



# South West Primary Care Alliance

## Minutes

Thursday June 7, 2018

5:30 – 7:30 pm

Location: South West LHIN, St. Thomas Office

### In Attendance

- Kellie Scott (Co-Chair)
- Dave Dougherty
- Kevin Mardell
- Jana Fear (South West LHIN)
- Melissa Tenbergen (Co-Chair)
- B. Anne Howe
- Laura Sheridan
- Karna Trentman (ADSTV, Coordinated Access Facilitator)
- Julie Campbell
- Kelly Jones
- Kate Underhill
- Jackie Harris

### Welcome and Introductions

- Noted that we have at least one representative from each area (Central, East, West in Elgin) and from most groups (Elmwood, Elmdale, Windemere, EEFHT, WECHC). Missing Elgin FHO, CCHC, solo physicians.

### Out of Province/Country Repatriations

- If contacted by a patient or family needing to come back to Ontario from out of Country or Province, go through CriteCall: <http://www.criticall.org/Article/Out-of-Country-Transfers-and-Patient-Repatriation>

### Elgin Sub-region Integration Table Update

- Currently focusing on Transitions of Care (hospital to home, hospital to LTC, LTC to hospital, etc.). Process mapping session scheduled for June 14<sup>th</sup> 12-4pm.
- **ACTION:** PCA members are welcome to attend and provide input as a primary care perspective is essential.

### MSK Strategy Update

- MSK Strategy will go live in Fall 2018.
- Assessor will be placed at STEGH 2.5 days/week; Spine assessor will be placed at STEGH 2.5 days/week.
- Q: Is surgery tied to sub-region? A: Not necessarily. Will be calibrated to waitlist.
- Looking to leverage unused OR time (move surgeons to available ORs) in other hospitals for spine (outside of LHSC).

- Q: What about patients already on the wait list? A: There is flexibility as to how to accommodate these patients. South West principle is to address those waiting longest first.
- One of the biggest obstacles is getting injections for these people. Often need to refer to spine surgeon to get patient to SJHC for injections. Assessors will identify and work through.
- Education piece for local physicians to do knee injections? For spine, could local radiologists start doing injections so patients don't need to go to London?
- Can hip injections be ordered by family physicians in Elgin? Need to address with Radiology. Some referrals to ortho surgeons are just for this, not surgery.
- Need to understand where services are and why some patients are unable to access them.
- Three options were presented on slide 7. Option #1 is inefficient and is least preferred. Patients should be offered the choice.
- **ACTION**: Dr. Scott will send PCA comments to the MSK Strategy Team.

## Mental Health

### ***Bounce Back***

- <https://bouncebackontario.ca>
- Guided workbook-based CBT for patients with PHQ score of less than 21. PDF or Telus PS EMR custom form available on SWPCA website.
- **ACTION**: PCA members to try referring a patient and return with feedback.

### ***Big White Wall***

- Be sure to direct patients to Canadian site – British site costs \$\$; Ontario has purchased licenses for free use: <https://www.bigwhitewall.ca/v2/Home.aspx?ReturnUrl=%2f>
- Elgin does not really have peer support for mild to moderate mental illness. Not specific to depression, anxiety, etc. What exists is more suited to serious mental illness.
- This resource does require access to a computer.
- ReachOut could be used in those cases.
- **ACTION**: Call ADSTV or CMHA if you want Reach-Out cards dropped off at your office.
- **ACTION**: PCA members to try referring patients to Big White Wall and return with feedback. Try logging in yourself with demo login so you can see or show patients what it is like.

### ***CMHA Elgin update***

- Feedback from PCA re what would like CMHA to do/address.
- **ACTION**: Contact Dr. Scott or Dr. Tenbergen with any feedback for CMHA Elgin.

### ***Elgin MHA Network***

- MHA Network in Elgin to be resumed
- SRIT has discussed role of mental health navigator that patients/families or primary care could contact to get the patient to the right place in an efficient manner.

- LHSC tertiary programs – New referral form was very cumbersome and time-consuming. Dr. Gord Schachter and our own Dr. Jillian Toogood have met with them and they are putting this on hold while they revise/improve the form – will still accept faxed referrals as before. A great example of coordinated primary care input modifying a system designed without input. We would like to have this type of input earlier in the processes for future initiatives that impact primary care.
- **ACTION:** Identify other areas of health care where primary care input could improve a process and, thus, care for patients and reduce burnout for providers.
- When doing referrals to tertiary programs, onus was on family physicians to prove that the service does not exist where patient resides.
- **ACTION:** Please contact Dr. Scott or Dr. Tenbergen if your referral is rejected due to patient's residence. We would like to know about these so we may address them (not just in mental health care).

***Dr. Guaiana (Chief of Psychiatry, STEGH) question: Post-hospital discharge follow-up with primary care?***

- Want MH unit to schedule follow-up with family physician (similar to what is done for medicine unit) even when the patient has an appointment with a Psychiatrist? Receive notification when a psychiatrist appt is scheduled and let family physician decide.
- **ACTION:** The group felt that, if the discharging psychiatrist could include the next appointment in the dictation and if we receive discharge summaries in a timely fashion, we could then decide if we wanted to call the patient in for follow-up. Dr. Scott will report back to Dr. Guaiana.

***Referral to Psychological Trauma at LHSC***

- Outpatients are not seen because they reside in Elgin.
- South West LHIN staff are following up on this item.

**MAID**

- Julie Campbell, NP, is new MAID Navigator for LHIN. See slide presentation and MAID forms posted on SWPCA website.
- **ACTION:** Physicians and NPs can self-identify to Julie if they are interested in being an assessor or provider or looking for mentorship opportunities. Can also self-identify if you are a conscientious objector so she is aware.

**Elgin Age Friendly Community Report**

- Summary of age-friendly priority domains – one is healthcare.
- Access and after hours care were major areas of focus. See report posted on SWPCA website.