project, we are also interested in creating a visual map of health care journeys of patient(s) from linguistically diverse communities, with limited English proficiency (or who do not have English as their first language of communication).

This map will allow us to understand their journey through health care system over a period of time, and any barriers they may have experienced, especially related to language accessibility.

- **Timeline:** Our project team aims to engage with patients online on Zoom to create their health care journey maps, starting December 2023.
- **Expected time commitment:** 60 – 120 minutes in duration (dependent on number of attendees in one session)
- **Application:** To apply to participate in the patient journey mapping, please fill out an online form [here](#).

Alternatively, you can also apply by emailing officeofvirtualhealth@phsa.ca (cc hira.aziz@phsa.ca) with the **Subject: PAVC patient journey map**

Please include the following information in the email. This will help us plan our meeting:

- What is your first language of communication?

Registration will close on December 1, 2023, at 12:00 p.m. Pacific time.

Thereafter, a project member will email you to confirm your selection, and discuss next steps.

- **Honorarium:** Participants will be offered honorarium based on PHSA guidelines.

- **Language accessibility:** Responses can be provided in your preferred language of communication. PHSA will also organize a language interpreter for the online sessions, as needed.