



association of family
health teams of ontario

Focus on Follow-Up

FREQUENTLY ASKED QUESTIONS

QUESTIONS

Overview	2
When and where?	2
Who is this for?	2
Is there a cost?	2
Is travel support provided?	2
Registration & Special Needs	3
How do I register?	3
How do I confirm that I am registered?	3
How do I change or cancel my registration?	3
Can you accommodate dietary restrictions?	3
Can you accommodate accessibility needs?	3
Program & Schedule	4
What is <i>FOCUS ON FOLLOW-UP</i> about?	4
What is the structure of the Workshop?	5
Accommodation and Directions	7
Where is the event taking place?	7
Is there a discounted hotel rate?	7
Other Questions	7
Acknowledgements	7

OVERVIEW

WHEN AND WHERE?

We're escaping Toronto's gravity and heading north! This workshop will take place in Sudbury.

- **Date and time:** Tuesday, November 27, 2018 from 9:00 am – 3:30 pm. Please come early! Registration starts at 8:00. We'll have coffee, treats, and space to network with your peers.
- **Location:** Steelworkers' Union Hall and Conference Centre, [66 Brady Street](#), Sudbury.

Please note that the venue is smoke-free and fragrance-free. Out of courtesy to other attendees, please refrain from using perfume, cologne, or other fragrances.

WHO IS THIS FOR?

Everyone in the North East LHIN region who has an interest in better follow-up after hospitalization! The focus is on the role of the primary care team, but we're also inviting discharge planners/coordinators from hospitals in the region.

This workshop is not limited to AFHTO members. Our partners at OpenLab are providing financial support so that people working in hospitals, eHealth, and other primary care teams can participate. We also welcome patients to participate! About 80% of the tickets will be reserved for people working in AFHTO-member teams.

Not from the North East? We'll be posting resources, including handouts, slide decks, and other tools on our website after the event: [Watch this space](#).

IS THERE A COST?

Yes. There is a \$25.00 fee, payable by credit card at registration to offset the cost of food, venue and materials. Patients can have their registration waived – [contact us](#) to find out how.

IS TRAVEL SUPPORT PROVIDED?

Unfortunately, there are no funds available from AFHTO to offset your travel costs. However, to help keep your costs down, we have secured a special rate of \$149/night (including a buffet breakfast) at the Homewood Suites Sudbury, located at [2270 Regent Street](#). This rate is available on a first-come, first-served basis. To book, contact the hotel directly by October 26 and ask for a room from the AFHTO block. If you must cancel, you need to do so by 4pm on the first night to avoid a penalty.

REGISTRATION & SPECIAL NEEDS

HOW DO I REGISTER?

Please register online at the links below.

- [Registration link for Focus on Follow-Up](#)

The deadline to register is 5pm on Monday, November 19th.

HOW DO I CONFIRM THAT I AM REGISTERED?

If you've received a confirmation email, then you are registered for the event. For any further inquiries, [please contact us](#).

HOW DO I CHANGE OR CANCEL MY REGISTRATION?

[Log in to Eventbrite](#) to see your tickets. This will open a list of events you're registered for. Click **FOCUS ON FOLLOW-UP** to view your registration, edit your information, or request a refund. If you run into any difficulty, [please contact us](#) for help. *PLEASE NOTE: We can only issue refunds for cancellations received seven (7) business days before the workshop.*

CAN YOU ACCOMMODATE DIETARY RESTRICTIONS?

We'll try our very best! Please advise us on the registration form of any dietary needs we should be aware of.

Please note that we need to give the caterers two weeks' notice of special dietary needs, and that not all such needs can be accommodated. We will be sure to keep you informed in case this means you need to make special arrangements.

CAN YOU ACCOMMODATE ACCESSIBILITY NEEDS?

We'll try our very best! The location is wheelchair accessible, smoke-free, and fragrance-free. Please advise us of accessibility or other needs we should be aware of on the registration form.

PROGRAM & SCHEDULE

WHAT IS *FOCUS ON FOLLOW-UP* ABOUT?

Meaningful follow-up for patients who have been hospitalized is an essential element of high-quality, comprehensive care. It has also been identified as a priority by AFHTO's members and board. Primary care teams can help patients get the *right* follow-up from the *right* provider at the *right* time. However, providing meaningful follow-up is not as seamless as it could be. Sometimes teams don't find out until much later that there are patients were in hospital. Not everyone agrees what "follow-up" is. There is not yet a standard way to record and track follow-up in the EMR. All of this makes it hard to know and show the excellent work teams are doing to support patients safely in the community and reduce the risk of returning to the hallways of hospitals.

This full-day, interprofessional workshop is intended to help with that. It will give you tools to overcome some of the challenges of follow-up and keep your patients from falling through the cracks. It will help teams make concrete progress in three areas: getting hospitalization information, tracking follow-up in EMRs, and actually doing the follow-up in a patient-centered way. Through interactive small-group discussions, you'll discover tools and strategies for:

- **Getting and using hospital data from your hospitals** and the North East LHIN [Physician Office Integration \(POI\) system](#).
- **Finding and using data from [Health Report Manager \(HRM\)](#)** in your *specific* EMR.
- **Using [Patient-Oriented Discharge Summaries \(PODS\)](#)** to make sure patients have clear instructions after discharge that might also be useful to primary-care providers.
- **Partnering with your local hospital** to develop your own information-sharing solutions.
- **Developing processes for administrative staff and IHPs** to identify patients who need follow-up.
- Using hospital follow-up as an opportunity for **medication reconciliation, system navigation, and case management**.

As always, we'll be highlighting the wisdom of the field, so you'll hear **what's already working for your peers, and how you can do it in your team**. External partners are also coming to join the conversation: [OntarioMD](#), the [Northeast Ontario \[hospital\] Network \(NEON\)](#) and the [Patient-Oriented Discharge Summaries \(PODS\)](#) project. They'll share tools and strategies you may not know are out there, and they'll also be there to listen and learn about what you need from them to make these tools more usable. This is a **Northern** workshop highlighting **Northern** solutions that work in **Northern** teams.

WHAT IS THE STRUCTURE OF THE WORKSHOP?

This will be an interactive workshop with multiple break-out sessions and applied exercises.

Here is a Preliminary outline of the day's events:

Morning

- **Overview** of team-based follow-up, AFHTO's mandate to demonstrate value, and **baseline data** about the current state of follow-up.
- Small-group sessions exploring the question of **how to get hospital data**. Sessions are repeated, so each person can attend TWO:
 - Getting and managing hospital data using **Physician Office Integration (POI), HRM and (soon) Clinical Viewer**
 - Using **Patient-Oriented Discharge Summaries**
 - **Local solutions** for and from the north
- Tools for **tracking follow-up in the EMR**: visit types, custom forms, etc.

Afternoon

- Small-group sessions exploring local, ready-for-spread **strategies for doing better follow-up**. Sessions are repeated, so each person can attend TWO:
 - Follow-up by a pharmacist incorporating **medication reconciliation**
 - A team-based approach based in **care planning and using multi-disciplinary appointments**
 - Aligning your QIP with peers and hospitals in the North East

Want to see how it all fits together? Check out the workshop schedule on the next page.

8:00 – 9:00 Registration and Refreshments	
9:00 9:15	Introduction and Welcome, Logistics
9:15 9:30	Opening Remarks
9:30 9:40	Getting Access to Hospital Data: Pitches <i>Each presenting group gives a 3-minute “pitch” for their small-group session.</i>
9:45 10:30	Getting Access to Hospital Data: Small-Group Sessions I <ul style="list-style-type: none"> • <i>Getting and managing hospital data with POI, HRM and (soon) Clinical Viewer</i> • <i>Using Patient-Oriented Discharge Summaries</i> • <i>Getting hospitalization data about your patients: please DO try this at home!</i>
10:30 – 10:45 Snack	
10:45 11:30	Getting Access to Hospital Data: Small-Group Sessions 2 <ul style="list-style-type: none"> • <i>Getting and managing hospital data with POI, HRM and (soon) Clinical Viewer</i> • <i>Using Patient-Oriented Discharge Summaries</i> • <i>Getting hospitalization data about your patients: please DO try this at home!</i>
11:30 12:00	Tracking Follow-Up in Your EMR
12:00 – 1:00 Lunch Buffet	
1:00 1:15	Resource Estimator
1:15 1:25	Interprofessional Strategies for Better Follow-Up: Pitches <i>Each presenting group gives a 3-minute “pitch” for their small-group session.</i>
1:30 2:15	Interprofessional Strategies for Better Follow-Up: Small-Group Sessions 3 <ul style="list-style-type: none"> • <i>A team-based approach: Multi-disciplinary appointments for care planning and follow-up</i> • <i>A pharmacist-led approach to follow-up through medication reconciliation</i> • <i>Aligned QIPS 2019-20</i>
2:15-2:25 Snack	
2:25 3:10	Interprofessional Strategies for Better Follow-Up Small-Group Sessions 4 <ul style="list-style-type: none"> • <i>A team-based approach: Multi-disciplinary appointments for care planning and follow-up</i> • <i>A pharmacist-led approach to follow-up through medication reconciliation</i> • <i>Aligned QIPS 2019-20</i>
3:10 3:30	Closing Plenary: Confidence-Building and Commitment to Action

ACCOMMODATION AND DIRECTIONS

WHERE IS THE EVENT TAKING PLACE?

The workshop will take place at the Steelworkers' Union Hall and Conference Centre, [66 Brady Street](#), Sudbury.

For those using public transit, there's a bus stop nearby on Riverside Drive (a 4-minute walk). For those driving, there's outdoor parking at the venue.

Please note that the venue is smoke-free and fragrance-free. Out of courtesy to other attendees, please refrain from using perfume, cologne, or other fragrances.

Not from the North East? We'll be posting resources, including handouts, slide decks, and other tools on our website after the event: [Watch this space](#).

IS THERE A DISCOUNTED HOTEL RATE?

To help keep your costs down, we have secured a special rate of \$149/night (including a buffet breakfast) at the Homewood Suites Sudbury, located at [2270 Regent Street](#). This rate is available on a first-come, first-served basis. To book, contact the hotel directly by October 26 and ask for a room from the AFHTO block. If you must cancel, you need to do so by 4pm on the first night to avoid a penalty.

OTHER QUESTIONS

If you have questions that are not answered above, [please contact us](#).

ACKNOWLEDGEMENTS

We would like to thank [OpenLab](#) and the PODS project for their contribution to this event. The PODS project is supported by a grant from ARTIC. We are also grateful for financial contributions from LifeLabs and CognisantMD.

