Competencies for Virtual Care at Holland Bloorview

Domain	Key area	COMPETENCY - knowledge, skills and abilities	Comments
Professional practice	Scope of practice	Understand the application and limits of virtual care	Understand legal limits of care provided across jurisdictions
	Professional practice standards	Ensure that the full duty of care is realized in terms of professional responsibility for the care/outcomes of assessment and treatment decision along with proper documentation	Practice virtual care with the same professional practice standards as in-person care
Holland Bloorview policies and procedures	Consent	Enact process of obtaining and documenting consent for virtual care	
	Privacy, safety and confidentiality	Ensure privacy of clinician space	
		Explain need for privacy in client/family space to clients/families	Be aware of additional considerations for youth
		Ensure confidentiality and explain limits of confidentiality	
		Identify the process for reporting breaches in safety, privacy and/or violation of patient rights	
Technology	Ensure effective use of technology	Demonstrate knowledge, application and functionally of OTN, Zoom, Sync.com and other relevant platforms	Demonstrate set-up, functionality and ability to trouble shoot from both clinician and client/family perspectives
Video capture		Effectively use and document use of remote clinical monitoring, photography or any other digital information	
		Store digital information safely according to organizational guidelines	
Environment	Assessment and use of physical environment	Demonstrate awareness of clinician and client/family environments and use of environment to facilitate virtual care	Prepare for fixed and mobile camera options as needed
Digital communication ("webside manner")	Email etiquette	Employ clear written communication to prepare for virtual care session(s)	Invitation to virtual conversations, Onboarding and connection instructions, Appointment reminders, Appointment follow-ups
	Virtual etiquette	Enhance communication as appropriate for a virtual conversation	Be punctual Dress professionally Wear identification Adjust communication speed Set-up camera at eye-level

			Maintain eye-contact Reduce visual distractions etc…
		Invite questions and feedback	"What questions do you have?" Include time in session for feedback.
	Information sharing	Use screen sharing methods effectively	Close all unrelated tabs Prepare all relevant materials
	Use of interpreter	Follow organizational guidelines of use of interpreter in virtual care	
Interprofessional practice	Team communication	Work within the health care team and setting to ensure that the virtual care encounter functions well within a system or program of care that has continuity and follow-up when needed	
	Collaboration across organizations and systems	Employ organizational standards and practices for communication and collaboration with external collaborators	
Coaching and support	Coaching	Apply Solution Focused Coaching principles in virtual care practice	
	Safety and support	Show sensitivity to emotional environment and offer support as needed within scope of practice	Virtual care offers insight into the client/family living situation that clinicians may not have previously been aware of. Clinicians need to respond appropriately to concerns for client/family physical and emotional health and safety.
Group interactions	Family dynamics	Manage family dynamics	
	Group therapy dynamics	Manage small groups in a virtual care environment	
Teaching		Provide effective clinical supervision in a virtual care environment	

References

1. Canadian Medical Association, College of Family Physicians of Canada, Royal College of Physicians and Surgeons of Canada. (2020) *Virtual care: Recommendations for scaling up virtual medical services*. Retrieved from https://www.cma.ca/sites/default/files/pdf/virtual-care/ReportoftheVirtualCareTaskForce.pdf

2. Sharma, R., Nachum, S., Davidson, K. et al. (2019). It's not just FaceTime: core competencies for the medical virtualist. *Int J Emerg Med*, 2(8).