Advancing Access to Team-Based Care in Ontario

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Evaluation Plan

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

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;

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
- ⅘ 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

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| Leadership that enables change | · Clear vision and direction for change
| · Dedicated time and resources for change work
| · Removal of obstacles |
| Strong organizational culture | · Psychological safety
| · Growth-mindset |
| Effective teaming including with primary care (e.g. role clarity, communication) | · Relationship building including learning about expertise/roles, experience, and backgrounds |

To learn more check us out here or contact Jennifer.Rayner@allianceon.org or elanacomissso@gmail.com