



Rideau Community  
Health Services

**Expanding Team  
Based Care  
Oct 2019 Update**



# The Assignment

---



-Approximately 20, 000 in this corridor with no access to Team Based Care

-2 FHO practices across 5 sites

-Client profile

- Chronic Disease / Pain
- Cyclical and generational SDOH – housing, income security, transportation, etc.
- Mental Health
- Substance Use
- Social Isolation



# Our Goals

---

- Use both health equity and quality improvement approaches in the design and delivery of care
- Ensure that as many people as possible are connected to the right health care professional at the right time
- Improve integration and to work collaboratively with major stakeholders, including patients, FHO physicians, hospitals and others.
- Create more efficient and sensible processes that are easy to deploy
- Focus on preventative care by utilizing health data to proactively make connections between the patients and the health care professionals and services



# What went well?

- 20 / 27 Physicians Referring
- Quality Approach
- Outreach = Spread
- Cohesiveness of the team
- ‘Streaming’ Assessments
- Pharmacist Pilot spread



Rideau Community  
Health Services

## Available Support in Your Community

You can access the following through Rideau Community Health Services

### Counselling Services

- Do you find yourself struggling to manage difficult feelings?
- Do you think you may benefit from learning new coping skills?
- Would talking to somebody about your experience of stress be helpful?

Ask about our confidential  
Counselling Service!



### Diabetes Education

- Do you live with diabetes or pre-diabetes?
- Do you need help with managing your diabetes?
- Would you like to learn more about your condition?

Ask about our Diabetes  
Education Team!



### Registered Dietitian

- Could you benefit from diet, food and nutrition advice and counselling?
- Changes in diet can help prevent or control many health problems.
- Would you like to learn how to prepare cost-effective healthy meals?

Ask about our Dietitian!



### Smoking Cessation

- Interested in quitting smoking?
- Trouble stopping on your own?
- Could you benefit from ongoing support and counselling?

Ask about our STOP Program!



### Lung Health

- Are you a smoker or ex-smoker over 40 years of age? (You're at risk of chronic obstructive pulmonary disease, COPD.)
- Do simple chores make you short of breath?
- Do you cough and/or wheeze?

Ask about our Respiratory  
Therapist!



### Foot Care

- Do you have calluses, corns, fragile skin thick nails or cracked skin?
- Do you have an open wound or ulcer on your feet?
- Do you have trouble doing your own foot care or affording foot care services?

Ask about our Footcare Nurse!



### Community Support

- Do you need help navigating the health-care system?
- Do you need help with health-care related transportation?
- Is your physical and mental health suffering from a lack of food, finances or housing?

Ask about our Community  
Support Worker!



Talk with your health care provider or call us to learn more (613) 283-1952 ext. 132

All programs are free of charge. Self-referrals are welcome.  
For some services, individuals without private insurance and those living with limited resources are given priority.

# Implementation Challenges

---

- 3 Weeks to design a million dollar plan
- Physician Involvement
  - Intent vs reality
- Referral based system creates a barrier
  - Case Finding
- Data collection and reporting
- Designing the Intake Process
- Managing the change – impact on entire organization



# Resolutions to Challenges

---

- Commitment to the goals
- Relentless, frequent and prescribed communication
- Persistence - rapid tests of change
- Use the data – Pharmacist Pilot
- Streaming re: SDOH
- Outreach
- Monitoring integration



# Advice Going Forward

---

- Hire facilitator with the right credentials
- Complete needs assessment before committing to FTEs and disciplines
- Eliminate the referral and use the data
- Agree on how to collect and report on data in the beginning
- Don't minimize the change
- 'It's the long game'



# Questions?

---



---

Rideau Community  
Health Services