An innovative model for shared care

Rapid Access to Consultative Expertise RACE

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The RACE Team

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Background

• Joint partnership between Providence Health Care and the Shared Care Committee, in collaboration with Vancouver Coastal Health

• Mission to improve care for patients with complex chronic conditions
  – Simplify the patient journey
  – Improve outcomes
  – Reduce costs
  – Strengthen relationships
Context

- Deterioration in Relationships
- Disconnect of acute hospital care and primary community care

Needs Assessment identified:
- Need for improved communication
- Improved access to specialists
- Improved collaboration and relationships
Robert’s story

Family Physician

Patient

Cardiologist

Endocrinologist

Endocrinologist
Robert’s story

• Waits too long to see a specialist

• Lack of clarity for provider role

• Recommendations made in isolation

• No consideration of the existing care plan

• Specialist taking on primary care role

• Cost to patient and health care system of unnecessary referral

• Detrimental outcome for the patient based on lack of communication
Rapid Access to Consultative Expertise - RACE

Objective

– real-time telephone advice line to avoid unnecessary ED referrals or face-to-face consultations

One phone line with a selection of services

– Cardiology, Nephrology, Respiratory, Endocrinology, CV Risk & Lipid Management, Internal Medicine, Psychiatry, Geriatrics, GI, Chronic Pain, Rheumatology, Dermatology, Child Psychiatry
Evaluation Key Themes

**Phase 1 – questionnaire/interviews**

- “Excellent resource”
- “Would like to see it expanded”
- Viewed as a service that could “...fill the gap...”

**Phase 2 – online survey**

- 95% aware of RACE
- High user satisfaction – all would use the service again, 95% recommend usage to colleagues
- All FPs noted that RACE
  - Reduced the number of unnecessary referrals to specialist care
  - Prevented ED visits

**Phase 3 – In Progress - Interviews/survey**

- 95% aware of RACE, 60% of those who know about RACE use the service
- 83% of respondents believed RACE helped manage care for their patients
- Simple, user friendly decision support system to improve clinical judgments
- A way to receive medical education
- Enhanced overall practice efficiencies
Key Metrics

2031 calls (TELUS reports Sept 2010 – Dec 2011)
Metrics based on data from 696 calls

• 77% of calls were answered within 10 minutes

• 88% of the calls were <15 minutes in length

Reason for Call:
– General management, diagnostic, therapeutics

Recommendation:
– Medication, additional testing, reassurance of FP plan

• 60% avoided face-to-face consults

• 32% avoided ED visits

Potential for:

• Improved patient experience
• Improved provider experience
• Improved efficiencies
• Improved ED flow
• Cost savings
• Increased specialists capacity
Key Learnings from RACE

• One size does not fit all

• Care to avoid replacing well established effective communication lines

• Requires criteria for specialist participation
  – Response time, collegial interaction, knowledge transfer

• Requires limited resources
  – Coordination of schedules/re-routing numbers
  – Medical Services Plan billing code

• Patient participation was key in the design
Spreading the Innovation

• Collaboration is key to successful spread
  – Divisions of FP, Health Authorities

• Needs assessment of communities across the province

• “RACE-in-a-Box”
  – Information on how to start up a telephone advice line
  – Decision support tree with key questions

• 3 services will trial a provincial service
  – rheumatology, chronic pain, child psychiatry
Robert’s Story

Without the RACE model
• accessibility, role clarity, and communication

With the RACE model
• issue addressed in the FP office in collaboration with a specialist
• medication adjusted
• face-to-face consultation avoided
Summary

RACE has the potential to:

Enhance the care experience by
- provide knowledge transfer
- improve the specialist/FP interface through improved communication
- simplify the patient journey

Population health improved
- access to care is enhanced

Per capita cost of health care
- at least controlled
  - potentially avoidable consults and emergency visits
“It is such a useful service - every time I call I receive timely and helpful advice on some challenging issues”.

Family practitioner, frequent user of the RACE line
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