

Dalhousie Family Medicine Clinics

Proof of Concept

A Dalhousie Family Medicine and Nova Scotia Health collaborative initiative



Weekly Newsletter

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Project Overview

Nova Scotia Health and Dalhousie Department of Family Medicine have partnered on a “Proof of Concept” project for two Central Zone Primary Health clinics that is designed to pave the way for better supports and efficiencies for care providers and patients in the future.

The project will entail applying new and innovative approaches to promote patient attachment. Initially, it will involve:

- Enhanced scope of practice for current clinic staff
- Administrative support for onboarding patients and promoting efficiency
- Additional staffing supports and new roles to supplement patient care particularly around chronic disease management
- Integration with VirtualCareNS and learning supports

The Dalhousie Family Medicine clinics at Mumford and Spryfield were chosen for this proof of concept for several reasons:

- A medical learning environment is adept at change and innovation
- The catchment areas have enough patients who require attachment to provide an opportunity to make an immediate impact
- The location is close to administrative and education leadership for collaboration, review, and real-time evaluation

The proof of concept is ambitious in scope, and we have quick timelines for the development of important deliverables.

New Health Services Lead

We are pleased to announce that recruitment for a full-time Health Services Lead at the Spryfield and Mumford clinics is about to commence.

This is a new position whose sole responsibility is to the Dal Family Medicine teams. The Health Services Lead will be focused on the daily details for both sites and will be present in both locations equally. This position will report to Camilla as Manager for Dal Family Medicine.

This new hire is in response to one of the concerns raised by the team – leadership consistency. It is our hope that establishing this new lead position will ensure more manageable workloads for the local

leadership teams, making these positions more sustainable in the long run, thereby reducing turnover.

Working Groups

In last week's newsletter, there was an article about the working groups on this project. It listed the working groups that were initially planned but the project has been evolving quickly and we have made changes to those initial plans. The current project working groups are:

- The **Onboarding Group** is responsible for establishing a clinical onboarding team, consisting of RNs, LPNs and administrators. It is tasked with developing the processes to rapidly on-board patients, safely and efficiently.
- **The Human Resources Group** is responsible for the hiring of the new positions to support the clinics and expediting all required HR processes to support the overall project timelines. This will include consulting providers about what allied health professionals best match the needs.
- The **Scope of Practice Group** is responsible for developing new work flows and booking options, in consultation with providers, while being mindful of the scopes of practices for LPNs, FPNs and other providers.
- The **Evaluation and Research Group** is guided by the needs of patients and providers, with a focus on the implementation process and key deliverables.
- The **Education Group** is not yet established but will be responsible for considering how learners are intertwined into the model and to ensure their academic and clinical learning needs are met and accreditation standards are respected. Membership of this committee is still in development.
- The **Communications Group** is responsible for developing the weekly updates on the progress of the project, as well as the overall change management approach for the project.

For more specific details about the governance structure and working groups, please click this [link](#).

If you are interested in joining a working group, please contact Joanna or Graeme at dfminnovations@nshealth.ca

Update: Scope of Practice

The Scope of Practice Group has begun its work on the scope of practice for clinicians. This process will include a review of the roles of the current team members, as well as those who will be added to the team. The group has met with team members and will continue to consult with them.

On April 13, the group met with Dr, David Price. Dr. Price was the physician leader of a large collaborative team with an academic mandate akin to Dal Family Medicine. He provided insights on their academic team and the ways the academic and clinical teams worked together.

This conversation will be followed up with a second meeting to get more granular detail about their booking and flow processes. This will help us understand options on how to fully utilize all members of the team.

In parallel, we are conducting an analysis of calendars to explore current demands and how we can maximize roles. We are also documenting all collaborations that occur within our clinics (e.g.

pediatrics, internal medicine) to identify potential impacts and ensure a seamless transition.

Update: Patient Onboarding

On April 4th, representatives of the project met with Dr. Gus Grant from the College of Physicians & Surgeons of Nova Scotia (CPSNS) to review the proposed patient onboarding process. Dr. Grant felt the proposed process appeared to have considered safety netting prior to being seen by that provider and did not identify any concerns from the CPSNS's perspective.

Similarly, the Canadian Medical Protective Association (CMPA) supported this new onboarding strategy, especially where resources are strained and where there are opportunities for care of urgent concerns

Patient Family Advisors

Early last week, an email was sent to the patients at both clinics seeking volunteers as Patient and Family Advisors. The Advisors will help set the priorities and co-design improvements to the care and care experiences of patients.

The response has been overwhelming. Over 150 people have volunteered!

Because there is so much interest, the project team is now considering the best way to engage the volunteers. Your thoughts on this are more than welcome. Please email your ideas to Joanna and Graeme at dfminnovations@nshealth.ca.

About this Newsletter

This weekly newsletter is sent on behalf of the project leads, Dr. Joanna Zed and Graeme Kohler. Joanna and Graeme can be contacted by email at dfminnovations@nshealth.ca

