Building a BC Platform for Interdisciplinary Practice in Primary Health Care

A Focus on Resources

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What are the necessary resources to create a supportive environment for interdisciplinary care in BC?
Building a Platform for Interdisciplinary Care in PHC

Need to look at the whole picture in advance and have a broad perspective to determine requirements:

- Human Resources
- Educational Requirements
- Technical Requirements
- Space Requirements
- Financial Requirements
- Evaluation Requirements
- Leadership & Governance
Human Resource Requirements

Typical Complement:
- Leadership
- Project Mgt
- Subject Matter Experts from Programs (Mgmt and staff)
- Communications
- Finance
- Researchers

The ones we can’t forget:
- Evaluators
- Data Analysts
- Technical Resources
- Procurement
- Operational Engineering
- Change Mgt
- Privacy
- Facilities
- Administrative Support

- Don’t underestimate your needs
- Employ the correct resource for the task
Human Resource Requirements

- **Engagement**: CSC, Division of Family Practice, Community, Patients, Appropriate programs & Staff

- **Governance**: Cross Programmatic and core partners
  - Be clear on scope, roles and responsibilities
  - Continued leadership required to sustain the work and continual service improvement

- **Working Groups**: Appropriate membership for the task

- Engage Early
  - Stakeholders may have different priorities.
  - Coordination may be difficult in complex, multi-stakeholder initiatives
  - Building while providing services impacts operations
Educational Requirements

Educate each other through knowledge transfer.

- This supports making understanding of linkages and dependencies and how to/when to work in collaboration.

Assess to determine if new training is required based on redistribution of roles and responsibilities.

To ensure the success of our staff when introducing change:

- Ensure that there is clear understanding of their role
- Know that it will be necessary to reinforcement repeatedly
- Ensure appropriate training to enable people to move into new roles
Technical Requirements

A number of potential requirements:
- Ensuring existing tools are being utilized efficiently
- Tweaking existing Information systems
- New Innovative initiatives to support information exchange internally and with external providers across systems
- Utilizing Telehealth for reach
- Looking at the tools already being utilized for other purposes to solve your needs.

- Need to be clear on your needs and able to express them clearly
- Specialized expertise to help
Space Requirements

New ways of care often require variations in our environment to support them

- Develop the ideal service model
- Assess your needs against your space

If developing new space consider:

- Adjacencies
- Shared space opportunities
- Shared admin opportunities
- Efficient work flow, modern design to accommodate a variety of needs
- Engage WPHS, Infection Control, IMIT before designing
Financial Requirements

Right size Funding requirements

- Start up budgets
  - Technology, Human Resources, Education, Space adjustments/builds
- Sustainment Plan – is there sufficient change occurring to offset

More likely to right size your budgets if you invest the appropriate time into planning phase
Evaluation Requirements

Both Demand/Availability for quality, meaningful data is increasing

Different types of evaluation require different skills

As initiatives cross programs/continuum/health authorities the complexity increases

Manual processes are not sustainable with growth

- Have a plan before you start
- Consent implicit vs. explicit – know where you stand with privacy based on what you want to do before you start.
The FH experience

Experiencing a shift where FH PHC is becoming a specialized service provider for integration

PHC moving from small business to big business
FH Primary Health Care Structure

Two Core Streams of Business

1. Operations
2. IPCC Development

- Strategy
- Engagement
- Implementation

Executive Director

Director Operations
Director Strategic Planning
Director Infrastructure
Coordinating specialized services for IPCC to ensure availability of appropriate services

- Interfacing for technology requirements
- Operational Engineers
- Data Analysts
- Evaluation
- Project Managers
Foundational Elements & Enablers

Technology & Telehealth

- Provide advice, guidance and implementation support for IPCC and PHC
- Liaise with IM and HSSBC

Contracts, Privacy, Space requirements for PHC

Development Community Health Centres

- Lead the CHC Integration initiatives for Fraser Health
- Build process + service model
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## Integrated Primary & Community Care

**A New Way**

<table>
<thead>
<tr>
<th>Patients as Partners</th>
<th>Providers as Partners</th>
<th>Community Partners</th>
<th>Government Partners</th>
<th>Best Evidence Care</th>
<th>Home Is Best Approach</th>
<th>Managed Transitions</th>
<th>Whole-Person Approach</th>
<th>Coordinated Care</th>
<th>Integrated/Shared Care</th>
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### Foundational Elements/Enablers

- **Effective Partnership & Collaboration**
- **Safe, Quality Care at the Optimum Level**
- **Service Coordination and Integration**

### Outcomes

- Improved Experience for Clients/ Patients and Providers
- More Sustainable Health Care System
- Improved Health of the Population

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Thank you