



NANAIMO RESIDENTIAL CARE INITIATIVE

FREQUENTLY ASKED QUESTIONS

My residential care patients are spread over a number of facilities in Nanaimo.

...How will I manage the best practice expectations of the Residential Care Initiative (RCI)?

*We understand that geographical challenges can make caring for residential patients time consuming for physicians. For those Physicians with more than 5 patients at a residential care home we are working with the facilities and Medical Office Administrators to improve clustering of patients, scheduling of appointments, and appointment times **convenient to the GP**.*

For those who have fewer patients we are offering the opportunity to grow your patient panel at a facility, and/or request another RCI Physician to care for one or more of your patients. See scenario below.

I would be happy to work towards the main best practices but don't feel that I can adequately provide 24/7 call coverage. ...Can I still be a part of this Residential Care Initiative?

Yes you can! For each patient in residential care you look after you will receive \$200 per annum in addition to your MSP billing. So, if you have 5 patients you will receive **\$1000** from the Division. You then have a couple of options:

- a. You can **opt out** of providing all out of hours commitment. You will still receive \$200 per patient for working towards meeting the other 4 best practices.
- b. You can provide 24/7 care to your patients within a particular facility only - you receive \$120 bonus per patient per year for those patients.
- c. We can connect you with an existing call network where you would be able to share the coverage with a group of Physicians. You would receive \$120 per year per patient for whom you are the MRP.

I am offering on call coverage within an existing call group. Do I qualify for the 24/7 coverage bonus?

Yes you do! For each patient for whom you are RCI MRP you will receive the bonus payment of \$120. If you are happy to cover another Physician's patient(s) during out of hours periods, you will receive payment for that patient(s) – However the MRP not providing on-call must be an RCI participant working towards the other 4 best practice expectations.

I am already a very busy and conscientious Physician and I do not want to be bothered with additional paperwork...

*Taking part in our Residential Care Initiative assumes Physicians want what is best for their patients. We recognise the constraints of working in family practice, and are providing support to RCI participants to facilitate billing, scheduling, and visiting facilities. **Other than signing up to the RCI there is no additional administration required by the Division at this time.***



I like working with this vulnerable population, but my patient profile does not allow me to work efficiently.

...How can I increase my residential patient panel?

Physicians providing care to complex care patients are part of a special and growing community. We have procedures in place to make it easier for physicians to grow their practice in residential care.

If you are interested in taking on more patients please contact RCINanaimo@Divisionsbc.ca and we will be pleased to provide more information.

I want to only visit the facilities I am familiar with...

We understand this. We realize the importance of dealing with patients you know, in facilities where you understand the procedures, and are familiar with the staff.

We encourage Physicians to engage with each other to build their patient panel at a particular facility, and over time it would be anticipated that Physicians will be able to have residential care patients only at their preferred facilities.

We also provide facility factsheets to members of the RCI, and working with Facility Managers to make GP visits more efficient and comfortable.

What happens if I cannot attend a case conference?

It is recognized that case conferences can be difficult for Physicians to attend. To make the process more manageable we encourage participating Physicians to communicate with the care providers prior to the conference. We also encourage Physicians who are unable to attend in person to follow up with the Medical Director shortly after the case conference - the Division provides billing support to help with this process. Please email us RCI.Nanaimo@divisionsbc.ca for a copy of our billing guidance. The Division is working with facilities and clinics to identify ways to improve the case conference process.

I have heard about the Residential Care Initiative, but I do not want to participate!

No problem. Physicians can continue to care for their patients as always, but will not receive any additional funding.

Both the Division, and the GPSC recognize that change cannot happen immediately. Therefore we are not insisting on complete system change – we see change as organic development in the way facilities and Physicians work together which will result in an improvement in patient centred care over time.