

PARTNERS IN HEALTH CARE

COMMUNITY FORUM

SQUIALA COMMUNITY HALL
FEB 26 • 2014

Great providers

- ✓ explain treatment
- ✓ have great rapport
- ✓ are dedicated
- ✓ have a team approach
- ✓ long-term relationship to you

a GP for ME

Improves HEALTH!

BC

A division in every area

Continuous doctor-patient relationships

- non profit represents family doctors in Chilliwack, Agassiz-Harrison, Hope, Seabird Island
- local solutions

CHILLIWACK HEALTHIER COMMUNITY

PARTNERSHIPS

"1 STOP SHOP" FOR SERVICES

ACCESSING PRIMARY CARE PROVIDER

- AFTER HOURS ACCESS
- WAIT TIMES TOO LONG
- SPECIFIC NEEDS @ ER MET
- WALK IN QUOTA FULL

IDEAL WAIT TIME? (non urgent)

- ✓ 3 DAYS
- ✓ 7 DAYS
- ✓ 2 WEEKS: Rx
- ✓ special considerations for infants/elderly

I went to the ER for non urgent issues

CHOOSING ER family doctor

FINDING A PRIMARY CARE PROVIDER

This is HARD!

Word of mouth referral

hospital referral

doctors referring to other doctors

ALL LISTS are out of date...

rate my Md.com

I feel rushed.

I'm not taken seriously - or my history

doctors not accepting

Complex care patients

We need a GOOD LIST.

Community Survey

94% Have a family doctor or nurse practitioner

6% unattached

it's important to me. 8%

How would you find a Doctor?/NP?

- ask friend/family
- ask hospital/clinic
- internet

WHAT ARE BARRIERS TO ACCESSING A DOCTOR?

CLOSED

- waiting
- clinic hours
- inconvenient times

I'll go to a walk-in clinic OR ER

TOP 3 REASONS

- "office was closed"
- "same day care"
- "no appointment available"

Physician Survey

8am-5pm Hours (Concentrated)

relief coverage 52%

7% "easy" difficult -> very difficult

59 surveys

2 meetings

1 focus group

Recruitment

- 16 willing to supervise
- 70 involved in teaching
- 33 willing to recruit

WHY DOCTORS + NURSE PRACT. LOVE CHILLIWACK

1. Collegial
2. family
3. Scope of work
4. Community
5. location

IDEAS

- staggered clinic times
- patient education - telehealth
- streamline Rx refills
- staff will GP for Me to Help "attach"
- A "meet and greet"
- More time @ doctor's/nurse practitioners
- intake had full interview
- clinics = establish partnerships for challenging patients

CHALLENGES

- Doctors need relief coverage
- Keeping up with technology
- '1 issue per appointment' policy
- patient-centered: docs need training
- concurrent patients
- Culturally competent care for FN people - and patient education: have agency v doctor to choose
- transportation to new doctor
- Limits on # of patients at walk in
- not enough time for appointment
- wait times....
- Finding the right "fit" - relationship + being comfortable
- Connected: doctors who pass off patients (retirement etc) should make a good match
- Family GP/NP needs specialty training - addictions, etc

OPPORTUNITIES

- increase:
 - ⊕ self-advocacy skills
 - ⊕ Health literacy
- Patients
 - can connect with health through traditional / spiritual wellness (esp. indigenous context)
 - don't charge moving files = \$\$\$
- Physicians
 - Support professional development
 - deal with 2+ issues at appointment
 - Support alternative medicines
 - need great office staff
- health system
 - Speak up for needs
 - physician assistant for paperwork
 - see family doc @ ER
- more GP teamwork
- promote "Rx wellness"