

COORDINATING COMPLEX CARE FOR OLDER ADULTS INITIATIVE: Learning Session Summary: April 29, 2019



OVERVIEW

On April 29, 2019, the Shared Care Committee hosted a learning session to bring together family and specialist physicians, Divisions of Family Practice, Health Authorities, and others for a full day of networking, sharing, and learning about innovative approaches to coordinating complex care for older adults.

OBJECTIVES FOR THE DAY

- ✓ Network with colleagues from around the province and gain valuable new connections
- ✓ Understand care complexities through available data
- ✓ Learn about the work underway across BC
- ✓ Explore streams of work that contribute to coordinating complex care and think about how these apply in your community

PARTICIPANTS

The event brought together **112 attendees** representing a variety of organizations across the province, including:

31 DIVISIONS OF FAMILY PRACTICE

HEALTH DATA COALITION

FAMILY CAREGIVERS of BC

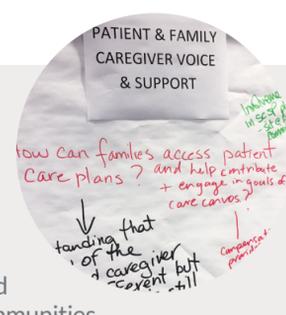
CARDIAC SERVICES

HEALTH AUTHORITIES: Fraser, Interior, Island, Northern, Providence, Vancouver Coastal

ACTIVITIES

The day included a range of presentations and interactive discussions:

- RKL Informatics presented findings from an literature review and compelling data from the Polypharmacy Risk Reduction Initiative, including a patient vignette.
- A collaborative panel explored the multifaceted challenges associated with coordinating care for complex older adults from the perspectives of family caregivers, specialist physicians and family physicians.
- Kootenay Boundary and Abbotsford Divisions of Family Practice, who are actively undertaking this work, shared progress and learnings from their communities.
- Rapid fire presentations on Pathways, RACE and eCASE provided examples for improving access to specialist physicians.



KEY THEMES FROM THE DAY

What we heard:

- **Clearly articulated goals of care are important to ensure that the patient and family receive support and services appropriate to their needs**
- **Effective relationships** among providers and with patients and caregivers are essential for success
- **Polypharmacy risk reduction and medication management** are integral to complex care. See resources at <http://sharedcarebc.ca/resources/polypharmacy-risk-reduction>
- **Referrals** must come with clear processes and share information effectively
- **Coordinated care requires** clear understanding of roles and responsibilities
- **Leverage IT enablers** such as Pathways, integration across EMRs and other virtual care opportunities to advance this work
- **Data and evaluation** need to be embedded in this work at local and provincial levels.

PARTICIPANT QUOTES

From panel discussion:

"I was really struck by the value and depth of the data and wondered about the story of the human being and family behind that data. We need a patient and family-centred lens – PCNs will be the same tomorrow as yesterday unless we change this."

"I think the relationship we are missing is the GP-SP relationship. There is an opportunity for a SP to see a patient, then have a conversation with the GP. We are missing that relationship conversation."

"Most people seem to know what to do and how to do it – the question is why they don't. System pressures: people don't function well under pressure. Anonymity: It's much easier to do poor work if it's anonymous. This is why building relationships are key."

From participant feedback:

"In a world that is increasingly digital and electronic, we are all still human and need human interaction. Even a fully integrated EMR will only be useful if people are putting the right info into it and taking responsibility to use it to coordinate care."

"Let's maintain and foster an open mindset so innovative collaboration can happen."

"Polypharmacy risk reduction is one of the things we HAVE TO make a priority."



CONTINUING OPPORTUNITIES

The Coordinating Complex Care for Older Adults initiative will continue to support interested communities to improve coordination of care for older adults focusing on key themes identified throughout the course of the day, with particular emphasis on:

- Polypharmacy risk reduction
- Referral protocols and communication
- Coordinated care plans and responsibilities

Interested communities can connect with the Shared Care team to learn more about goals and supports available.

EVENT PRESENTATIONS

For links to all presentations from the event, click [here](#)

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<http://www.sharedcarebc.ca/our-work/coordinating-complex-care-for-older-adults>