

## **Summerville Arthritis Program:**

### **An Innovative Approach to Local Partnerships for Osteoarthritis Care**

AFHTO CONFERENCE OCTOBER 2011

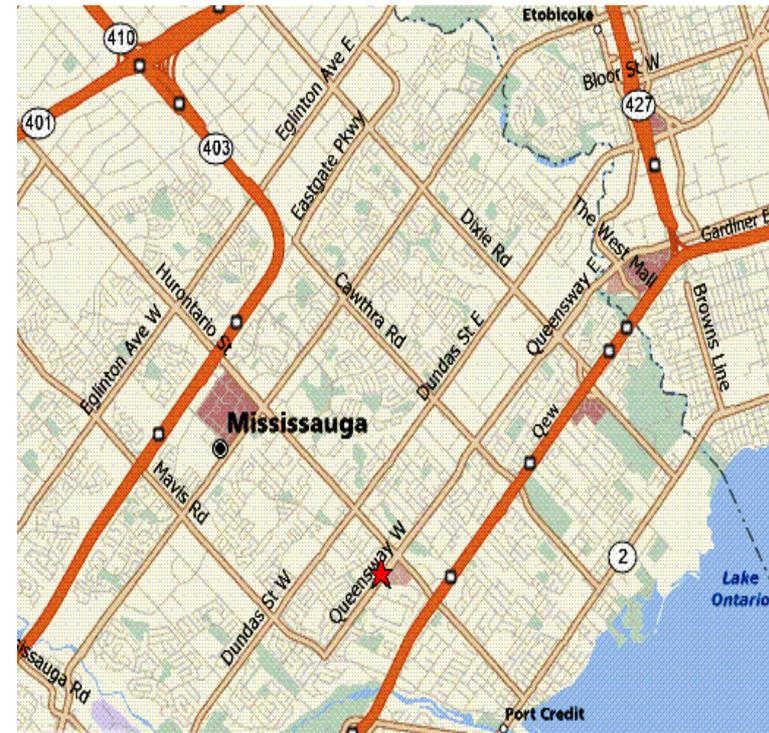
LUCY BONANNO, EXECUTIVE DIRECTOR

JACKIE ELIAS, CLINICAL PHARMACIST

NADYA ZUKOWSKI, HEALTH PROMOTION SPECIALIST

# Summerville FHT

- 5 sites (1 teaching site)
- ~50 000 patients
- 33 physicians,  
14 residents and  
36.40 allied clinical health  
staff  
(Clinical Pharmacist, Social  
Worker, Dietitian, Registered  
Nurses, Nurse Practitioners,  
Child and Teen Psychologist,  
Health Promotion Specialist)
- Largest FHT in our LHIN  
(Mississauga Halton LHIN)



# Summerville FHT

In 2002, Commissioner Roy J. Romanow challenged us to move towards “**teamwork and interdisciplinary collaboration.**”

In his final report, “*Building on Values: The Future of Health Care in Canada*”.

- Interdisciplinary collaboration has been promoted for a long time in Canadian healthcare.
- It is something that primary care has struggled with for a long time and this is also the story at Summerville FHT
- Changing health care in Ontario – it will take time.

# Summerville FHT – Programming

- Use Ontario's Chronic Disease Prevention and Management Framework
- Inventory EMR for prevalence
- Formed a Chronic Disease Management Steering Committee
- Pilot program in one site before implementing FHT-wide
- Develop program plan and patient care maps for each program



# Chronic Disease Management Steering Committee

- Formed in October 2009
- Composition: 3 Physicians, 1-2 Allied Health representative from each site (Social Worker, Health Promotion Specialist, Nurse, Nurse Practitioner, Pharmacist)
- Executive Director
- Formal meetings every 5 weeks
- Ability to share ideas/ suggestions between sites

# Summerville Arthritis Program

**SUMMERVILLE**  

---

**Family Health Team**



**SUMMERVILLE**  

---

**Family Health Team**

# Background/Rational

## Mississauga/Halton LHIN

- Osteoarthritis (OA) is the 2<sup>nd</sup> most frequently reported chronic condition for residents at 13.7 %
- ↑ in the senior population, by 2020, the # of people aged 65-74 years is expected to ↑ by 60%.

(MH LHIN Environmental Scan, 2011)

## Summerville FHT

- 8.9% (n=3571) patients are diagnosed with OA

[Canadian Institute for Health Information, Primary Health Care Voluntary Reporting System (PHCVRS) (Ottawa, Ont.; CIHI, 2011)].

(Summerville FHT Electronic Medical Records, August 2011)

# Background/Rational con' t.

**Treatment goal** is to *delay the onset or manage the pain and prevent disability*

## **Best Practice Guidelines:**

- ✓ Education about self-management strategies
- ✓ A recommendation for exercise and/or a referral to a physiotherapist.
- ✓ Information on joint protection and energy conservation techniques (e.g. splints, assistive devices).
- ✓ Social support and coping strategies
- ✓ Joint injections for a painful joint due to OA is taken into consideration.

# Osteoarthritis Program:

## Objectives:

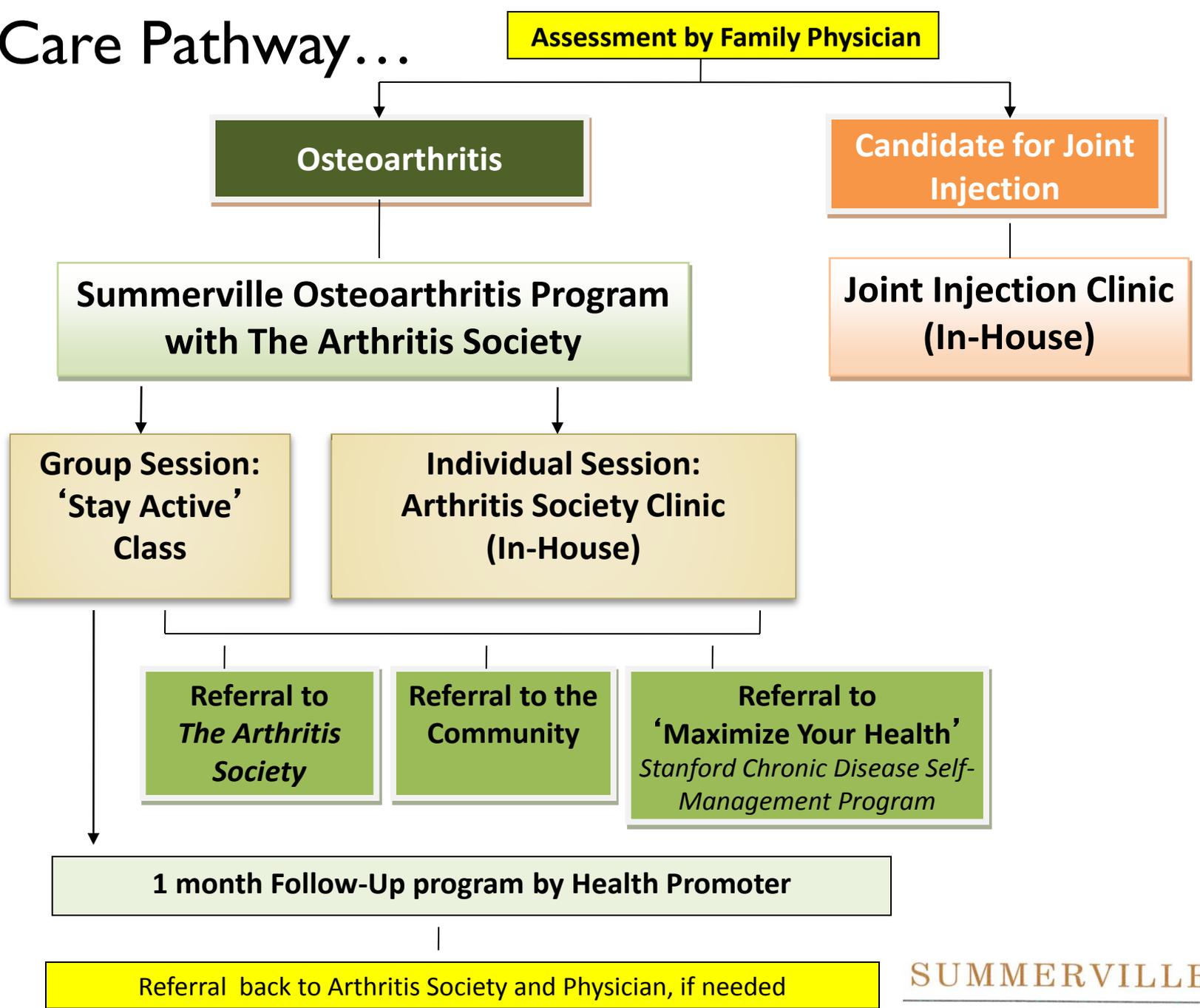
### ***Disease Management***

- To improve patient knowledge and skills for self-management of OA
- To improve patient knowledge and awareness of community resources for OA management

### ***Community Mobilization***

- To increase access to physiotherapy services from the Arthritis Society
- To incorporate existing community resources tools/services into the program.

# Care Pathway...



# **Group Education Session – ‘Stay Active’ Class**

2 hrs - Led by The Arthritis Society & FHT Pharmacist

- ‘What is OA’
- Exercise for pain management
- Nutrition
- Medication Review & Goal-setting

## **Individual Counseling Session**

1 hr + follow-up (if necessary)

- Joint Assessment
- Education
- Assessment of specific needs for splints, orthotics, assistive devices
- Personalized home exercise plan
- Referral to community resources

# Pilot

- Piloted with 3 physicians
- Program offered for 10 months
- 44 referrals to program
- 25 participants
  - 25 – Group ‘Stay Active’ Class
  - 24 – Individual Counseling
  - 14 – Both group & Individual Sessions



# Disease Management Outcomes

## Patient Knowledge

- A majority of patients **agreed or strongly agreed** that their knowledge of OA, benefits physical activity, joint protection and community resources has **increased**

## Patient Satisfaction

- 100% of patients would recommend this workshop to other individuals affected by arthritis

## Self-management Strategies (*1 month follow-up*)

- Using pacing techniques given by the physiotherapist
- Increased physical activity

## Objective Outcomes

- Pain Scale & HAQ (disability score)

**“I really enjoyed the class and learned a bunch of new strategies. Thanks!”**

– *Summerville patient*

**SUMMERVILLE**

Family Health Team

# Community Mobilization Outcomes

## External Community:

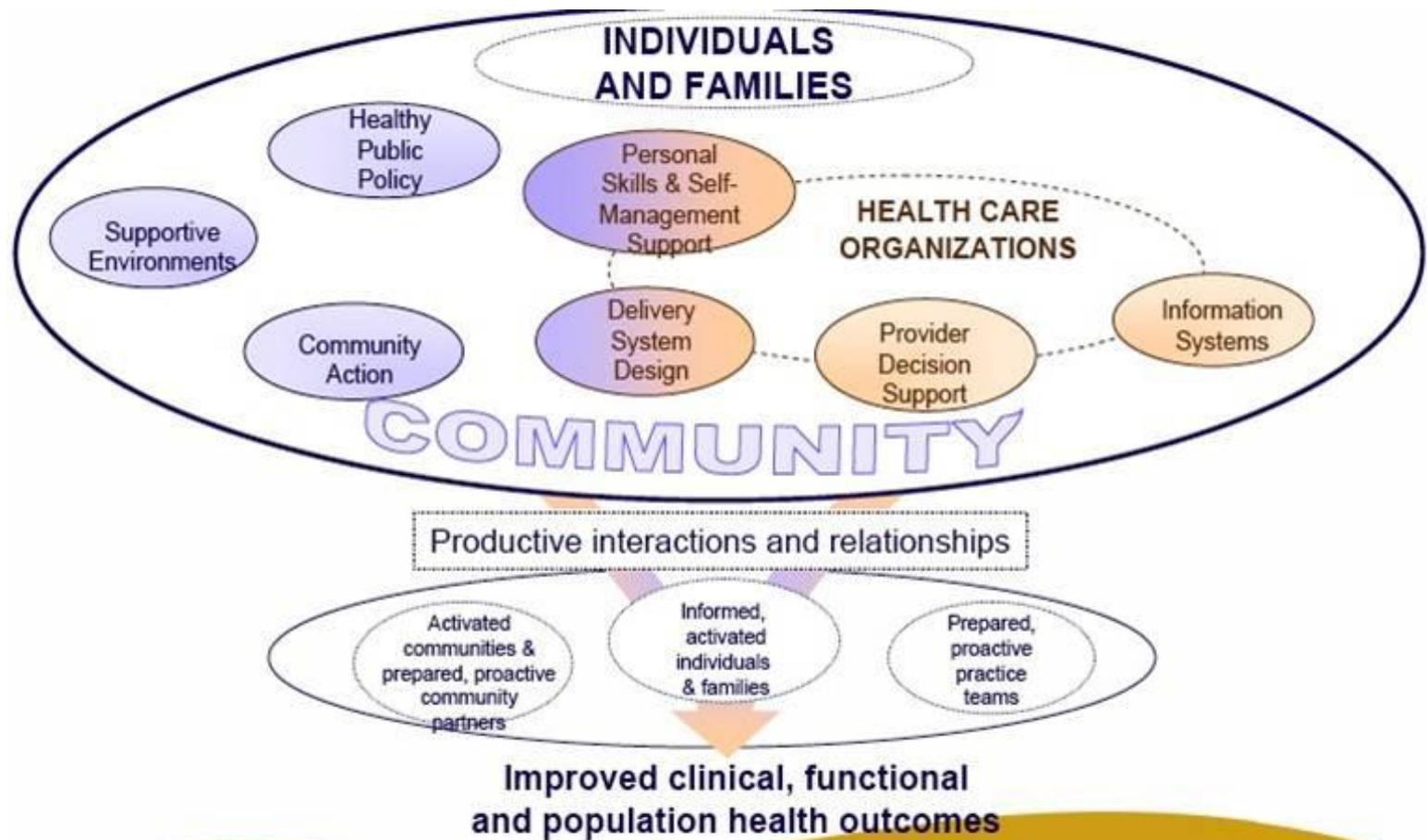
- ↑ access to services from The Arthritis Society (*1-2 days/ month*)
- ↑ awareness, linkages and referrals to community programs, information, and resources.
- ↑ access to community exercise programs (local therapy pool with Parks & Rec.)
- Physicians more informed about the care of patients

# Community Mobilization cont.

## **Internally at SFHT:**

- Established communication pathways from IHPs to physician regarding patient follow-up
- ↑ collaboration between SFHT health care providers (Eg. injection clinic, referrals to other SFHT programs)
- ↑ access and ↓ wait time for joint injection services

# Ontario's Chronic Disease Management & Prevention Framework



# Lessons Learned...



# Lessons Learned:

## Planning & Implementation:

- ✓ Pilot the program first
- ✓ Evaluate both Processes and Outcomes
- ✓ Qualitative & Quantitative data is important
- ✓ Ensure Logistics in Pilot will work FHT wide
- ✓ Establish clear, documented processes



# Lessons Learned con't:



## **Community collaboration:**

- ✓ Can lead to more comprehensive programs
- ✓ Benefits from the expertise of several different professionals and perspectives
- ✓ Provides mutual benefits to partnering organizations to achieve their respective mission and goals
- ✓ Can include mobilizing of internal resources and expertise
- ✓ Provides access to many additional resources for the patient

© CBS NEWS  
**ASSIGNMENT**  
**AMERICA**

[cbsnews.com](http://cbsnews.com)



# Questions

???