

# Developing an integrated care model in Oceanside – incorporating the learnings from the Southcentral Foundation

*Gathering Wisdom*

*October 23, 2013*

# Overview

- Why are we making these changes in Island Health
- What did we learn from the Southcentral Foundation?
- How we applied the learnings in the development of the Oceanside Health Centre

# Why are we doing this?





















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# Vision

A Native Community  
that enjoys physical,  
mental, emotional  
and spiritual wellness

# Mission

Working together with  
the Native Community  
to achieve wellness  
through health and  
related services



Southcentral  
Foundation





# Key Points

Shared Responsibility  
Commitment to Quality  
Family Wellness



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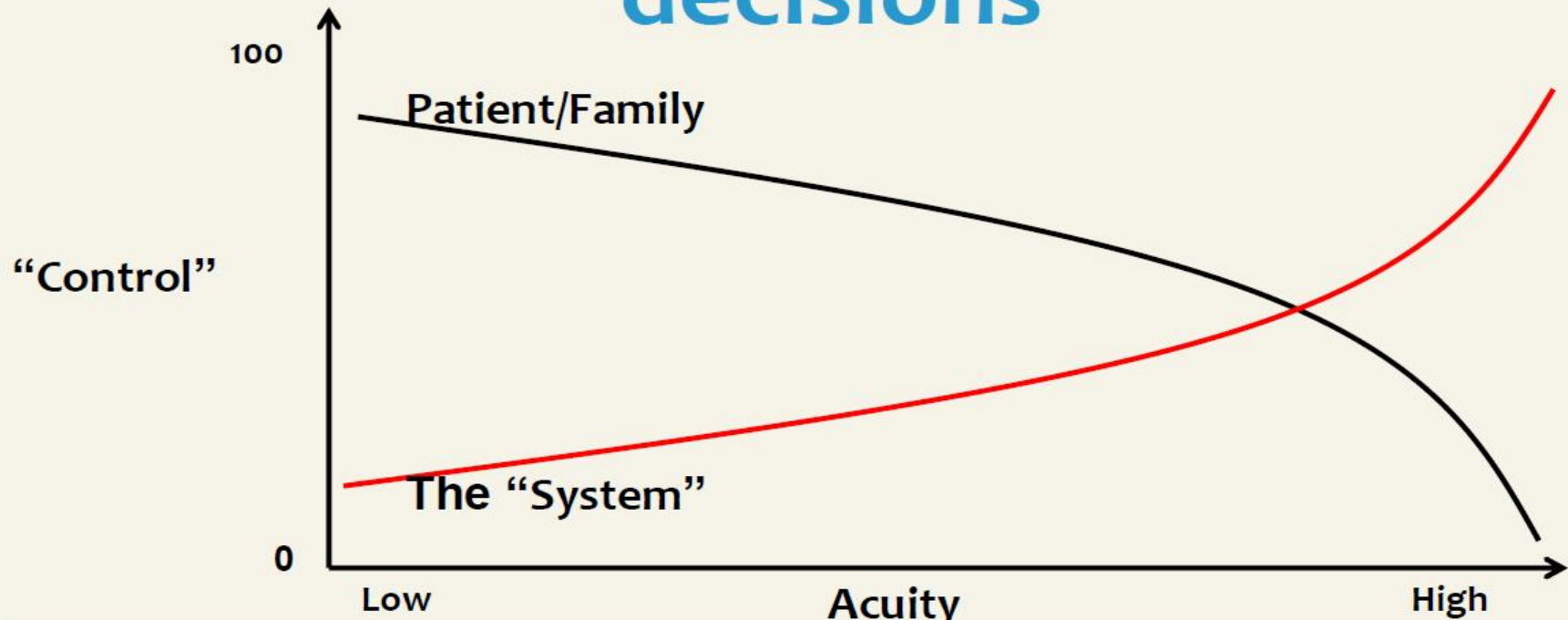


# Operational Principles

- Relationships** between customer-owner, family and provider must be fostered and supported
- Emphasis** on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
- Locations** convenient for customer-owners with minimal stops to get all their needs addressed
- Access** optimized and waiting times limited
- Together** with the customer-owner as an active partner
- Intentional** whole-system design to maximize coordination and minimize duplication
- Outcome** and process measures continuously evaluated and improved
- Not** complicated but simple and easy to use
- Services** financially sustainable and viable
- Hub** of the system is the family
- Interests** of customer-owners drive the system to determine what we do and how we do it
- Population-based** systems and services
- Services** and systems build on the strengths of Alaska Native cultures

*Primary Health Care* is the cornerstone for clients and their families over time – emphasis is on a long term relationship aimed at advancing the client's goals of health

# Control: Who really makes the decisions

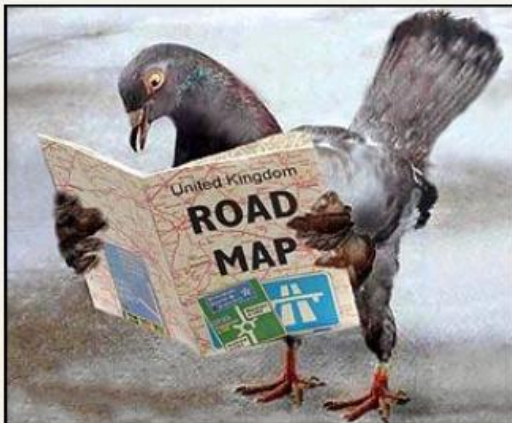


1. Control – who makes the final decision influencing outcome?
2. Influences – family, friends, co-workers, religion, values, money
3. Real opportunity to influence health costs/outcomes – influence on the choices made – behavioral change
4. Current model – tests, diagnosis, treatment (meds or procedures)





# Hitting Target: Rock vs. Bird



# Nuka System – summary

- Relationships – trusting personal partnerships
- Customer Driven – Alaska Native values
- Same Day Access
- Max Packing
- Working at the top of your license in team
- Service Agreements
- Job Progressions, Career Ladders, Mentoring
- Giving Story, Receiving Story
- Accountable Performance
- Putting services into culture
- Asset Based positive approaches
- Operational Principles



# Quick Buzz

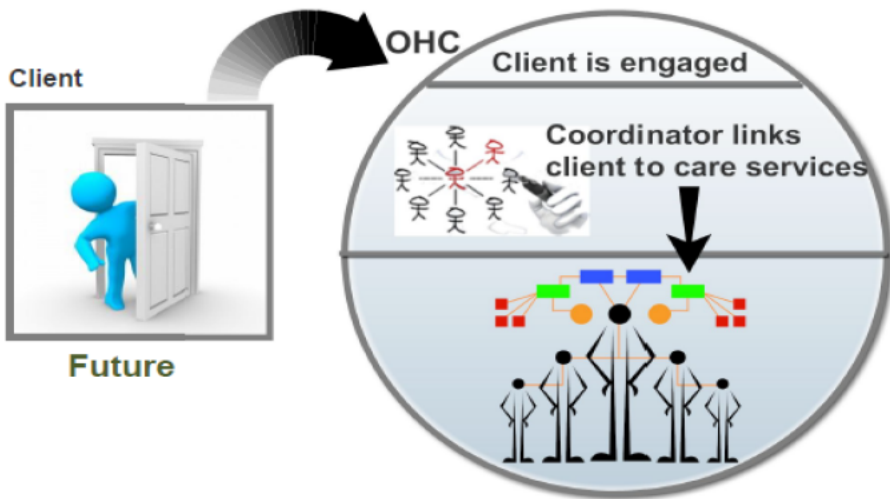
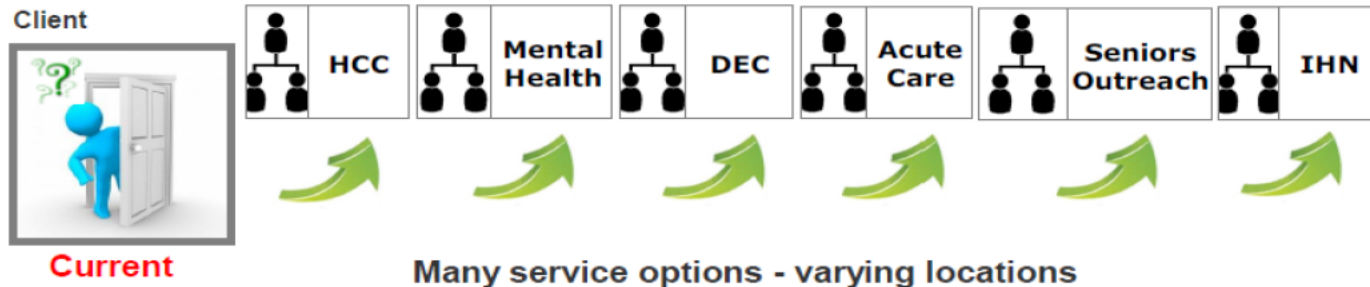
What opportunities do you see to apply the learnings from Southcentral Foundation to the work you are doing in BC?



# Oceanside Health Centre



# This initiative was developed because...

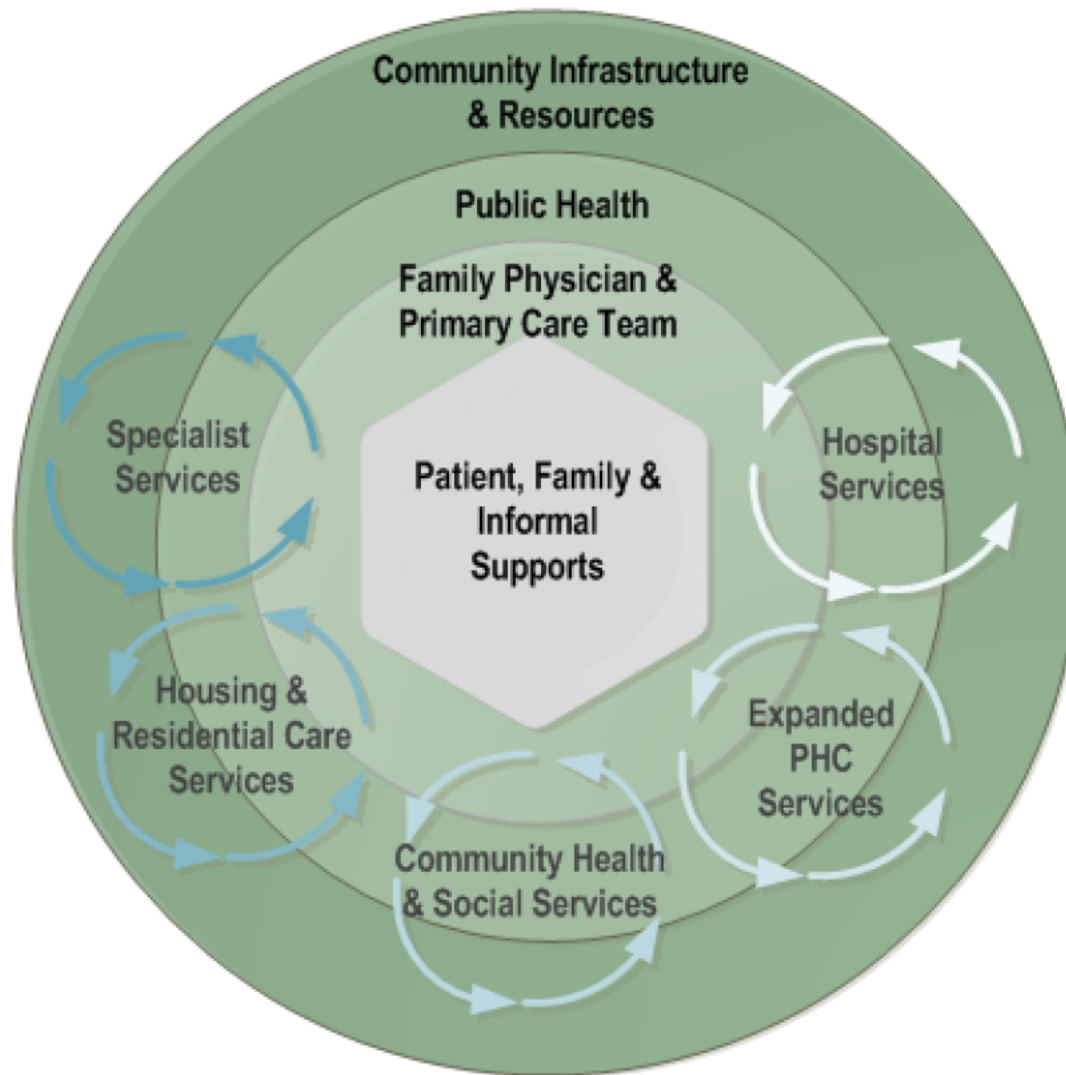


An integrated care model makes engagement for health services easier for the client.

November 7, 2012 v.4

# Integrated Primary & Community Care Service Model

**AIM: Population Health & Wellness**





# Service Integration

- **Integration of patient electronic record from all services**
- **Single point of entry for patients/public**
  - 1<sup>st</sup> floor reception
- **Single point of entry for service request to 2<sup>nd</sup> floor**
  - Integrated Service Coordinator for VIHA Services
  - Integrated Intake to access service
  - Integrated Care Plan – one for each person

# Oceanside – client experience

- ✓ Single entry point for all services
- ✓ Same day service
- ✓ Scheduled and unscheduled appointments
- ✓ Warm handovers ensure linkages among service providers and services
- ✓ Full service at each appointment

# Oceanside – design elements

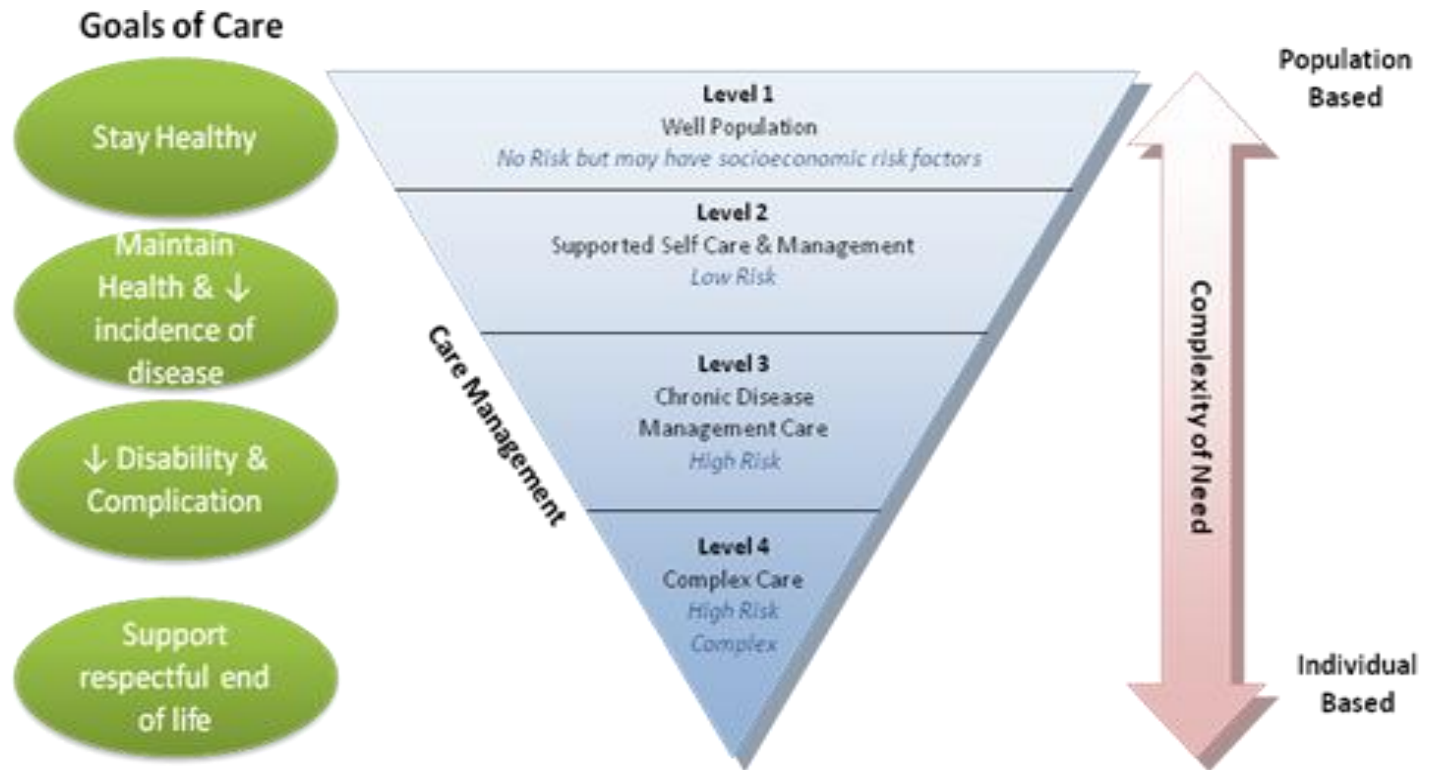
1. New roles introduced:
  - Clinical Coordinator who also manages panel of clients
  - Behavioural Health Consultant role is available both to OHC services and to clients attached to community FPs
2. Focus shifts from programs/service to clients and their health needs
3. Service is performed by integrated interdisciplinary teams
4. Integrated Rapid Response team provide real time access to support clients in Urgent Care and Primary Care

# Oceanside – design elements

5. Clients requiring Urgent Care are assessed for primary care attachment and linkages are made
6. The client's EHR is the source of truth for integrated care plan and health goals
7. Technology is an enabler to service effectiveness, communication, coordination
8. OHC is structured to support a geographic focus aligned/supported by regional programs
9. Standardized processes and tools are introduced to improve consistency across all providers and advance quality

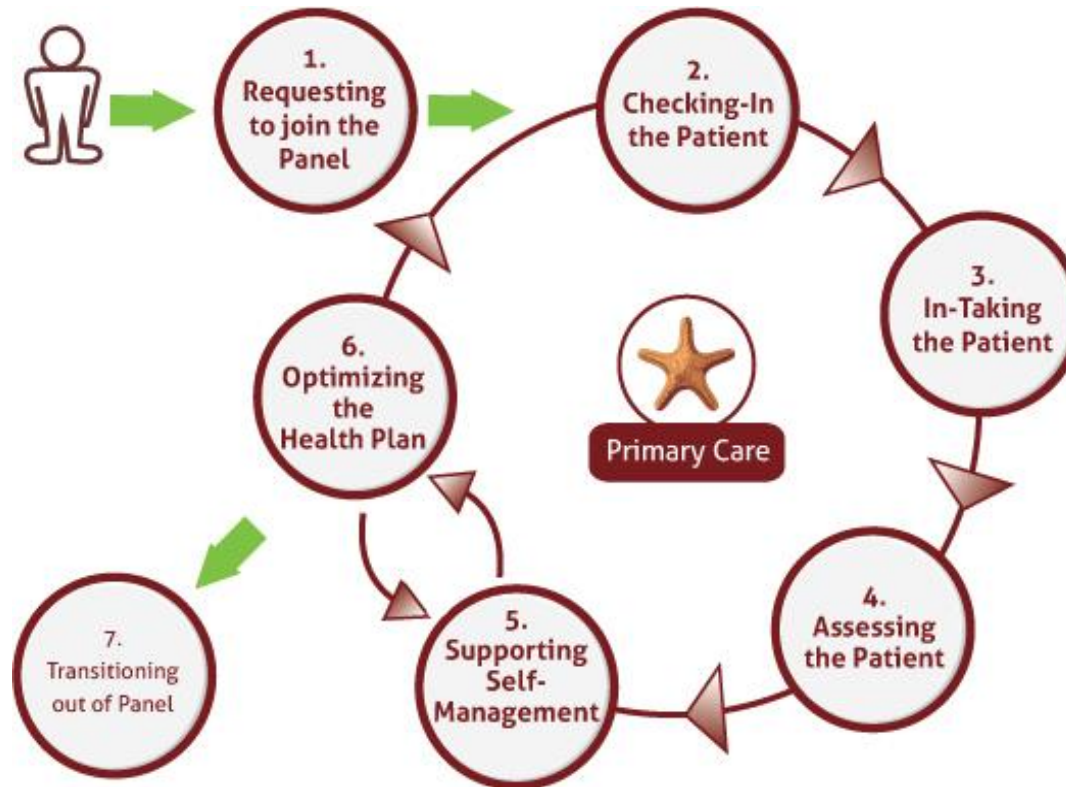


# Complexity of Need Triangle



Source: Kaiser and MOHS HCC Care Management Strategy

# Providing Integrated Care





# OHC Core Primary Care Team

- ☐ Primary care provider – family physician and/ or Nurse Practitioner
- ☐ Clinical Coordinator – RN
- ☐ MOA
- ☐ Scheduler

With access to new role of Behavioural Health Consultant(s)

# Integrated Community Care Team

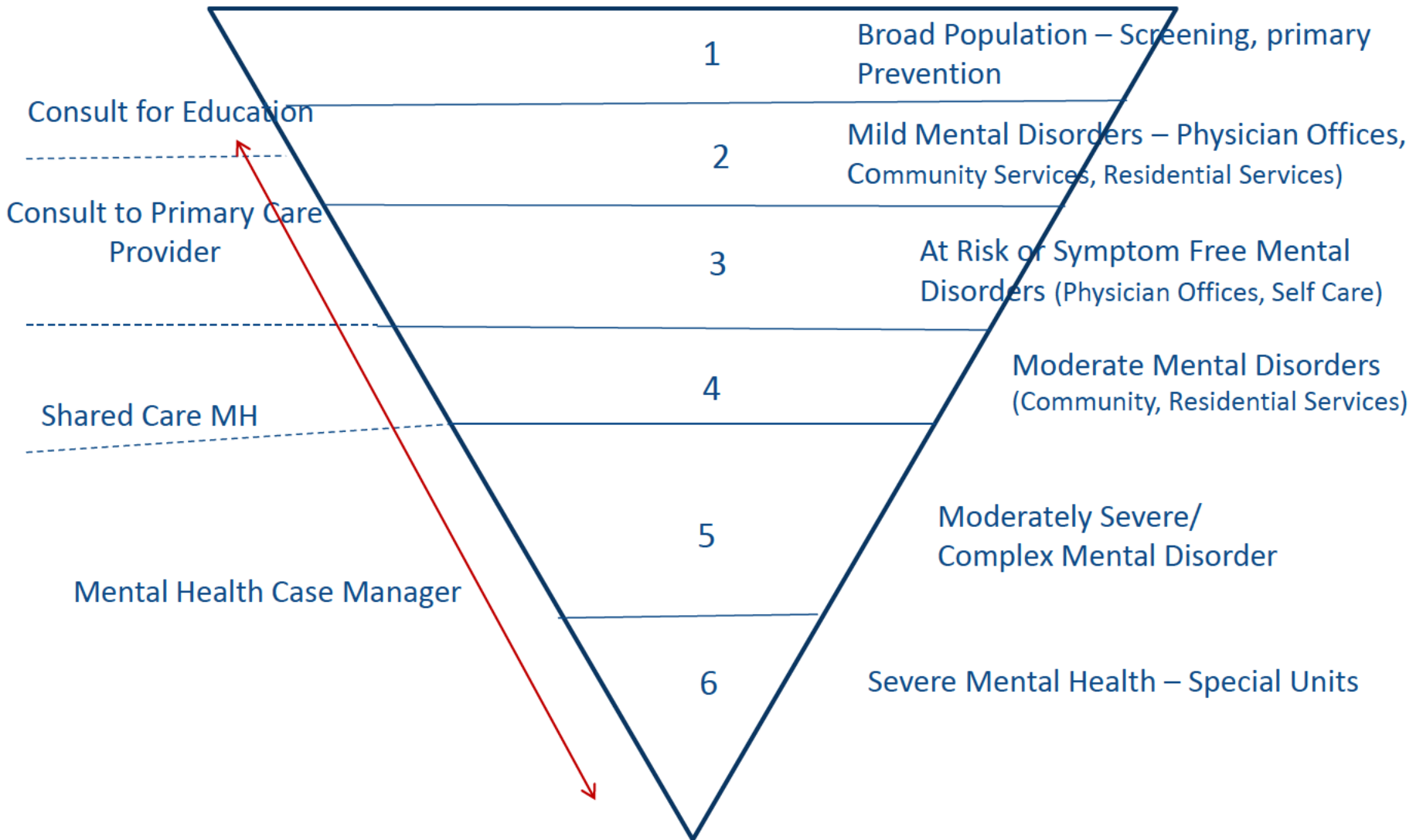
- ☐ All community based care providers
- ☐ Geographic teams
- ☐ Integrated Service Coordinator
- ☐ Access to Specialty Services

# Specialty Services – 3 key functions

1. Knowledge transfer to Primary Care and Integrated Community Care Team
2. Consults with Primary Care
3. Direct care for most unstable and at-risk client



# Complexity of Need Triangle – Primary & Specialty Continuum



# Oceanside – enablers

- ✓ **Meaningful data - comprehensive information supporting decision-making**
- ✓ **Technology to support service effectiveness, communication, coordination**
- ✓ **Standardized processes and tools**
- ✓ **Change management strategies through to 2014**
- ✓ **Evaluation – prospective learnings**

# Research and Evaluation

- Link ideas and innovations to an emerging academic agenda
- Measure and evaluate the impact on a population
- Patient stories





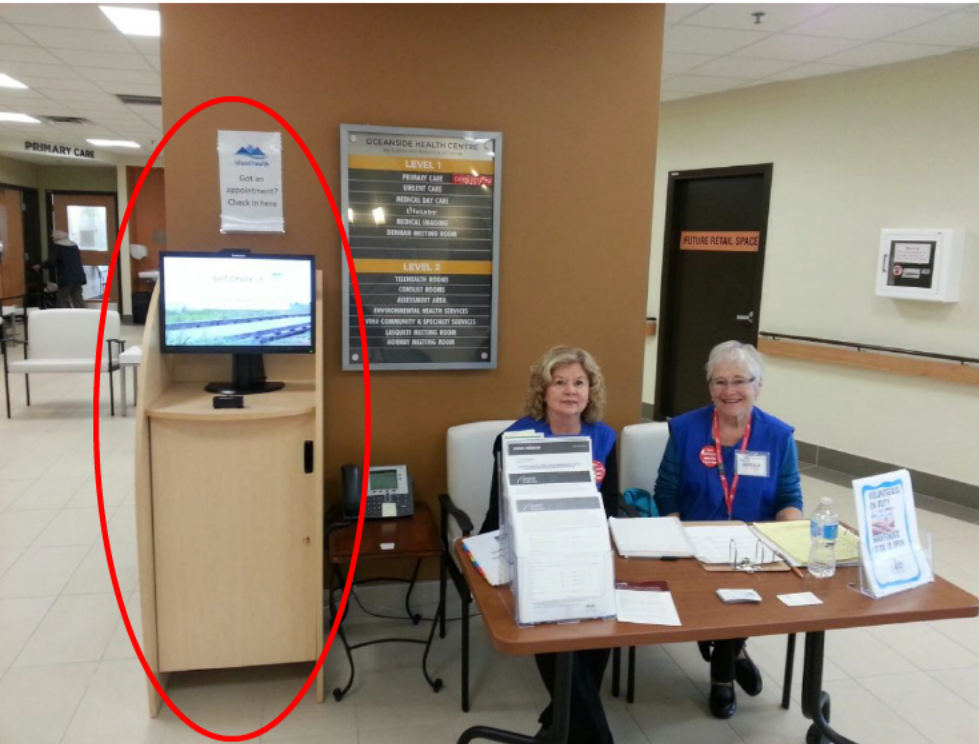
# Stories

- Avoided NRGH visit
- Living in a tent
- Anaphylaxis
- Max packing
- Closed-loop medication administration



Meredith Saxon, first BCAS arrival to UC avoiding NRGH ED

# Stories 2



- FIRST SELF-CHECK-IN IN ISLAND HEALTH!!!

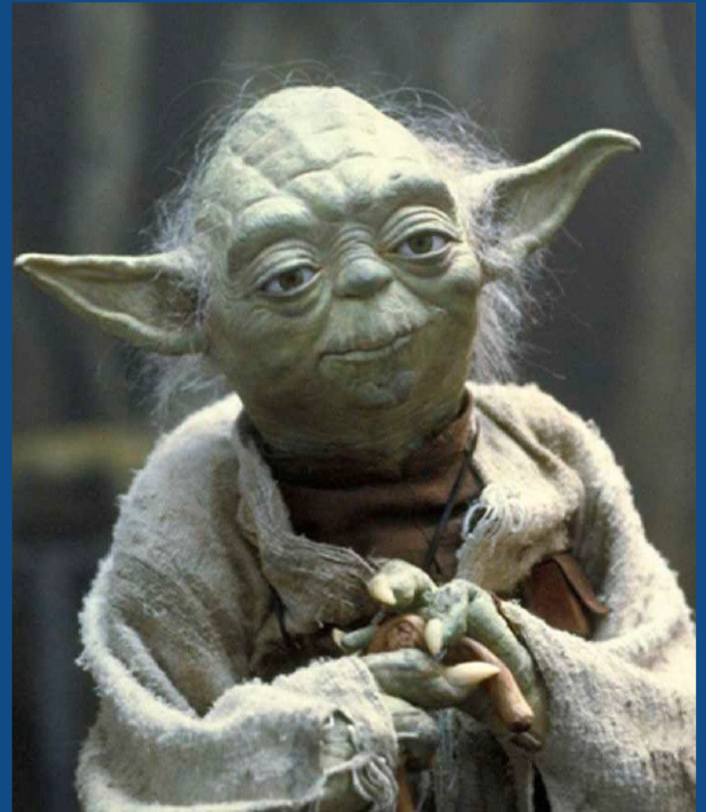
# The Opportunity





# Summary

- Change we must “...Try - not. Do. Or do not. There is no try.”
- Oceanside as intentional innovation – and replicability as both goal – and challenge





**Questions?**

# Thank You!

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