

Family Health Team Survey

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FHT Survey

- Opinion Survey of Family Physicians working as part of a Family Health Team
- September 13, 2011 until October 16, 2011
- 403 respondents



Respondent Profile

- 52% female
- 67% urban
- Governance
 - 56% Provider Led
 - 20% Mixed
 - 16% Academic
 - 8% Community
- PEM
 - 80% FHO
 - 14% FHN
 - 4% BSM
 - 2% RNPGA



Current Practice Setting

- 71% work in an interprofessional practice setting
 - includes more than one non-physician health provider
- 22% work in a group practice setting
 - Includes one or more family physician
- 5% work in an independent practice location



Past Practice Setting

- 41% were in a group practice with one or more family physicians
- 15% were in a solo practice setting
- 18% were in an interprofessional office practice setting

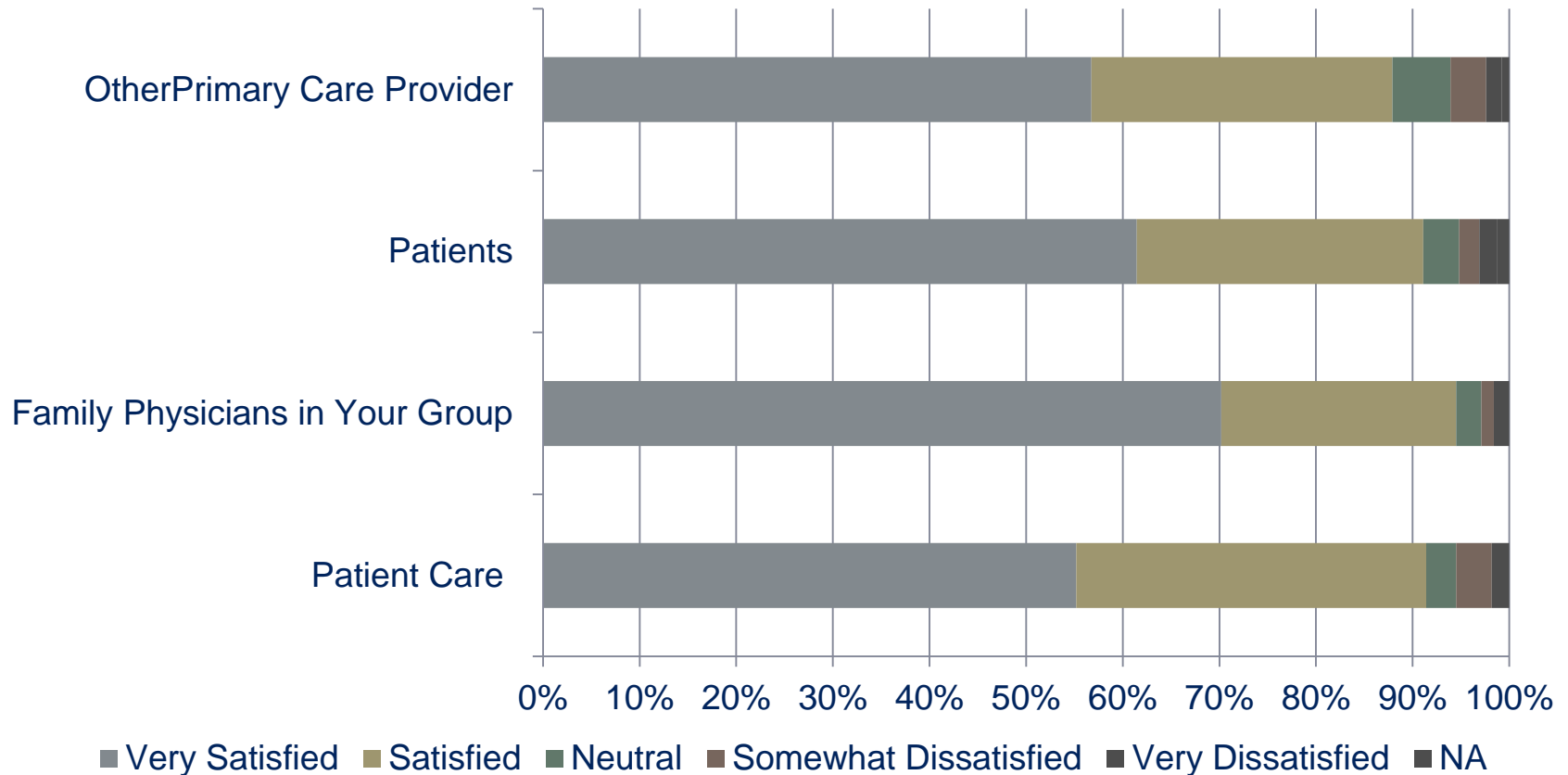


Physician Satisfaction: Practice Setting

- Current Practice Setting
 - 55% Very Satisfied
 - 36% Satisfied
- Current vs. Previous Practice Setting
 - 43% Very Satisfied
 - 32% Satisfied
- Would you recommend your current patient care setting to others?
 - 94% Yes



Rate your satisfaction with each of the following





Availability of FHT Services

- Family Physicians
 - 29% Excellent
 - 44% Very Good
- Specialists
 - 4% Excellent
 - 17% Very Good
 - 28% Not Available



Availability of FHT Services

- **Chiropracist/Podiatrist**
 - 6% Excellent
 - 10% Very Good
 - 55% Not Available
- **Psychologist**
 - 4% Excellent
 - 6% Very Good
 - 66% Not Available
- **Dieticians**
 - 26% Excellent
 - 35% Very Good



Availability of FHT Services

- Registered Practical Nurse
 - 16% Excellent
 - 18% Very Good
 - 48% Not Available
- Registered Nurse
 - 37% Excellent
 - 35% Very Good
- Nurse Practitioner
 - 18% Excellent
 - 25% Very Good
 - 20% Not Available



Availability of FHT Services

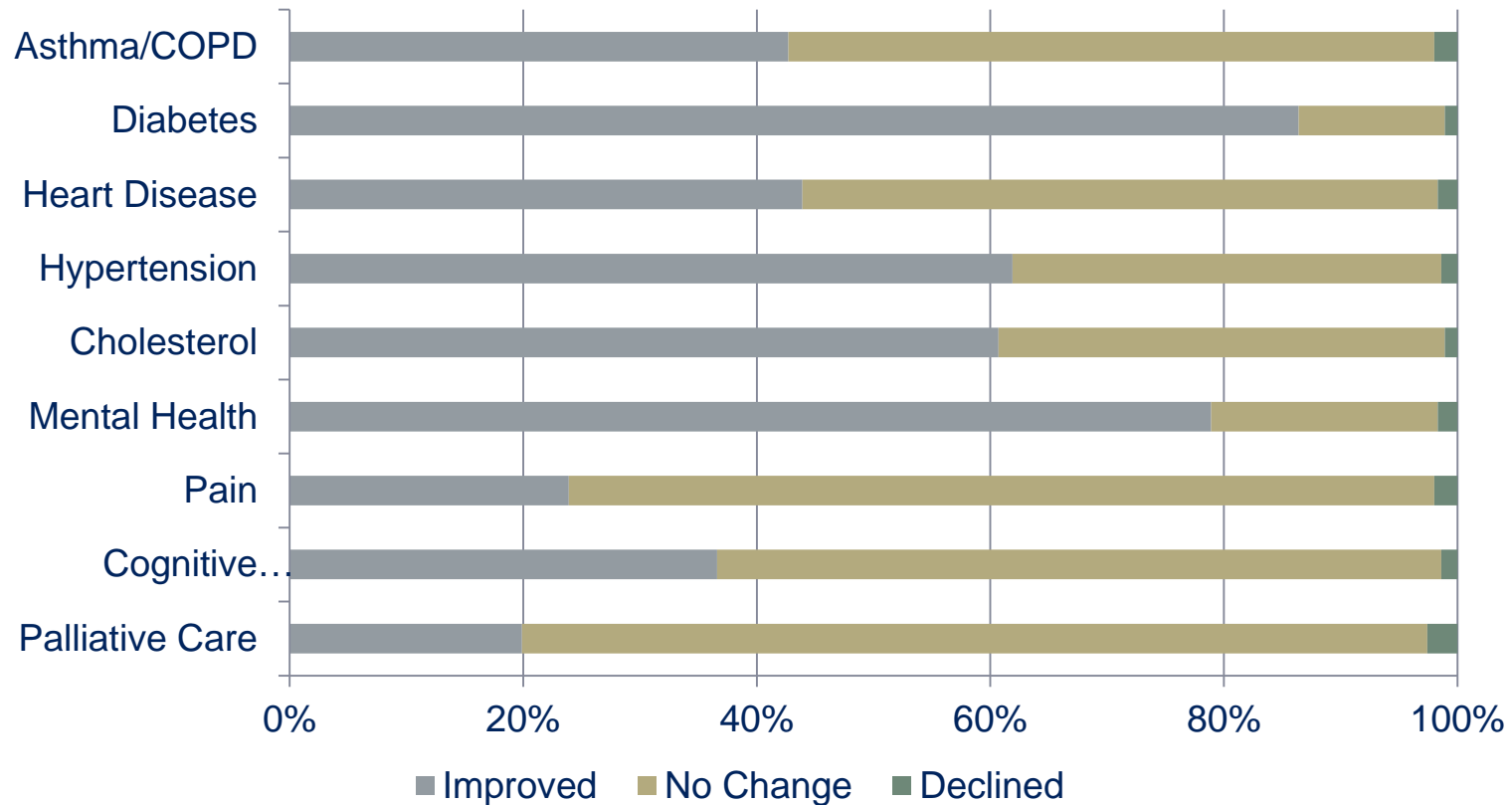
- Social Worker/Mental Health Worker
 - 19% Excellent
 - 30% Very Good
- Case Worker
 - 6% Excellent
 - 7% Very Good
 - 62% Not Available
- Counsellor
 - 8% Excellent
 - 15% Very Good
 - 47% Not Available



Availability of FHT Services

- Pharmacist
 - 31% Excellent
 - 23% Very Good
 - 20% Not Available
- Health Educator
 - 9% Excellent
 - 14% Very Good
 - 46% Not Available

Have patient outcomes changed for the following conditions as a result of the addition of FHT services





Patient Access

- Urgent Care
 - 85% Same Day
- Non-Urgent Care
 - 17% Same Day
 - 51% Same Week



Impact on Patient Care Setting

- FHT board governance
 - 35% Positive – 12% Negative – 21% No Effect
- Bonuses/Incentives
 - 75% Positive – 2% Negative – 9% No Effect
- Team Development
 - 69% Positive – 7% Negative – 8% No Effect
- Role clarity for team members
 - 54% Positive – 12% Negative – 11% No Effect



Impact on Patient Care Setting

- Patient enrolment
 - 54% Positive – 8% Negative – 18% No Effect
- FHT leadership
 - 62% Positive – 9% Negative – 11% No Effect
- Presence of IHPs
 - 81% Positive – 2% Negative – 12% No Effect
- Program development
 - 74% Positive – 5% Negative – 6% No Effect



Impact on Patient Care Setting

- Use of Quality Indicators
 - 50% Positive – 3% Negative – 14% No Effect
- Advanced Access/Timely Access
 - 62% Positive – 5% Negative – 12% No Effect
- Family Physician Recruitment and Retention
 - 59% Positive – 6% Negative – 9% No Effect
- IHP Recruitment and Retention
 - 57% Positive – 10% Negative – 7% No Effect



Impact on Patient Care Setting

- After Hours Access
 - 62% Positive – 3% Negative – 13% No Effect
- EMR
 - 76% Positive – 8% Negative – 4% No Effect
- Quality Improvement
 - 66% Positive – 1% Negative – 9% No Effect



Top Issues: Today

- Roster Ratio's
 - Focus on roster increases
 - IHP funding linked to high patient enrolment rates
- Improved Access to IHP Services
 - Wait times for IHP services
 - Better access to RN, NP, Social Work and Mental Health Workers
- IHP Role Clarity
 - Better understanding of each IHPs scope of practice
 - Effective utilization of each IHP within the team



Top Issues: Today

- Improved Access to Specialist Services
 - FHT Sessional services
 - Community/Hospital based specialist access
- Mental Health Services
 - Improved Psychiatry and Mental Health Services
- Electronic Medical Record
 - Multi-site Integration
 - Improved performance



Top Issues: Next 5 Years

- Funding Stability
 - High cost to practice
 - Budget cycle challenges
- Physician Retirement
 - Large rosters difficult to transition
 - Team/group dynamic
- Aging and Complexity of Patients
 - Increased patient care demands
 - Large rosters
 - Complexity creates access problems (FP and IHP)



Top Issues: Next 5 years

- Roster Ratio's
 - Focus on growing rosters
 - Link between new IHP funding and increased FP rosters
- Quality Implementation
 - Implementation challenges
 - EMR limits and funding
- Non- Clinical Work Demands
 - Increased administration duties
 - Team building and program development

Questions?