

Capacity of Care in the FHT

Learning from the FHT Physician Survey

Dr. Chris Cressey

Chair, OMA FHT Issues Committee

Session Overview

- OMA FHT Issues Committee
- Review: 2011 OMA/AFHTO FHT physician survey highlights
- Review: Capacity of Care in the Family Health Team Discussion Paper
 - Key themes
 - Recommendations
- Discussion

OMA FHT Issues Committee

- September 2011 OMA Board of Directors establishes a FHT Issues Committee
- Mandate: proactively identify, analyze and make recommendations on key FHT issues that directly or indirectly impact both physicians and patients
- Committee composition:
 1. Dr. Chris Cressey (Chair)
 2. Dr. John Tracey
 3. Dr. Lee Donohue
 4. Dr. Anne DuVall
 5. Dr. Jon Johnson

OMA/AFHTO Survey Highlights

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

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: Next 5 Years

- 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)
- Roster Ratio's
 - Focus on growing rosters
 - Link between new IHP funding and increased FP rosters
- Quality Implementation
 - Implementation challenges
 - EMR limits and funding

Capacity of Care in the FHT

- Survey respondents identified concerns that impact on their capacity to provide care
- Discussion paper identifies FHT issues and opportunities within the following key areas:
 - Access
 - Efficiency and Organization
 - Healthcare Culture
 - Continuity of Care
 - Health Human Resource Management
 - Quality Improvement

Access

- Survey identified the challenge of providing continuous and timely access to all providers in the FHT
- Timeliness of patient access to services is recognized by the Ministry as a key indicator of quality
- Timely and continuous access to all providers should be focused on enhancing capacity
- Flexibility is required in how this is achieved

Efficiency and Organization

- FHTs are facing an increasing number of complex patients with expanding demand for services
- Team composition should reflect the services required by patients not what's available through MOH funding
- Funding for primary care provider resources - delink from new patient enrolment requirements
- Strong leadership is beneficial to establishing effective team structure and composition
- Leadership is enhanced by a clear understanding of the roles, abilities and opportunities available from each member of the team
- Clear roles, standardized training, communal interaction and office design assist with establishing efficient team processes

Healthcare Culture

- Culture influences both team structure and composition
- Values embody what the team and organization stands for helping to form a teams culture
- Culture and values have a direct impact on the services the team provides and the methods of treatment for patients
- Understanding the culture of the practice is what fuels changes and allows providers and teams to evolve

Continuity of Care

- Complex patients often require variable levels of care from multiple providers
- Patients can benefit when the FHT establishes the ability to provide continuous care and facilitated navigation through the FHT services
- Seamless and continuous care can be enhanced through the use of Electronic Medical Records
- A continuous relationship with the patient enhances capacity and benefits both the patient and the provider

Health Human Resource Management

- Continuity of care and access involve proactive management of the availability of the group's human resources
- FHTs face potential for physician retirements, maternity leaves, recruitment and retention challenges, sick leave, short-term/long-term disability
- FHTs should consider succession planning and require resource flexibility

Quality Improvement

- Focus on improving provider workflow
- Focus on improving services within the FHT
- May benefit from the adoption of electronic health based tools
- Requires complete and consistent data
- Provide measurable health outcome indicators
- FHTs can focus QI on key areas and tools that demonstrate improvements in:
 - Patient safety
 - Effectiveness
 - Access
 - Integration
 - Patient centredness

Summary

- FHTs are positioned to play an important role in providing increased access to comprehensive care
- FHTs benefit when they are flexible and shape services to the changing demands of the patient demographic
- All FHT providers can work in partnership with patients and the community to better manage the capacity of demands on today's FHT practice

Discussion

We want to hear from you!