



Nomination

The “How to” stream

Southlake Academic FHT SAFHT’s Complex Patient Program



After identifying the need for a complex patient program through an extensive program review, we recognized that this program would be vastly different and more complex than any program we had offered in the past. As such, SAFHT formed a committee comprised of IHP, physicians, management and administrators and tasked this committee with developing the processes that this program would utilize before they oversaw the pilot program. This work resulted in the development of a program that we believe will significantly improve the health outcomes of our patients. Of particular note, our program includes the following: 1. Broad inclusion criteria, similar to the health links established model. The main criteria was that the patient required team based care. 2. Close working relationship with community providers to coordinate care and ensure SAFHT does not duplicate services that were more appropriate in the community. 3. The primary care provider and other members of our team participate in case reviews and the development/revision of a complex care plan 4.

Services that are dictated by the needs of the patient, which may include such things as home visits, virtual visits, coordinated visits with multiple IHP or community providers or extensive SW support (in excess of our exiting 6-session model).

During our program review, patients were provided the opportunity to provide comments and insights that were used to identify the need for this program. Further, our patients work collaboratively with our clinicians in this program to identify their goals and the resulting care that will be provided within it. Lastly, one of the KPI we have included in the program is whether the goals of the patients were met.