



# A CASE OF PREVENTION: REGISTERED DIETITIANS IMPACTING UPSTREAM PRIMARY CARE IN ABBOTSFORD

Interdivisions Roundtables Presentation June 19, 2017

# PRESENTERS' DISCLOSURE

**Faculty:** Michelle Favero, Dr. Caroline Cook, Jessica Young

**Relationships with commercial interests:**

None.







**Potential for conflict(s) of interest:**

None.

## **Mitigating Potential Bias**

- The information presented is based on available data and evaluation findings. All efforts have been made to provide fair and balanced perspectives.
- If you have concerns of commercial bias, please contact Michelle Favero, Executive Director, Abbotsford Division of Family Practice.

# PRESENTATION OUTLINE

-   Program Background
-   Health outcomes
-   Patient experience
-   Physician experience
-   MOA/clinic experience
-   Health system savings

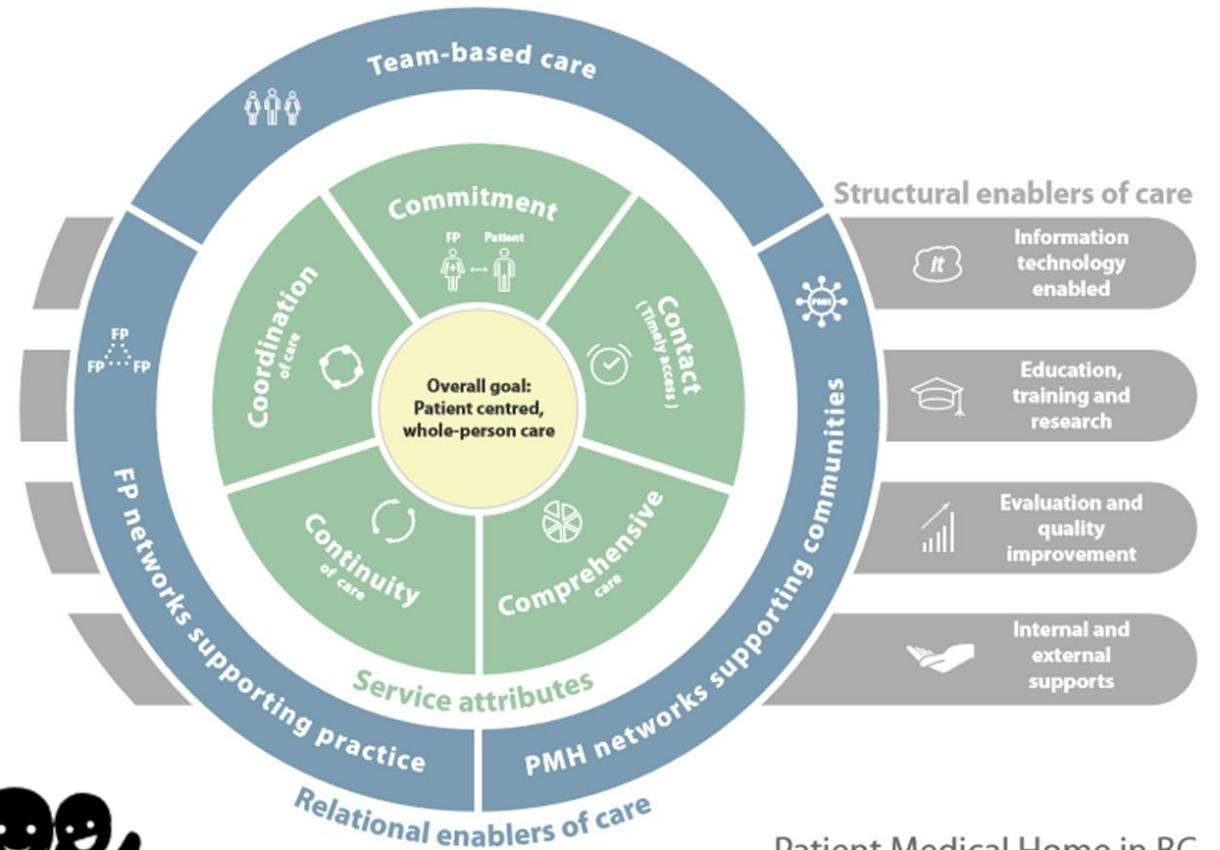
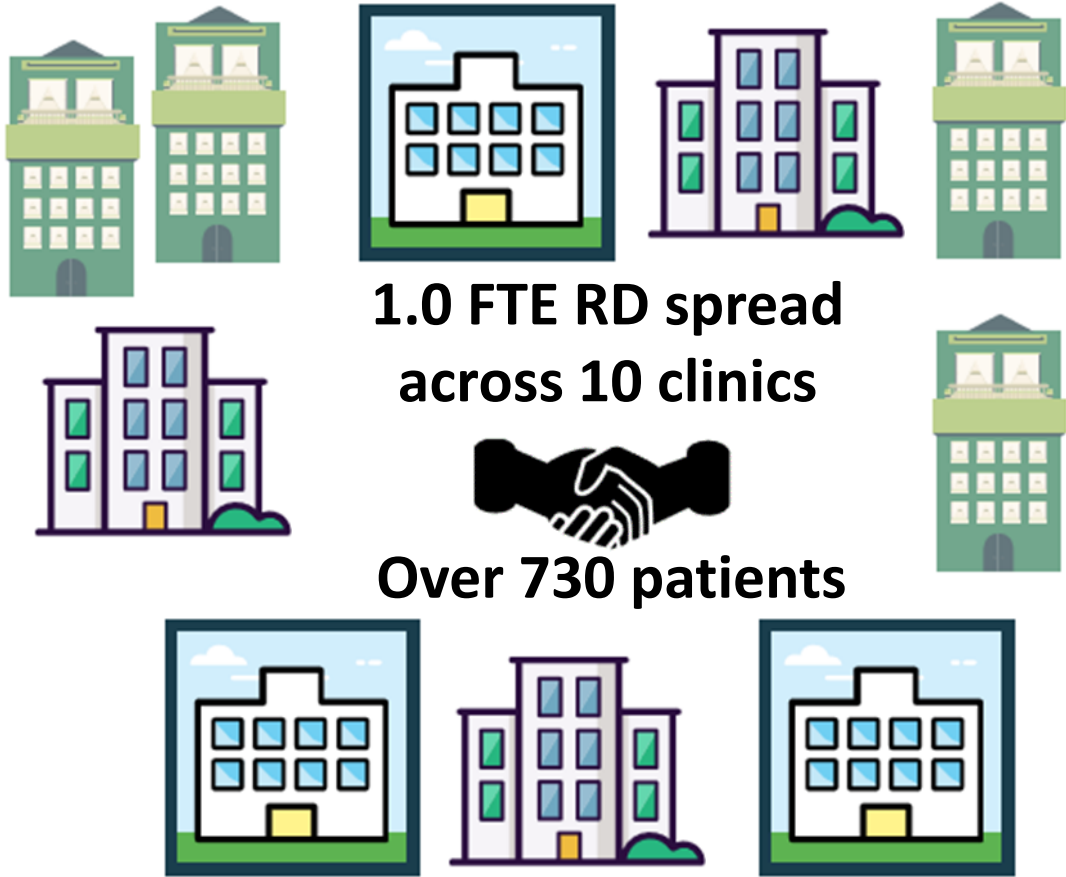
## Triple Aim



Source: Institute for Healthcare Improvement



# Program Background



Patient Medical Home in BC  
September 20, 2016





## **Health outcomes** (of 324 patients seen)



- **Over 1/3 of patients lost weight, with an average weight loss of 5.3kg**




- **Those underweight or suffering from malnutrition gained an average of 4.3kg**



- **1/4 of patients reduced Hemoglobin A1C, by an average of 0.9%**

# Patient experience

- Of the 22 patients who had received FH out-patient services, 82% said the wait-times were shorter at their doctor's clinic
- 97% changed or somewhat changed health behaviours 
- 94%:
  - Found the services 'Very Valuable' & 'Valuable'
  - Wanted the project to continue
  - Were more satisfied with their doctor's clinic





## **Physician experience**

- Liked the ease of access to communicate with a RD, and the service impact on patients (including follow through)
- GP survey results: 100% said 'Strongly Agree' or 'Agree' to:
  - RD services enabled me to save time typically spent on counselling complex patients
  - Wanted to look at ways to incorporate a RD into the clinic beyond the pilot.
- Biggest barrier to continuing the program is sustainable costs for clinics to house an allied health professional.



## MOA/clinic experience

- **Survey: 100% said RD appointments run on schedule.**
- **Liked that patients with barriers could see a RD in house.**
- **Said there was less wait times to see a RD in the clinic than if the clinic had done a referral.**
- **Would like more availability of a RD, dedicated space for a RD, and project financial sustainability.**

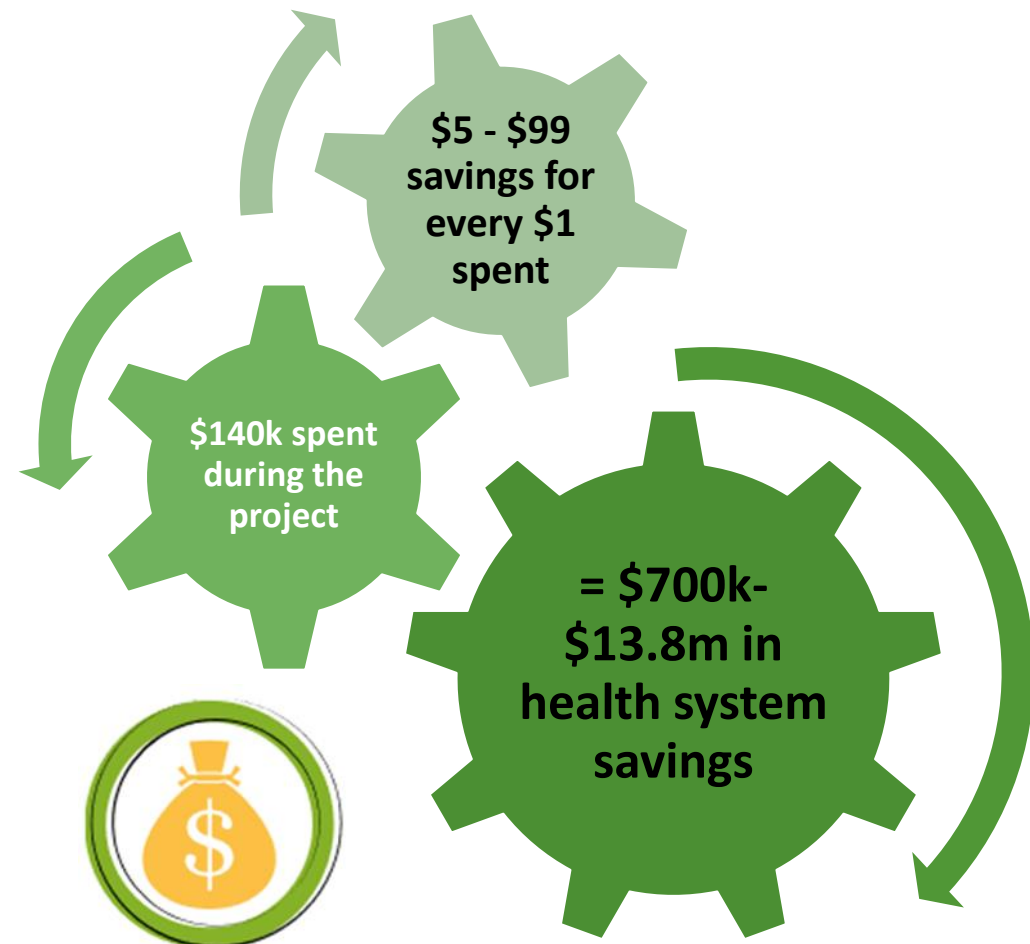




## Cost savings to the health system

- In 2016, the Dietitians of Canada reported that every \$1 spent on nutrition intervention can save the health care system between \$5 - \$99.<sup>1</sup>
- Applying this to the project would mean that \$700k - \$13.8m in health system costs could have been diverted.

<sup>1</sup> [www.Dietitians.ca/Downloads/Public/BC-Primary-Care-Info-Graphic-Final-BC.aspx](http://www.Dietitians.ca/Downloads/Public/BC-Primary-Care-Info-Graphic-Final-BC.aspx)







## NEXT STEPS

- Our team based care supported the Triple Aim
- Patients and providers were highly satisfied with the project
- Ongoing project evaluation is needed to make quality improvements and capture learnings
  - A key learning is to make team based care sustainable (e.g. compensation for clinic use, adequate billing codes)



### NEXT STEPS

Provide a report of findings and recommendations to Fraser Health

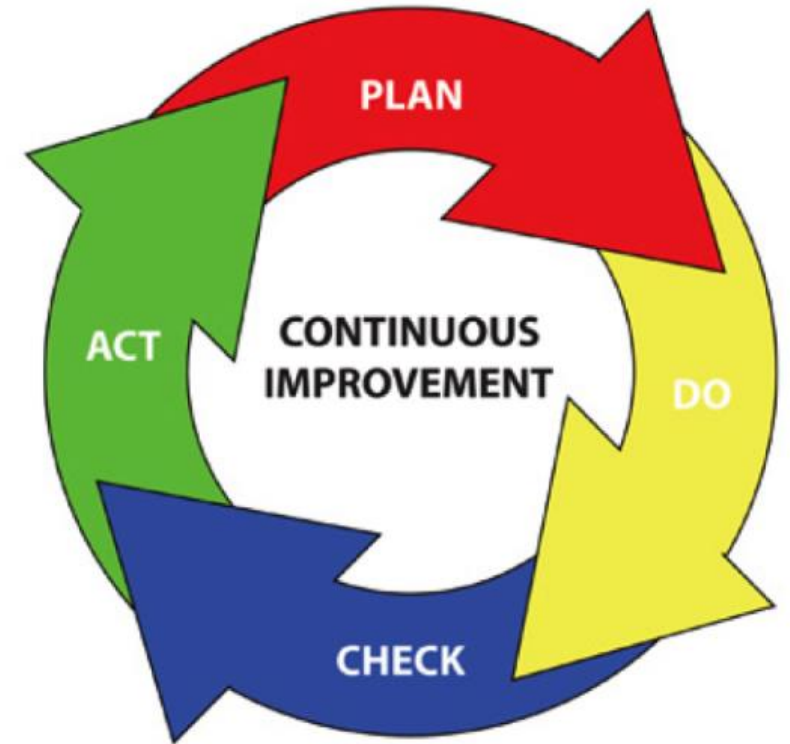
Submit a report of results and recommendations to GPSC

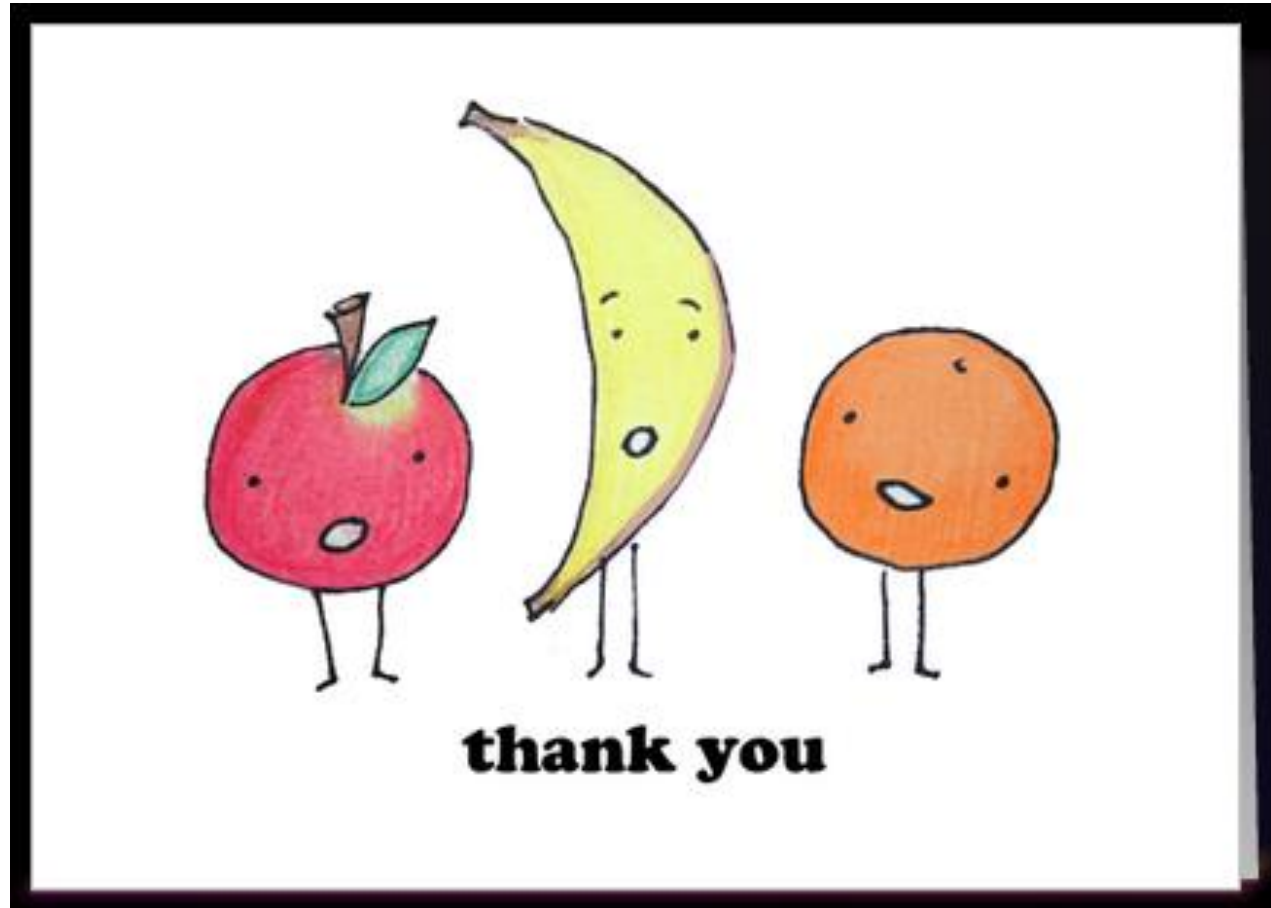


## TESTING THE CHANGE

- Clinical Pharmacist supporting Frail Seniors using > 9 medications who have a CFS of 5-9 & are co morbid
- 54 physician referrals (initial patient assessments by home visit)
- Medication Reviews with GP through an in-person care conference

*“[My Physician] must really care about us if he sent you to our home to help us.” – Patient’s wife*





## CONTACT

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