

Family Health Team

8 King Street, Powassan, ON P0H 1Z0

Update November 18, 2013

CLINICAL PROGRAMS & SERVICES

Memory Clinic

- Two physicians, Registered Nurse, Social Worker and two Clinical Assistants from our FHT and a representative from the North Bay Alzheimer's Society are trained in providing the Memory Clinic here at our Powassan site.
- We are supported by Dr. Jo-Anne Clarke, the geriatrician who founded the Northeast Geriatric Centre in Sudbury. The Memory Clinic is provided monthly. We are hoping to add a pharmacist to the Memory Clinic team as well.

Benefits of this program include the following:

- Satisfied patients and caregivers (based on 3-year evaluation of CFFM Memory Clinic)
- Early diagnosis, comprehensive management and supports à aim to reduce crisis visits to family physician and to hospital
- Driving concerns assessed and managed
- Appropriate use of specialists' referrals and community supports: Over 3 years, CFFM Memory Clinic has managed 92% of patients referred by FHT physicians without need for specialist referral; appropriate diagnosis and management has been confirmed by independent chart audit by 2 geriatricians. Evaluative results of the first 21 Memory Clinics trained have been similar.
- Patient's own family physician maintains a central role in management: The Memory Clinic physician acts as a resource to the patient's own family physician, providing comprehensive assessments and management plan and guiding the family physician with detailed, understandable clinic notes and intermittent reassessment.

The following five programs are running on top of the already excellent care we provide to all of our patients. These programs use the advanced functions of our Electronic Medical Records (EMR) to evaluate our FHT enrolled patients. Through this research, we are able to identify groups of people requiring unique attention. This level of evaluation and analysis is made possible by the electronic medical records. These groups of people include patients under the following programs:

1. Diabetes Program

- One of our first programs. We are now working with Merck to refine our diabetic management including development of EMR data analysis and strategies for closing identified care gaps.

2. Well Baby Program

- One of our first programs. We are now creating advanced searches and pulling data on all of the children in our program to assess key indicators starting with immunizations and the Rourke Baby Records.

3. Hypertension Screening Program

- This is a new program that is just beginning and uses our EMR to search for patients that have blood pressure that is considered in the “risk” of hypertension range and increase the percentage of these patients that get their blood pressure followed up within 6 months.

4. Preventative Care Program

- We are focused on increasing the percentage of all of our patients that are getting the appropriate preventative care. This is now easier to track with the EMR.

5. Flu Clinic Program

- Flu clinics have been running for 3 weeks so far at the PAAFHT this year.

Patient Education

- We have just added a TV to the waiting room at the Powassan Medical Centre that provides patient information in the form of announcements about the clinic as well as general health information slides and videos.

Advanced Access and Efficiency and Chronic Disease Management

- Dr Scott Houghton has been taking part in the Health Quality Ontario Advanced Access and Efficiency and Chronic Disease Management Wave 6 program. This has helped increase access through reducing wait times and providing many clinical and administrative strategies to ensure faster access to both Dr. Houghton and other care providers. These strategies are also being used by other physicians at the PAAFHT.

Sessional Psychiatrist

- We have just signed up a sessional psychiatrist who will be providing case management supervision to our social worker when needed via the Ontario Telemedicine Network (OTN).

Sessional Geriatrician

- We have a sessional geriatrician working with us to support the physicians and other care providers working with the Memory Clinic and for other geriatric clinical needs.

Heart Zap Defibrillator

- The physicians and the FHT have purchased and been trained on a HeartZap Defibrillator.

QUALITY IMPROVEMENT

Quality Improvement Plan

- FHTs were required to submit Quality Improvement Plans last year. Each was reviewed by Health Quality Ontario (HQO) and ours received the feedback of being very impressive. In a follow up call with HQO, the representative was amazed that we were on target with one, let alone all, of the areas we had put in the plan. We are very proud of our team.

Patient Satisfaction Survey

- Part of our Quality Improvement Plan includes, as requested by the Ministry, conducting a patient satisfaction survey. Ours is drafted and will be distributed to patients periodically starting this month.

Emergency Department Diversion

- We are working with the North Bay Regional Health Centre (NBRHC) to track and reduce visits to the Emergency Department by our patients.

In-Patient Discharge Follow Up

- We have negotiated a special report from the NBRHC to be able to identify on a daily basis the patients that are being discharged. Previously we had to wait weeks or more for reports in the mail from the hospital, if we received any at all.

EHEALTH

Quality Improvement Decision Support Specialist (QIDSS)

- FHTs were funded for QIDSS staff this year. PAAFHT is part of a group of 9 FHTs all using the same EMR. Our QIDSS person has been very helpful and we are making good strides forward with her help.

Ontario Telemedicine Network (OTN) – Store Forward Dermatology

- We are now signed up with OTN to take information from our patients and have a dermatologist assess it online. We are having good success with this technology.

Ontario Telemedicine Network – Personal Video Conferencing

- OTN has created a much less expensive way to participate in the excellent technology of secure medical appointments online. The Powassan Medical Centre can now provide selected OTN appointments to our rostered patients. We are starting a trial with oncology and social work patients.

Physician Office Integration (POI)

- This is an exciting system that pushes patient information from many sources directly to our EMR which significantly reduces the time it takes to get patient results and the administrative time of scanning and inputting that information into patient charts. Astorville has been live with POI for a month and Powassan goes live tomorrow.

OLIS – Ontario Laboratory Information System

- This is another exciting system that allows health care professionals to retrieve information for patients from any lab in Ontario (though not all labs are signed up on OLIS yet).

SITE DEVELOPMENT

New Facility

- We presented copies of the lease between the PAAFHT and the developer and the draft sublease between the PAAFHT and the Municipality of Powassan in March 2013. We are still waiting for a response from the Municipality.
- Only with additional office and clinical space will also we be able to offer:
 - group education sessions for programs like diabetes and hypertension;
 - groups run by our social worker such as grief, anxiety, or depression;
 - the full range of OTN appointments possible at times of the patients convenience.

ADMINISTRATION & FINANCE

Full Complement of Interdisciplinary Health Professional staff

- We are now at a full staffing complement of: Nurse Practitioner 1.0, Registered Nurse 0.8, Registered Practical Nurse 0.2, Social Worker 1.0. The FHT also employs an Executive Director 1.0, Administrative/Reception staff 1.0 and Reception/Clinical Assistant 0.4.

Annual Audit

- We have successfully completed both of our annual audits with no concerns from the auditor or Ministry of Health.

New FHT Server

- The FHT purchased a server last year so that all of our non-patient information is able to be shared and being regularly and securely backed up. Patient information has its own server.