





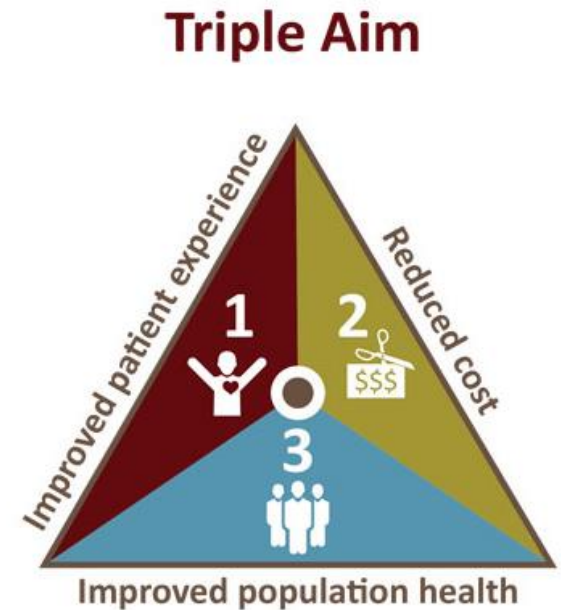


FAMILY PHYSICIAN-REGISTERED DIETITIAN TEAM-BASED CARE PROGRAM

BC Patient Safety & Quality Council Type 2 Diabetes Network October 20, 2020

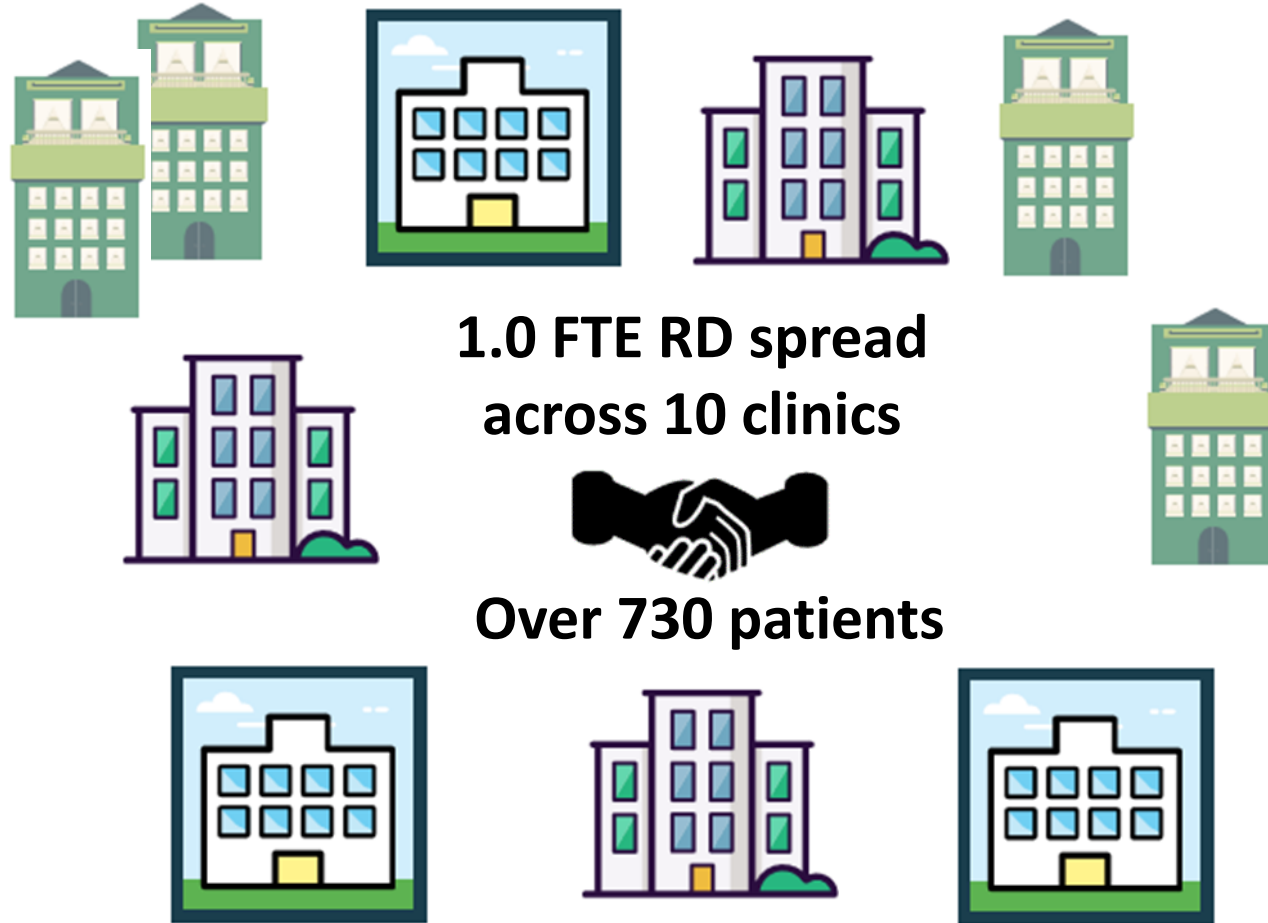
PRESENTATION OUTLINE

-  Describe Team-Based Care (TBC) Pilot
-  Discuss TBC Pilot Outcomes
-  Dialogue about TBC Successes
-  Current Program



Source: Institute for Healthcare Improvement

Pilot Background: 2015-2017





Health outcomes (of 324 patients seen)



- **Over 1/3 of patients lost weight, with an average weight loss of 5.3kg**



- **Those underweight or suffering from malnutrition gained an average of 4.3kg**



- **1/4 of patients reduced Hemoglobin A1C, by an average of 0.9%**

Patient experience



- **97% changed or somewhat changed health behaviours**
- **94%:**
 - **Found the services ‘Very Valuable’ & ‘Valuable’**
 - **Wanted the project to continue**
 - **Were more satisfied with their doctor’s clinic**
- **Of the 22 patients who had received FH out-patient services, 82% said the wait-times were shorter at their doctor's clinic**





Physician experience

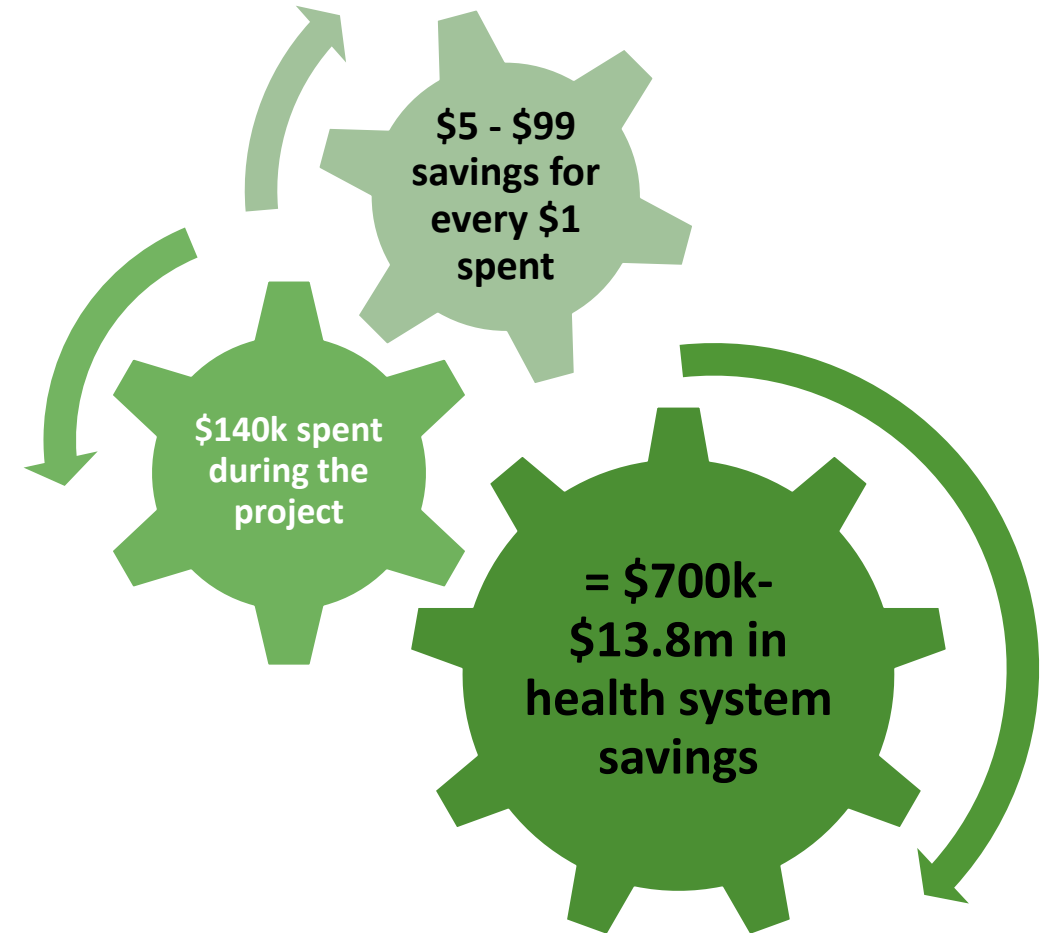
- Liked the ease of access to communicate with a RD, and the service impact on patients (including follow through).
- GP survey results: 100% said 'Strongly Agree' or 'Agree' to:
 - RD services enabled GPs to save time typically spent on counselling complex patients.
 - Wanted to look at ways to incorporate a RD into the clinic beyond the pilot.
- Biggest barrier to continuing the program is sustainable costs for clinics to house an allied health professional.



Est. cost savings to the health system

- In 2016, the Dietitians of Canada reported that every \$1 spent on nutrition intervention can save the health care system between \$5 - \$99.¹
- Applying this to the project would mean that \$700k - \$13.8m in health system costs could have been diverted.

¹ www.Dietitians.ca/Downloads/Public/BC-Primary-Care-Info-Graphic-Final-BC.aspx





Q: WHAT MAKES TEAM-BASED CARE SUCCESSFUL TO YOU?



ELEMENTS THAT MADE TBC PILOT SUCCESSFUL

- ❖ **Willingness to work together in new ways**
- ❖ **Agreement on similar vision and goals**
- ❖ **Collaboration**
- ❖ **Team-based care skill set**
- ❖ **Regular communication**
- ❖ **Being organized, planning ahead, collating information**
- ❖ **Learning from challenges and demonstrating successes (e.g. patient and provider satisfaction, health impacts)**



CURRENT PROGRAM

- **2019: Have a full-time Fraser Health Home Health RD providing care in Family Physician clinics.**

NEW AT BLUE OAK!

KIRSTIE BYLENGA
REGISTERED DIETITIAN

NUTRITION COUNSELLING SERVICES

Blue Oak now offers dietitian services on Tuesdays in the clinic.

Kirstie enjoys working with patients to develop meaningful goals and work toward sustainable change. Nutrition can be confusing! Kirstie helps translate nutrition science into practical tips that work for you!

Kirstie Bylenga has a BSc in Food Nutrition and Health (honours) from the University of British Columbia. She completed her dietetic internship with Island Health, and she is registered with the College of Dietitians of British Columbia.

<p>Digestive Health</p> <p>Celiac Disease IBS (Irritable Bowel Syndrome) Bowel Concerns (constipation, diarrhea) Food Intolerances or Sensitivities</p>	<p>Chronic Disease Management</p> <p>Diabetes and Prediabetes High Cholesterol High Blood Pressure Heart Disease Kidney Disease</p>	<p>Food Relationship & General Nutrition</p> <p>Weight Concerns Disordered Eating & Eating Disorders Vitamin & Mineral Deficiencies / Anemia Picky Eating</p>
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This service is provided to patients free of charge through a partnership between Fraser Health and the Abbotsford Division of Family Practice.



CURRENT PROGRAM

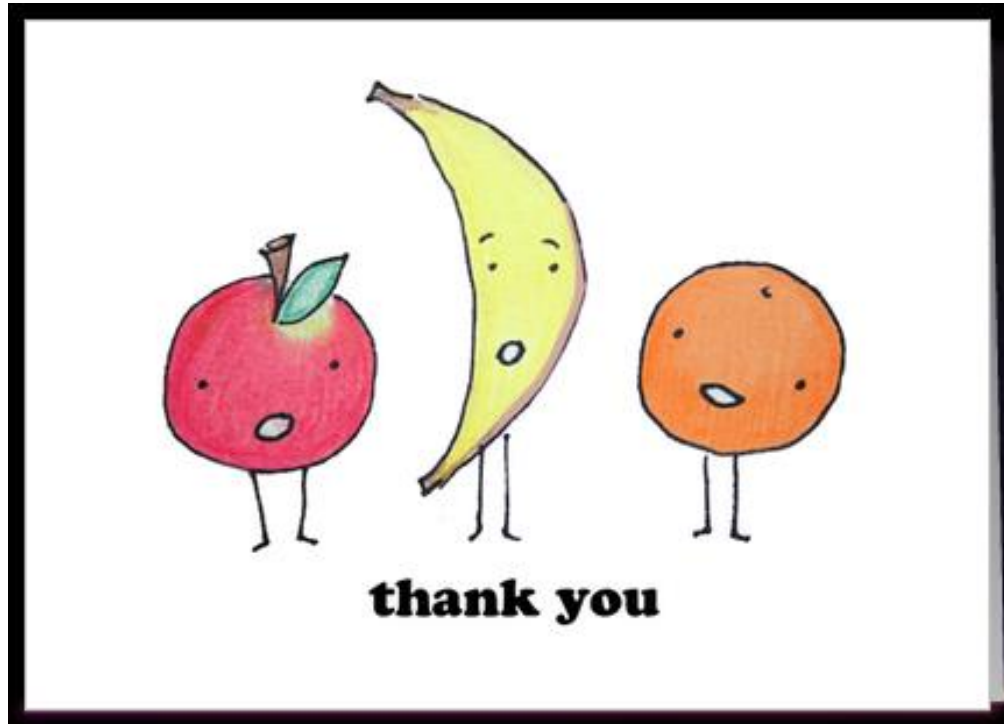
- **Continue to look for ways to support physicians, the RD, and clinic staff, e.g. education opportunities.**
- **Continue to evaluate the program.**
 - ❖ **Valued program**
 - ❖ **Increased patient satisfaction with family doctor's clinic**
 - ❖ **Changes in health behaviors, e.g. healthy eating, increased exercise**
 - ❖ **Health improvements, e.g. blood sugar control, weight loss**

CURRENT PROGRAM

- **As a team, navigating during COVID-19.**
- **RD care has shifted to virtual and phone visits.**
 - **This model has increased RD capacity.**
 - **Patient feedback about virtual care is overall positive and patients liked the in-person visits too.**



QUESTIONS?



CONTACT

DANIELLE EDWARDS

PROGRAMS AND EVALUATION LEAD

ABBOTSFORD DIVISION OF FAMILY
PRACTICE

DEDWARDS@DIVISIONSBC.CA