

## PHC & CDM PROGRAM UPDATE – December 2009

*Realizing Possibilities Through Partnership*

### **Events:**

| Date               | Name                       | Location   | Audience  | Contact Info:  |
|--------------------|----------------------------|--|---|--|
| December / January | Monthly Calendar of Events | Yakimovich Wellness Ctr.<br>Hillside Seniors Health Ctr. | Seniors Population, Clients, Caregivers & Interested Health Professionals | <a href="http://www.viha.ca/hshc/yakimovich_wellness_centre.htm">www.viha.ca/hshc/yakimovich_wellness_centre.htm</a> |

### **Chronic Disease Management Forums:**

- The Regional Support Team held two CDM Forums in October with a focus on Chronic Obstructive Pulmonary Disease. The Forums were held in Victoria and Nanaimo and reached over 100 family practice physicians. Evaluations of the sessions were very positive. The Forum also allowed us the opportunity to provide local physicians with the most up to date referral information for local VIHA services, in this case local Pulmonary Function Clinics located in Victoria and Nanaimo. A third Forum was held December 2, 2009 in the Comox Valley - over 25 physicians attended.

### **Diabetes Education Centres, Nutrition Services, North Island Liver Service**

- The North Island Liver Service continues work with the Campbell River primary care outreach network, which focuses on "working together to advocate and provide access to care and services for individuals who are street involved." This network has been renamed as the "StreetReach" Network.
- Heart Matters is a community cardiac education program, sponsored by VIHA Diabetes Education Centres. The Heart Matters program continues to be offered in Parksville, and Campbell River has completed its third program cycle. A Heart Matters program will be piloted in Port Alberni in January 2010.
- November was Diabetes Month. The RJH Diabetes Education Program, in partnership with the Canadian Diabetes Association, sponsored interactive educational booths at community events in Victoria.
- Many VIHA Diabetes Education Centres are now offering Patient Drop In sessions. The purpose of these sessions is to provide patients (without a booked appointment) an opportunity to see a Diabetes Educator for quick questions or concerns. Patients are seen on a first come, first served basis, no physician referral required. Please see below for times:
  - Royal Jubilee Hospital Diabetes Education Centre - Wednesday afternoon, 1330 – 1530 hrs.
  - Parksville Diabetes Education Centre – Tuesday morning, 0900 – 1100hrs
  - Port Alberni Diabetes Education Centre - Wednesday afternoon, 1300 -1430 hrs

### **Integrated Health Networks:**

- The Integrated Health Networks are comprised of multi-disciplinary teams working with local physicians. There are six teams working in various island communities and over 80 physicians involved to date. The teams continue to work towards targets for both physician and patient engagement set by the Ministry of Health. The teams are involved in looking after patients with established criteria (co morbid conditions in most cases) and are supporting physicians in running various groups visits, usually by condition. A number of community partners have also been contracted to provide services and resources to appropriate, eligible IHN patients.

#### Seniors at Risk Integrated Health Network (SARIN) - South Island

- There are currently 32 physicians and over 1,700 patients participating in the program.
- Two education sessions will be offered through Victoria Hospice in January for IHN physicians/teams on Palliative/End of Life Care for patients with Chronic Diseases.
- A video presentation on the Alzheimer First Link partnership highlighting the patient experience has been developed to provide information on the program
- The community partnership with the Alzheimer society is being expanded to address caregivers sustainability for families of clients with moderate to advanced dementia.

#### **Nurse Practitioner Demonstration Project:**

- We have successfully signed renewal contracts with 2 Fee for Service clinics – one in Nanaimo and one in Courtenay – until September 2011. This coupled with the excellent results in the NP demonstration evaluation gives a strong signal as to the value the NP brings to patient care as a primary care provider. As of September 1, 2009 another Nurse Practitioner has started with a Family Practice clinic in Duncan. This NP's role is to support a single physician practice in the provision of primary care e.g. chronic disease management & women's health and also to partner with the Cowichan Mental Health program through outreach to at risk populations on the street and in the newly constructed housing development.
- A second phase Draft Evaluation format has been developed and is out to stakeholders for comment. If you wish to read the phase one evaluation please contact Kelly Smith at Kelly.A.Smith@viha.ca.

#### **Practice Support Program:**

- The Practice Support Program continues to engage and support physicians island wide. Currently the team is engaged in delivering the new Mental Health Module to over 100 physicians across the island. With continued funding for this program secured, our intention is to broaden our uptake of this module and offer the tools and resources to physicians in other communities.

#### **Primary Health Care Organizations & Urgent Care Centres:**

##### Port Hardy Interdisciplinary Practice

- The PHC nurse, situated in the Port McNeill Medical Clinic has initiated a number of group activities for client education: 1) a kidney health presentation to Fort Rupert First Nations community in October; 2) planning a liver health presentation for Fort Rupert.

##### Comox Valley Nursing Centre

- Chronic Pain Awareness Week is an annual event, the first week of November each year. This year, staff hosted 3 chronic pain education events with guest speaker Neil Pearson, physiotherapist – see website <http://www.lifeisnow.ca/> The 3 events included: 1) Public presentation 178 participants; 2) Interprofessional Rounds - 3 sites; and 3) Professional presentation 42 participants. The evaluation summary is available upon request. Overall feedback was very positive and staff identified the need for the next level of education in the chronic pain field. In addition, on November 17<sup>th</sup>, Chris Winkelaar OT – Progressive Goal Attainment Program (CBI Health Occupational Therapy Services) presented to the Chronic Pain Support Group.

##### Ladysmith Family Practice/Ladysmith Community Health Centre

- On November 7th the Health Centre program staff joined their community partners to host the Annual Health Fair. Provision of the annual influenza vaccine has been a popular attraction for the Health Fair. Attendance was lower this year due to the fact that seniors were not yet

eligible to receive their H1N1 immunization – a fact that was unknown in the planning stage. We did however receive positive feedback from the presenters who felt that they had made valuable contacts.

- The LCHC Urgent Care & the Family Practice clinic have been affected by H1N1. The Urgent Care has been seeing 20 - 30% more patients even though telephone screening with physician telephone follow up has been provided. The Family Practice Clinic has one room dedicated to potential H1N1 patients although telephone screening and follow up has kept most patients out of clinic.
- Healthpoint Care Centre, Comox Valley Nursing Centre and the Ladysmith Family Practice clinic will be conducting another patient satisfaction survey beginning in the New Year. This will be our second matched survey and we are looking forward to see if we have improved in our patients' eyes.
- Our Urgent Care department has just received its evaluation results which show some improvement over last results. Areas for improvement need to be identified and studied with staff.
- We are working with the Professional Practice Office to initiate protocols for the independent administration of the "morning after pill" by the Registered Nurse in Urgent Care. This is one of the functions that the nurse will be able to manage under the new Health Professions Act. We will be working closely with the PPO to identify any other opportunities that this Act provides to ensure that the RN is working at the top limit of the RN role within our practice environments.
- The LCHC Seniors at Risk team comprising of HCC (case manager, nurse and rehab), Health Centre dietitian, rehab and nursing staff, continues to hold weekly meetings to review patients identified at-risk when screened in our Urgent Care department. Since January 2009 we have reviewed 208 patients with the following results: about 40% were already known to Home & Community Care and this review acted as a potential flag; 36% were referred to the Centre Falls Prevention program, HCC or the Dietitian; and 64% were medically unstable or did not need or want follow up.

#### Health Point Care Centre

- Seasonal and H1N1 flu clinics are underway at HPCC. 10 seasonal flu clinics have been held for the 65+ patient population. 15 H1N1 clinics will be held for all patients. Vaccinating those under 65 with seasonal flu at H1N1 clinics. Overall seasonal flu vaccine numbers have exceeded 2008, plus additional H1N1 clinics have resulted in a significant vaccination program for Health Point patients.
- Physician update: Dr. Shauna Tierney returned from maternity leave in September 2009. A new physician has been recruited to join the team in January 2010. Currently two locum family physicians have been providing some continuity of care to our patients. Thanks to Drs. Mayna Sadoski and Roger Green for supporting our patients through this transition. Health Point Care Centre continues to provide excellent health services to our seniors population.
- A second session of the Living Well with COPD group education began in October. The program provides a 10 week course with supports from the Adult Community Respiratory Care Centre program at RJH and the BC Lung Association. Patients diagnosed with COPD are engaged in pro-active learning with exacerbation management strategies

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