

CHC-based Walk-in Clinic Program

City Centre Health Care

A Community Health Centre operated by CMHA-WECB

*Increasing Access for our Patients,
Being there when they need us!*

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Canadian Mental
Health Association

Association canadienne
pour la santé mentale

Windsor-Essex

Presenter Disclosure

Presenter: Angela Trepanier

Relationships to commercial interests:

Grants/Research Support: None

Speakers Bureau/Honoraria: None

Consulting Fees: None

Other: None

Presentation Objectives

- Background of City Centre Health Care
- Why does a CHC need a walk-in clinic (WIC)?
- Planning into action
- Review outcomes to date
- New adopted services.
- Results of patient satisfaction survey.

City Centre Health Care

a CHC operated by CMHA-WECB

- Model of care: one of few CHCs housed within a Canadian Mental Health Association (CMHA) in the province.
- SAMI score: 2.72
- Population-based approach, estimated 60% of clients have a diagnosis of a moderate to severe mental illness (SMI)
- Downtown core area in close proximity to acute care facility.

Why a Walk-in Clinic?

- Improve accessibility for our patients with acute non-emergent issues to holistic health services.
- Reduce ER visits for non-emergent issues.
- Increasing patient knowledge to access the right care at the right time.
- Differ use of other walk-in clinics in the community
- Improve continuity of care by having records to provide appropriate and safe follow up care.
- Point of contact to promote regular follow up and need for routine primary care.

Initial Screening

- Screening of all patients presenting for their regular follow ups with a primary care provider.
- Tracking Walk-in clinic (WIC) and ER visits
- Addressing reasons for visits and to increase awareness of WIC program.

WIC/ER TRACKING SHEET

HAVE YOU BEEN TO A WIC OR ER SINCE YOUR LAST VISIT? YES OR NO

PATIENT NAME:

VISIT DATE:

—

REASON FOR VISIT:

DID YOU CALL HERE

FIRST?:

WHY WAS IT MEDICAL OR RELATED TO MENTAL HEALTH?

NOTES:

Care Elsewhere

- 4-6% of patients presenting to CHC for primary care follow up admitted to receiving care elsewhere since their last visit.
- 28% of ER and other WIC visits could have been addressed at CHC-based WIC.
- 30 % of patients admitted not being aware of issues that would be considered an inappropriate ER visit.
- 89% of patient admitted that with increased education they would more likely come to the CHC Walk-in clinic over the ER.

Plan into Action

- Program began July 1st of 2015.
- Providers; 1 full-time physician, 1 part-time physician and 4 Nurse Practitioners
- Each provider has a designated day
- Current established walk-in clinic hours, 10hrs per week
 - Monday 5pm- 7pm
 - Tuesday 10am- 12pm
 - Wednesday 10am-12pm
 - Thursday 2pm-4pm
 - Friday 2pm-4pm
- 15 minute appointments
- First come first serve basis.

Guidelines for WIC

- Patient handouts outlining examples of appropriate walk-in clinic concerns, but not limited to:
 - Upper respiratory infections
 - Urinary tract infections
 - Gastrointestinal problems (nausea/vomiting, constipation)
 - Rashes
 - Sexually transmitted infection screening and treatment
 - New injuries (i.e. back pain, sprained ankle, lacerations)
 - Immunizations (flu shots)

Guidelines for WIC

- Discourage walk-in appointments for the following:
 - Chronic disease management
 - Form completion
 - Refilling pain and psychiatric medications
 - Request for referral to specialist
 - Walk-in clinic appointments are not intended to replace routine and regular follow up with primary care providers.

Expanded services

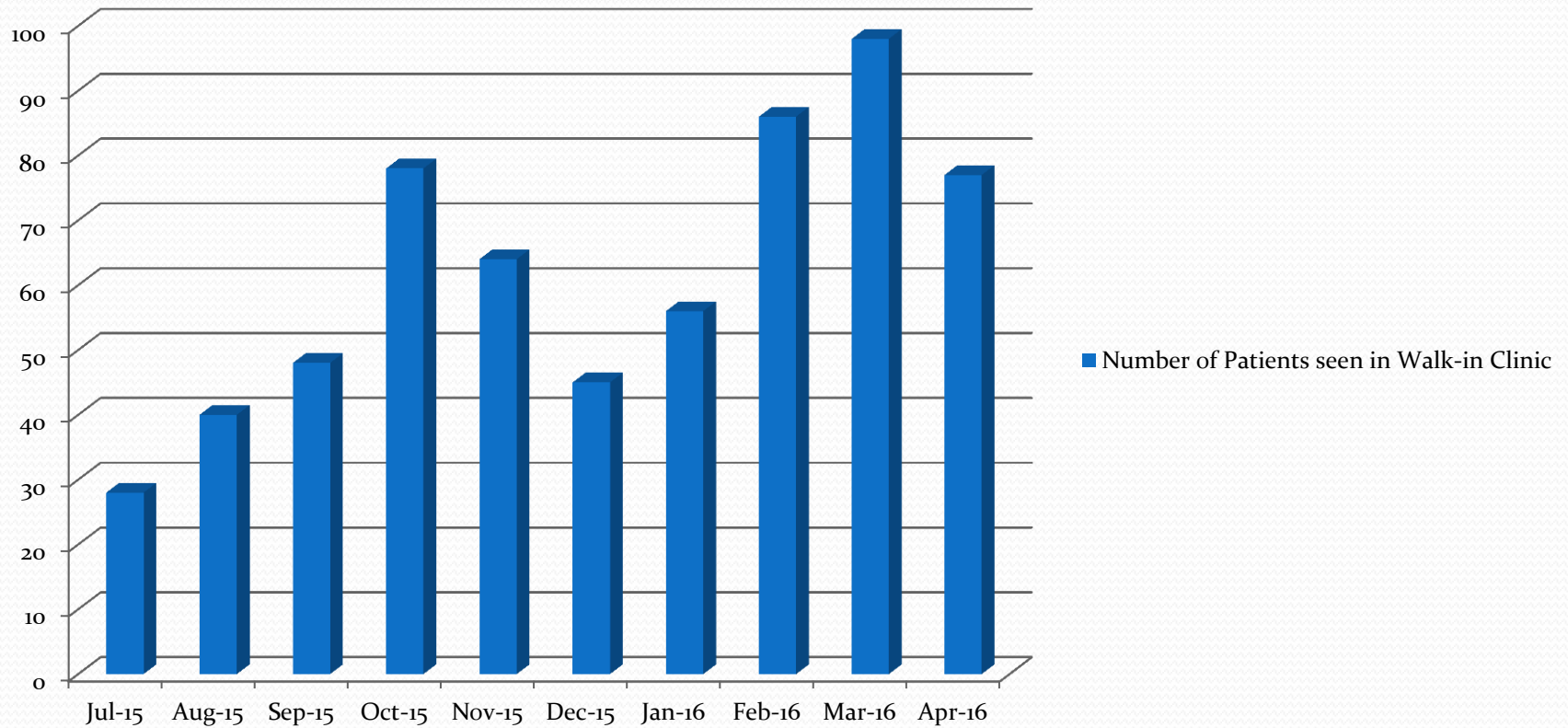
- 6 month analysis to make necessary adjustments to program.
- Expanded services
 - More available hours, total of 12 hrs per week
 - Wednesday evening appointments 5-7pm
 - Supportive therapy walk-in time.
 - Each therapist have 1 hr each day for walk-in counseling.
 - 11am- 12pm, first come, first serve.
 - Walk-in Dietary Advice
 - “*Ask the Dietitian*” service.
 - Available hours Wednesday and Fridays 2-3pm

The word is getting out there!

- Out of 57 clients surveyed, 40% of patients have used WIC services.
- Half of the remaining clients had knowledge of the WIC services.

Utilization of services

Number of Patients seen in Walk-in Clinic



Monthly average of 62 patients per month accessing services through Walk-in Clinic program.

Patient Experience

- All clients who have utilized the WIC services said Yes they would use it again.
- 80% of patients surveyed selected Very Good or Excellent when asked if their needs were addressed during the walk-in times.

Ongoing efforts in the future...

- Adapt health screening clinics
- Increasing collaboration with CMHA and other community partners to increase awareness of CHC services and programs.
- Collaboration with case management to address client-specific needs.
- Improved utilization of counseling sessions during WIC hours.
- Continued efforts to improve ER visit burden.



Thank you!

This concludes the presentation, any questions?

References

- http://www.google.ca/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0ahUKEwji257xk9fMAhVq7IMKHR-fCDsQFggcMAA&url=http%3A%2F%2Fwww.afhto.ca%2Fwp-content%2Fuploads%2FSAMI_Score_Interpretive_notes.pdf&usg=AFQjCNF6_IeZ__5YD4Q3onPa65nGrJy9cA