Transforming Health Care Through the Primary Care Home

W.L. Clifford, MD, MScF, FCFP
November 23rd, 2012
One patient at a time

One provider at a time
IN NH Today

One patient can = 12 records*

*some paper, some electronic
Visits per day in Canada

Total: 644,000 visits

Health Care Transformation in Canada

E-Prescribing
Improve Timely Access
Enhance Collaborative, Team-Based Care
Create National Standards
Health Information
Patient-Centred Care
Pay-For-Performance
Invest in Recruitment
Initiate a National Dialogue

Change that works. Care that lasts.

Association Médicale Canadienne
Canadian Medical Association

Enhance The Health Care Experience
Patient-centred
Quality
Improve Population Health
Health promotion and illness prevention
Equitable
Improve Value for Money
Sustainable
Accountable
In general, would you say your health is...? (Excellent, Very Good, Good, Fair, Poor)

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Very Good</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>National Average</strong></td>
<td>22%</td>
<td>36%</td>
<td>30%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>Less than $30K</td>
<td>13%</td>
<td>25%</td>
<td>32%</td>
<td>20%</td>
<td>8%</td>
</tr>
<tr>
<td>$30K to $59K</td>
<td>17%</td>
<td>34%</td>
<td>35%</td>
<td>11%</td>
<td>3%</td>
</tr>
<tr>
<td>$60K or more</td>
<td>26%</td>
<td>42%</td>
<td>26%</td>
<td>5%</td>
<td>-</td>
</tr>
<tr>
<td>High School or less</td>
<td>18%</td>
<td>30%</td>
<td>36%</td>
<td>12%</td>
<td>4%</td>
</tr>
<tr>
<td>Some Post Secondary</td>
<td>21%</td>
<td>36%</td>
<td>29%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>Graduated University</td>
<td>27%</td>
<td>40%</td>
<td>26%</td>
<td>6%</td>
<td>-</td>
</tr>
</tbody>
</table>

Base: All Respondents (n=1,200)

12th Annual Report Card on Health Care 2012
The overall quality of the health care services available to you and your family.

<table>
<thead>
<tr>
<th>Year</th>
<th>A Grade</th>
<th>B Grade</th>
<th>C Grade</th>
<th>F Grade</th>
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</thead>
<tbody>
<tr>
<td>2012</td>
<td>39%</td>
<td>35%</td>
<td>17%</td>
<td>5%</td>
</tr>
<tr>
<td>2011</td>
<td>34%</td>
<td>36%</td>
<td>19%</td>
<td>7%</td>
</tr>
<tr>
<td>2010</td>
<td>36%</td>
<td>39%</td>
<td>19%</td>
<td>4%</td>
</tr>
<tr>
<td>2009</td>
<td>36%</td>
<td>38%</td>
<td>19%</td>
<td>4%</td>
</tr>
<tr>
<td>2008</td>
<td>37%</td>
<td>36%</td>
<td>20%</td>
<td>5%</td>
</tr>
</tbody>
</table>

12th Annual Report Card on Health Care 2012
Those grading health services as “A” were more likely to:

• Have a family doctor (43% versus 23%)
• Be age >55 or 18-35
• Have less than high school education
Care is coordinated, continuous and comprehensive with patients having access to an interdisciplinary team.
Partnering to Build a Healthy Community

- Municipalities, Regional Districts, First Nations, School Districts
- Healthy communities, Healthy families, Healthy schools, Healthy workplaces, Healthy public policy
- Partnered initiatives with communities, industries, workplaces, school districts, etc.

Healthy Community

Specialized Services Focused on Complex Conditions
- Chronic Disease
- Elder Services
- Mental Health & Addictions
- Perinatal and Child Services

Acute Care

Tertiary Care

Primary Care Practice
Person and Family
Practice based Multi-disciplinary team
Community Services Multi-disciplinary team
Para-professional Supports (e.g. Home Support, Life Skills)
Partnering with Community-based health services (e.g., NGO, Meals on Wheels)

Specialist

Partnering with neighbouring communities and First Nation communities
Primary Care Home(s)

Primary Care Practice

Person and Family

Practice based Multi-disciplinary team

Partnering with neighbouring communities and First Nation communities

Specialist
CARE PLAN SUMMARY

DATE OF PLAN: 2007/01/01

Frail Elderly Collaborative

NAME OF PATIENT: Mickey Mouse  PHN: 9999 999 999
DATE OF BIRTH: 1930/01/01  PATIENT PHONE: 250-565-0000
FAMILY PHYSICIAN NAME: Dr. Zhivago  PHYSICIAN PHONE: 250-565-0001

CASE MANAGER: Donald Duck  PHONE: 250-565-0003  FAX: 250-565-0004
CURRENT SERVICES/PROFESSIONALS: Community Rehab
CONTACT NAME/PHONE: Goofy Dog - 565-0006
DATE OF MOST RECENT RAI/HCA/MMT: 2006/04/04  Home Nursing Care
FAMILY/CAREGIVER NAME(S): Minnie Mouse  Rainbow Adult Day Centre
PHONE NUMBER(S): 250-565-0009  Daisy Duck - 565-0008
Pluto - 565-0007

1. Falls
GOALS
(Prioritized based on patient preferences)
- Reduce # of Falls
- Increase PT involvement - needs work on hip extension

STRATEGIES
(Including referrals made)

RESPONSIBILITY  REVIEW DATE
Goofy Dog (PT)  2007/08/31
<table>
<thead>
<tr>
<th>SECTION</th>
<th>ITEM</th>
<th>PERFORMED/PRESENT</th>
<th>ELIGIBLE POPULATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention</td>
<td>Current Tobacco use age 12-19</td>
<td>2</td>
<td>197</td>
</tr>
<tr>
<td>Prevention</td>
<td>Current Tobacco use age &gt;19</td>
<td>106</td>
<td>1434</td>
</tr>
<tr>
<td>Prevention</td>
<td>Tobacco use documented in last 2 yrs age 12-19</td>
<td>13</td>
<td>1434</td>
</tr>
<tr>
<td>Prevention</td>
<td>Tobacco use documented in last 2 yrs age &gt;19</td>
<td>591</td>
<td>1434</td>
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<tr>
<td>Prevention</td>
<td>Overweight or Obese age 12-19</td>
<td>1</td>
<td>197</td>
</tr>
<tr>
<td>Prevention</td>
<td>Truncal Obesity age &gt;19</td>
<td>45</td>
<td>1434</td>
</tr>
<tr>
<td>Prevention</td>
<td>BMI or WC documented in last 2 yrs age 12-19</td>
<td>5</td>
<td>197</td>
</tr>
<tr>
<td>Prevention</td>
<td>BMI or WC documented in last 2 yrs age &gt;19</td>
<td>57</td>
<td>1434</td>
</tr>
<tr>
<td>Prevention</td>
<td>Physical inactivity age 12-19</td>
<td>5</td>
<td>197</td>
</tr>
<tr>
<td>Prevention</td>
<td>Physical Inactivity age &gt;19</td>
<td>204</td>
<td>1434</td>
</tr>
<tr>
<td>Prevention</td>
<td>Activity documentation in last 2 yrs age 12-19</td>
<td>10</td>
<td>197</td>
</tr>
<tr>
<td>Prevention</td>
<td>Activity documentation in last 2 yrs age &gt;19</td>
<td>430</td>
<td>1434</td>
</tr>
</tbody>
</table>

**Graph**

- **BMI/WC 12-19**: 6272/40097
- **Obesity 12-19**: 7701/40125
- **Activity doc 12-19**: 6465/36360
- **Inactive 12-19**: 8624/40537

**Timeline**

- Q3 2008
- Q1 2009
- Q1 2010
- Q3 2011
- Q1 2012
53,000 Patients Prince George
COPD and post bronchodilator spirometry at anytime

- Pop'n One
- Pop'n Two

Percent (%)

Time

Q4.05  Q1.06  Q2.06  Q3.06  Q4.06  Q1.07  Q2.07  Q3.07  Q1.08  Q2.08  Q3.08  Q1.09  Q2.09  Q3.09  Q4.09  Q1.10  Q2.10  Q3.10  Q1.11  Q2.11  Q3.11  Q4.11  Q1.12  Q2.12  Q3.12
Fecal occult blood in last 2 yrs age 50-74
HIV Screening Age 13 to 64 Male and Female
As of October 27, 2012 for Total Pop 100,000

Percent Screened

Clinics

Northern Health Males
Northern Health Females