Improving Communication, Patient Access, and Shared Care Ideals to Better Coordinate Care for Older Adults

The Idea
The idea is to have an internal medicine specialist come into a family practice to assess a patient in coordination with their own family practitioner. The physicians will collaborate on the diagnosis, assessment, and treatment of the patient. We want to help build confidence in the concept of patient medical homes in the Thompson Region by integrating specialists to better coordinate care. This trial is intended for patients 65+ or those with multiple complex chronic conditions.

CURRENT CHALLENGES
- Communication between specialists and family physicians
- Information flow
- Updating of patient records

GOALS
- Shared decision making
- Education
- Increased understanding of internist medical management decisions
- Agreement of care plan
- Immediate updating of medical record

LEARNINGS SO FAR
- Family doctors are open to trialing new ideas in how they care for patients
- Specialists are interested in learning from family doctors and are flexible in trying new care ideas
- This takes time and needs administrative support
- The process needs to be well thought out for the clinicians who are going to trial it
- The family physician's EMR needs to be set up to enable booking and recording
- Team-based care will appear to take more time initially but we believe that lost time will be recouped by streamlining future visits with that patient

NEXT STEPS
- Spread to other clinics
- PDSA

Timeline
- APRIL 2019: Idea
- SUMMER 2019: Planning
- SEPT 2019: Buy in from internal medicine specialists
- SEPT 2019: Pitch to family physicians
- OCT 2019: Commitment from one clinic to trial
- NOV 2019: Commitment from others to trial
- FALL 2019: Continued planning
- JAN 31, 2020: First trial

Further trials scheduled for February and March, 2020

For more information, please contact thompsonregion@divisionsbc.ca

TOP 5 CHRONIC CONDITIONS for people in Kamloops
Aged 65-74

- Hypertension
- Osteoarthritis
- Diabetes
- COPD
- Asthma

TOP 5 CHRONIC CONDITIONS for people in Kamloops
Aged 75+

- Osteoarthritis
- Diabetes
- COPD
- Osteoporosis
- Heart Failure

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