



# Primary Care Integration



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**Mississauga Halton CCAC**  
**June 1, 2016**

**Strategic  
Directions  
2015-2020**

*We are making people  
the point of care*



# Agenda



## Overview of briefing

- Our role in leading primary care integration strategy
- Primary care: definition
- Primary care integration initiatives
  - Primary care advisors
  - Primary care provider database
  - *DocSearch*, specialist e-compendium
  - Integration with primary care providers through Health Links

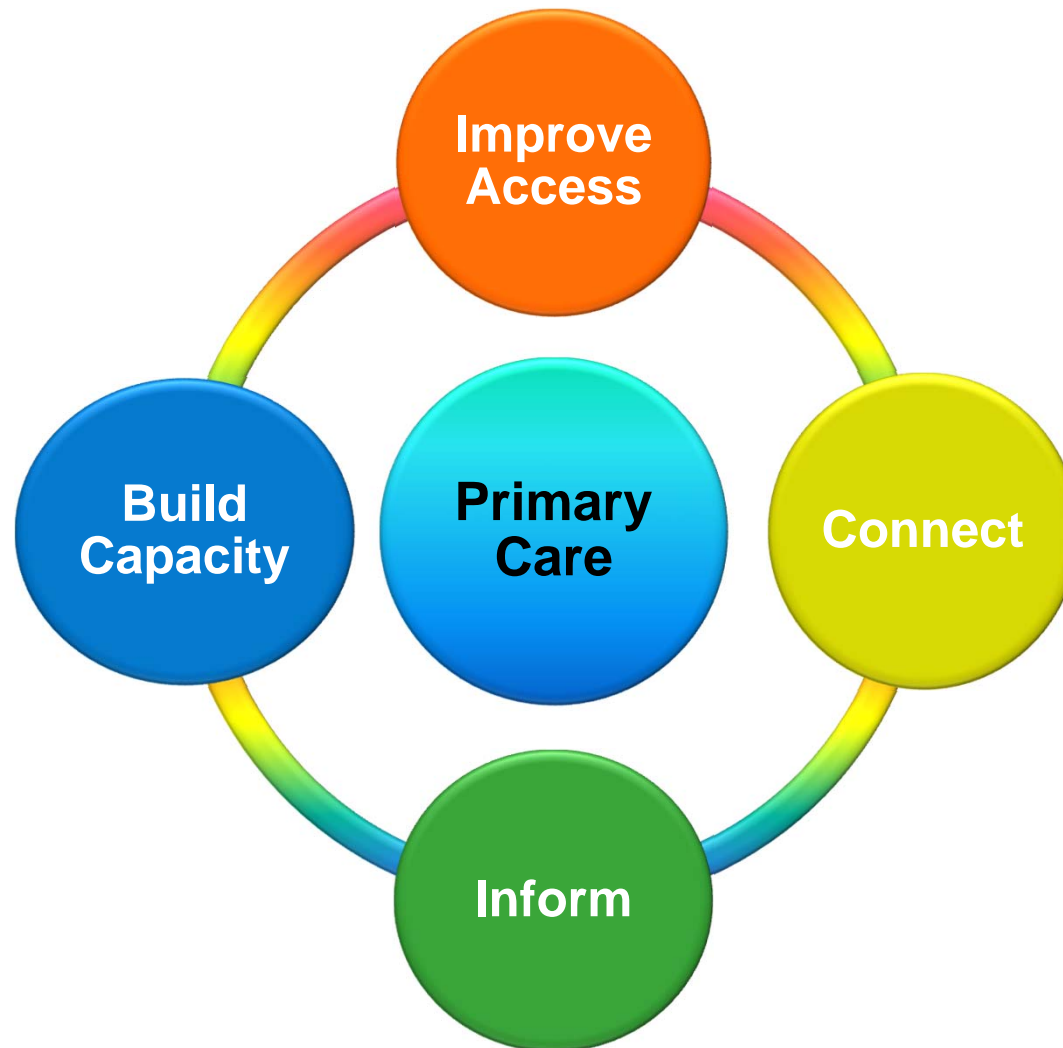
# Leading primary care integration strategy

## Our role in leading primary care integration strategy

In partnership with our Mississauga Halton LHIN



# Primary care integration strategy



# Primary care: definition

## Definition

Primary Care(n): the first point of contact between a patient and the health care system; navigator of the health care system; provides clinical services close to home; provides system access and continuity of care; includes illness prevention, health promotion, diagnosis, treatment and rehabilitation and counseling.



# Initiatives

## Primary care integration initiatives



Primary care advisors



Primary care provider database



Mississauga Halton Primary Care Network



*DocSearch*: Physician directory of  
specialists



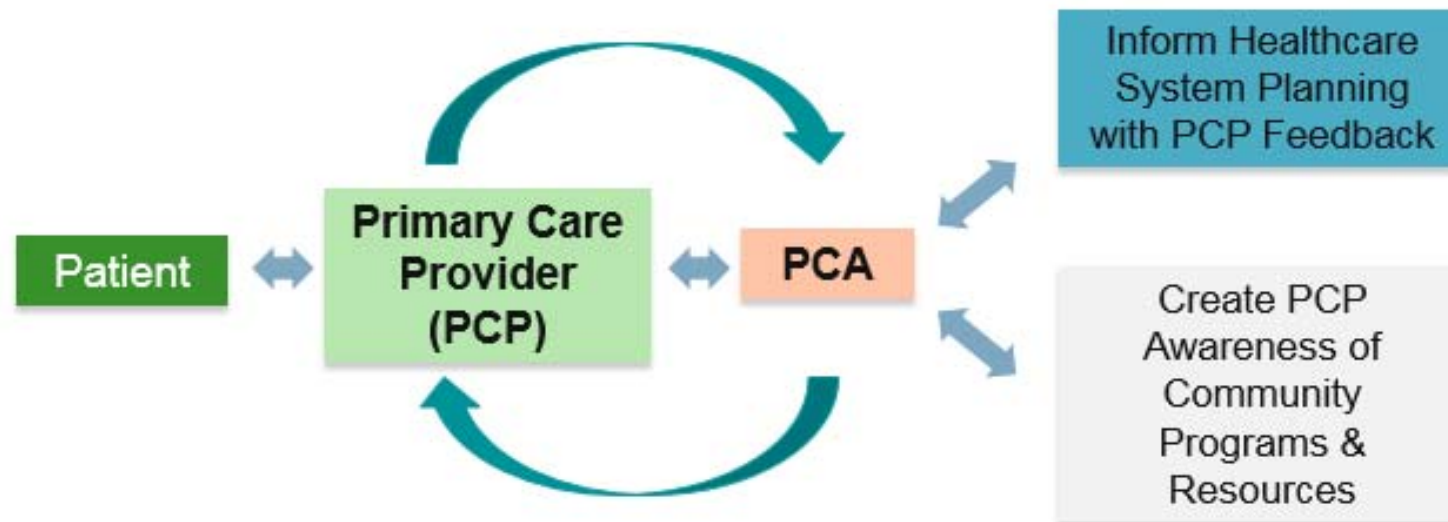
System design opportunities (e.g. Health  
Links, community health hubs)

# Primary care advisor profile

## Profile

The primary care advisor (PCA) role has an **integrated system-level focus**, promoting LHIN-wide programs and initiatives to support the advancement of primary care engagement across all service providers

Note the dual “push – pull” function





# Complementary roles

## Care Coordinators & Primary Care Advisors – What Do They Do?

### Care Coordinators

#### CLINICAL AND PATIENT FOCUSED

Connect with primary care providers to address patient care issues

Conduct comprehensive assessment of needs

Develop personalized care plan

Coordinate in-home care – nursing, personal support, therapy

Navigate to other community support and resources

Monitor patient outcomes, evaluates and adjusts care plan

Seek primary care provider advice and intervention, as needed

### Primary Care Advisors

#### SYSTEM FOCUSED

Communicate SYSTEM level information (programs, services, resources) to family physicians based on their identified needs (**PUSH**)

Gain insight from physicians that can be used to make system improvements with the goal of improved patient outcomes and patient/provider experience (**PULL**)

Support health service providers in developing effective strategies for information and engaging physicians about their services

Deliver quarterly messaging based on five strategic foci provided by: MH CCAC; MH LHIN x 2 and HSPs; Health Links and the Primary Care Network



# Enabling primary care integration

## Primary care advisors: Five member team, role unique in Ontario

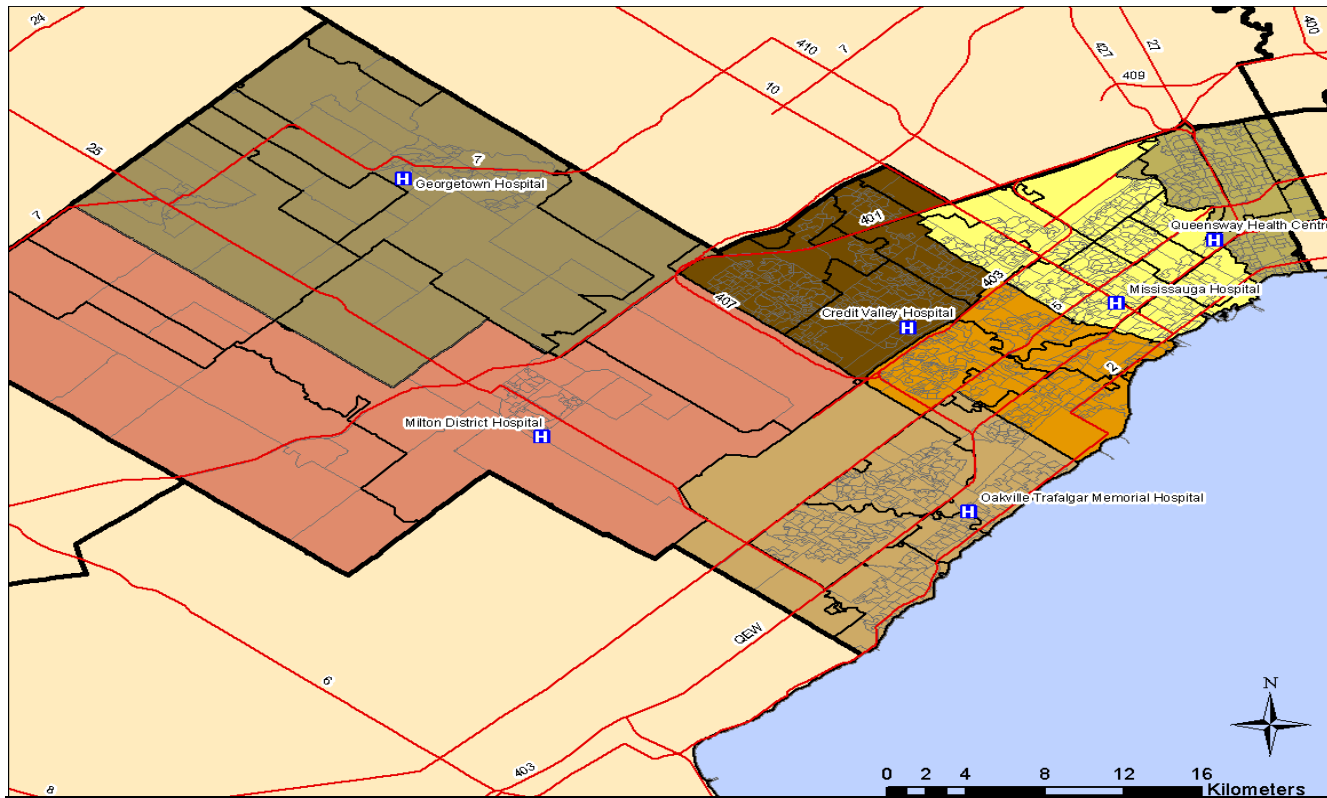
- Establish ongoing, productive relationships in seven Health Link regions
- Build vital connections between and among primary care providers and breadth of services and community resources
- Inform primary care about health care resources and social services
- Gather feedback from primary care physicians

The screenshot shows the 'Engagement Tracker Tool' interface for a practitioner named SMITH, DEBORAH. The interface is divided into several sections:

- IDENTIFICATION:** Fields for CPSO Id, Practitioner Type, Last Name (SMITH), First Name (DEBORAH), Gender, and Email. A 'Save' button is present.
- ADDITIONAL INFO:** Fields for Practice Model (FAMILY HEALTH ORGANIZATION), Practice Group (BRONTE MEDICAL Etc), Group Lead, Willing to Accept New Patients, and CFC Certification (YES).
- LANGUAGES SERVICES PROVIDED IN (other than English):** A list of languages including Afrikaans, Amharic, Arabic, Armenian, Assyrian, Azerbaijani, and Bengali. There are 'Add', 'Modify', and 'Delete' buttons.
- SUB SPECIALTY:** A list of specialties including Acupuncture, Addiction Medicine, ADHD Clinic, Allergist, Anesthesiology, Anti-Aging, and Cardiac Rehabilitation. There are 'Add', 'Modify', and 'Delete' buttons.
- CARE COORDINATORS:** A section with 'Add', 'Modify', and 'Delete' buttons.

The status bar at the bottom indicates 'PCA Engagement Tracker Tool ver. 1.0.0.54 | User: KATHY.COX | Last Updated: | CPSO Search'.

# Division of regions within MH LHIN boundaries



Kristen (1)	Kristen (2)	Mag (3)	Shellie (4)	Lindsay (5)	Jen (6)	Lindsay (7)
<b>Halton Hills 46 Physicians</b>	<b>Milton 64 Physicians</b>	<b>Oakville 234 Physicians</b>	<b>NW Mississauga 201 Physicians</b>	<b>SW Mississauga 100 Physicians</b>	<b>East Mississauga 267 Physicians</b>	<b>South Etobicoke 114 Physicians</b>
L7G L7J	L0P L9T	L6H L6L L6J L6M L6K	L5M L5V L5N L5W	L5C L5K L5H L5L L5J	L4W L5B L4X L5E L4Y L5G L4Z L5R L5A	M8V M9A M8W M9B M8Z M9C

# Primary care advisors: successes



## Primary care advisors: successes

- Achieved 700 direct primary care engagements with physicians across 926 unique practices:
  - More than 1200 actual engagements, resulting from multiple visits to 700 physicians
  - Represents 76 per cent of all primary care providers in the Mississauga Halton region
- Engaged 100 per cent of primary care practices, gathering information, trends and feedback on key regional issues
  - Example:
    - When talking with primary care advisors, physicians raised concerns for mental health and addiction issues of their patients 22 per cent of the time
    - Provided valuable feedback to the Mississauga Halton LHIN of the need for increased awareness of mental health resources and support

# Enabling primary care integration

## Primary care provider database

In partnership with the Primary Care Network and our LHIN

- Developed primary care provider data base:
  - Provincial first and provides accurate, single source of truth
  - Database holds physician information and can email/fax directly to physician's office based on physician identified preferred method of contact

The screenshot displays the 'PCI Communication Tool ver. 1.0.0.24' interface. It features a search filter section with options for Record Status (ACTIVE RECORD), Preferred Method (FAX), Lead Only, and Consent. The search criteria are set to Sub LHIN, Operator =, and Value OAKVILLE. A table lists search results for physicians, including their Id, Full Name, Practice Group, and Practice Mod. The results table shows four entries: 4 ABAWI, SHAKKER; 53 AHMED, SHERIEF MOHAMED KAMAL MAHMOUD; 56 AIKEN, CAROLINE; and 69 ALDRIDGE, JANE. Below the search results, there are sections for '101 Items' (Add to List), '0 Items' (Subject), and '0 Items' (Body). The interface also includes a 'Schedule sending Fax' option set to Monday, May 02, 2016, and buttons for Clear, Attach File, Send Email, and Send Fax.

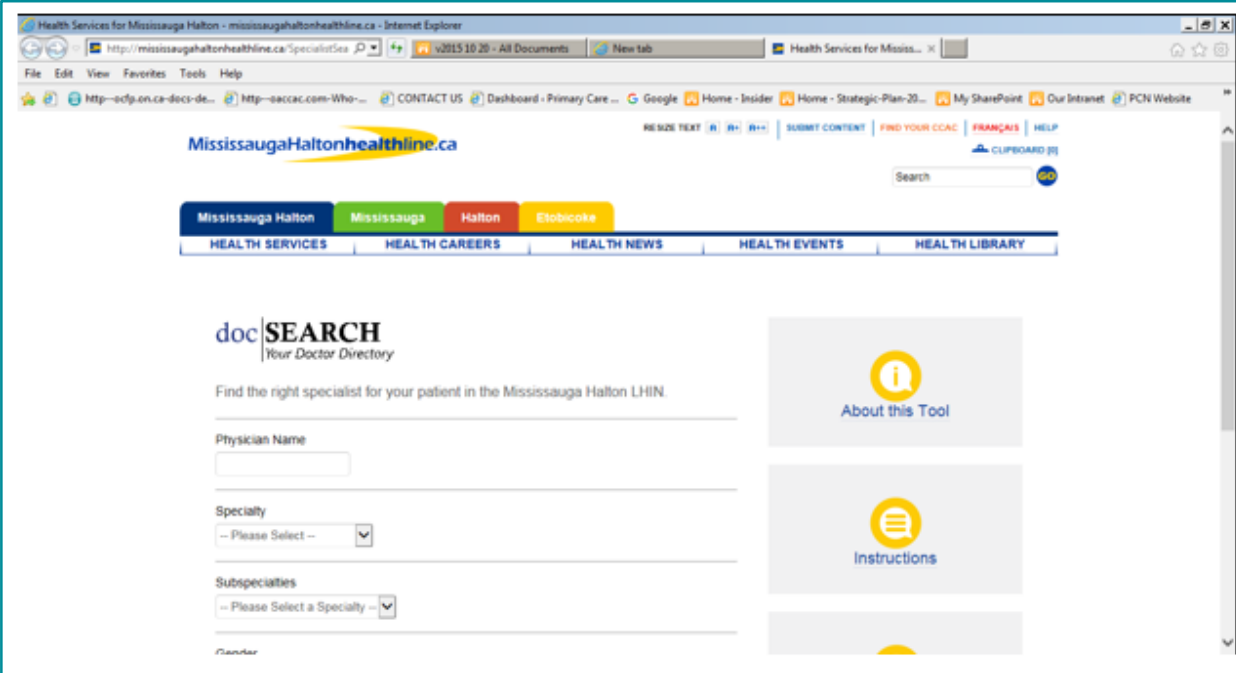
Id	Full Name	Practice Group	Practice Mod.
4	ABAWI, SHAKKER	BRONTE HEALTH CENTRE	FAMILY HEALTH GROU
53	AHMED, SHERIEF MOHAMED KAMAL MAHMOUD	SOUTH OAKVILLE FHO	Family Health Organiz
56	AIKEN, CAROLINE	CITY CENTRE FAMILY PHYSICIANS FHO	FAMILY HEALTH ORG/
69	ALDRIDGE, JANE	TRAFALGAR SHEDDON & ASSOCIATES FHO	Family Health Organiz

# Primary care database and *DocSearch*

## *DocSearch*

In partnership with the Primary Care Network and our LHIN

- Developed *DocSearch*, e-compendium to help doctors know which specialists are in their region and available to see patients



The screenshot shows the DocSearch web application interface. The browser address bar displays the URL: <http://mississaugahaltonhealthline.ca/SpecialistSea>. The page header includes the logo for MississaugaHaltonhealthline.ca and navigation links such as CONTACT US, Dashboard - Primary Care, Google, Home - Insider, Home - Strategic Plan-20..., My SharePoint, Our Intranet, and PCN Website. A search bar is located in the top right corner. Below the header, there are tabs for Mississauga Halton, Mississauga, Halton, and Etobicoke. A navigation menu includes HEALTH SERVICES, HEALTH CAREERS, HEALTH NEWS, HEALTH EVENTS, and HEALTH LIBRARY. The main content area features the DocSEARCH logo with the tagline "Your Doctor Directory" and the text "Find the right specialist for your patient in the Mississauga Halton LHIN." There are three input fields: "Physician Name" (text input), "Specialty" (dropdown menu with "-- Please Select --"), and "Subspecialties" (dropdown menu with "-- Please Select a Specialty --"). To the right of the input fields, there are three buttons: "About this Tool" (with an information icon), "Instructions" (with a list icon), and a partially visible button below it.

# Enabling primary care integration



## Primary care engagement through South West/North West Mississauga Health Links

- 93 primary care physicians who are solo practitioners or are based out of very small family practices:
  - Continuing challenge to individually engage so many physicians who are primary working on fee for service model
- Of 93 patients enrolled in SW/NW Mississauga Health Links:
  - 53 or 69% referrals came from primary care physicians
  - 63% (30/48) of the patient referrals to SW Mississauga Health Link originated from 18 primary care physicians



# Thank you

## For more information, please contact:

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