

London Middlesex PCA

May 30, 2018

Dr. Gordon Schacter and Dr. Laura Neumann
Co-Chairs, London Middlesex Primary Care Alliance (LM PCA)

Agenda

- 5:45 **Dinner,**
- 6:00 **Welcome and Introductions; Co-Chairs**
- 6:05 **Update on the London Middlesex Sub Region** - Dr. Gordon Schacter
- 6:20 **Internet Health Care Resources for Patients, Caregivers and Providers,** Norah Cuzzocrea [South West Healthline](#) and Paul Cavanagh, [Caregiver Exchange](#)
- 6:50 **An Engagement Process on How Care Coordination Can Improve the Connection with Primary Care.** Daryl Nancekivell, Interim Senior Director, Home and Community Care, SW LHIN and Steven Carswell Director Quality, SW LHIN
- 7:50 **Closing remarks; Co-Chairs**

Update on LM Sub Region

- **Free Structured Psychotherapy – How can I access this for my patients?**
- **LHSC Mental Health Centralized Access Point: E-Referral Update**
- **MSK Strategy Update**
- **How can my patients in East London access team based care?**

Psychotherapy Update

- October 2017, the Government of Ontario approved funding for the **expansion of three structured psychotherapy services** over the next three years.
- Starting in April 2018, the services are being implemented in the following seven LHINs including the South West.
- The services will provide mental health support to people in Ontario living with **mild to moderate depression** and **anxiety**.

Psychotherapy Update

- The three structured psychotherapy services are:
 - **Big White Wall**, an online peer support and self-management tool, coordinated by the Ontario Telemedicine Network
 - **BounceBack[®]**, a telephone coaching program, managed by the Canadian Mental Health Association (CMHA) Ontario and CMHA York and South Simcoe
 - **Increasing Access to Structured Psychotherapy Ontario (Demonstration Project)**, in-person individual and group counselling, delivered through four of Ontario's specialty mental health and addiction hospitals in partnership with community-based providers (*not being launched in the South West LHIN*)

Big White Wall

- <https://www.bigwhitewall.ca/v2/Home.aspx?ReturnUrl=%2f>
- At the heart of Big White Wall is its community of members, who support, help each other and share what's troubling them in a safe and anonymous environment.
- The site is available 24 hours a day, 7 days a week, 365 days a year – no need to wait until morning, the next business day or for a doctors' appointment. You can find support simply by logging on.

BounceBack

- <https://bouncebackontario.ca>
- Free skill-building program designed to help adults and youth 15+ manage symptoms of depression and anxiety.
- 2 Forms of Help
 - BounceBack Today online videos
 - BounceBack Telephone Coaching and Workbooks

Please send referral information to your BounceBack team via fax: (905) 430-1768

PRIMARY CARE REFERRAL FORM

All fields must be filled out

BounceBack[®] is a free program for individuals aged 15 years and over experiencing mild to moderate depression, with or without anxiety. Community coaches provide telephone delivery of a brief, workbook-based, self-help program to improve mental health.

Referrer: Primary Care Practitioner (doctor/psychiatrist/nurse practitioner)

Patient name: _____

Gender: _____

Date of birth: _____ Phone: _____
(MM / DD / YYYY)

Easiest way to contact:

Email Telephone

Address: _____ City: _____

Can we leave a voicemail message? Yes No

Postal code: _____ Email: _____

MOA: Please apply patient address label or print legibly

THIS SECTION MUST BE COMPLETED IN ORDER FOR THE REFERRAL TO BE PROCESSED

1. Please confirm that the individual:

- True False
- Is **not** severely depressed / PHQ-9 score from 0–21
 - Is **not** at risk to harm self or others
 - Is **not** significantly misusing alcohol or drugs
 - Does **not** have a personality disorder
 - Has **not** had manic episodes or psychosis within the past 6 months
 - Is capable of engaging with and concentrating on the materials

Please note that the primary healthcare practitioner always retains professional responsibility for the patient.

3. Is a language other than English preferred for telephone coaching? If yes, please identify language:

2. Please include the Patient Health Questionnaire (PHQ-9) score:

(see reverse for PHQ-9)

4. Is the individual receiving medication for:

Depression? Yes No
Anxiety? Yes No

Primary Care Practitioner information:

Name: _____

Address: _____

Phone: _____ Fax: _____ CPSO# or CNO#: _____

Please send referral information to your BounceBack team via fax: (905) 430-1768

PHQ-9 - Please ask the patient the following:

Over the last 2 weeks, how often have you been bothered by any of the following problems?
(Use "✓" to indicate your answer)

	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
2. Feeling down, depressed, or hopeless	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
3. Trouble falling or staying asleep, or sleeping too much	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
4. Feeling tired or having little energy	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
5. Poor appetite or overeating	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
6. Feeling bad about yourself—or that you are a failure or have let yourself or your family down	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
7. Trouble concentrating on things, such as reading the newspaper or watching television	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
9. Thoughts that you would be better off dead or of hurting yourself in some way	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
	_____ + _____ + _____ + _____ = total score: _____			

If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Form 2018-02-15

BounceBack

- For Fillable PDF, Telus and Accuro versions of the form click on the link to the SW PCA website
- http://www.swpca.ca/15/EMR_Resources/

LHSC Mental Health Centralized Access Point: E-Referral Update

- On January 15, 2018, LHSC in collaboration with SJHC launched the Mental Health Centralized Access Point (CAP) and e-referral form.
- Extensive feedback post-launch from Primary Care practitioners
 - e-referral form and platform did not align to the Primary Care work flow.
- As a result, LHSC and SJHC have decided to eliminate the CAP e-referral process and return to fax as the primary method of accepting referrals.
- In partnership with Primary Care the referral form will be redesigned to a simpler, fillable and printable PDF document with an EMR compatible form for Accuro and Practice Solutions.



MSK Strategy Update

- Interprofessional Spine Assessment and Education Clinics (ISAEC)
- Hip and Knee Replacement Central Intake and Assessment Centres (CIAC)
- Standardizing the components of MSK Models of Care balanced with LHIN/Local flexibility in service delivery

MSK Strategy Update

- Four interview dates for Advanced Practice Leader scheduled
- Interviews for medical secretaries being finalized.
- Advanced Practice Provider (Assessor) positions will be posted shortly
- LHINs have flexibility to decide how to manage patients already in queue for a surgical consultation or on a surgeon's wait list for surgery – (Still to be determined).

Expansion of Interprofessional Primary Care Teams

- SW LHIN has received new funding to expand patient access to interprofessional primary care (IPC) teams.
- Specifically, funding was approved for a compliment of interdisciplinary health professionals including: NPs, psychologists, RNs, RTs, social workers and system navigators.
- These resources will be administered by the London InterCommunity Health Centre
- Resources will leveraged to support both newcomers through the Newcomer Health Centre and patients living in east London whose primary care provider does not have access to IPC team
- Early stage of organization and operationalization
- Please contact Gord at gord.Schacter@lhins.on.ca if you would like to learn more about how your patients may be able to access this team.

Internet Health Care Resources for Patients, Caregivers and Providers,

- Norah Cuzzocrea [South West Healthline](#) and Paul Cavanagh, [Caregiver Exchange](#)

An Engagement Process on How Care Coordination Can Improve the Connection with Primary Care

- Daryl Nancekivell, Interim Senior Director, Home and Community Care, SW LHIN and Steven Carswell Director Quality, SW LHIN

Closing Remarks

- Hold Wednesday June 27, 2018 for next LM PCA Meeting
 - Guest Speaker, Dr. Janel Gracey, Update on Medical Marijuana