



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

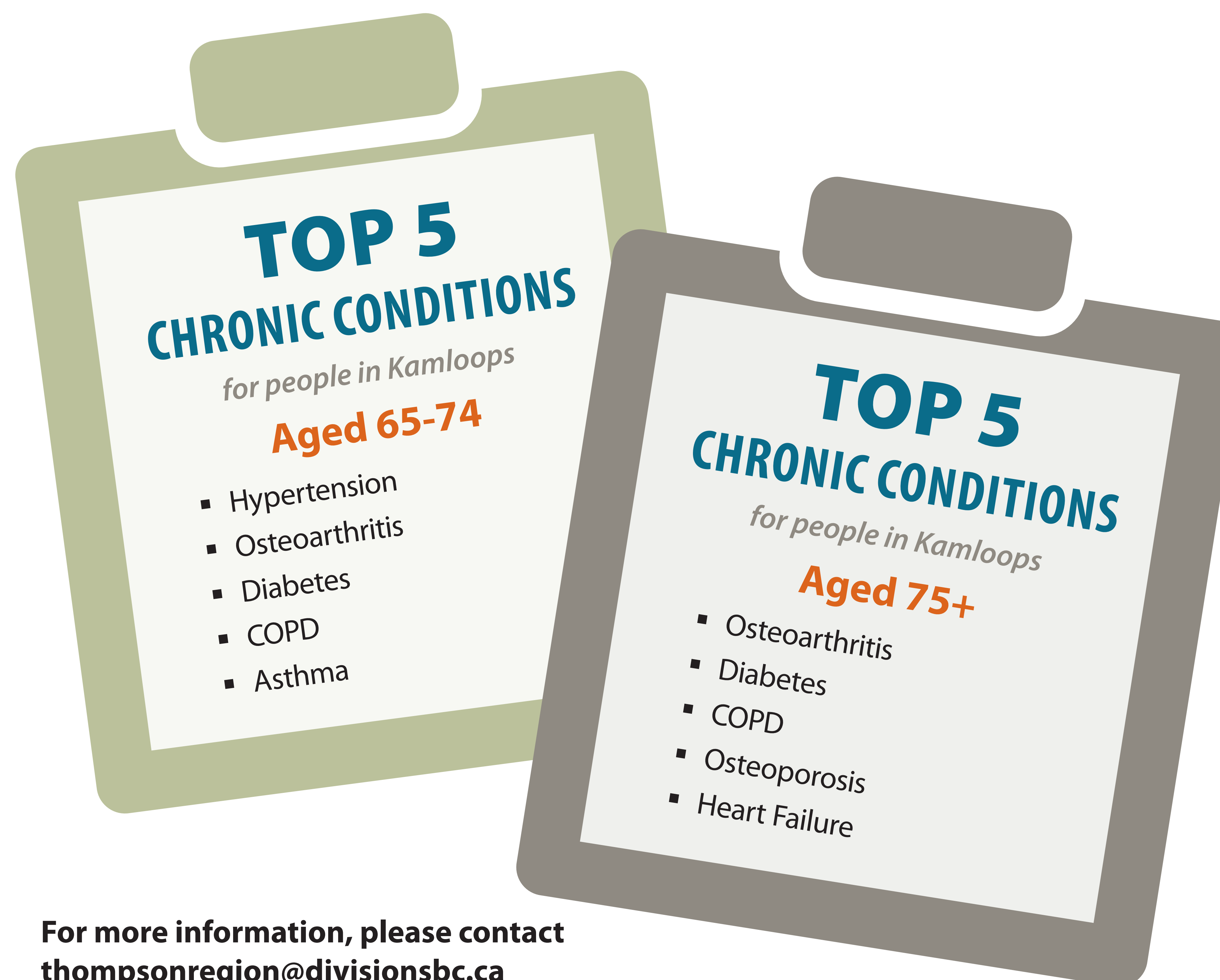
NEXT STEPS

- 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



For more information, please contact thompsonregion@divisionsbc.ca

Further trials scheduled for February and March, 2020