

# RTVS: Strategic Plan

Real-Time Virtual Support (RTVS) Peer Pathways: 2025-2030



## Vision

To deliver respectful, compassionate, and culturally safe health care, and support rural, remote, and Indigenous communities — where people, place, and technology work in synergy to intentionally build and nurture relationships to strengthen care in community across distance.



## Mission

Start by asking "how can I help?" Foster high-quality healthcare for rural, remote, and Indigenous communities through strong relationships and a deep commitment to equity, respect and cross-collaboration.

## Values

RTVS culture is what makes us who we are. Our special sauce is a mix of:

**Compassion, Adaptability, Innovation and Cultural Safety. We are also rural to the core.**

## Strategic Priorities

We will focus on these strategic priorities to work towards our vision.



**Financial:** Secure stable and sustainable funding that supports current needs, future innovation, and organizational growth.



**Consumers/Communities/Partners:** Build relationships with rural, remote and Indigenous communities and partners by being responsive to their unique needs and working towards cultural safety and humility.



**Internal Processes:** Align organizational structures and processes with RTVS core values.



**Learning and Growth:** Support continuous clinical and cultural learning opportunities for team members while collecting qualitative and quantitative data to contribute to a data-informed learning health system.



**Recruitment and Retention:** Ensure skilled and sustainable staffing and ensure program has mechanisms to demonstrate impact on supporting recruitment and retention in rural healthcare settings.

## Building Blocks of RTVS - Instant Access Pathways



Child Health Advice in Real-time Electronically (CHARLIE-Pediatrics)



Maternity and Babies Advice Line (MaBAL - Maternity and Women's Health)



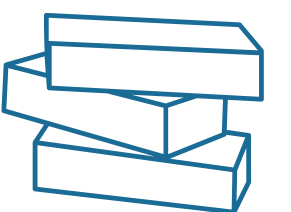
Rural Outreach in Critical Care and Internal Medicine (ROCCI - Critical Care and Internal Medicine)



Rural Urgent Doctor In-aid (RUDI - Emergency)



Virtual Emergency Room Rural assistance (VERRa - Emergency - Hospital Support)



## Building Blocks of RTVS - Quick Reply and Consultation to Conversation 2.0

Rural providers in BC can connect with on-call RTVS Quick Reply peer pathway providers over Zoom or over the phone for clinical help. A total of 11 pathways are part of the network, including dermatology, rheumatology, thrombosis, myofascial pain, Point of Care Ultrasound (POCUS), neurology, pharmacists, oncology, spinal cord injury navigation, orthopaedics and hematology. The Consultation to Conversation program facilitates three-way video conference conversations between patients, primary care providers and specialists.

The RTVS peer program, designed with and for edge communities, was built by the Rural Coordination Centre of BC.



Real-Time  
Virtual Support