

Virtual Statistic Addendum

Below are the definitions for the new in-person and virtual visits and attendance days that are replacing face-to-face and non-face-to-face visits and attendance days. For virtual visits it is important to remember that in NL there is a requirement for a lower level of detail that includes both the category and type of service recipient as well as the different modes of delivery, i.e., video, telephone, email, text and other. We have also included the listing of new statistics for both in-person and virtual.

Statistics being deprecated/removed:

Face-to-face visits are defined as the occasions during which service recipient activities are provided face-to-face or by **videoconference** on an individual or group basis, to a service recipient or significant other. These services are documented according to the organization's policy and are provided for longer than five minutes.

Non-Face-to-face visits are defined as the occasions when service recipient activities are provided to service recipients or significant others by means other than by face-face. These occasions take the place of a visit – face-to-face. Examples may include visits via telephone, email, or other forms of electronic communication, either on an individual or a group basis. These services are documented according to the health service organization's policy and are provided for more than 5 minutes.

Face to Face attendance days refers to the number of calendar days during which primary service activities are provided to service recipients face-to-face or by **videoconference** on an individual or group basis. Service is provided for longer than five minutes and is documented according to the health service organization policy.

Non- Face to Face attendance days refers to the calendar days during which service recipient activities are provided to service recipients or significant others by means other than by face-to-face. These calendar days take the place of an attendance – day face-to-face. Examples may include attendance days via telephone, email, or other forms of electronic communication, either on an individual or group basis. These services are documented according to the health service organization's policy and are provided for more than 5 minutes.

New statistics coming into effect

Conversely, the new virtual statistics will include **In-Person** and **Virtual** visits and attendance days.

In-Person visits are the occasions during which service recipient activities are provided to service recipients' in-person, on an individual or group basis. In-person service recipient activities are provided with service provider(s) and service recipient(s) in the same physical location. These services are documented according to the health service organization's policy and are provided for longer than five minutes.

You will notice that **videoconferencing** has been removed from the in-person visit to reflect that a service provider must be physically present with the service recipient to constitute an in-person visit.

Virtual visits are the occasions during which service recipient activities are provided to service recipients by means other than in-person, on an individual or group basis. Virtual service recipient activities are provided using communications or information technology, with service provider(s) and service recipient(s) in different physical locations. These services are documented according to the health service organization's policy and are provided for longer than five minutes. ***Includes videoconferencing.***

In-Person attendance days are the calendar days during which service recipient activities are provided to service recipients in-person, on an individual or group basis. In-person service recipient activities are provided with service provider(s) and service recipient(s) in the same physical location. These services are documented according to the health service organization's policy and are provided for longer than five minutes.

You will notice that ***videoconferencing*** has been removed from the in-person attendance day to reflect that a service provider must be physically present with the service recipient to constitute an in-person visit.

Virtual attendance days are the calendar days during which service recipient activities are provided to service recipients by means other than in-person, on an individual or group basis. Virtual service recipient activities are provided using communications or information technology, with service provider(s) and service recipient(s) in different physical locations. These services are documented according to the health service organization's policy and are provided for longer than five minutes. ***Includes videoconferencing.***

In NL, there is also a requirement to report virtual statistics in more detail that include:

Video, Telephone, Text, Email and Other by category and type of service recipient.

Minimum reporting of In-Person and Virtual Statistics:

- Visits – In-person- Inpatient
- Visits – In-person- Inpatient - Mental Health
- Visits – In-person- Client Hospital
- Visits – In-person- Client Hospital - Emergency
- Visits – In-person- Client Hospital - Emergency - ED Visit
- Visits – In-person- Client Hospital - Emergency - Clinic Visit
- Visits – In-person- Client Hospital - Mental Health
- Visits – In-person- Resident
- Visits – In-person- Resident - Mental Health
- Visits – In-person- Facility/Organization/Citizen Partnership
- Visits – In-person- Service Recipient Not Uniquely Identified
- Visits – In-person- Service Recipient Not Uniquely Identified - Mental Health
- Visits – In-person- Client Community
- Visits – In-person- Client Home Care
- Visits – In-person- Client Home Care — Acute
- Visits – In-person- Client Home Care—Rehabilitation
- Visits – In-person- Client Home Care—Maintenance
- Visits – In-person- Client Home Care—Long-Term Supportive Care
- Visits – In-person- Client Home Care—End-of-Life Care

Visits – Virtual- Inpatient
Visits – Virtual- Inpatient - Video
Visits – Virtual- Inpatient - Telephone
Visits – Virtual- Inpatient - Email
Visits – Virtual- Inpatient - Text
Visits – Virtual- Inpatient - Other
Visits – Virtual- Inpatient-Mental Health
Visits – Virtual- Inpatient-Mental Health - Video
Visits – Virtual- Inpatient-Mental Health - Telephone
Visits – Virtual- Inpatient-Mental Health - Email
Visits – Virtual- Inpatient-Mental Health - Text
Visits – Virtual- Inpatient-Mental Health - Other
Visits – Virtual- Client Hospital
Visits – Virtual- Client Hospital - Video
Visits – Virtual- Client Hospital - Telephone
Visits – Virtual- Client Hospital - Email
Visits – Virtual- Client Hospital - Text
Visits – Virtual- Client Hospital - Other
Visits – Virtual- Client Hospital- Emergency
Visits – Virtual- Client Hospital- Emergency-ED Visit - Video
Visits – Virtual- Client Hospital- Emergency-ED Visit - Telephone
Visits – Virtual- Client Hospital- Emergency-ED Visit - Email
Visits – Virtual- Client Hospital- Emergency-ED Visit - Text
Visits – Virtual- Client Hospital- Emergency-ED Visit - Other
Visits – Virtual- Client Hospital- Emergency - Clinic Visit
Visits – Virtual- Client Hospital-Emergency - Clinic Visit - Video
Visits – Virtual- Client Hospital-Emergency - Clinic Visit - Telephone
Visits – Virtual- Client Hospital-Emergency - Clinic Visit - Email
Visits – Virtual- Client Hospital-Emergency - Clinic Visit - Text
Visits – Virtual- Client Hospital-Emergency - Clinic Visit – Other
Visits – Virtual- Client Hospital-Mental Health
Visits – Virtual- Client Hospital-Mental Health - Video
Visits – Virtual- Client Hospital-Mental Health - Telephone
Visits – Virtual- Client Hospital-Mental Health - Email
Visits – Virtual- Client Hospital-Mental Health - Text
Visits – Virtual- Client Hospital-Mental Health - Other
Visits – Virtual- Resident
Visits – Virtual- Resident - Video
Visits – Virtual- Resident - Telephone
Visits – Virtual- Resident - Email
Visits – Virtual- Resident - Text
Visits – Virtual- Resident - Other
Visits – Virtual- Resident-Mental Health
Visits – Virtual- Resident-Mental Health - Video
Visits – Virtual- Resident-Mental Health - Telephone
Visits – Virtual- Resident-Mental Health - Email
Visits – Virtual- Resident-Mental Health - Text
Visits – Virtual- Resident-Mental Health - Other

Visits – Virtual - Facility/Organization/Citizen Partnership
Visits – Virtual - Facility/Organization/Citizen Partnership - Video
Visits – Virtual - Facility/Organization/Citizen Partnership - Telephone
Visits – Virtual - Facility/Organization/Citizen Partnership - Email
Visits – Virtual - Facility/Organization/Citizen Partnership - Text
Visits – Virtual - Facility/Organization/Citizen Partnership - Other
Visits – Virtual - Service Recipients Not Uniquely Identified
Visits – Virtual - Service Recipients Not Uniquely Identified - Video
Visits – Virtual - Service Recipients Not Uniquely Identified - Telephone
Visits – Virtual - Service Recipients Not Uniquely Identified - Email
Visits – Virtual - Service Recipients Not Uniquely Identified - Text
Visits – Virtual - Service Recipients Not Uniquely Identified - Other
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Video
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Telephone
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Email
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Text
Visits – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Other
Visits – Virtual- Client Home Care-Acute
Visits – Virtual- Client Home Care-Acute - Video
Visits – Virtual- Client Home Care-Acute - Telephone
Visits – Virtual- Client Home Care-Acute - Email
Visits – Virtual- Client Home Care-Acute - Text
Visits – Virtual- Client Home Care-Acute - Other
Visits – Virtual- Client Home Care-Rehabilitation
Visits – Virtual- Client Home Care-Rehabilitation - Video
Visits – Virtual- Client Home Care-Rehabilitation - Telephone
Visits – Virtual- Client Home Care-Rehabilitation - Email
Visits – Virtual- Client Home Care-Rehabilitation - Text
Visits – Virtual- Client Home Care-Rehabilitation - Other
Visits – Virtual- Client Home Care-Maintenance
Visits – Virtual- Client Home Care-Maintenance - Video
Visits – Virtual- Client Home Care-Maintenance - Telephone
Visits – Virtual- Client Home Care-Maintenance - Email
Visits – Virtual- Client Home Care-Maintenance - Text
Visits – Virtual- Client Home Care-Maintenance - Other
Visits – Virtual- Client Home Care-Long-Term Supportive Care
Visits – Virtual- Client Home Care-Long-Term Supportive Care - Video
Visits – Virtual- Client Home Care-Long-Term Supportive Care - Telephone
Visits – Virtual- Client Home Care-Long-Term Supportive Care - Email
Visits – Virtual- Client Home Care-Long-Term Supportive Care - Text
Visits – Virtual- Client Home Care-Long-Term Supportive Care - Other
Visits – Virtual- Client Home Care-End-of-Life Care
Visits – Virtual- Client Home Care-End-of-Life Care - Video
Visits – Virtual- Client Home Care-End-of-Life Care - Telephone
Visits – Virtual- Client Home Care-End-of-Life Care - Email
Visits – Virtual- Client Home Care-End-of-Life Care - Text
Visits – Virtual- Client Home Care-End-of-Life Care - Other

Attendance Days – In-person - Inpatient
Attendance Days – In-person - Inpatient - Mental Health
Attendance Days – In-person - Client Hospital
Attendance Days – In-person - Client Hospital - Mental Health
Attendance Days – In-person - Resident
Attendance Days – In-person - Resident - Mental Health
Attendance Days – In-person - Facility/Organization/Citizen Partnership
Attendance Days – In-person - Service Recipients Not Uniquely Identified
Attendance Days – In-person - Service Recipients Not Uniquely Identified - Mental Health
Attendance Days – In-person - Client Community
Attendance Days – In-person - Client Home Care
Attendance Days – In-person - Client Home Care - Acute
Attendance Days – In-person - Client Home Care - Rehabilitation
Attendance Days – In-person - Client Home Care - Maintenance
Attendance Days – In-person - Client Home Care - Long-Term Supportive Care
Attendance Days – In-person - Client Home Care - End-of-Life Care

Attendance Days – Virtual - Inpatient
Attendance Days – Virtual - Inpatient - Video
Attendance Days – Virtual - Inpatient - Telephone
Attendance Days – Virtual - Inpatient - Email
Attendance Days – Virtual - Inpatient - Text
Attendance Days – Virtual - Inpatient - Other
Attendance Days – Virtual - Inpatient - Mental Health
Attendance Days – Virtual - Inpatient - Mental Health - Video
Attendance Days – Virtual - Inpatient - Mental Health - Telephone
Attendance Days – Virtual - Inpatient - Mental Health - Email
Attendance Days – Virtual - Inpatient - Mental Health - Text
Attendance Days – Virtual - Inpatient - Mental Health - Other
Attendance Days – Virtual - Client Hospital
Attendance Days – Virtual - Client Hospital - Video
Attendance Days – Virtual - Client Hospital - Telephone
Attendance Days – Virtual - Client Hospital - Email
Attendance Days – Virtual - Client Hospital - Text
Attendance Days – Virtual - Client Hospital - Other
Attendance Days – Virtual - Client Hospital - Mental Health
Attendance Days – Virtual - Client Hospital- Mental Health - Video
Attendance Days – Virtual - Client Hospital- Mental Health - Telephone
Attendance Days – Virtual - Client Hospital- Mental Health - Email
Attendance Days – Virtual - Client Hospital- Mental Health - Text
Attendance Days – Virtual - Client Hospital- Mental Health - Other
Attendance Days – Virtual - Resident
Attendance Days – Virtual - Resident - Video
Attendance Days – Virtual - Resident - Telephone
Attendance Days – Virtual - Resident - Email
Attendance Days – Virtual - Resident - Text
Attendance Days – Virtual - Resident - Other

Attendance Days – Virtual - Resident - Mental Health
Attendance Days – Virtual - Resident - Mental Health - Video
Attendance Days – Virtual - Resident - Mental Health - Telephone
Attendance Days – Virtual - Resident - Mental Health - Email
Attendance Days – Virtual - Resident - Mental Health - Text
Attendance Days – Virtual - Resident - Mental Health - Other
Attendance Days – Virtual - Facility/Organization/Citizen Partnership
Attendance Days – Virtual - Facility/Organization/Citizen Partnership - Video
Attendance Days – Virtual - Facility/Organization/Citizen Partnership - Telephone
Attendance Days – Virtual - Facility/Organization/Citizen Partnership - Email
Attendance Days – Virtual - Facility/Organization/Citizen Partnership - Text
Attendance Days – Virtual - Facility/Organization/Citizen Partnership - Other
Attendance Days – Virtual - Service Recipients Not Uniquely Identified
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Video
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Telephone
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Email
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Text
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Other
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Video
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Telephone
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Email
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Text
Attendance Days – Virtual - Service Recipients Not Uniquely Identified - Mental Health - Other
Attendance Days – Virtual - Client Community
Attendance Days – Virtual - Client Community - Video
Attendance Days – Virtual - Client Community - Telephone
Attendance Days – Virtual - Client Community - Email
Attendance Days – Virtual - Resident - Text
Attendance Days – Virtual - Client Community - Other
Attendance Days – Virtual - Client Home Care
Attendance Days – Virtual - Client Home Care - Acute
Attendance Days – Virtual - Client Home Care - Acute - Video
Attendance Days – Virtual - Client Home Care - Acute - Telephone
Attendance Days – Virtual - Client Home Care - Acute - Email
Attendance Days – Virtual - Client Home Care - Acute - Text
Attendance Days – Virtual - Client Home Care - Acute - Other
Attendance Days – Virtual - Client Home Care-Rehabilitation
Attendance Days – Virtual - Client Home Care-Rehabilitation - Video
Attendance Days – Virtual - Client Home Care-Rehabilitation - Telephone
Attendance Days – Virtual - Client Home Care-Rehabilitation - Email
Attendance Days – Virtual - Client Home Care-Rehabilitation - Text
Attendance Days – Virtual - Client Home Care-Rehabilitation - Other
Attendance Days – Virtual - Client Home Care - Maintenance
Attendance Days – Virtual - Client Home Care-Maintenance - Video
Attendance Days – Virtual - Client Home Care-Maintenance - Telephone
Attendance Days – Virtual - Client Home Care-Maintenance - Email
Attendance Days – Virtual - Client Home Care-Maintenance - Text

Attendance Days – Virtual - Client Home Care-Maintenance - Other
Attendance Days – Virtual - Client Home Care - Long-Term Supportive Care
Attendance Days – Virtual - Client Home Care-Long-Term Supportive Care - Video
Attendance Days – Virtual - Client Home Care-Long-Term Supportive Care – Telephone
Attendance Days – Virtual - Client Home Care-Long-Term Supportive Care - Email
Attendance Days – Virtual - Client Home Care-Long-Term Supportive Care - Text
Attendance Days – Virtual - Client Home Care-Long-Term Supportive Care - Other
Attendance Days – Virtual - Client Home Care - End-of-Life Care
Attendance Days – Virtual - Client Home Care - End-of-Life Care - Video
Attendance Days – Virtual - Client Home Care - End-of-Life Care - Telephone
Attendance Days – Virtual - Client Home Care - End-of-Life Care - Email
Attendance Days – Virtual - Client Home Care - End-of-Life Care - Text
Attendance Days – Virtual - Client Home Care - End-of-Life Care - Other