



A key component in evaluating the success and benefits of patient medical homes involves collecting stories of health care change from doctors, patients, and allied care providers. These stories take readers on a journey toward understanding how patient medical homes are improving care around the province.

Change Snapshot: How working onsite with a team helped a GP feel more supported to provide care for youth.

Team Support for GP Helping Young People Access the Care They Need

I was involved in the Docs in School program and on the Patient Medical Home (PMH) steering committee as well as the access and flow committee. I wanted to improve physical and mental health for youth and make access easier by bringing care to them. We had Docs in School in two high schools, and I worked in the second high school to introduce the model in the community. We met with the principal and school counsellors to figure out the day of the week would work best. I also went to the grade 12 orientation so that the students would be familiar with me. I held a clinic for 2 hours every 2 weeks for the last nine months. The clinic was announced over the intercom and students could also book an appointment through their counsellor. There was an even mix of students being referred by a counsellor and deciding to come independently. It was well-used, and there were a few days when students didn't come.

Young people who had been scared to see a doctor were able to get care, and I could work as a team with school counsellors and teachers, and to reach out to Child and Youth Mental Health (CYMH) when needed. CYMH also did intake at the school, but on different days, so we decided to change the days so that we could be there at the same time. We had a very good relationship with the school principal and vice-principal. They were supportive and welcoming, and it was nice to hear how positive they felt about the program.

The most significant change was that working onsite with a team made me feel supported as a GP. In the past, it used to cause me a lot of stress when young patients would be lost to follow up - I would often not know if they followed through with the referral to CYMH. I could never be 100% confident that the young person was getting the support they needed. With Docs in School, I had resources on site, including counsellors who knew the student and could follow up with CYMH, as well as access to the family. It enabled me to follow up with the students, which is hard to do at my clinic, because sometimes they don't come back for another visit.