

Enhancing Preventative Care Visit Through a Shared-Care Model

Bethany Kwok, BScN, MN, Kimberley Gordon, NP- PHC, Katie Bowler, RN, BScN, Carolene Garcia, RN, BScN, Gabriel Lee, RN, BScN, Newton Leong, RN, BScN, Ann Rodrigues, RN, BScN
St. Michael's Hospital Academic Family Health Team

FOCUS

An enhanced preventative health screening model was piloted at one of St. Michael's Hospital Academic Family Health Team sites, Sumac Creek Health Centre, to optimize preventative care to patients

BACKGROUND

- Researchers have estimated that it would take 7.4 hours per working day to provide all recommended preventative care to 2 500 primary care patients (Yarnall et al., 2003)
- Preventative Health Screening and education are often delivered in variance due to providers' time and the lack of involvement from other interdisciplinary healthcare professionals (Grunfeld et al., 2013)
- The Family Health Team recognizes the importance of promoting a comprehensive shared-care practice model that formalizes Registered Nurse (RNs)' role in health counselling and preventative health screening to patients

OBJECTIVE

- To enhance routine adult preventative visit using a team-based care approach
- To increase health promotion opportunities, capture missed screenings and connect patients to the appropriate Interdisciplinary Healthcare Professionals (IHPs) during a preventative care visit
- To promote consistency in health screening and education for patients

PROCESS

Fig 1. Previous Preventative Care Visit:

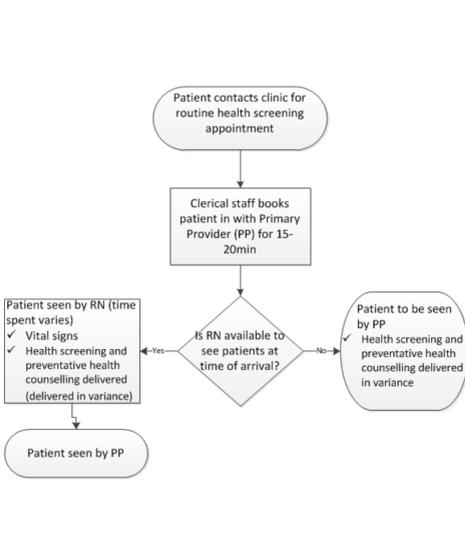
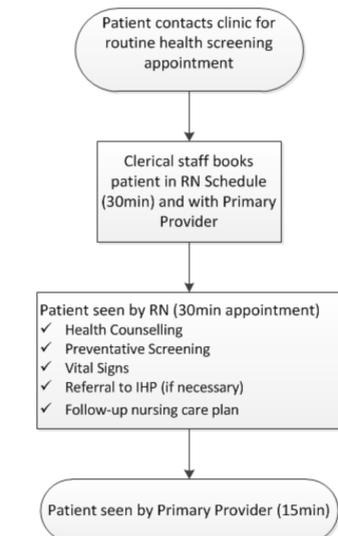


Fig 2. Redesigned Preventative Care Visit:



PROCESS (CONTINUED)

Tailoring the RN Preventative Screening Documentation Stamp

- The RN team developed a documentation stamp specific to health screening topics delivered by nursing
- Stamp included evidence-based guidelines to help guide health assessments and management
- Stamp was revised 4 times to enhance RN-to-Provider communication during the shared-care preventative visit

RESULTS

Providers' Feedback on the Preventative Screening EMR Stamp

Fig 3. Post Implementation of EMR Stamp Survey : March 2017 (n= 11)

PERCEPTION OF THE HEALTH SCREENING STAMP	Agree	Neutral	Disagree
The Sumac Health Screening Stamp is easy to use	67%	0%	33%
The stamp/nursing documentation is helpful to your overall CPX (Health Screening) visit	83%	17%	0%
The stamp enhances the clarity of RN assessment findings during a shared CPX (Health Screening) visit	83%	0%	17%
Compared to the previous CPX/Health Screening form, this stamp enhances information shared between you and the RN during a shared care appointment	83%	17%	0%

Providers' Feedback on the Shared-care Model for Preventative Care

"Many patients have benefited greatly from the shared care approach that we have! I find the patients that benefit from these most are motivated and often generally healthy without multiple medical comorbidities."

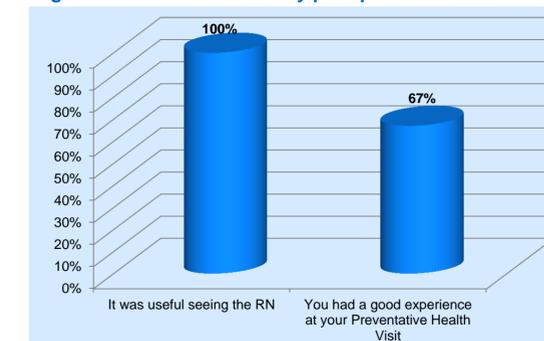
"I think the nurses collect useful info and provide excellent counselling. This is very helpful."

"I love that the nurses are involved in shared care for periodic health reviews and believe most patients are also appreciative of this..."

RESULTS

Patients' Feedback on the Shared-care Model for Preventative Care

Fig 4. Patient feedback survey post-preventative care visit (n= 6)



"It was good , got me all ready for the doctor"

"It was a great appointment...THEY (RN) were asking me the questions to get to know me"

Audit Results

Fig 5. Elements of Shared-care Preventative (n = 21)

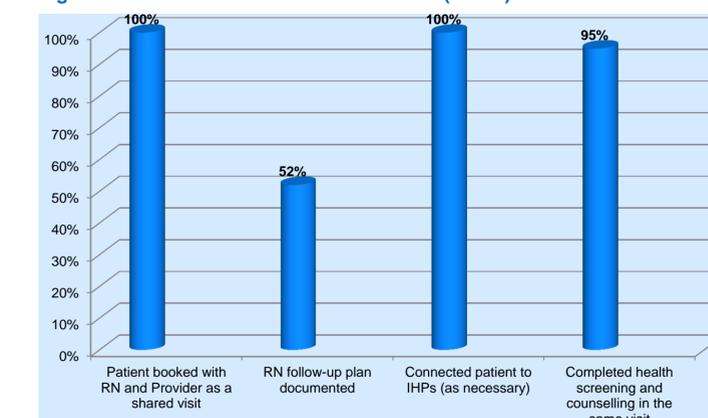


Chart audit reflects:

- Patients are scheduled to be seen by RN and Physicians as a shared-care approached to preventative health care
- RNs are using the preventative health care visit as an opportunity to connect patients to the appropriate IHPs (e.g. Dietitian, Psychologist)
- Health screening and counselling are standardized as part of patients' visit with the RN

CONCLUSION

- The implementation of a shared-care approach to Preventative Care streamlines RN role in providing preventative health promotion, education and screening for patients
- The enhanced care model provides RNs the time to adequately assess and connect patients to other IHPs for their physical and/or psychosocial needs
- A high percentage of patients felt the shared visit with the RN and their providers was helpful and was satisfied with the overall experience of their visit
- Providers also express satisfaction with RN assessments and counselling during a shared-care visit
- The revised health screening documentation form enhanced information-sharing between the providers and RN

RECOMMENDATIONS/NEXT STEPS

- Disseminate current findings to other FHT sites to support the spread of a team-based approach to preventative care visits
- Continuously monitor patients' feedback on the value of the shared-care model to them
- Transition documentation stamp to form on the EMR for easier data extractions
- Formalize an education plan for new staff onboarding

REFERENCES

Grinfeld, E., Manca, D., Moineddin, R., Thorpe, K. E., Hoch, J. S., Campbell-Scherer, D., Mamdani, M. (2013). Improving chronic disease prevention and screening in primary care: results of the BETTER pragmatic cluster randomized controlled trial. *BMC Family Practice*, 14, 175. <http://doi.org/10.1186/1471-2296-14-175>

Yarnall, K., Pollak, K., Ostbye, T., Krause, K.M., Lloyd, M. (2003). Primary Care: Is There Enough Time for Prevention? *American Journal of Public Health*, 93 (4), 635 – 641

ACKNOWLEDGEMENTS

We thank the Physicians at Sumac Creek Health Centre for their support and continuous feedback in this pilot project, Clerical team who supported the distribution and collection of the patient's survey via telephone, and lastly, Lisa Miller for her EMR support.