



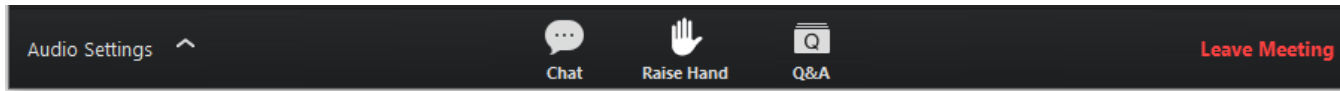
# **Team-Based Care Supporting Patient Communities Through COVID-19**

Thursday, June 11, 2020  
12 PM to 1 PM

# Housekeeping

## How to Participate: Zoom Webinars

1. Pose questions in the Q&A Panel
2. Type into chat box to enter questions or comments
3. Raise your hand  
if you would like to be unmuted or called upon to contribute



# Introducing our panelists!

## West

- Gerry Glover, CEO, Kincardine FHT
- Stephanie Dudgeon, ED, Brockton and Area FHT

## Toronto

- Stephen Beckwith, ED, South East Toronto FHT
- Kerry-Anne Ross, NP, South East Toronto FHT

## East

- Karen Simpson, ED, Arnprior and District FHT
- Judy Hill, ED, Petawawa Centennial Family Health Centre
- Susan Farrar, ED, Madawaska Valley FHT
- Megan Jamieson, ED, West Champlain FHT



Brockton Area and Kincardine  
Family Health Teams

## Local Health Care Organizations Work to Address Long Term Care COVID-19 Crisis



© Can Stock Photo / Babar760

- COVID Assessment Centre and Hospital Entrance Screening Support

## Partnership among Public Health, Hospitals, and Primary Care



# Team-Based Care Supporting Patient Communities Through COVID-19

## “Our Story”

June 11<sup>th</sup>, 2020

### Stephen Beckwith & Kerry-Anne Ross



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# Checking on our vulnerable population and providing community resources.



- We conduct check-ins on our seniors and vulnerable patients.
- Ensuring their basic medical needs and support at home.
- Provided mental health supports, dealing with social isolation.
- To help the patients of our community and their families get through this challenging time. If they DO NOT have access to the pediatrician OR family doctor's office AND they are not providing virtual or in-person visits, we provided care and support.
- Our team was able to provide a safe assessment of children during the COVID pandemic.
- Provided Well-baby visits, along with vaccinations.

  
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**Community Pediatric Care During COVID-19**

To help the patients of our community and their families get through this challenging time. If you DO NOT have access to your pediatrician OR family doctor's office AND they are not providing virtual or in-person visits. Our team will be providing access to a family-friendly primary care environment for the safe assessment of children during the COVID pandemic.  
PLEASE NOTE THIS IS NOT A WALK-IN CLINIC – ALL APPOINTMENTS ARE PREBOOKED

**Pediatric Acute Respiratory (PAR) Assessment Centre**  
If your child is unwell with fever or respiratory symptoms.

- o Email – [info@setfht.on.ca](mailto:info@setfht.on.ca)
- o Monday-Friday 9 am – 3 pm 416.699.7775 x 210
- o Saturday 9 am – 11:30 call - 416.469.6464 x 3735
- o Patients already assessed by their family doctor or pediatrician - Fax - 416.469.6164.



Location	Monday - Friday	Saturday
840 Cowell Ave, Suite 105	Noon-4 PM	9-Noon

.....

**Newborn & Well-baby Checkups**

- o Email – [info@setfht.on.ca](mailto:info@setfht.on.ca)
- o Monday-Friday 416-699-7775 ext. 210

We will also be providing newborn check-up or well-baby visits that require vaccinations.



Location	Monday - Friday
1871 Danforth Ave, 2 <sup>nd</sup> Floor	9 AM – 3 PM

Vision: A leading academic family health team that improves the health of our community



South East Toronto

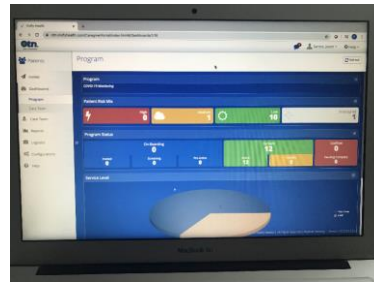
Family Health Team





# COVID + Community Virtual Check-In

- We partnered with OTN and our community hospital to do virtual/remote - twice daily check-in's on COVID-19 positive patients in the community.
- Goal > Ensure symptoms are stable or improving for those who do not require hospitalization or who have been discharged.



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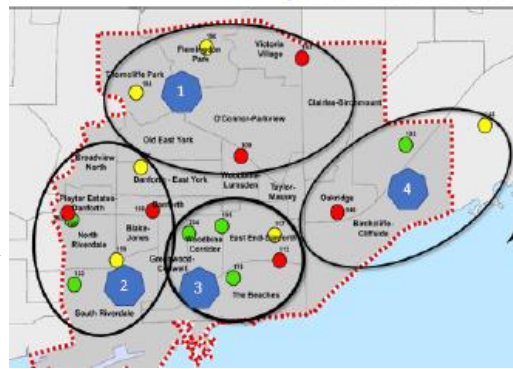
**Family Health Team**





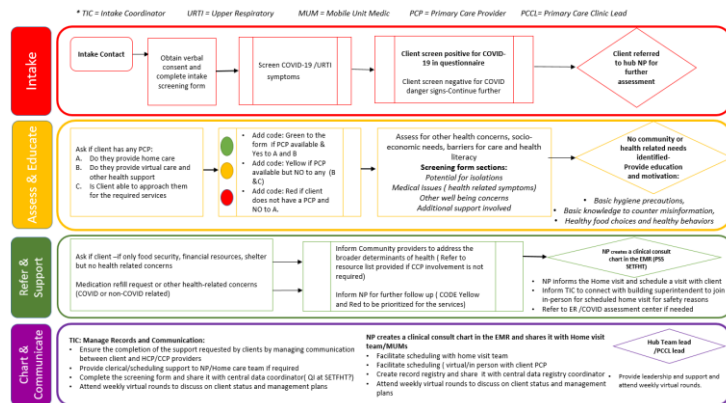
# THE HUB's

- Our Family Health Team, together with our OHT partners – East T FPN, Community Health Centres and neighbourhood organizations in the East End of Toronto, created four hubs.
- To reduce the spread of COVID-19 in buildings in East Toronto and improve access to the frail, elderly and the vulnerable.



## What we do:

- Facilitate virtual visits to primary care providers and resources.
- Arrange smoother access to necessary in-person primary care visits.
- Provide assistance to access community resources (food, financial sources, mental health and wellness).



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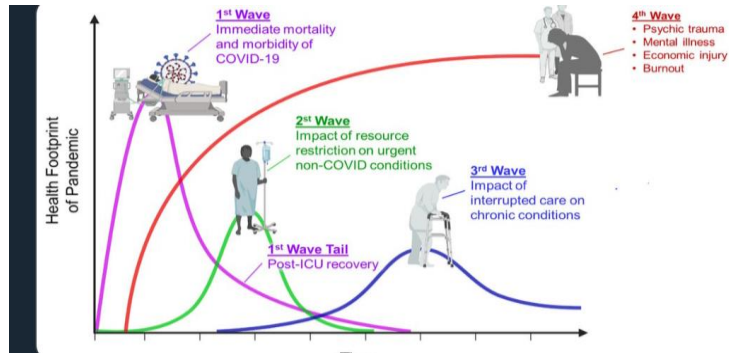






# The MUMs – Mobile Unit Medics

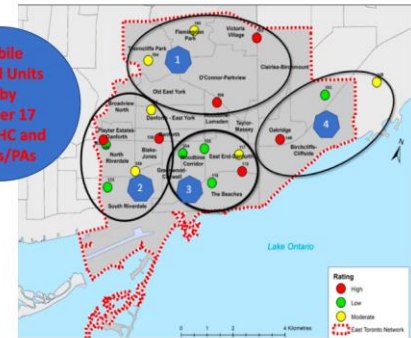
- Homebound frail patients and other vulnerable populations identified in the East Toronto area at high risk for COVID and decompensation from chronic conditions. Who have difficulty getting into the office or lack of access to their regular family physician or primary care providers during COVID-19.



## Proposed 3-4 Community Hubs with Mobile Unit Medics (MUMs)

- HATP/FHC
- BPHT/SRCHC
- SETFHT/EECHC
- EasTFPN + AACHC

3-4 Mobile Medical Units staffed by volunteer 17 MDs, CHC and FHT NPs/PAs



### Considerations:

- Proximity/location
- Existing programs/services in TCHC buildings



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# COVID Hot Spots

- As the testing criteria opened up, our team assisted with mobile testing in identified hot spots of the community with increased cases of COVID-19.
- We also identified several patients who did not have access to a primary care provider or resources.



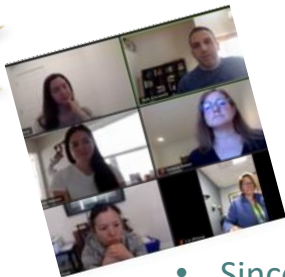
- Taking testing directly to the communities likeliest to be hit with coronavirus outbreaks is crucial in the battle against COVID-19, especially in the Greater Toronto Area, where daily case counts have stubbornly refused to drop.



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# Team Communication



- Since the start of the pandemic – we began to have bi-weekly virtual Zoom town halls with our entire team and weekly sessions with our clinical staff/administrative staff.
- The benefits have been very valuable.
- I strongly encourage you to engage with your team virtually during this time. It's great to check-in with folks working from home and bring the team together. Share updates, new methods of care and especially EMR or technology updates.
- Share your screen and give real examples.
- When you get back to the somewhat normal business, you will appreciate the benefits of putting in the time to connect virtually with your team.



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# Leveraging SOCIAL MEDIA during a Pandemic



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- Everyone is attached to a phone and social media, especially during isolation.
- So, we thought .....maybe we can leverage social media during this time.
- We have a Twitter and Facebook account, but most patients of various age ranges seem to be using Instagram!  
- why not give that a try.

The response has been amazing!



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- We started with a few posts and then decided to have one of our Social Workers create a video on managing your mental health and anxiety during the Pandemic. That went viral and has been shared by a variety of organizations around the world.....viewed over seven thousand times!



OASW @ON\_SocialWork · 2020-03-20

A social worker at the @SETorontoFHT shares how to manage stress and anxiety during COVID-19.

SouthEastToronto... · 2020-03-17

Managing Stress & Anxiety during COVID-19 @SETorontoFHT @MGHToronto @EastFPN



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- We needed masks! So, one of our physicians decided to come up with a step by step guide and suggested we post on Social Media.
- We did a call out for cloth mask makers and shared instructions on how to create them – To date, we have received over 2500 homemade masks from our community as a result of the call-out on social media.



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**LIVE**

**Today at 2 pm**

**Dr. Eleanor Colledge will  
take your questions.  
Plus, an update on the  
NEW COVID-19 testing  
and social distancing  
guidelines.**

- We got excited and decided....let's try this Instagram Live story!
- It has been a huge success, and we have now hosted several sessions with different providers and topics.
- They are very well received and helpful to our patients/community struggling with social isolation.



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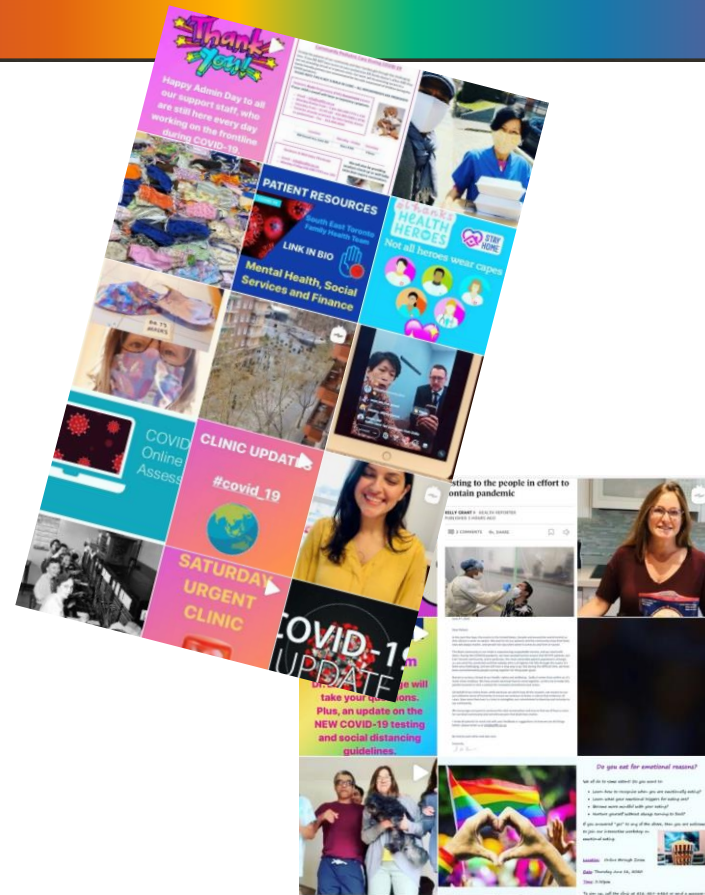






# Why do it?

- It allows staff and physicians a virtual platform to share information and engage with patients.
- Patients want to hear from their physician and find it a more credible source of information because of the relationship.
- We share real-time information and updates about screening testing and navigating this new normal
- It's open to all members of the community who may not have access to such resources.



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- You get to see the amazing gratitude and share it with your team.
- A great platform to receive comments, ideas and put them in action.



-  **kerbuck** Thank you, your community is grateful! 💜  
3w 1 like Reply
-  **lukaswx** Wonderful team! My hats off to you ladies and all the nurses out there helping others! 🙌🙌🙌  
3w 1 like Reply
-  **rebbscanada** Thank you !!  
3w 1 like Reply
-  **njg\_lifewifemom** 🙌🙌🙌🙌 - thank you!  
3w 1 like Reply
-  **czeske** ❤️ Nothing but admiration, gratitude and appreciation for all of you!! ❤️ #nursesweek2020 #yearofthenurse2020  
3w 1 like Reply
-  **stephieeh** Thank you. You're amazing!  
3w 1 like Reply
-  **pugsugs** Kerry-Ann was incredibly patient and creative with giving my very reluctant 4-year old a shot. Such a great part of the team!  
3w 1 like Reply

-  **priyaajla** @itssandy THIS IS A JOB FOR YOU!  
11w 3 likes Reply
-  **agentpeachquits** @refluffs  
11w Reply
-  **lady\_buggowitz** Should the filter be sewn in? Or are the sides of the mask left open between the liner and outside fabric so that a filter can be inserted? Thanks!  
11w Reply
-  **finesilvergirl** My super sister (whose working faster than I) went to drop off some masks today. Couldn't find the bin. Anyway you could post a picture of where the bin is located. Thanks  
10w Reply
-  **setfht** @finesilvergirl so sorry, it's on the north side of the building. Any issues, give us a call at 416.423.8800 x 221  
10w Reply
-  **belltigger** Drop some off just curious about how many you have received so far  
10w Reply
-  **cooppid** Can you please post the how to guide again. I cant find the link in the bio  
8w Reply

-  **janicedurst** ❤️🙌❤️  
1w 1 like Reply
-  **itstilled** 🙌🙌🙌🙌  
1w 1 like Reply
-  **hellocello26** Well said. Very proud to be part of the amazing SETFHT ❤️❤️  
1w 1 like Reply
-  **popculturefun** ❤️🙏🇺🇸🇨🇦🇨🇦🇨🇦  
1w 1 like Reply
-  **neliemac** Looking forward to tomorrow's Instagram Live session June 4.  
1w 1 like Reply
-  **lavettagriffin** Thank you Stephen and SETFHT 🙏  
6d 1 like Reply

-  **neliemac** Thank you everyone for the awesome work you're all doing. God bless you!  
8w Reply
-  **christinehofsheier** Thanks to all our health care workers, who put themselves out there every day. Also all our other essential workers. 🐝 Bee Safe everyone. 😊  
8w Reply



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# THANK YOU!

**Email: [Stephen.Beckwith@setfht.on.ca](mailto:Stephen.Beckwith@setfht.on.ca)**

**Stay safe and KEEP  
SMILING ☺**



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# Renfrew County Virtual Triage and Assessment Centre

June 11, 2020

## Partners:

- ❖ **PRIMARY CARE:** Arnprior and District Family Health Team; Petawawa Community Health Centre (FHT); West Champlain Family Health Team; Deep River Family Health Team; Madawaska Valley Family Health Team; Pikwagnagan Family Health Team; Whitewater Bromley Community Health Centre
- ❖ Arnprior Regional Health (Hospital)
- ❖ Renfrew County Paramedics
- ❖ Renfrew County Public Health
- ❖ All other hospitals in Renfrew County, pharmacies, mental health agencies, LTC, etc.
- ❖ Funded through Ontario Health as a COVID-19 Assessment Centre

## Goals:

- ❖ Ensure individuals residing in Renfrew County can be assessed for possible COVID-19 symptoms and be tested without having to go to a physical assessment centre;
- ❖ reduce possibility of transmission of COVID-19;
- ❖ address complexity of Renfrew County's large geographic area;
- ❖ protect ED availability to deal with those who really needed to be there; and
- ❖ support the large un-rostered patient population and patients who couldn't access their primary care physician – who otherwise would go to the ED.

# Services:

- ❖ 24/7 access to acute/episodic primary care services for patients who don't have a primary care physician or can't access theirs; COVID 19 assessment, referral to paramedics for in home assessment when needed, COVID-19 swabbing in home (or more recently through a drive through), as well as other tests – ie urine test, rapid strep test, etc.
  - ❖ Patient calls 1-800 number, is registered by receptionist, chart set up, appointment scheduled with primary care physician. Primary care physicians are scheduled into shifts to see patients virtually. Seeing up to 100 patients on average per day. Primary care physician addresses issues and treats/refers as necessary.
- ❖ Remote monitoring capability for sick patients who can stay at home but require monitoring (preventing an ED admission)
  - ❖ Blood pressure, sats, etc., monitored remotely. If concerns identified a physician will contact the patient and then may send a paramedic to check on the patient if needed
- ❖ Palliative care team to respond urgently to palliative patients
- ❖ Technology: Doxy.me (for virtual video visits), NiceIncontact software for telephony system (allowed receptionists to answer calls from anywhere in the County and work remotely); FutureHealth (remote monitoring); website development; Arnprior & District Family Health Team Telus PSS EMR.

# Outcomes:

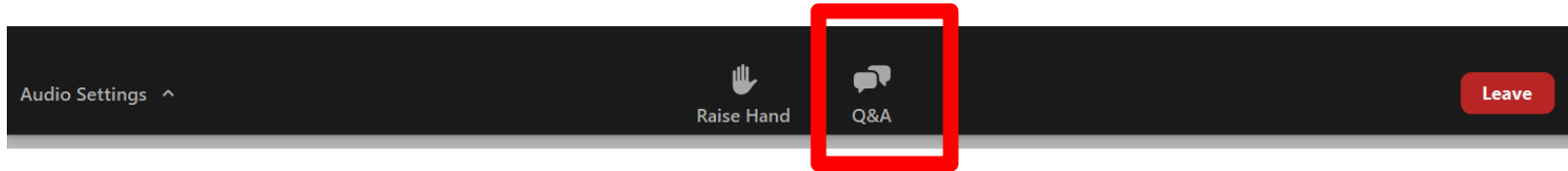
- ❖ Over 4,500 patient visits with primary care physicians
- ❖ Over 5,400 COVID-19 tests conducted
- ❖ 2,957 unique patients with a family doctor
- ❖ 1,552 unique patients without a family doctor
- ❖ 4,509 total individual patients
- ❖ 24 confirmed positive COVID-19 cases



# Learnings:

- ❖ Virtual primary care works well for acute/episodic cases – would need an enhanced model for full spectrum primary care
- ❖ Very positive feedback from patients using the service
- ❖ Incidence of positive COVID-19 cases in Renfrew is one of the lowest in the province (24 confirmed) – despite adjoining the Ottawa area. VTAC enables un-rostered patients to call and discuss possible Covid-19 symptoms and get tested immediately – has this helped to decrease incidence?
- ❖ VTAC promoted new partnerships & strengthened pre-existing ones
- ❖ VTAC started within six days of getting the go ahead to proceed – the urgency and speed helped to foster innovation and collaboration
- ❖ VTAC could not have happened without a willingness by partners to take some risks and move forward quickly. Perspective: It won't be perfect from day one and we won't get everything right, but we will correct as we go.

# Open discussion and Q&A



# COVID-19 Resources on AFHTO Website

Home » News » Novel Coronavirus (COVID-19) Updates

## Novel Coronavirus (COVID-19) Updates

JUNE 09, 2020

VIEW EDIT DELETE CLONE

SHARE:    

Originally posted Jan. 27, 2020. Last updated June 9, 2020

This page will provide updates on the Novel Coronavirus (COVID-19) as they become available. The Ministry of Health has released guidelines for primary care, along with posters. [A website for healthcare providers is now live. You can also access information for the public on their site.](#)

If you have any questions, you can also email: [ECCOperations.moh@ontario.ca](mailto:ECCOperations.moh@ontario.ca).

### Resources

<a href="#">Infection control resources and tools</a> <i>for primary care providers and administration</i>	<a href="#">COVID-19 information</a> <i>for Patients, Caregivers and the Public</i>
<a href="#">Virtual Care, Digital Health and COVID-19</a> <i>for providers and administration</i>	<a href="#">Mental health and wellness during COVID-19</a> <i>for providers and the public</i>
<a href="#">Management and operations, human resources and COVID-19</a> <i>for HR and administration</i> > <a href="#">Resources on Re-opening</a>	<a href="#">Providing Comprehensive Care during COVID-19</a> <i>for providers</i>

### Explore COVID-19 Resources

- > Main Menu - Novel Coronavirus (COVID-19) Updates
- COVID-19 Resources
  - > Infection Control Resources And Tools
  - > Virtual Care, Digital Health And COVID-19
  - Management and operations, human resources
    - > Resources for Re-opening
  - > COVID-19 information for Patients, Caregivers and the Public
  - > Mental health and wellness during COVID-19
  - > Providing Comprehensive Care during COVID-19
  - > Ministry & Other sites
  - > COVID-19 News
  - > Situation reports
  - > COVID-19 Member Initiatives

# CONTACT US: [improve@afhto.ca](mailto:improve@afhto.ca)

