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The Patient's Medical Home

Dr. Dave Thomas

Family Physician

President-Elect

College of Family Physicians of NL

The Patient's Medical Home

- **Why care?**
- **Will it make a difference to my community?**

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Doctor recruitment difficult in Central Newfoundland - Newfoundland & Labrador - CBC News

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Doctor recruitment difficult in Central Newfoundland

CBC News Posted: Feb 09, 2013 12:49 PM NT | Last Updated: Feb 09, 2013 4:09 PM NT



Doctor recruitment difficult in Central Newfoundland 4:26

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The head of doctor recruitment in Grand Falls-Windsor says winter is a hard time to bring in new doctors.

None of the family physicians in the town are accepting new patients, forcing anyone without a general practitioner to rely on walk-in clinics.

Dr. Jared Butler said that patients will have to be patient and wait until new doctors graduate from medical school.

"Unfortunately, the way recruitment works in doctors, it's much like a draft system - you have to wait for them to come out of school, in order for them to be available to come work here," Butler said.

"There are times when you are fortunate enough to get a physician in winter, or fall time, but most of the time you get them in the spring or summer."

Butler said one new



Dr. Jared Butler, head of doctor recruitment in Grand Falls-Windsor, says that patients without family doctors will have to wait until new doctors arrive in the town. (CBC)

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Doctor shortage on Burin Peninsula worrisome for patients - Newfoundland & Labrador - CBC News

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Doctor shortage on Burin Peninsula worrisome for patients

CBC News Posted: Sep 08, 2014 5:45 AM NT | Last Updated: Sep 08, 2014 5:45 AM NT



Amy Butler says she hasn't been able to find a family physician since hers retired earlier this year, making it difficult to get follow-ups after visiting specialists. (CBC)

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Some people on the Burin Peninsula are worried about health care, with a medical shortage in the area leaving them without a steady physician to look after their cases.

In the last year, two doctors in the area left their practices — one moved, and the other retired — leaving their patients in the lurch.

Patient Amy Butler said she's been unable to find a family doctor since hers retired five months ago.

Butler said she's had a number of serious health issues, including 17 surgeries, and not having a regular doctor familiar with her case is a stressful situation.

"The Burin Peninsula is in a mess in regards to family doctors because



Charl and Barbara Moores say they're worried about the quality of their health care, with no regular doctor available to them for follow-up appointments on their continuing health issues. (CBC)

Related Stories

- Doctor shortage alleviated in Grand Falls-Windsor
- Fed-up doctor decides to leave province

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The Patient's Medical Home

Healthy People = Healthy Communities

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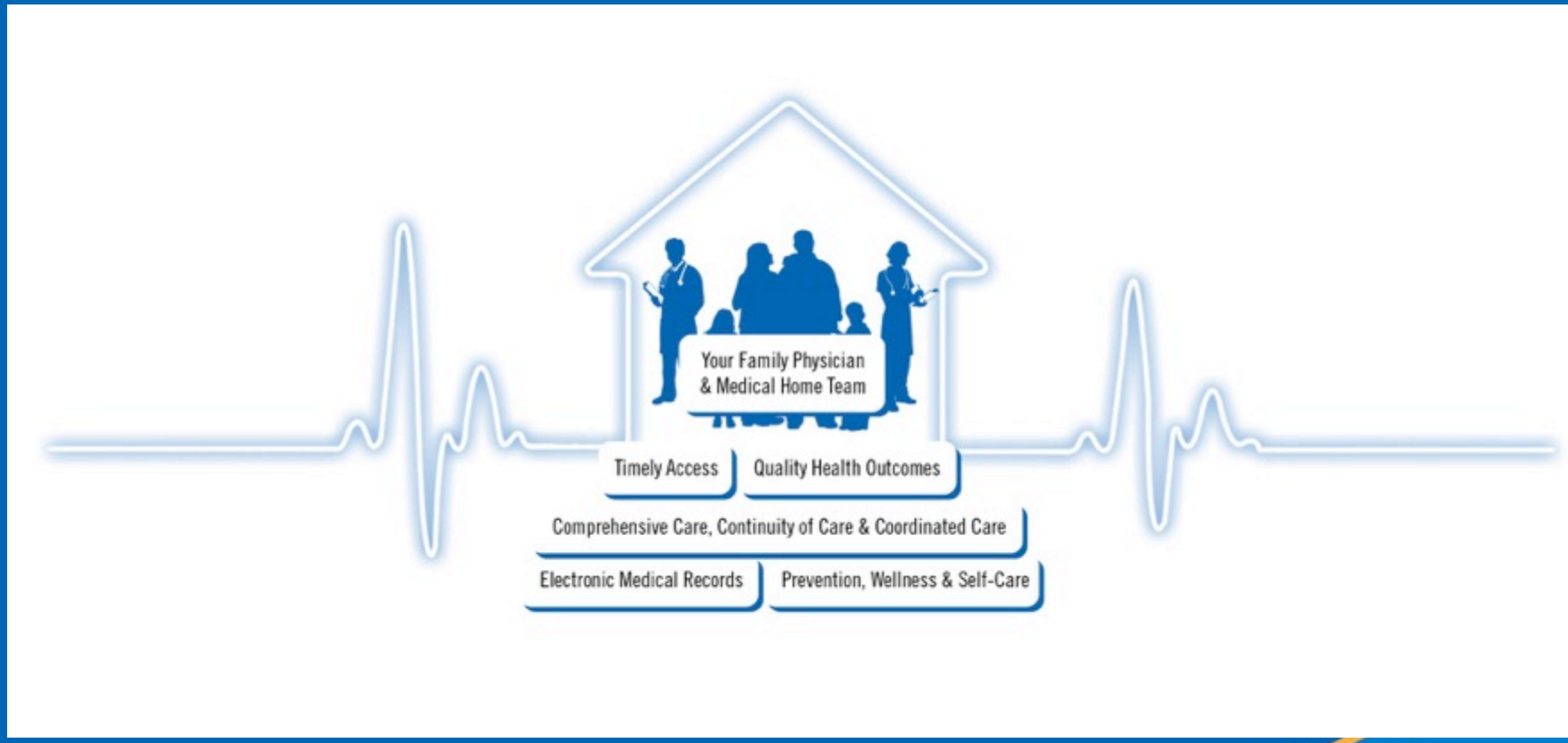
A Vision for Canada: The Patient's Medical Home (PMH)

- Launched September 2011 on Parliament Hill
- The vision for the future of family practice in Canada
- The hub – or home-base – for the provision and coordination of all the health and medical services needed by each of its patients
- Some primary care models emerging across Canada e.g. Family Health Teams, Primary Care Networks no model yet meets all PMH goals

The Patient's Medical Home – What Canadians Want

- **This is a model Canadians want…**
  - **Patient-centred care and focused on the population**
  - **Timely access to not only primary care providers but to other elements of the health care system**
  - **Better health outcomes; prevention and wellness; chronic disease management**
  - **Quality and patient safety**
  - **Comprehensive, coordinated care based on continuity with providers**
  - **Team-based care**
  - **An investment in Canadians' health**

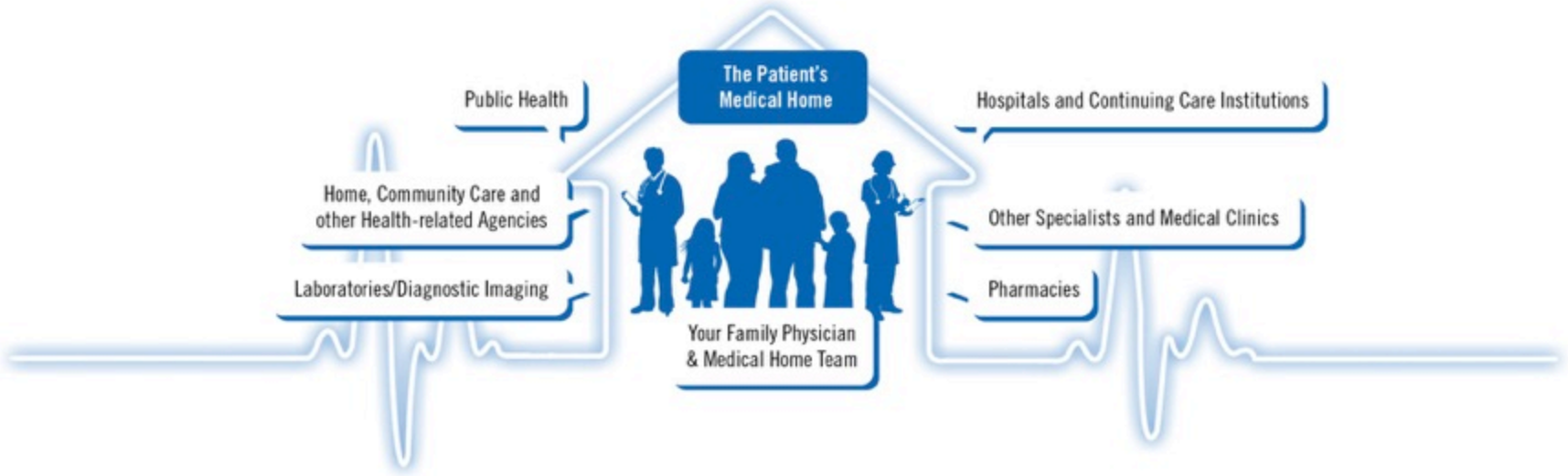
The Future Family Practice in Canada: The Patient's Medical Home



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The Future Family Practice in Canada: The Patient's Medical Home – In your Community



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Patient's Medical Home Objectives

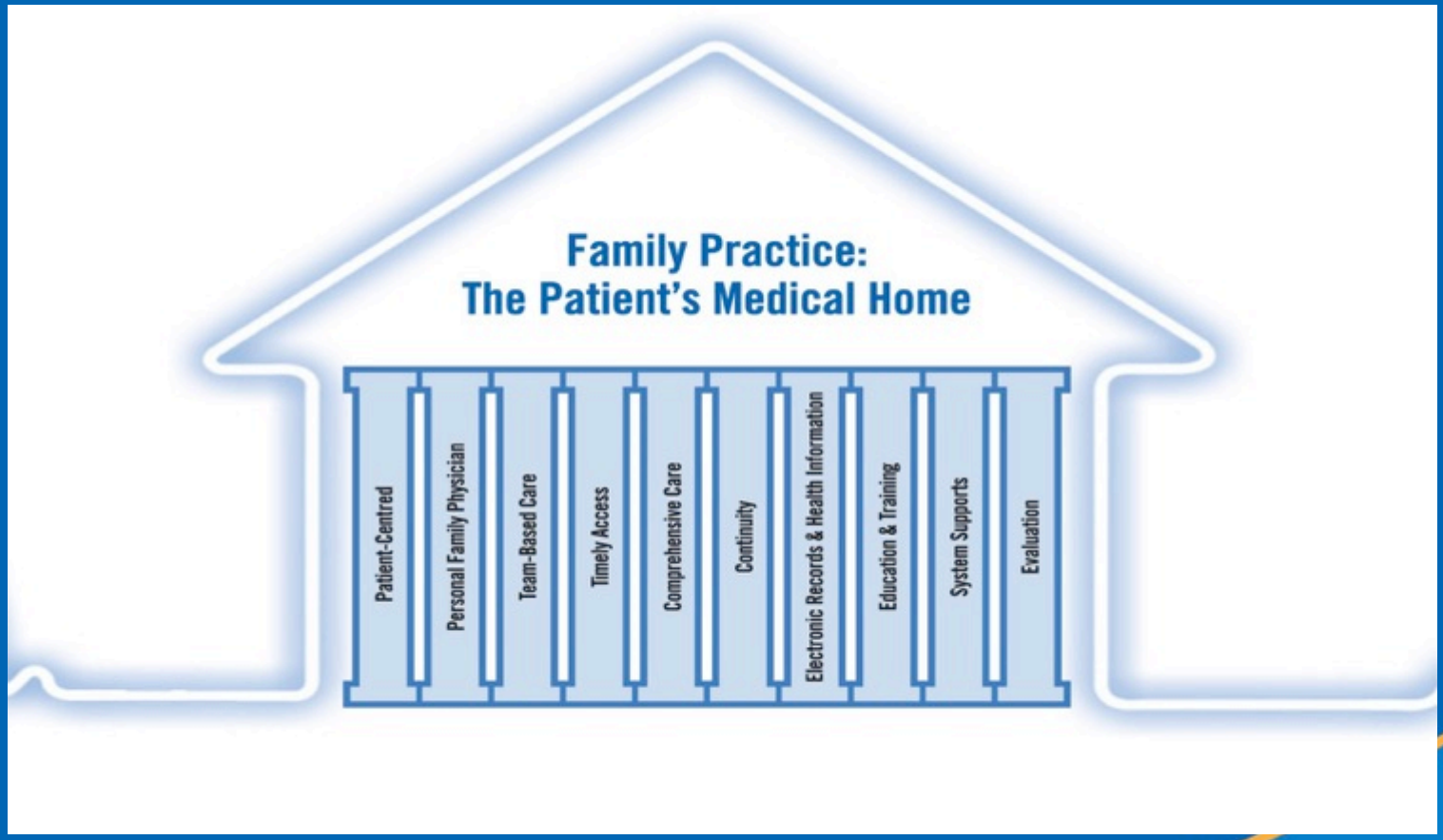
1. That every person in Canada will have the opportunity to be part of a family practice that serves as a Patient's Medical Home for themselves and their families.

Patient's Medical Home Objectives

2. Patients' Medical Homes will produce the best possible health outcomes for the patients, the practice populations, and the communities they serve.

3. Patients' Medical Homes will reinforce the importance of the Four Principles of Family Medicine for both family physicians and their patients.

Patient's Medical Home: Pillars



The PMH and Communities

- **The Medical Home Model: embraces values of equity, fairness and access to care for all people**
- **The PMH is about compassionate care**
- **Access to the continuum of care: home care, long-term care, emergency and hospital care – coordination: linking with care in the community, with other providers and with families caring for loved ones**

The PMH and Communities

- **Timely Access: reduces waits for primary care by better use of teams and urging same-day scheduling**
- **Patient-centred: care is person-focused rather than disease-focused and needs of patient and family are paramount**
- **PMH is an investment in the health of Canadians**
- **Healthy Canadians =**

  Healthy Communities

The Value of Family Physicians and Primary Care - Access

- **Access to primary care and family practice teams:**
  - **reduces emergency room use[i]**
  - **improves access to care**
  - **offers more preventive services**
  - **enhances patient satisfaction[ii]**



[i] Statistics Canada (July 2008) Primary health care teams and their impact on processes and outcomes of care - Khan, S., McIntosh, C., Sanmartin, C., Leeb, K

[ii] Barret, J., Curran, V., Glynn, L., and Godwin, M. (2007). CHSRF synthesis: Interprofessional collaboration and quality primary healthcare. Ottawa, ON: Canadian Health Services Research Foundation.

The Value of Family Physicians and Primary Care - Continuity

Relationships built and strengthened over time between patients and their personal physicians:

- **contributes significantly to better health outcomes[iii]**
- **associated with receiving preventive care services[iii]**
- **potential benefit for all patient populations, including those with chronic diseases[iv]**



[iii] Starfield B., and Shi L. (2004). The medical home, access to care, and insurance: a review of evidence. *Pediatrics*. 113 (Supplement 4),1493-1498.
[iv] Starfield and Shi. (2004).

The Value of Family Physicians and Primary Care - Comprehensiveness

- **A wider range of services provided by primary care practitioners results in better health outcomes, at lower costs .[v]**



[v] Starfield and Shi. (2004).

The Value of Family Physicians and Primary Care – System Impacts

Those who report having their own family doctor as their regular source of care receive…



- more appropriate preventive care
- have fewer diagnostic tests
- fewer prescriptions
- have fewer hospitalizations
- fewer visits to emergency departments,
- are more likely to have more accurate diagnoses
- have lower costs of care

…than those having a particular place or having no place at all as their regular source of care.

Starfield and Shi. (2004).

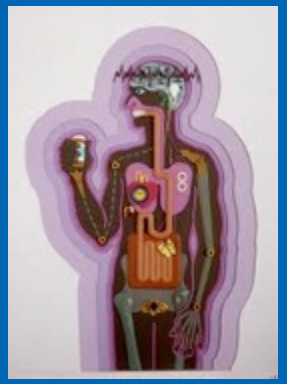
Hollander, M.J., Kadlec, H., Hamdi, R., & Tessaro, A. (2009). Increasing value for money in the Canadian healthcare system: New findings on the contribution of primary care services. Healthcare Quarterly, 12(4), 30-42.

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The Value of Family Physicians and Primary Care – Chronic Diseases

- **More cost-effective care and better outcomes for patients with chronic diseases who have the benefit of continuing care from a personal family physician.[vii]**
- **"When adults have a medical home, their access to needed care, receipt of routine preventive screenings, and management of chronic conditions improve substantially".[viii]**



[vii] Hollander, M.J., Kadlec, H., Hamdi, R., & Tessaro, A. (2009).

[viii] Beal, A.C., Doty, M.M., Hernandez, S.E., Shea, K.K., & Davis, K. (2007). Closing the divide: How medical homes promote equity in health care: Results from the Commonwealth Fund 2006 health care quality survey. *The Commonwealth Fund.*

PMH Tools and Resources



- PMH website: patientsmedicalhome.ca
- Best advice guides – timely access, rostering, panel size – are in another print run
- Best advice guides to be released in 2014: Social Determinants of Health; Patient-Centred Care

PMH Self-Assessment Tool

- The PMH Self-Assessment Tool is a self-reflective questionnaire to help practices analyze how closely they are aligned with the principles and pillars of the PMH.



- The tool offers actionable advice and links to resources that can put family practices on the road to becoming a PMH.

PMH Commercial



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In Closing - PMH

- Putting the focus on patients – better access to care, better health outcomes, better prevention and wellness; chronic disease management
- Teams – that each member of the medical home works to her/his skills and strengths
- Need support for enhanced health information technology (includes EMRs/EHRs)
- Need strong support for family practice and primary care
- Strong support for family doctors

The NL Experience…

- A higher proportion of physicians become rural family physicians than from any other school in Canada- The Keith Award

- Of all currently practicing rural physicians, a higher proportion are from NL than any other school

But…

The NL PMH Vision

- **Stable PMH hubs with formal relationships, up-to-date technology and stable workforce**
- **Better continuity, improved access, better outcomes**
- **Different for each location/region**
- **Improved recruitment and retention of all professionals**

How can Municipalities NL help?

- Endorse the philosophy
- Organize your community, your resources
- Reach out to medical learners
- Form partnerships with CFPC, RHAs, NLMA, etc
- Ask questions!

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Questions and Comments?

The College of Family Physicians of NL

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