

**Klachkova, Anastasiya (CSC/SCC)**

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**From:** de Souza Henry (NHQ-AC)  
**Sent:** March 2, 2021 9:09 AM  
**To:** Wheatley Jennifer (NHQ-AC); Kurosky Laura (NHQ-AC); Worthington Dr. James (NHQ-AC); Cameron Dr. Colin (NHQ-AC); Clarke Ginette (NHQ); Sethi Manjeet (NHQ-AC); Clement Chris (NHQ-AC)  
**Subject:** Patient Person Health Care Home Implementation March 2, 2021 (DRAFT)  
**Attachments:** Implementation Plan PHCH February 25docx.docx

For final review before the meeting on March 4.

It will remain draft until presented to the Steering Committee, followed by presentation to NMAC, and finally presentation to HSET for approval.

Henry

March 2, 2021

Patient-Person Health Care Home (Patient Medical Home)

Implementation Plan

Activity	Details	Timelines	Status
Regional Consultations	Regional Engagement and Consultation (Regional Directors, Regional Managers, Chiefs Health and Mental Health, Primary Care Physician Leads, Psychiatrist Leads, Executive Directors)	May – June 2019	Completed May-June 2019
	National forum in Ottawa with presentations on: Indigenous Culture and Mental Wellness, Trauma Informed Care, Problematic Substance Use, Human Rights, Patients Medical Home, Just culture	September 2019	Completed September 2019
Background document to provide context for implementing the PHCH	Document outlining the key components of integrated person-centred care and history of the path towards implementing the Patients Health Care Home (Patients Medical Home)	November 2020	PowerPoint outlining the key component of Integrated person-centred (October 2019 and updated November 2020)
National Steering Committee	Patient-Person Medical Home (PPMH) National Steering Committee	October 2020	Draft Terms of Reference and multidisciplinary membership, developed September 2020
	Quarterly meetings beginning April 2021	April 2021- April 2022	First meeting October 1, 2020. Included presentations by Dr Rob Wedel, and Chris Clement
Develop an implementation Framework	Document outlining the components of the Patient Person Health Care Home and the nature of the work required at the Practice Level (Institutional) and at the Systems Level	January 2021	Draft developed in November 2020, updated in December 2021, and February 2021 (translated)  Presented to NMAC February 22, 2021



	<p>g) Integrated Intake (including initiating provisional Care Plan)</p> <p>h) EMR Steering Committee/Working Groups</p>		
Develop an overview of Primary Care Performance Measurements (PCPM)	Review the literature and identify PCPM at the Practice Level and the System Level for key performance variables: access, integration, patient-centredness, efficiency, effectiveness, population health, safety, appropriate resources.	January 2021	<p>PowerPoint on Primary Care Quality Improvement, developed December 2020.</p> <p>Shared with presentation to NMAC February 22, 2021</p>
Population Health Profile for Institutions	<ul style="list-style-type: none"> <li>• Complete review of health care files</li> <li>• Begin with a sample of institutions across regions that take into consideration to following factors: maximums, mediums, minimum, reception centre, intermediate mental health care units, SIU, multilevel.</li> </ul>	April 2021 - March 2022	As below, begin with Springhill (Medium & Reception)
Pilot Population Health Profile	<p>a) Identify a pilot site</p> <p>b) Reviewed the Health care records of a small sample of individuals, documented the multi-morbidity profile and discuss with the Co-Chairs of the Service Delivery and Leadership/Governance Working Group</p>	<p>December 2020 –March 2021</p> <p>March 2021</p>	<ul style="list-style-type: none"> <li>• Springhill Institution was identified as a pilot site (Medium Institution 400; Intake / Reception site)</li> <li>• Reviewed the Health care records of 20 individuals and documented the multi-morbidity. January 21, 2021 meeting with Dr Keith Dawson, Dr Louis Theriault, Marc Cormier, Dr James Worthington, Louise Desjardins, &amp; Henry de Souza to discuss the data collection. Feedback received from Dr Dawson, Dr Theriault, and Dr Worthington week of February 8, 2021</li> </ul>

	<p>c) Review all health care records and prepare a population health profile of Springhill Institution</p> <p>d) Discuss population health profile with Co-Leads; Primary Care Physician Lead for Atlantic; and the Primary Care Team at Springhill.</p>	April 2021	
Develop Education & Training Plan	<p>Education and training plan for frontline staff, managers, and administrative support staff. Education and training to focus on the following key areas:</p> <p>a) Administrative/Leadership;</p> <p>b) Clinical with leadership role (such as Professional Practice Leads); and</p> <p>c) Clinical</p> <p>In addition, a process of systematic CSC policy briefing for contractors.</p>	April 2021 – June 2021	Requires a separate implementation.
Human Resources and Professional Practice	<ul style="list-style-type: none"> <li>Formalize the Regional Triad Leadership (RD, Primary Care Physician Lead, Psychiatrist Lead)</li> <li>Identification of “new” funded positions and/ or “new role” functions (of existing staff) to achieve consistency across regions. For example, the role of the WP-06, (partially implemented) currently varies across regions and institutions.</li> </ul>		Requires a separate implementation

	<ul style="list-style-type: none"> <li>• Staff mix/scope/role clarification: Need to clarify roles of NPs, Introduce Health Records clerk and Health Records Manager, Patient Advocates, etc.</li> <li>• Initiate implement of Professional Practice Structure</li> <li>• Establish communities of practice and forums (Role specific [Chiefs, WP6]; NPs; Indigenous Health Care Professionals; OAT; etc.)</li> </ul>		<p>PowerPoint on the Professional Practice Structure (March 2, 2021)</p>
<p>Communication &amp; Knowledge Exchange</p>	<p>Presentation to NMAC</p> <p>Presentations on the Patient Medical Home to: a) HSET, Physician Leads, NHQ executives.</p> <p>Orientation to Patient-Person Health Care Home</p> <ul style="list-style-type: none"> <li>• Presentations/discussions by RHQ/NHQ site by site to address the fundamentals of Primary Care (Access, Integration, Patient-Centredness, Efficiency, Effectiveness, Focus on population health, Safety, Appropriate Resources).</li> <li>• Maximizing scopes of practice and effective utilization of staff mix (understanding the overlap of generic functions and the role specialty knowledge and discipline specific regulated activities).</li> </ul>	<p>October 2020 &amp; February 2021</p> <p>March 2021</p>	<p>Presentation to NMAC by Dr Wedel October 1, 2020</p> <p>Presentation to NMAC on the “implementation framework” February 22, 2021.</p> <p>Presentation to HSET, Physician Leads, NHQ executives March 4, 2021</p> <p>Requires a separate implementation</p>

	<p>Primary Care Guidance (policy) document (short overview of patient health care home)</p> <p>Inmate communication strategy</p> <p>Communication to Sectors (EXCOM; ADCIO, Branch meetings etc.)</p> <p>Communication to Labour and external stakeholders</p>		
<p>Role of Primary Care with Intermediate Mental Health, Treatment Centres, and SIUs</p>	<p>Articulating the role of Patient Person Health Care Home in the context of Intermediate Mental Health Units (overlapping staff); Treatment Centres; Regional Continuing Care Centres; and SIUs.</p>	<p>May 2021</p>	

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