

Welcome

Welcome to the third issue of GWPA Update from the Guelph Wellington Physician Association. This is distributed to keep GWPA members aware of activities of our Association and the Guelph Wellington Ontario Health Team (GW OHT).

Digital Health Update

Online Appointment Booking (OAB)

OAB solutions enable patients to electronically book telephone, video, or in-person appointments on a secure, 24/7 self-serve platform. Click [here](#) to learn more.

- Improved administrative efficiency by decreasing time spent scheduling and confirming appointments over the phone
- Automated patient appointment reminders have been shown to lead to reduced no-show rates
- EMR schedules are integrated with the OAB solution which enables flexibility for both the clinician and administrative staff, and can result in fewer scheduling gaps
- Convenience for patients who need to book appointments outside of clinic hours

Funded licenses are currently available. You will receive 9 months of funding along with Change Management support from eHealth Centre of Excellence (eCE).

eConsult

eConsult allows physicians timely access to specialist advice for all patients, often eliminating the need for a patient referral. You can now initiate an eConsult to the Ontario eConsult Service directly from your EMR via Ocean. Click [here](#) for more information.

For more info please contact Emmi.Perkins@GuelphWellingtonOHT.com

Integrated Patient Care Teams

What is an IPCT?

The OHT recognizes Primary Care as the hub of health care.

Currently, most family doctors in Guelph and Wellington work directly with care team members (e.g., dietitians, nurse practitioners, counselors, etc.). Patients of those practices can see the right member of the team and all team members communicate with the family doctor. The Integrated Patient Care Team is the term used to describe this team-based care hub, building on [existing primary care clinics](#).

Who are the IPCTs?

Basically, each current primary care practice group (serving 5,000-10,000 or so patients) is deemed an IPCT. So here are some examples:

- Arbour Medical (Guelph FHT) in Guelph is an IPCT.
- Guelph Community Health Centre is an IPCT.
- The Riverview Medical Group (Upper Grand FHT) in Fergus is an IPCT.
- The Mt. Forest FHT is an IPCT.

What's Different?

The GW OHT is expanding the team-based care model to include home care and, perhaps eventually, other community health and social services. Our OHT is [starting with home care](#) because this includes some of the most complex patients.

How does Home and Community Care currently work?

Currently, the Home Care system has two main parts:

- *Care Coordinators* – staff who assess patients, put together care plans, liaise with primary care, hospital and others, and monitor patients ongoing. Patients are assigned to care coordinators based on where they live;
- *Service Provider Organizations* – contracted Nursing, Personal Support Worker, Therapy services and medical supplies and equipment.

The *Care Coordinators* work closely with the Service Provider Organizations and other community services to help patients to successfully receive the care they need at home. They connect with primary care as needed.

What is Changing?

The IPCT is starting by assigning the *Care Coordinators*, who remain Home Care employees, to Primary Care practices.

How does this help?

Instead of the family doctor “figuring out” who is the right person to call for patients needing home care, there is ONE person dedicated to the practice.

Let's use Arbour Medical as an example!

- In the current home care model, patients of Arbour Medical are supported by about 20 different *Care Coordinators*, depending on where those patients live.
- In the new IPCT model, all of those patients will have the same *Care Coordinator*. For the physicians at Arbour Medical, they will have ONE MAIN CONTACT for Home Care.

This represents an opportunity to think about what other services could be more directly linked to patients and their family doctors. Questions to ponder:

- How could community mental health services be more integrated?
- Is there a way we could virtually add physician specialists to the care teams?
- What tools and processes should we explore, that could strengthen patient care communications?
- How could patient care plans be more useful when patients present in the ED or are admitted?

Questions/Comments? Contact: gwpa.michelle.smith@gmail.com

GWPA Board Profile

Specialist Representative – Dr. Richa Mittal (Guelph General)

As a radiologist working at GGH for 12 years I have seen dramatic changes in the field of diagnostic imaging. From the migration of film radiography to PACS as well as transcriptionist based reporting to voice recognition, it has become clear to me that conversations and collaborations between industry, research and administrative agencies with physicians and clinicians is imperative. This is the only way to ensure that the changes that are inevitable and required in medicine are as meaningful, beneficial and efficient as possible. I joined the executive of the GGH Professional Staff Association this year, as well as being a board member of GWPA to share my clinical knowledge and play a small role in shaping the future of health care in our community and hospital. In addition, I joined the Equity, Diversity and Inclusion committee at the hospital this year. Fairness, equality and diversification are imperative in any organization, but even more so in medicine. I am passionate about creating meaningful change in this sphere, for myself, for my daughters, and for everyone in our community that needs our help in order to achieve equitable healthcare.



GWPA Board Members:

Joan Chan, Phil Deacon, Ian Digby, Doug Friars, Phil Harvey, Richa Mittal, Rob Norrie, Christine Peterkin, Will Ruddock, Kevin Samson

Privacy

as an Enabler of Integrated Care Teams

Friday, January 27, 2023 at 8:00am – 9:00am – [Click HERE to register!](#)

Kate Dewhirst, Health Lawyer

- Who owns the information in the patient chart?
- Whose responsibility is it to address information that automatically populates into the Electronic Medical Record (EMR) in a shared care model?
- Who is in the circle of care? With whom can clinicians assume they can share health information?
- What activities require consent? When do you need express consent? When can you rely on implied consent? When is no consent needed?

GWPA Mission Statement

GWPA is a collaborative, inclusive and diverse community of physicians from across the Guelph Wellington OHT, working together with community partners to create an effective transformation of our health system. We support our membership in the pursuit of successful ethical practice, professional excellence and personal/professional fulfillment.

We strive to create seamless transitions, improve efficiencies, and foster excellent patient/family care.

Contact/More Information:
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