

Implementing patient medical homes accross BC

Background

Across British Columbia collaborative partners and physicians at the practice, community and provincial levels are working to transform primary care to more effectively meet the needs of patients and populations.

Supported by the GPSC and its programs, family physicians are adopting new practice methods as they transition to patient medical homes (PMHs) as the cornerstone of primary care networks (PCNs).

Completed electronically by family physicians across the province, the PMH Assessment assists physicians in reflecting on their practice within the context of the PMH model, and enables communities to make data-informed decisions in support of locally integrated systems of care. The assessment is designed to:

- Identify practice strengths and opportunities in relation to the 12 attributes of a PMH in BC.
- Inform quality improvement activities in practices.
- Inform priorities and resource allocation at a community, regional, and provincial level.

Physicians can complete the assessment individually, with a Practice Support Program (PSP) Regional Support Team (RST) member, or in a group with clinic support staff and RSTs. Hosted by a division of family practice, group events also serve as a community platform to discuss individual and group assessment results in relation to practice level quality improvement and community service planning.

Next Steps

The GPSC is on a collaborative, multi-year journey to transform primary care, through the implementation of patient medical homes, which will take time and will happen at different rates in different communities. The current results provide a point-in-time snapshot of PMH implementation around the province.

As the use of the PMH Assessment by family physicians increases, the GPSC can further gather information to inform, evaluate, and support the transition to an integrated system of care at both community and provincial levels. The results provided reflect provincial priority areas for system improvement and foundational components of the PMH model.

Method

The GPSC developed its assessment by:

- Using select measures from existing, standardized physician assessments in Canada including:
 - ~ Canadian Institute of Health Information Attributes of Primary Care Provider Survey,
 - ~ College of Family Physicians of Canada PMH Self-Assessment Tool, and
 - ~ 2014 National Physician Survey in Canada.
- Adapting questions from the American-based Safety Net Medical Home Initiative's:
 - ~ Patient-Centred Medical Home Assessment.
 - ~ Building Blocks of Primary Care Assessment.

Before launching province-wide in 2017, the assessment underwent successive rounds of testing with family physicians and stakeholders.

Consistent with GPSC's commitment to iteratively improve its supports and services, the committee undertook a process to update the assessment after two initial years of implementation. After consulting with physicians and community stakeholders in 2019, the updated version was released in January 2020. Key updates to the PMH Assessment include more clarity and consistency in language, and new questions that expand key PMH attributes, relate to the development of primary care networks, and focus on practice quality improvement.

Results

Nearly 2,400 (58%) of BC family physicians have completed the assessment at least once as of December 2019.

COMPLETION BY REGION

Regional Health Authority	Family physicians who completed PMH Assessment (N)*	Family physicians (N)**	Completion rate
Interior	489	736	66%
Fraser	635	1,130	56%
Northern	228	259	88%
Vancouver Coastal	455	1,072	42%
Vancouver Island	506	789	64%
	2,313	3,986	58%

*Location data for 85 family physicians not available.

**Only family physicians with 50 or more Majority Source of Care (MSOC) patients are included. MSOC patients are those who, during a 12 month period, visited a family physician three or more times and more than 50% of those visits to one family physician. A patient can be MSOC for only one family physician.

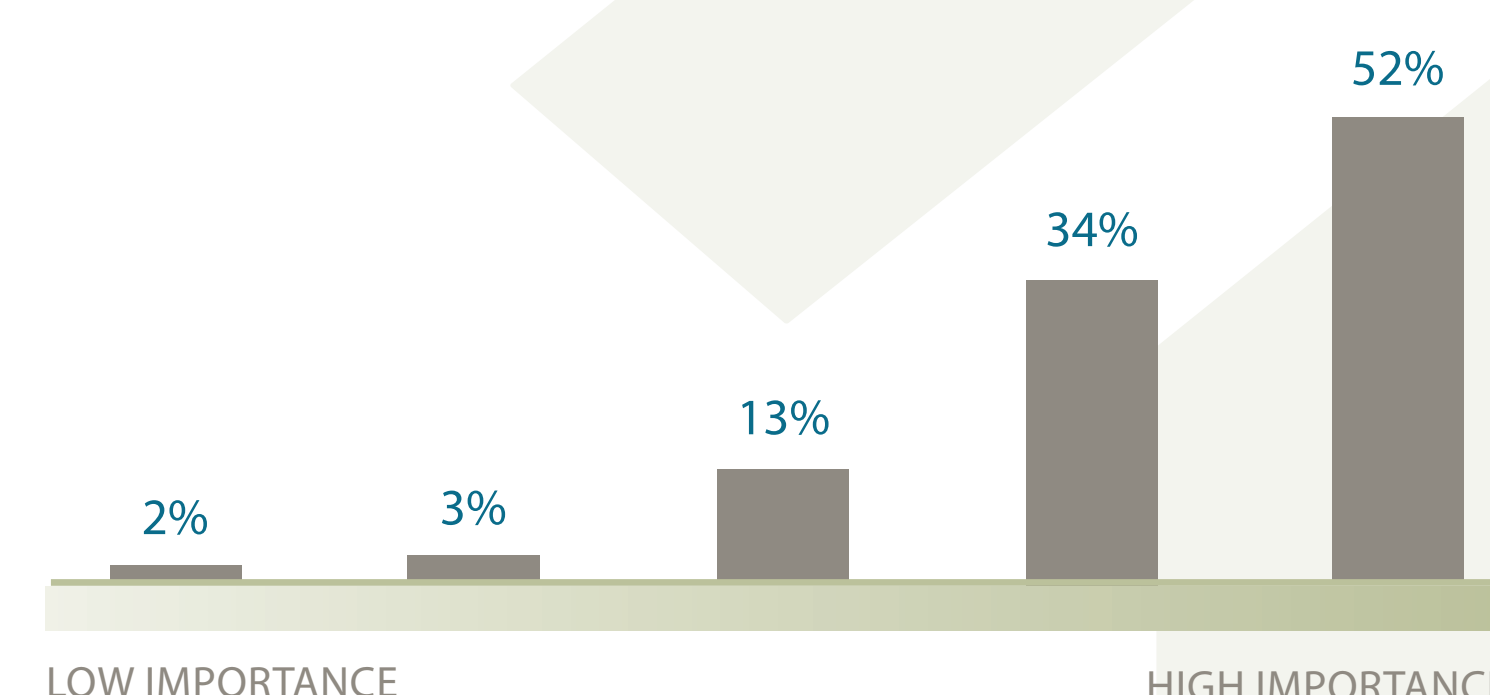
PRACTICE IN A TEAM-BASED CARE SETTING

53% are sharing responsibility for managing patient care



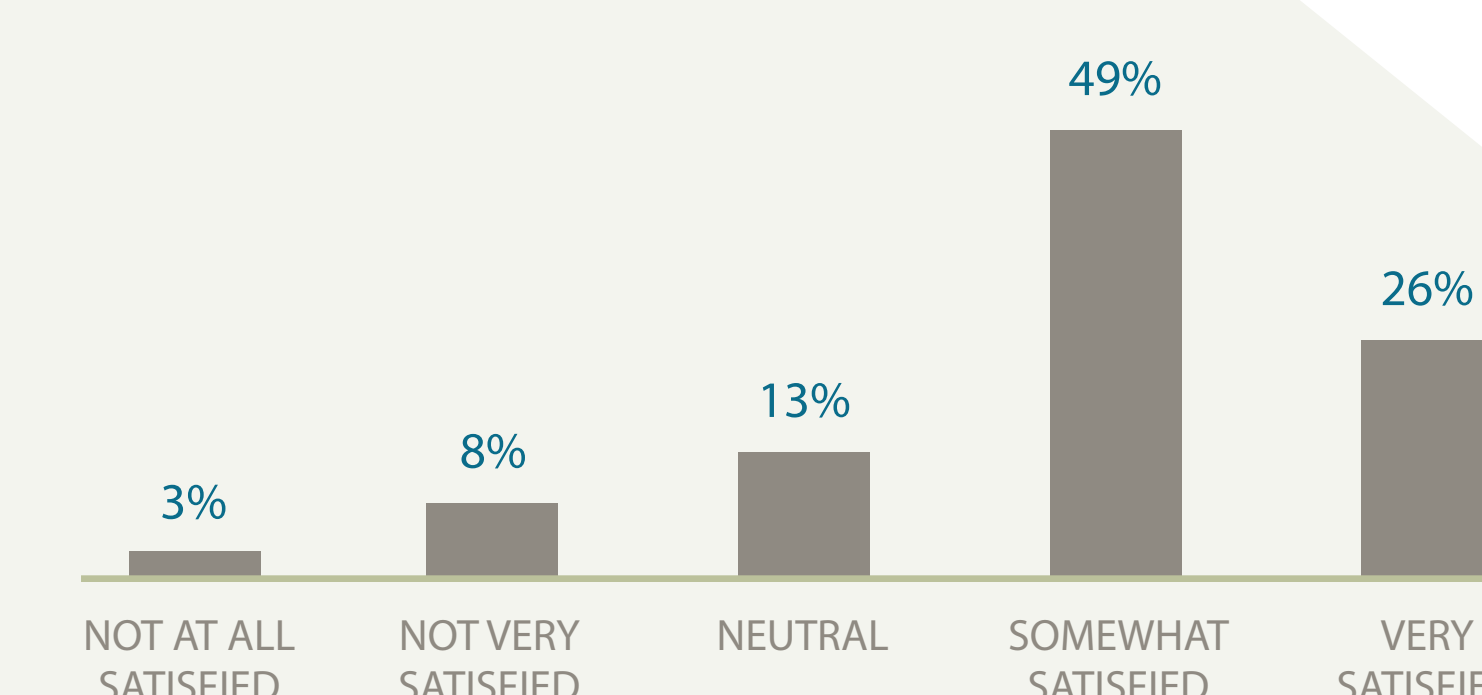
UNDERSTANDING PATIENT PANELS

52% place high importance on using their EMR to understand their patient panel



PHYSICIAN SATISFACTION

26% are very satisfied with their overall experience with their profession



ATTACHMENT

34% accepted most or all new patients within six months prior to completing the assessment



ACCESS

46% offer services on weekends (Saturday or Sunday)

36% offer services on weekday evenings after 6pm

18% offer services at night between midnight and 8am