Rapid Access to Consultative Expertise
An Innovative Model of Shared Care

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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
Focus Groups
- Family physicians
- Specialists
- Patients

Need for improved
- Communication
- Access to specialists
- Collaboration and relationships
Rapid Access to Consultative Expertise
RACE

• One phone line with a selection of specialty services
• Started in June 2010 with 5 services
• Currently at 23 services with plans to increase
• >20,000 calls
## Current Services

**Vancouver Coastal Health**
- Nephrology
- Heart Failure
- Psychiatry
- Respirology
- Endocrinology
- Cardiovascular Risk & Lipid Management
- General Internal Medicine
- Geriatrics
- Geriatric Psychiatry
- Hand and Upper Limb Orthopedics
- Obstetrics/gynecology
- Ophthalmology
- Dermatology
- Emergency Medicine

**Vancouver Coastal & Fraser Health**
- Cardiology
- Rheumatology

**Provincial Services**
- Child & Adolescent Psychiatry
- Treatment Resistant Psychosis
- HIV Primary Care
- Transgender Primary Care
- Cardiac Transplantation
- Addictions Medicine
- Pediatric Gastroenterology
Results & Outcomes

(>20,000 calls, data based on 30% of calls)

- 80% of calls answered within 10 mins
- 90% are <15 min in length
- 60% avoided face-to-face consults
- 32% avoided ED visits

Reason for Call:
- General management, diagnostic, therapeutics

Recommendation:
- Medication, additional testing, reassurance of plan

Cost savings – up to $200/call

![Number of Calls to the RACE Line](chart.png)

**Total = 20,107**
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**
- 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 – Interviews/survey**
- 83% of respondents believed it helped manage care for their patients
How RACE Impacts Practice

• User-friendly 'decision support system'
• Improves clinical judgment
• Receive medical education
• Increases knowledge capacity
• Enhances overall practice efficiencies
RACE App

- For iPhones and Androids
- No more listening to the tedious VM
- To download - search RACEconnect
Provincial RACE Spread
One size does not fit all

Share everything

Avoid replacing well established effective communication lines

Be responsive

Physician Remuneration

Keep is simple

Engage Champions

Patient participation

Talk about it

Learnings

Leverage Leadership

Marketing is key

Requires criteria for specialist participation
- Response time
- Collegial interaction
- Knowledge transfer
“... It is fantastic to be able to get answers immediately that I normally would either

• refer to a specialist and have to wait months for an appointment,
• try and look up online but not be confident of the answer,
• play telephone tag or fax back and forth with a specialist regarding the clinical situation or,
• just take my best guess with the clinical situation.

It has given me a level of professional satisfaction, professional empowerment and improved patient care.”

Family Practitioner
Frequent user of the RACE line
I find myself educating pediatricians, GPs, and even other psychiatrists about more complicated psychiatric issues in children---both sides of the conversation seem to enjoy the collaboration.

I learn something about the types of patients and resources available to frontline clinicians and physicians, and they learn something about child and adolescent psychiatry.”
Summary

RACE has the potential to:

A) Enhance the care experience by:
   • providing knowledge transfer
   • improving the specialist/primary care interface through improved communication
   • simplifying the patient journey

B) Improve Population Health
   • access to specialty care enhanced, increase capacity

C) Control per capita cost of health care
   • reduce avoidable consults and emergency visits
www.RACEconnect.ca

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