

RIDGE MEADOWS DIVISION OF FAMILY PRACTICE



COVID-19 Through a Quality Lens: Community of Physicians' Urgent Response – working better together
Sept. 17, 2020

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AGENDA

COVID-19 Urgent Response – Locking the Physician Doors
Treena Innes

Life as a Physician COVID-19 Expert
Dr. Kami Dhillon

Knock, Knock, Anyone Home to Help Specialists?
Dr. Frank Ervin

Community of Physicians Working as One
Treena Innes

Pop Up Clinic Win
Dr. Kami Dhillon

Community of Physicians Learning and Vision
Dr. Frank Ervin



COVID-19 RIDGE MEADOWS URGENT RESPONSE: Locking the physician doors

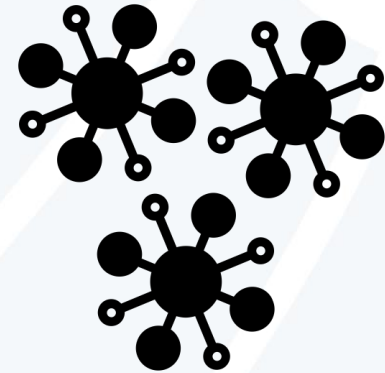
How to keep physicians and their clinics safe when COVID-19 first emerged?

The Response:

- Let's go virtual
- What are we going to do about local testing?
- Clinic roadshow

The Learnings:

- Where is our COVID-19 expert?
- Breaking the funding rules
- Work at rocket speed





COVID-19 RIDGE MEADOWS URGENT RESPONSE: Locking the physician doors

From what you're hearing, what surprised you about this response?

COVID-19 RIDGE MEADOWS URGENT RESPONSE: Life as a physician COVID-19 expert

Taking the lead in keeping physicians informed during a crisis.

The Response:

- Doc to doc hotline
- The “go to” communication team

The Learnings:

- Where are the supplies?
- Limited research and evidence-based guidelines
- Staying on top of information flood when it started to flow

Ridge Meadows
Division of Family Practice
A GPSC Initiative

Join us for our next Division virtual hang night!

Who:

Family Physicians, Specialists, MOAs
and Primary Care Network Partners

When:

Tuesday, April 14, 5:30-7:00 pm
To RSVP Call/Text

604.786.0775

You will be paid a stipend for your attendance at the meeting.

This week's discussion will focus on:

The NEW Medical Health Officer's Updated Testing
Guidelines for COVID-19: What do they mean for you,
your patients and the community?

Specialist changes during COVID-19: What do they
mean for your patients and referrals?

How the government is financially supporting
physicians during COVID-19.



Agenda:

- Guideline review and Q&A.
- What do the guidelines mean to our community at large?
- What do the guidelines mean to our homeless population and action plans?
- Specialist changes during COVID-19: Updates from Radiology and Labs, Respiratory and Cardiology.
- Division strategy updates.
- Clinic capacity supports: Keeping your lights on.



COVID-19 RIDGE MEADOWS URGENT RESPONSE: Life as a Physician COVID-19 Expert

Is this a similar experience in your community?

COVID-19 RIDGE MEADOWS URGENT RESPONSE: Knock, knock, anyone home to help specialists?

The need to respond as one community during crisis.

The Response:

- How do specialists provide care?
- Can we join the urgent local response too?
- This feels good! Better together.

The Learnings:

- The strength of establishing strong family physician and specialist partnerships early
- The importance of responding as one community.





COVID-19 RIDGE MEADOWS URGENT RESPONSE: Knock, knock, anyone home to help specialists?

Did your community bring both GPs and specialists together as one?

COVID-19 RIDGE MEADOWS URGENT RESPONSE: Community of physicians working as one

Ensure all patients and providers are kept safe:

- **COVID-19 Testing & Assessment Site set up:** Supporting attached and un-attached patients.
- **Family Physicians, Walk in Clinics, Specialists & Specialty Clinics:** Virtual Care, Physician Pop-up Clinic, Supplies, Screening Teams, Safety, Communication, Engagement, COVID expert & Clinic Capacity.
- **Virtual Service Teams:** Community Health Nurses & Primary Care Network Allied Health Team.
- **Medical Office Assistants (MOAs):** Education, MOA Work Pool, Virtual Care & Basecamp.
- **Vulnerable Populations Supported:** Virtual Care, Screening Teams, PPE, Integration Plans & Patient Access.
- **Ridge Meadows Hospital:** Virtual Health Care Centre & Physician Backup Recruitment.
- **Virtual Health Care Centre:** Providing COVID-19 consults & relieving the system.
- **PPE:** Local COVID-19 Supplies Drive.
- **General Public 'Your Doctor is Open' Campaign:** Social Media, Advertising Campaign, Working in partnership with PSP for patient panel outreach plus complex care patient supports & working with local pharmacists.
- **Communications, Communications, Communications:** Division Hot Line, Doc to Doc Hot Line, Daily News



COVID-19 RIDGE MEADOWS URGENT RESPONSE: Division Hang Nights Summary

"Across all seven sessions between March and May, 99% of the approximately 500 participants reported the event was a good value for their time."

Hang Night Specialist Service Topics included:

- Cardiology
- Medical Imaging and Labs
- Respiratory
- Surgery
- Adult Mental Health
- Child and Youth Mental Health
- Gastroenterology
- Maternity
- Gynecology
- Urology
- Palliative and hospice
- Pediatric
- And more!

COVID-19 Ridge Meadows Urgent Response: Picking up the pieces

The Learnings:

- Developing a community urgent response plan was not easy.
- Healthcare who?
- Taking risk and a leap.
- There are real consequences.



COVID-19 RIDGE MEADOWS URGENT RESPONSE: The Pop-Up Physician Clinic Win (not just for primary care)

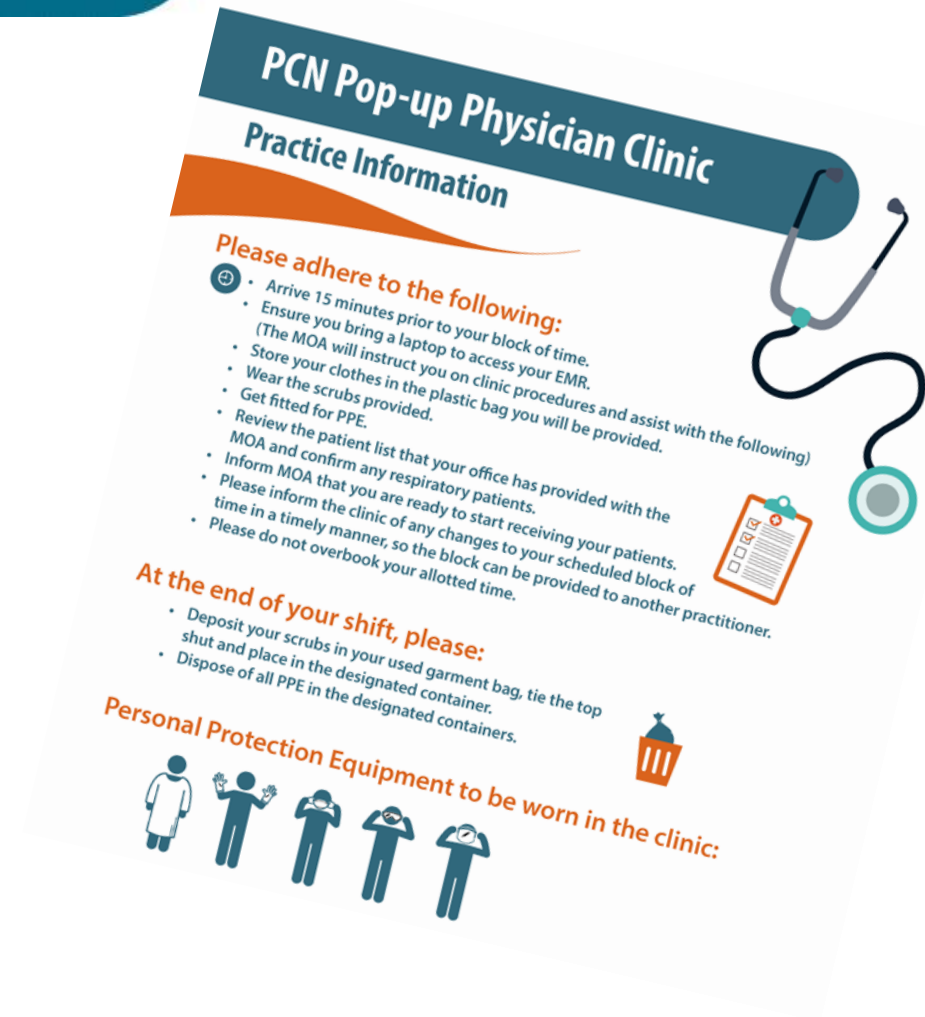
A safe place to practice.

The Response:

- The PPE has run out.
- I need somewhere safe to see my patients.

The Learnings:

- A Pop-Up Clinic doesn't just pop up.



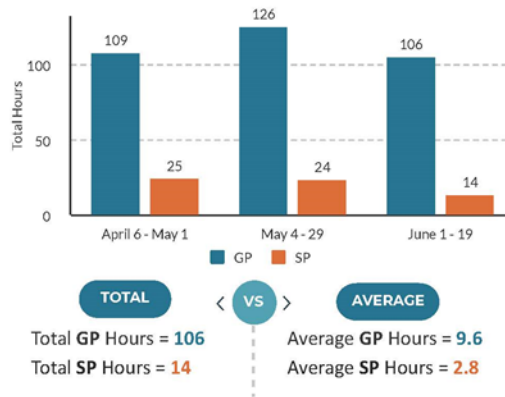
COVID-19 RIDGE MEADOWS URGENT RESPONSE: The Pop-Up Physician Clinic Win (not just for primary care)

Usage & Capacity Summary

Overall Total of GP & SP



Overall Accumulated Hours



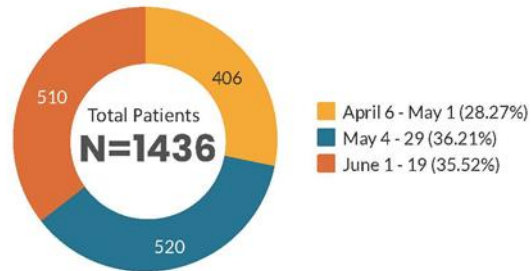
Clinic Capacity

Total GP & SP = 16

Clinic Capacity per Week = 60

27% clinic capacity uptake

Patient Summary



Overall Accumulated Patients



Feedback Summary

Overall Satisfaction Scale



100% patients reported that the appointment process was easy to follow.

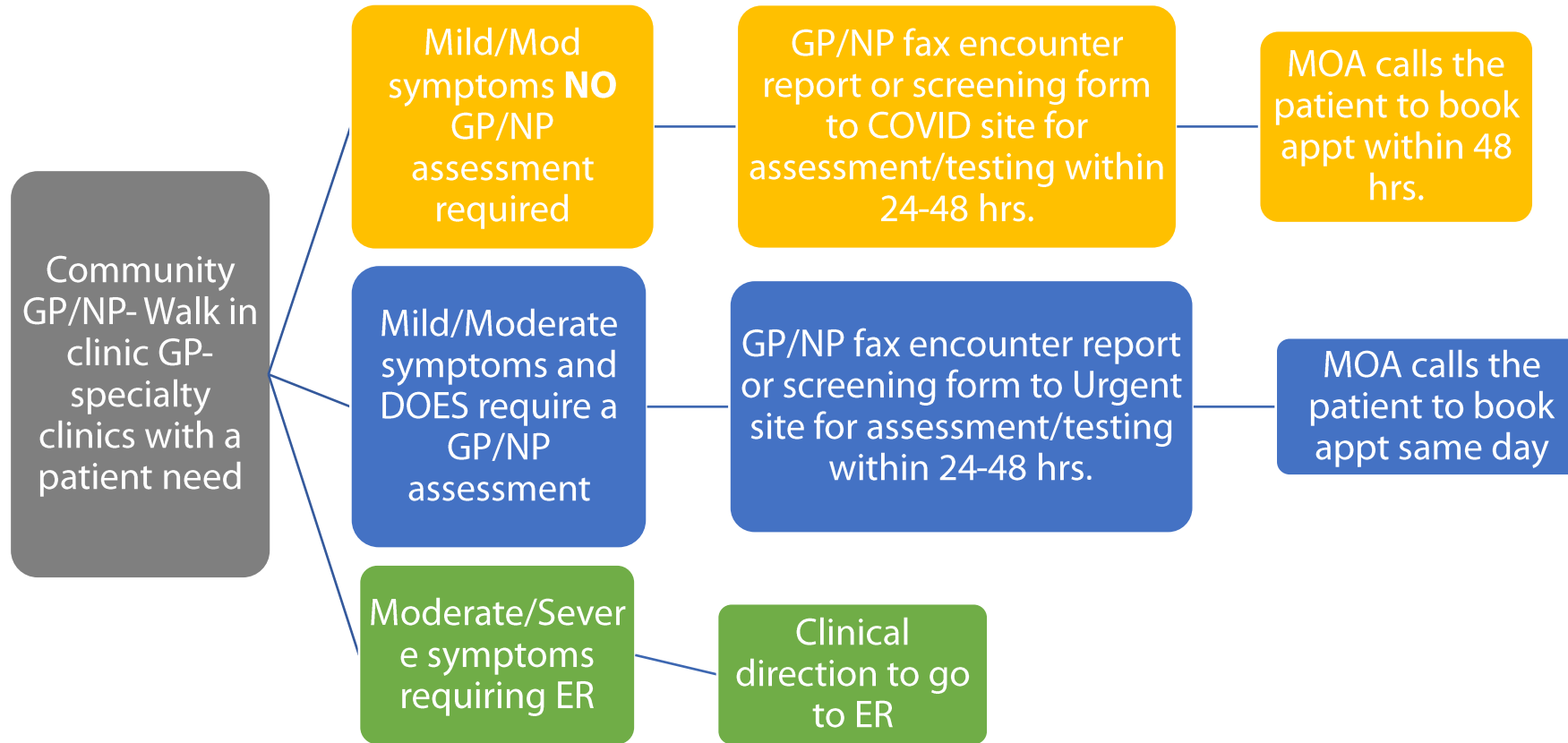
Total Supply Summary

Daily Use Items	Cost/Each	Use	Total (\$)
Paper Patient Gowns	0.53	108	57.24
Isolation Gowns	0.85	123	104.55
Masks	1	368	368
Gloves	0.16	492	78.72
Garbage/Laundry Bags	0.07	133	9.31
Hand Sanitizer	0.01	707	7.07
Hand Soap	0.01	1331	13.31
OVERALL SUPPLY TOTAL			\$638.20

COVID-19 RIDGE MEADOWS URGENT RESPONSE:
The Pop-Up Physician Clinic Win (not just for primary care)

Did a consolidated clinic work in your community?

THE COVID-19 LOCAL DRAFT PLAN: Getting ready for Fall (WORK IN PROGRESS)



Preference is for GP/NP to fax over request to the site. This will lessen the volume coming in by phone to the sites and allow for easier patient flow and communication between GP/NP and provider onsite.



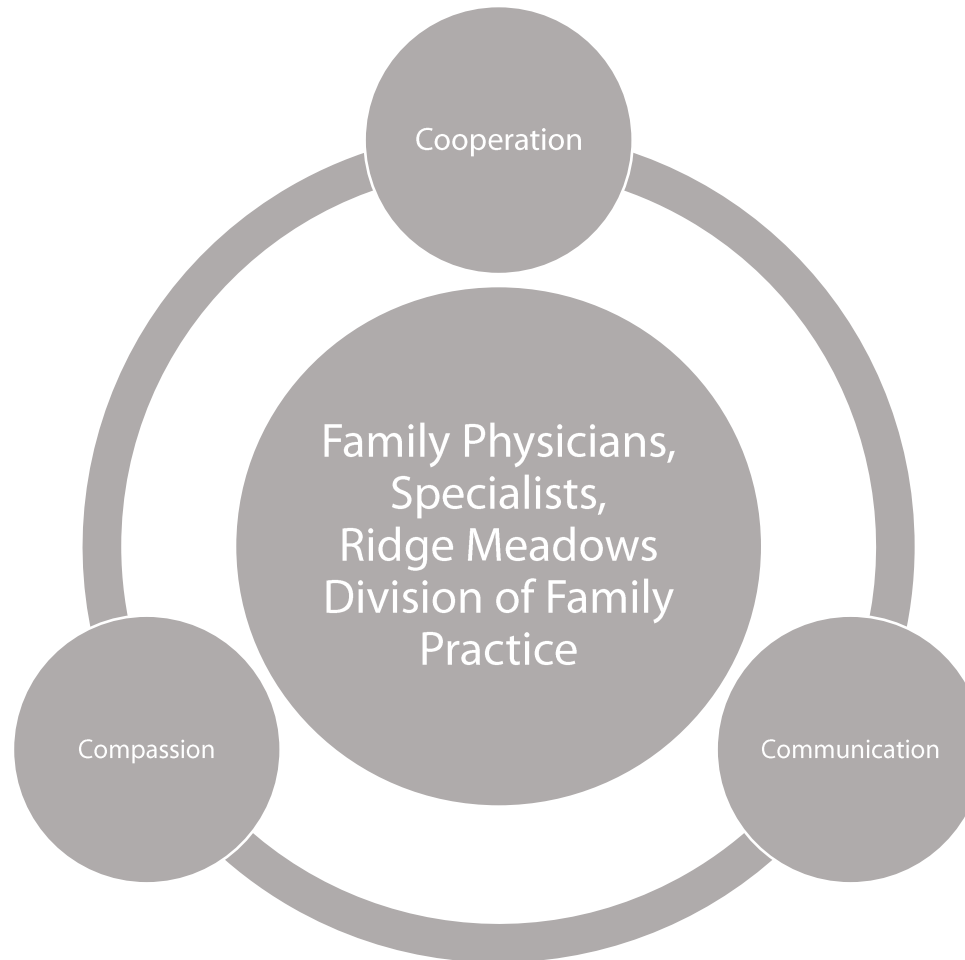


COVID-19 RIDGE MEADOWS RESPONSE

What is the best part of this plan?



THE COVID-19 LOCAL DRAFT PLAN: Community of Physicians Learning & Vision





QUESTIONS?

