



REAL-TIME VIRTUAL SUPPORT (RTVS) SIMULATIONS FOR RURAL RESIDENTS

Introduction

[Real-Time Virtual Support \(RTVS\)](#) pathways enhance health equity in rural, remote, and First Nations communities across British Columbia by connecting rural healthcare providers to RTVS Virtual Physicians via Zoom or telephone. RTVS provides on-demand consultation to support patient care and rural healthcare collaboration.

RTVS Provider-Facing 24/7 “Peer-to-Peer” Pathways

- [RUDi \(Rural Urgent Doctor in-aid\) – Emergency Medicine](#)
- [CHARLIE \(Child Health Advice in Real-time Electronically\) – Pediatric Medicine](#)
- [MaBAL \(Maternity and Babies Advice Line\) – Maternity and Newborn Medicine](#)

RTVS Virtual Physicians working with the peer-to-peer pathways listed above provide rural healthcare providers with free and friendly support for all urgent or non-urgent patient cases, including: Case consultations, second opinions and ongoing patient support, patient transport coordination, point-of-care ultrasound, and simulations.

UBC Rural Continuing Professional Development (RCPD) is excited to partner with RCCbc’s RTVS program to offer a multi-modal simulation program. [UBC CPD RTVS Simulation](#) supports residents planning to practice in rural communities by providing an opportunity to gain first-hand experience of how they can integrate RTVS into their practice in the future. We hope residents will feel empowered as they transition into rural practice knowing that they can access the support of a knowledgeable colleague on-demand 24/7.

Frequently Asked Questions

What are the goals of the UBC CPD RTVS Simulation program?

The UBC CPD RTVS Simulation program aims to provide high-quality simulation learning opportunities, which incorporate a call to RTVS, to rural healthcare providers and residents planning to practice in rural communities. RTVS simulations provide an opportunity to practice calling RTVS and give participants first-hand experience engaging with RTVS Virtual Physicians. Simulations with residents, in particular, provide a unique opportunity to ensure new-to-practice physicians are aware of this supportive tool, know how to access it, and will share the tool with other physicians in their future rural communities.

How can Rural Residency sites collaborate with the UBC CPD RTVS Simulation program?

The UBC CPD RTVS Simulation team is eager to work with each rural residency site in BC to deliver an RTVS simulation education opportunity to their students. Rural Residency sites can request a single simulation or multiple simulations as part of their Academic Day scheduling for the 2022-2023 academic year.

What is the cost to deliver a UBC CPD RTVS Simulation?

There is no cost to deliver RTVS simulations through UBC CPD. RTVS simulations are funded through the Joint Standing Committee on Rural Issues in collaboration with the Rural Coordination Centre of British Columbia (RCCbc).

How are RTVS Simulations delivered?

The UBC CPD RTVS simulation program is multi-modal in order to effectively incorporate the learning needs and desires of each unique group. Simulations are coordinated in partnership between the UBC CPD team and a key contact in the community or organization requesting the simulation, and can be facilitated by an RTVS facilitator or by a local physician. RTVS Simulations typically utilize one of the three following formats:

- **Tabletop (Virtual)** – Tabletop simulations are delivered completely virtually, with each participant joining the event from their own Zoom-enabled device. In this format, the facilitator provides setting, patient and case details verbally, and encourages participants to use their imagination to consider what they would do in the particular situation. The facilitator will coordinate the call to RTVS, and will prompt the simulation “Team Leader” to add the RTVS pathway to the Zoom meeting when appropriate. Tabletop simulations reduce barriers by eliminating the need for a physical location in which to host the simulation event, and because they do not require any simulation equipment (mannequins, sim trainers etc.)
- **In-Person with Virtual or Local Facilitator** – In-person simulations bring participants together in the same physical location, typically in a simulation-specific room or another setting appropriate for the simulated case. The level of fidelity in the simulation, for instance whether participants pretend to care for a patient or use a simulation mannequin to physically practice clinical skills, is determined by the local coordinator/contact. High fidelity simulations provide a better opportunity to practice specific clinical skills, but require a commensurable high level of coordination and planning. Low fidelity simulations are appropriate for RTVS simulations, as the key learning objective is to understand how to use RTVS as a practice tool.

In-person RTVS simulations can be facilitated in-person by a local physician, with an RTVS provider available to support the pre-brief and debrief, or virtually by an RTVS provider.

In-person RTVS simulations will prompt participants to connect to RTVS as they would in a real-life scenario, either by phone or through a Zoom-enabled device.

What cases are used for RTVS Simulations?

RTVS simulations use cases designed by health care providers in British Columbia, including cases written by the program's own Medical Leads. A "Pediatric Head Trauma" case has been specifically designed for delivery at the Rural Residency sites this academic year, and is highly recommended as the best first case for each site.

Other cases utilized by the RTVS Simulation team can be viewed on the [BC Emergency Medicine Network Simulation webpage](#).

When can Rural Residency sites schedule RTVS Simulations?

The UBC CPD RTVS Simulation program is very flexible. Simulations can be scheduled any time Monday-Friday, excluding statutory holidays. Dates are available on a first come, first served basis, therefore we recommend reaching out to the UBC CPD team as soon as possible if you have a date in mind. The program Education Manager, Lisa Wissink, can be reached at lisa.w@ubc.ca or 519-719-1913.

What is the maximum number of participants per RTVS Simulation?

UBC CPD RTVS Simulations are most effective when the number of participants is approximately 10 people or less. Observers are also welcome, and there is an option to schedule back-to-back simulations, either running through a single case multiple times, or utilizing multiple cases, in order to accommodate a higher number of participants.

What technology is needed to deliver an RTVS Simulation?

RTVS utilizes Zoom as its standard service platform. RTVS simulations require at least one Zoom-enabled device with video capability. I pads and laptop computers are ideal, but smartphones can also be used. Before the scheduled simulation, the UBC CPD team will assist with setting up an RCCbc Zoom account, or confirming that a Zoom account is available through either the Health Authority or Provincial Health Services.

What coordination support is available from the UBC CPD RTVS Simulation team?

The UBC CPD RTVS team is available to support your simulation coordination at every step of the way. We will ensure that all necessary details (such as ensuring a Zoom-enabled device is available, creating a virtual meeting link, in-person facilitator preparation etc.) are confirmed before the simulation date. However, the UBC CPD RTVS simulation team does not have the capacity to manage simulation attendees. All participant recruitment, scheduling, attendance tracking etc. is the responsibility of the local team.



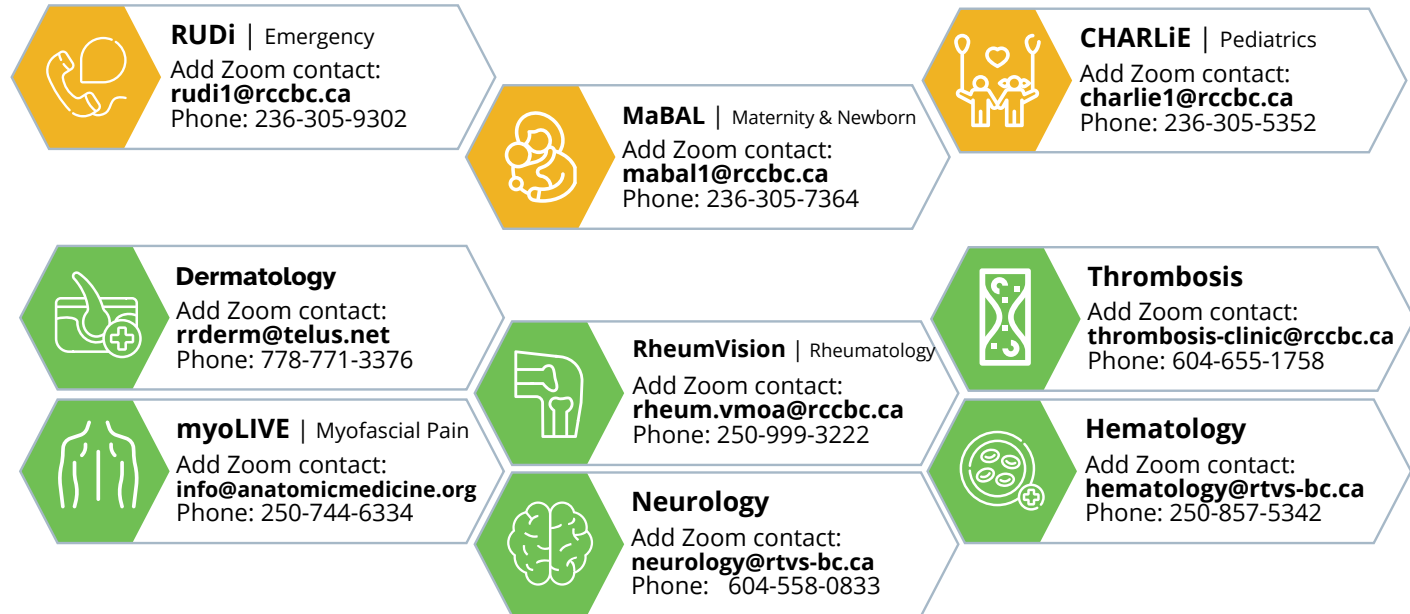
Real-Time Virtual Support Pathways

For rural health providers, friendly clinical help is just a click or call away.

Real-Time Virtual Support (RTVS) pathways are here to help for all urgent and non-urgent situations — including case consultations, second opinions and ongoing patient support, patient transport coordination, point-of-care ultrasound, and simulations. All you need is a Zoom licence, or telephone line.

Instant Access Pathways

Available 24/7



Quick Reply Pathways

Available weekdays,
from 9am to late afternoon

Visit rccbc.ca/initiatives/rtvs to get started!

Please do not email the RTVS Pathway Zoom contact email addresses, provided above. Messages sent to these addresses will not be received. Please contact RTVS Technical Support if you need assistance at virtual@rccbc.ca.