

Welcome to Fireside Chat #360
January 16, 2013 1:00 – 2:00 PM Eastern Time
(Teleconference open for participants at 12:50 ET)

Enhancing Primary Health Care Delivery in the Inner City Through Interprofessional Teamwork

Advisors on Tap:



Dr. Deborah
Kopansky-Giles

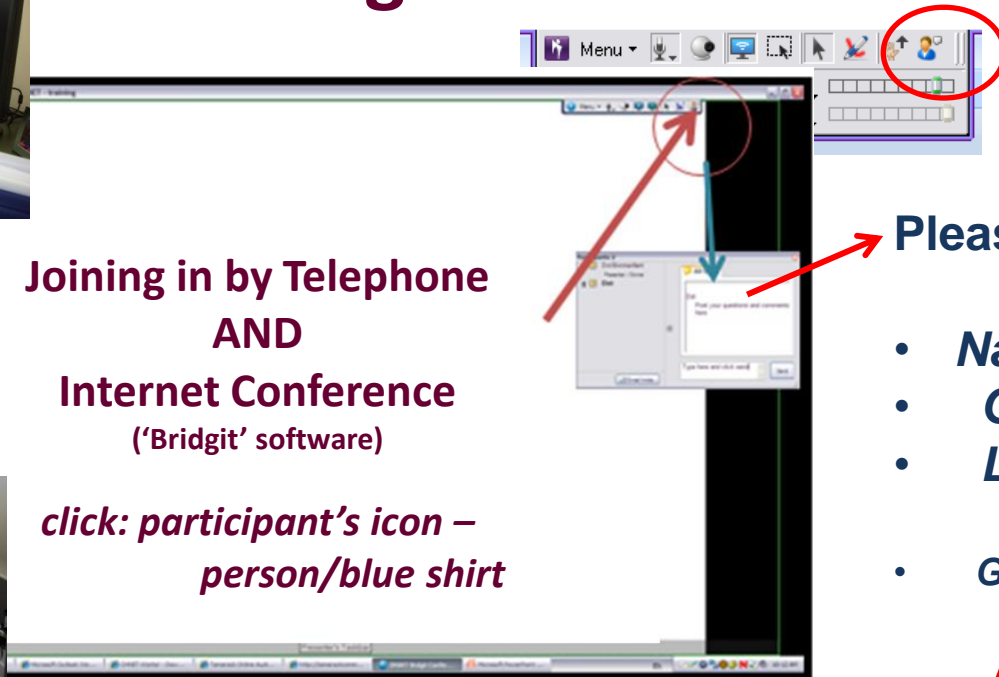


Dr. Fok-Han Leung



Dr. Kelly Horner

How to post comments/questions during the Fireside Chat



Joining in by Telephone
AND
Internet Conference
(‘Bridgit’ software)

*click: participant’s icon –
person/blue shirt*

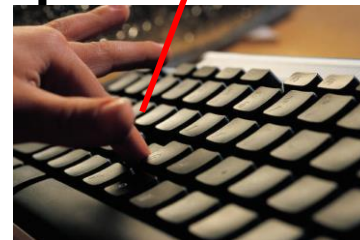
Please introduce yourself!

- **Name**
- **Organization**
- **Location**
- **Group in Attendance?**



Joining by Telephone only?

By email:
Respond to the ‘access instructions
email
animateur@chnet-works.ca



Where are you calling from?

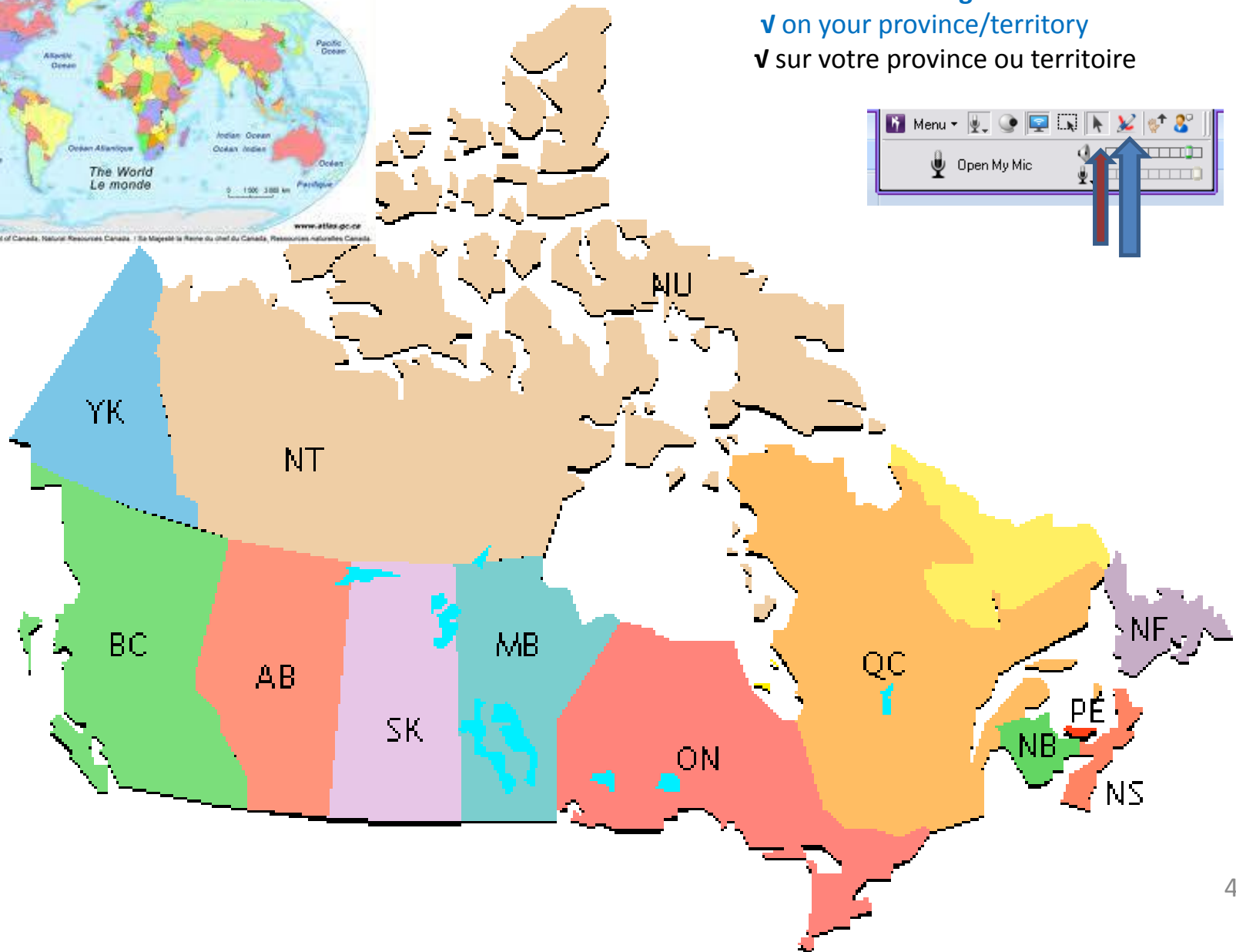
Où *habitez-vous?*



For those on Bridgit:

✓ on your province/territory

✓ sur votre province ou territoire



What Sector are you from?

Put a ✓ on your answer (or RSVP via email)



Public Health

**Education/Research
Faculty/Staff/Student**

**Provincial /Territorial
Government/Ministry**

Municipality

Health Practitioner

Other

Advisors on Tap

Dr. Deborah Kopansky-Giles

Chiropractor/researcher on staff in the Department of Family and Community Medicine (DFCM) at St. Michael's Hospital and is a Professor at the Canadian Memorial Chiropractic College.



- Dr. Kopansky-Giles coordinates the chiropractic program in the DFCM and co-leads the department's Interprofessional Education Working Group and interprofessional team development for the DFCM.
- In addition, she is actively involved in conducting research on modelling in IPC and IPE.

Dr. Fok-Han Leung

Family physician in the DFCM at St. Michael's Hospital and on faculty at the University of Toronto (U of T), Faculty of Medicine, DFCM.



- Dr. Leung is in active clinical practice in addition to teaching family medicine residents and conducting research on innovative models of collaborative practice and the use of technology to support interprofessional team work.
- Dr. Leung is the past medical lead for the 80 Bond Health Centre.

Dr. Kelly Horner

Psychologist and an adjunct faculty member of Ryerson University.



- Director of the Psychology Training Clinic that services all five DFCM's.
- Dr. Horner coordinates practicum, provides supervision and Interprofessional training to all practicum students from Ryerson University's Graduate Clinical Psychology Program.
- She is involved in research that is focused on the integration of this model.

Faculty/Presenter Disclosure

- Faculty: Dr. Fok-Han Leung
 Dr. Deborah Kopansky-Giles
 Dr. Kelly Horner
- Relationships with commercial interests:
 - None, not applicable
- This presentation has received NO Commercial support
- Potential for conflict(s) of interest:
 - Not Applicable

Who we are

- St. Michael's Hospital
 - Department of Family and Community Medicine
 - Inner City Health Program
 - University of Toronto teaching centre
 - Largest family medicine training program in North America: 1400 faculty, 200+ residents per year, hundreds other trainees
 - Our AFHT – largest in Ontario



SMH Department of Family & Community Medicine (Academic Family Health Team)

- 5 clinic sites located in downtown Toronto (a 6th coming)
 - Over 33,000 rostered patients (140,000 MD visits per year)
 - >60 family physicians, 15 nurses, 5 NPs, 4 social workers, 3 pharmacists, 2 chiropractors, 3 dietitians, 1 psychologist, 2 dentists, 1 addictions counselor, 2 physiotherapists (coming soon)
 - 40+ clerical and administrative staff
 - CCAC staff embedded in the Family Health Team
- Teaching responsibilities
 - 50+ family medicine residents per year
 - 40 core and elective medical students per year
 - 2 chiro residents and 12 chiro interns/year
 - 12 psychology residents/year
 - Variable numbers of other HCP students





Overview

- The Vision – Family Practice of the Future at the St. Mike's DFCM/AFHT
- The creation of the 80 Bond Health Centre
- Physical space
- Virtual space
- Innovative Relationships for capacity building and sustainability
 - Mental health program
 - Chiropractic and dental programs
- Team Building for Integrative care / interprofessional care
- Interprofessional education Initiatives

“Family Practice of the Future”

- We want to completely redesign the family medicine experience for patients and clinicians to improve it.
- We want to take advantage of paradigm shifts in technology, integrative and interprofessional care, chronic disease management, and self care.
- We want to connect these shifts with the new ways people manage their lives, how they work and what they choose in health care.
- We also want to build on what has worked for many years: the clinician-patient relationship.
- We want to test this new design and sustain it to see what works over time.



Creation of the 80 Bond Health Centre

- Prioritizing patient and family centered, evidence-based care and improving access to care
- Recognition of the unique needs of the inner city community
- Providing increased variety of health services
- Needing additional space for medical residents
 - Used as opportunity to create collaborative model
 - New partnerships
 - New funding arrangements to help vulnerable populations

Physical Space

- Way-finding
- Modular design
- Common areas

Physical space – way finding



Physical space – way finding



Physical space – modular design



Physical space – common areas



Physical space – common areas



Virtual space

- Shared information
- Messaging system
- Shared appointment bookings
- Social media

Virtual space

PS Dr. Fok-Han Leung - PSS ** Checked Out **

File Edit Style Settings Patient View Data Letter

Submarine, Yellow next visit: not booked age 23 yr 56781 (#2222222)

<p>Pmother - heart disease</p> <p>Father - osteoarthritis</p> <p>HTKA - sept 2012</p>	<p>Plow back strain</p> <p>Odiabetes</p> <p>Bmigraines</p> <p>Rsumatriptan 5 mg spray, non-aerosol (ea) nasal use as directed (started today)</p>
<p>ANo known allergies Oct 3, 2013</p>	<p>Iflu shot Sep 16, 2013</p>
<p>R</p>	<p>Rnever smoked</p> <p>Ino alcohol consumption</p> <p>Sno recreational drug use</p>

Enrollment Needed

Spoken Language: "chinese" Born In Canada:"no" Ethnicity: "asian" Preferred Language for health info:"english" Religion:"oman" Disability: "physical"

Gender: "prefer" Sexual orientation: "heterosexual" Family Income: "\$150,000" People supported by income: "7" Housing: "correctional"

MD toolbar SOAP labwork req UpToDate ODB formulary KRAMES SOARIAN Resident Field Notes

Last CPX: no data Last Flu Shot: Sep 16, 2013 Last FOBT: September 16, 2015 Last BMD: no data Last Colonoscopy: no data

Next CPX: Next Flu Shot: Sep 16, 2014 Next FOBT: Sep 16, 2015 Next BMD: Next Colonoscopy:

Distribution (select all that apply):

<input type="checkbox"/> Localized	<input type="checkbox"/> Palms and soles	<input type="checkbox"/> Injection or trauma site
<input type="checkbox"/> Extremities	<input type="checkbox"/> Lymphangitic	<input type="checkbox"/> Flexor
<input type="checkbox"/> Truncal	<input type="checkbox"/> Sun-exposed areas	<input type="checkbox"/> Extensor
<input type="checkbox"/> Feet	<input type="checkbox"/> Dermatomal	<input type="checkbox"/> Genital
<input type="checkbox"/> Scalp	<input type="checkbox"/> Scattered or few	

Body locations:

Other data:

eg. lab reports, other relevant patient info

Oct 3, 2013 DFHL
Allergy recording: No known allergies

Oct 3, 2013 SMH - Chiropractic History Form (Click to expand) DFHL

Oct 3, 2013 DFHL
Start: sumatriptan 5 mg spray, non-aerosol (ea) nasal use as directed

Prev DFHL Msg Next DFHL Msg

Windows taskbar: 10:06 PM 03/10/2013

diabetes
migraines

sumatriptan 5 mg spray, non-aerosol (ea) nasal use as directed (started today)

I
M
M
U
flu shot

Sep 16, 2013

P
E
R
S

PS Message

To: Dr. Fok-Han Leung

cc: Deborah Kopansky-Giles

Patient: 56781

Yellow Submarine Age: 23

Subject:

Due Date: ← Today →

Contact:

Phone:

Reply Requested: N

To: & cc:	Subject	Due Date	Addressee
	Katelyn Kohut		[ckk]
	Pegi Kohut		[cpk]
cc:	Deborah Kopansky-Giles		[BDK]
	Dr. Peter Kopplin		[DPK]
	Magda Kosicka		[NMK]
	Nicole Kozloff		[YNK]
	Rachel Kroeker		[MRK]
	Richa Kukkar		[ARK]
	Dr. Bruce Kwok		[DBK]
	Yvonne Kwok		[MYK]
	Lauren LaCaprara		[MLL]
	Consultant Signoff-Not Lab Results		[LAB]
	Dr. Sheila Lakhoo		[DSL]
	Andrea Lam		[MAL]
	Dr. Margarita Lam-Antoniades		[DMLA]

Message:

DFHL

Virtual space

PS 80 Bond

Appointments Edit Find View By Providers View Print

2013 Oct Action:

Time	KA Sat, Oct 5, 2013	GB Sat, Oct 5, 2013	AB Sat, Oct 5, 2013	PD Sat, Oct 5, 2013	ME Sat, Oct 5, 2013	FK Sat, Oct 5, 2013	HK Sat, Oct 5, 2013	BK Sat, Oct 5, 2013	FL Sat, Oct 5, 2013	SM Sat, Oct 5, 2013	HP Sat, Oct 5, 2013	HR Sat, Oct 5, 2013	SW Sat, Oct 5, 2013
8:30	x	x	x	x	x	x	x	x	x	x	x	x	x
8:45	x	x	x	x	x	x	x	x	x	x	x	x	x
9:00AM	x	x	x	x	x	x	x	x	x	x	x	x	x
9:15	x	x	x	x	x	x	x	x	x	x	x	x	x
9:30	x	x	x	x	x	x	x	x	x	x	x	x	x
9:45	x	x	x	x	x	x	x	x	x	x	x	x	x
10:00AM	x	x	x	x	x	x	x	x	x	x	x	x	x
10:15	x	x	x	x	x	x	x	x	x	x	x	x	x
10:30	x	x	x	x	x	x	x	x	x	x	x	x	x
10:45	x	x	x	x	x	x	x	x	x	x	x	x	x
11:00AM	x	x	x	x	x	x	x	x	x	x	x	x	x
11:15	x	x	x	x	x	x	x	x	x	x	x	x	x
11:30	x	x	x	x	x	x	x	x	x	x	x	x	x
11:45	x	x	x	x	x	x	x	x	x	x	x	x	x
12:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
12:15	x	x	x	x	x	x	x	x	x	x	x	x	x
12:30	x	x	x	x	x	x	x	x	x	x	x	x	x
12:45	x	x	x	x	x	x	x	x	x	x	x	x	x
1:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
1:15	x	x	x	x	x	x	x	x	x	x	x	x	x
1:30	x	x	x	x	x	x	x	x	x	x	x	x	x
1:45	x	x	x	x	x	x	x	x	x	x	x	x	x
2:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
2:15	x	x	x	x	x	x	x	x	x	x	x	x	x
2:30	x	x	x	x	x	x	x	x	x	x	x	x	x
2:45	x	x	x	x	x	x	x	x	x	x	x	x	x
3:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
3:15	x	x	x	x	x	x	x	x	x	x	x	x	x
3:30	x	x	x	x	x	x	x	x	x	x	x	x	x
3:45	x	x	x	x	x	x	x	x	x	x	x	x	x
4:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
4:15	x	x	x	x	x	x	x	x	x	x	x	x	x
4:30	x	x	x	x	x	x	x	x	x	x	x	x	x
4:45	x	x	x	x	x	x	x	x	x	x	x	x	x
5:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
5:15	x	x	x	x	x	x	x	x	x	x	x	x	x
5:30	x	x	x	x	x	x	x	x	x	x	x	x	x
5:45	x	x	x	x	x	x	x	x	x	x	x	x	x
6:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
6:15	x	x	x	x	x	x	x	x	x	x	x	x	x
6:30	x	x	x	x	x	x	x	x	x	x	x	x	x
6:45	x	x	x	x	x	x	x	x	x	x	x	x	x
7:00PM	x	x	x	x	x	x	x	x	x	x	x	x	x
7:15	x	x	x	x	x	x	x	x	x	x	x	x	x
7:30	x	x	x	x	x	x	x	x	x	x	x	x	x
7:45	x	x	x	x	x	x	x	x	x	x	x	x	x

10:10 PM 03/10/2013



Write a comment...



Press Enter to post.



Fok-Han Leung

We just got some tablets which can be programmed for your patients to fill out forms prior to seeing you. The info also downloads directly into the EMR as a progress note. Let me know if you want to check it out! (I've actually started using it more routinely for some of my physicals)



Like · Comment · Unfollow Post · September 23 at 7:38am via mobile



Emily Nicholas likes this.

Seen by 11



Emily Nicholas One of the MD's at 61 Queen is looking at ways to improve first appointments. He has created a form for patients to fill out prior to seeing their new doc so that the short time in the office can be used effectively. Unfortunately this doc is not a mem... [See More](#)
September 23 at 11:19am via mobile · Like



Write a comment...



Press Enter to post.



Fok-Han Leung

Any of the physicians in this Facebook group want to share neat billing tips and tricks? What about commonly missed codes?



Like · Comment · Unfollow Post · September 15 at 11:52am via mobile



Seen by 11



View 2 more comments



Fok-Han Leung Great! I'll try to see if we can program this in!
September 20 at 2:58pm via mobile · Like



Fok-Han Leung Great! I'll try to see if we can program this in!
September 20 at 2:58pm via mobile · Like



Write a comment...



Press Enter to post.



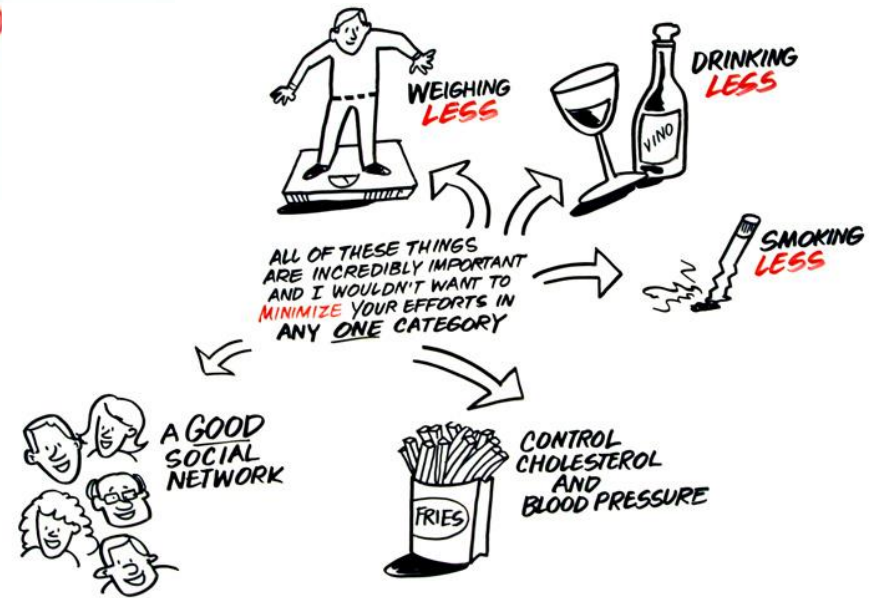
Emily Nicholas

Mass Messaging



HI... I'M DOCTOR
MIKE EVANS, AND
WELCOME TO THE
VISUAL LECTURE
I CALL...

23 1/2 HOURS



Innovative Relationships

- Listening to the community
- Creative solutions for human and financial resourcing



Innovative Relationships

- Enhances capacity of the Family Health Team to meet local community needs – additional/atypical services provided
- Improves access to health services for patients according to their wants/needs
- Contributions to initial capital costs and ongoing operational costs
- Expands the educational experience of our professional learners
- Supports the interprofessional/integrative model of Evidence-Based Patient Centered Care

Innovative Relationships

- Academic Affiliation Agreements
 - University of Toronto
 - Canadian Memorial Chiropractic College
 - Ryerson University
- Public contracts
 - Toronto Public Health
 - MOHLTC (Ontario)
- Community organizations
 - Community Care Access Centres
 - Shelters and community agencies
- Recognized as an innovative best practice in primary care – Canadian Healthcare Innovation Working Group

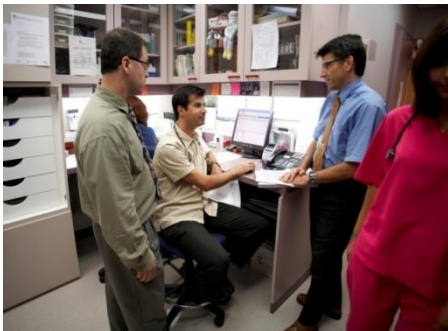


www.councilofthefederation.ca/.../128-health-care-innovation-working-group

Canada Human Health Resources Network – National Webinar – January 16, 2014

Why Collaborate?

- Improves access to health care
- Improves quality of care patients receive and their satisfaction with care
- Improves outcomes of care
- Improves employee retention and satisfaction with work-related quality of life
- More efficient and effective use of resources



WHO Framework for action on interprofessional education and collaborative practice, 2010



Enablers of IPC

Institutional Culture

Funding

Internal Champion

Focus on EBP

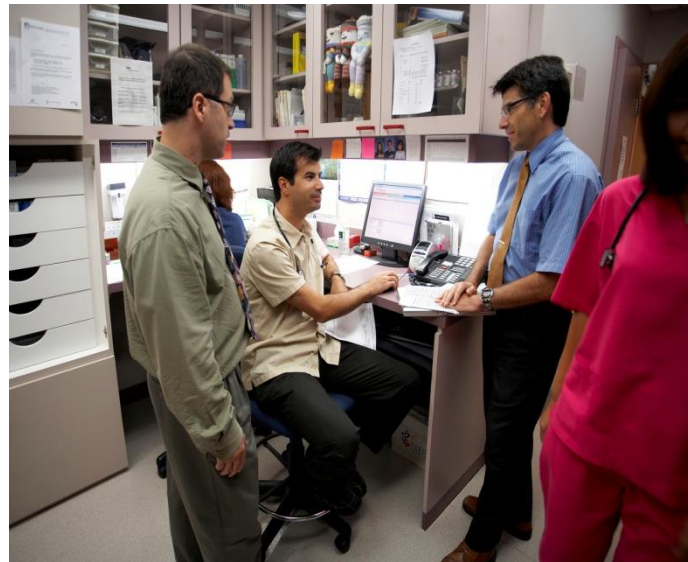
Experienced providers

Patient-centered

Open mindedness

Co-Location

Education



Team Building for Integrative/IP Care

- Building the team
 - Identifying internal team champions for IPC
 - Education, experience of provider, co-location, culture
 - Team meetings/team rounds, dept-wide staff meetings
- Recognizing overlapping scopes of practice
 - Maximizing use of team's skills
 - All work to full scope of practice
- Non-hierarchical structure in collaborative patient-centred care – Ego left at the door

A new model for Primary Care Mental Health Service Delivery

- Mental Illness in Canada³:
 - ♦ Yearly Prevalence: 20% of Canadians
 - ♦ Lifetime prevalence: 43% of Canadians
- Key barriers to treatment⁴:
 - ♦ Stigma/Acceptability
 - ♦ Accessibility
 - ♦ Availability/Long wait time





Mental Health Services

- Psychology
- Social Work
- Psychiatry

Psychological Services

- One psychologist oversees 1 year practicum
- 12 + students from Ryerson University Clinical Psychology Ph.D. Program
- Centralized referral system
- Collaborate within mental health providers to increase efficiency and access with regards to overlap and distinct expertise
- Triage of care – right intervention at the right time with right mental health provider
- Psychologists provide diagnostic assessment and evidenced based treatments
- Training students to provide up-to-date psychological services
- Shared planning and decisions to enhance the work that each providers is giving



Integrative Musculoskeletal Care

- Up to 40% of all medical visits
- Global Burden of Disease Report (2010):
 - # 2 burden of disease globally
 - LBP # 1 non-fatal burden of disease
- Chiropractic services provided through a teaching clinic model in collaboration with CMCC
- Shared-care model for managing people with MSK disorders and chronic, complex health conditions
- Physiotherapy being reintroduced with new funding availability
- New model planned – IP-LBP Management Program



Dental Services

- Available through partnership with Toronto Public Health
- First of its kind in a AFHT structure
- Staffed by dentist, dental hygienist, dental assistant (employees of TPH seconded to our site)
- Services available for patients who meet financial eligibility criteria – prioritized groups:
 - Youth (< 17 years)
 - Seniors (> 65 years)
 - People on government dental plan
 - Acute/urgent patients of the AFHT requiring treatment (one visit only)
- Available services include (depending on eligibility) : examination, x-rays ,scaling (cleaning), fluoride treatment, fillings and sealants, extractions, root canal treatment on selected teeth, partial and full dentures

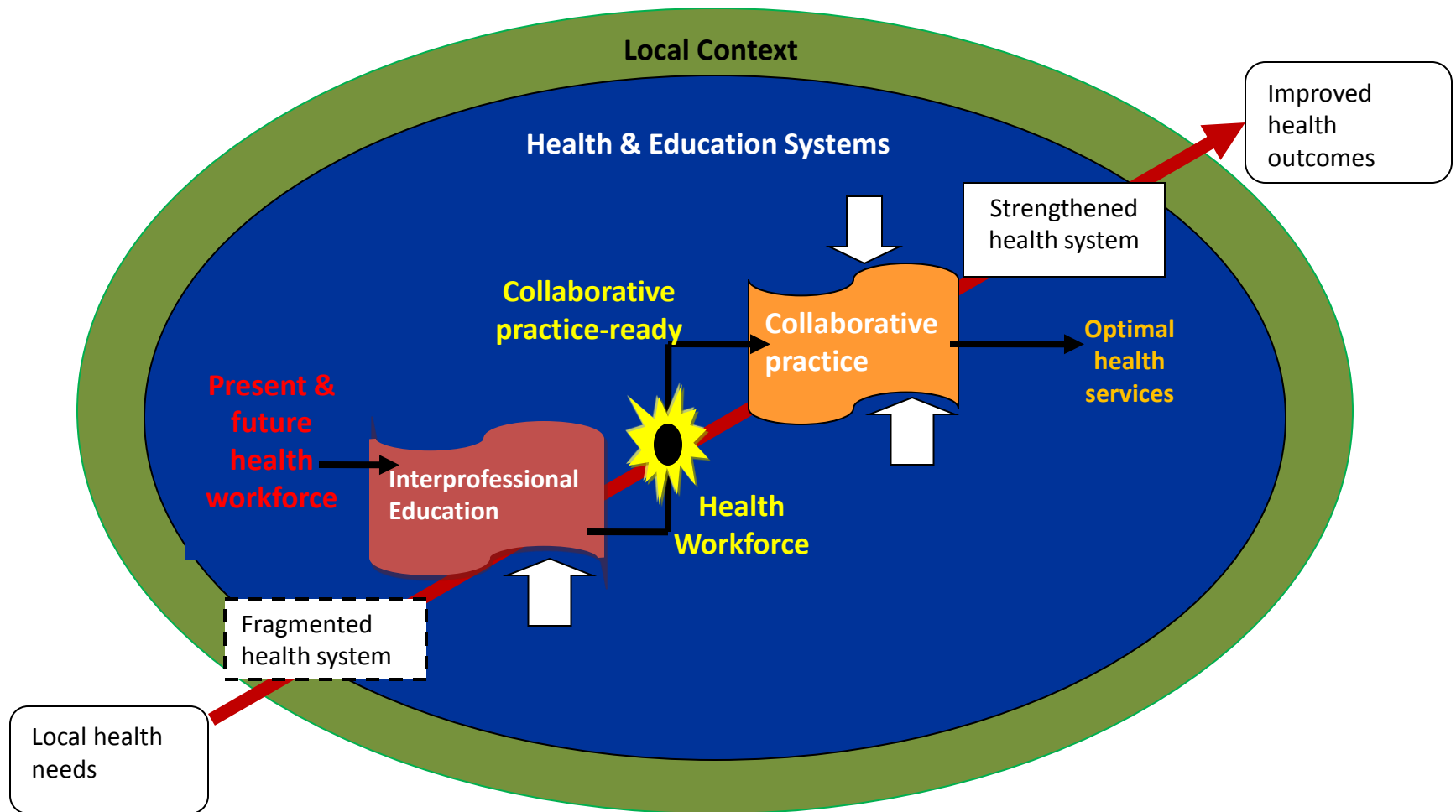
Interprofessional Education

“occasions when two or more professions learn with, from and about each other to improve collaboration and the quality of care”



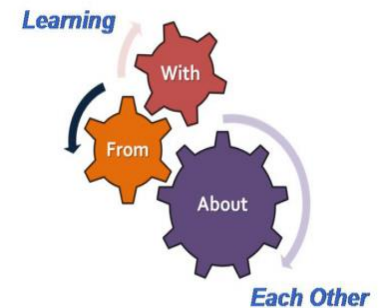
Center for Advancement of
Interprofessional Education
(CAIPE)

WHO Framework Model



Interprofessional Education

- Part of 80 Bond ‘usual’ practice
- Education of health professional students integrated through all clinical practices/programs
 - Medicine, Nursing, Nurse practitioner, Pharmacy, Social Work, Dietetics, Chiropractic, Psychology, Dentistry, Physiotherapy, Addictions
 - Groups – mindfulness, art therapy, smoking cessation, diabetes, COPD, well baby, pre-natal, craving change, low back pain management program
 - Future forward – 6th site – considering other CAM therapies
- Mixing the teachers:
 - Faculty development on how to teach IP learners
- Mixing the learners:
 - Formal IPE programs and rounds
 - Formal shadowing/observerships/electives
 - Joint examinations/visits/informal hallway consults
- Research program – evaluating what we do
- Teaching together strengthens the clinical team



Lessons Learned

- Relationship building:
 - Common vision, goals and objectives, build on strengths
 - Seek innovative partnerships (share human and financial resources)
 - Sharing a common language
 - Affordability and accessibility of care
 - Community and stakeholder advocacy
- Institutional culture of innovation and inclusion
- Importance of co-location
- Practice setting and design
- Critical role of site champions
- Evidence-based, patient-centered principles
- Non-hierarchical (inclusive) approach
- Education. Education. Education.
- Keep evolving



Our Family Practice of the Future is...

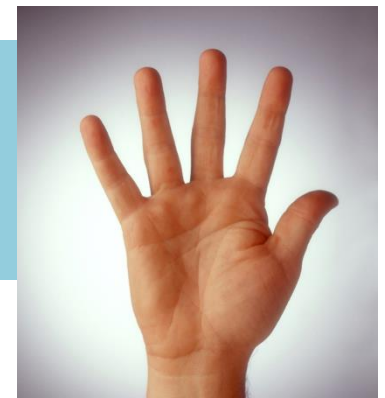
- An inter-organizational, non-hierarchical collaborative team composed of multiple mainstream and CAM healthcare providers, patients, administrators and staff
- A shared-care model of evidence-based patient, family and community centered care, with a focus on vulnerable populations
- A shared educational model to prepare our future health professionals to work together
- A welcoming site which facilitates interprofessional care and patient educational outreach
- A team which uses new communication techniques (example: social media) to enhance our internal communication and our communication with patients and external organizations



Resources

- Ontario MOHLTC - Interprofessional Care: A Blueprint for Action in Ontario (July 2007). HealthForceOntario.
 - www.healthforceontario.ca
- WHO Framework for Action on Interprofessional Education and Collaborative Practice, 2010
 - www.who.int/hrh/resources/framework_action/en/
- Council of the Federation, Health Care Innovation Working Group
 - www.councilofthefederation.ca/.../128-health-care-innovation-working-group
- University of Toronto Office of IPE
 - ipe.utoronto.ca/
- Canadian Interprofessional Health Collaborative
 - www.cihc.ca/sdfs

Poll question - Hands up!!



Hands up if you think implementing this type of model in your setting is possible:

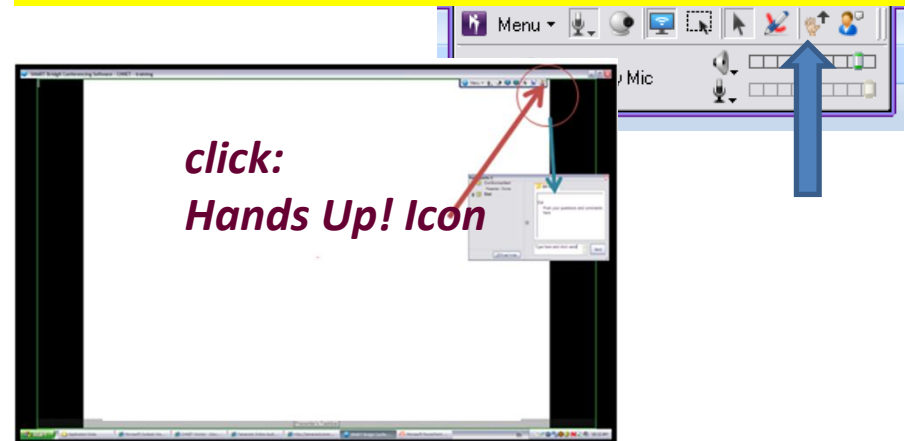
RSVP

Via Email: Respond to the 'access instructions email

animateur@chnet-works.ca

OR

Via Bridgit Internet Conference:



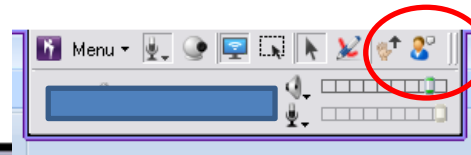
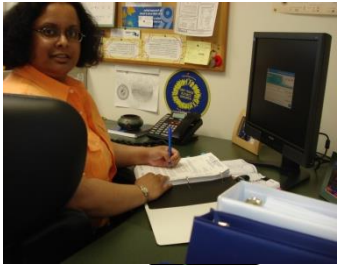
What actions might you take as a result of your involvement in this Fireside Chat?

Here are some options:

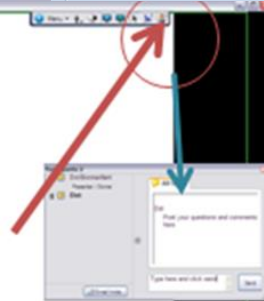
✓ the options that apply to you... X those that you would not use...

- 1. Meet with my health care team to share the information**
- 2. Meet with my manager to share the information**
- 3. Discuss this model with my organization's leadership**
- 4. Contact my local health ministry to inform them of the model**
- 5. Talk with my faculty/research department about conducting a pilot study on this type of model in our setting**
- 6. Include this program as an example of an innovative health primary care model in upcoming presentations**
- 7. Plan to introduce interprofessional education in our setting**
- 8. Reach out to community organizations to garner interest?**
- 9. Other**

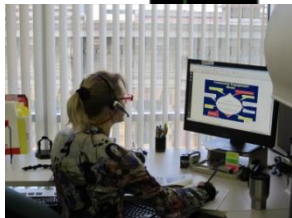
Your comments/questions please!



**Telephone
AND
Internet Conference**
(‘Bridgit’ software)



*click: participant’s icon –
person/blue shirt*



Joining by Telephone only?



**By email:
Respond to the ‘access instructions
email**

animateur@chnet-works.ca



We'd Like to Hear from You!

Additional questions or information needed?

Contact us at:

- kopanskygild@smh.ca
- hornerk@smh.ca
- leungf@smh.ca

Thanks for participating!

