



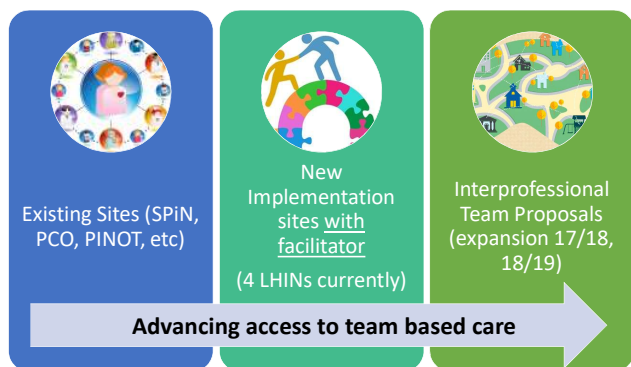
Advancing Access to Team-Based Care in Ontario

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Background

- In the last decade, Ontario has expanded access to team-based care in primary health care settings
- Many patients are still managed by physicians without access to team-based care (~70%)
- Advancing Access to Team-Based Care is a facilitated-outreach approach to connect physicians without access to teams, and their patients with complex care needs, to interprofessional care teams that can provide these patients with the services they require.



- Objective:** To identify, and understand, factors that support successful implementation in diverse local contexts;
- To identify, and better understand the effectiveness in terms of their impact on the quadruple aim outcomes
 - To provide evidence to inform continued spread and scale up of innovative models of care that advance access to team-based care in diverse regional and local context across Ontario;

Method: Facilitated-Outreach Approach



- Facilitation a key enabler to this project
- Characteristics of the facilitator include: “agent of change, coordinator, a cross-pollinator of good ideas, a resource-provider, an information-giver, a trainer, researcher, adviser, and mentor.”
- Using data and quality improvement methods to ensure access, communication and engagement is continually improving
- Each site co-creating with physicians and patients to ensure relevance
- Patient/Caregiver advisory groups being established to ensure end-user informed
- Role of facilitation will be examined as an intervention component

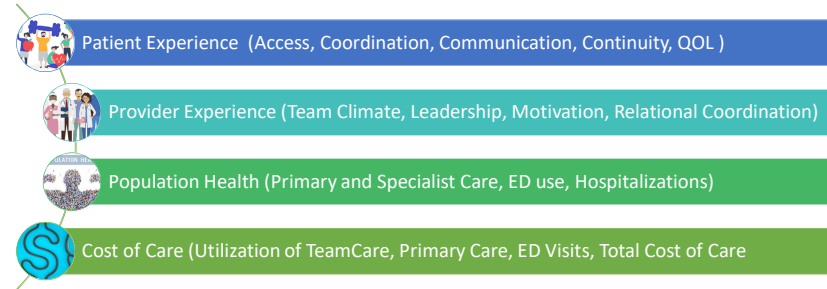
Evaluation Plan

Study Design: Mixed methods

Implementation Evaluation: Assesses the delivery of programs. Includes rapid-cycle data collection and real-time reporting for ongoing QI

Outcomes/Effectiveness Evaluation: Quadruple Aim

- Patient/Caregiver experience (surveys, interviews)
- Population Health Outcomes (surveys, individual patient-level patient data linked at ICES (utilization data)
- Provider Experience (physician and team surveys, interviews/focus groups)
- Health System Utilization and Costs (utilization data and comparison group using linked data at ICES)



Early Results

- **106,906 visits** from **22,782** patients of **1600+** physicians have accessed team-based care (April 2017 – Sept 2019)
- **100%** of physicians agree that team-based care fits with other programs, aligns with values, and helps to meet patient needs
- **¼ of primary care providers and nearly ½ of interprofessional team** respondents feel that there is not enough communication
- **More than 60% of patients** feel that their health care team “totally” makes them feel that sticking to their treatment will make a difference
- Data linkage to begin in early 2020
- **Strategies for success include:** Shared Vision, Safe Environment, Role Clarity, Clear Communication

Truisms	Enablers
Leadership that enables change	<ul style="list-style-type: none"> • Clear vision and direction for change • Dedicated time and resources for change work • Removal of obstacles
Strong organizational culture	<ul style="list-style-type: none"> • Psychological safety • Growth-mindset
Effective teaming including with primary care (e.g. role clarity, communication)	<ul style="list-style-type: none"> • Relationship building including learning about expertise/roles, experience, and backgrounds



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