

BRIGHT LIGHTS AWARDS



2022

NEW VISION FAMILY HEALTH TEAM

Award: It Takes a Team: Collaboration Inside and Out

Achievement: New Vision ICT Geriatric Pilot Project

With an increased need for support for medically complex older adults not rostered at the clinic, New Vision FHT was tasked with assembling an interprofessional team to assess non-rostered older adults in the Waterloo community, connect them with resources, and prioritize their care. The waitlist to see a geriatrician in the region of Waterloo was an average of 175 days, with 445 patients on the waitlist and the team knew they needed to find a solution to help support these individuals in the interim

The FHT created a geriatric pilot project and within six-to-eight weeks, the interprofessional care team provided care onsite at New Vision for 27 of these patients with a nurse practitioner and geriatrician; an additional 38 patients received phone consults; and the remainder of these patients were discussed during interprofessional weekly team consults. The consults provided supports to older adults living in the community, enabling them to live at home safely while on the waitlist to see a geriatrician.

Of the 138 patients contacted, 77 had a full review with recommendations made, where possible, for optimization of care, medications, and community supports. 59 patients were referred to additional services. The pilot project also decreased the need for geriatrician follow-ups and increased capacity for new consults. It has the potential to reduce ER visits by up to 50 per cent and it also improves quality of life.

The team surveyed patients and caregivers afterward. The results showed 86 per cent of the respondents were satisfied or very satisfied with their overall experience, and 58 per cent were more confident in managing their health after their interaction with the team. Their survey data indicated that 89 per cent of the respondents would like to see this type of project continue.



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New Vision FHT would like to expand the Integrated Care Team (ICT) pilot project throughout the region and province if funding allows. The team would like to provide training to other teams about their workflow and program expectations.

Key Facts:

- Geriatric pilot project created for non-rostered seniors
- 77 new patients had full review; 59 referred to additional service
- Provided patients with improved quality of life
- Decreased need for geriatric follow-up
- Increased capacity for new consults
- 86 per cent of survey respondents satisfied with overall experience