February 23, 2017

**Re: Collaboration Agreement between the Richmond Division of Family Practice and Minoru Residence**

Dear Minoru Residence Director of Care and/or Management,

The Richmond Division of Family Practice (Division) is inviting you to partner in the delivery of the General Practices Services Committee’s Residential Care Initiative/Program (Program) in our community.

The Division’s Program supports family physicians already working in your facility to deliver care according to five best practice expectations to promote reductions in unnecessary or inappropriate hospital transfers, improve the resident-provider experience, and reduce costs, as a result of higher quality of care.

**The five best practice expectations include:**

* 24/7 availability and on-site attendance, when required
* Proactive visits to residents
* Meaningful medication reviews
* Completed documentation
* Attendance at case conferences

Vancouver Coastal Health Authority is also a collaborative partner in this initiative. Your facility is critical to the success of the Program’s efforts to support family physicians to deliver these five best practices. The Division has met with your Director of Care and/or management during the development phase of the Program to understand your facility’s needs and to provide an opportunity for input into the design of the Program. We believe that by working in partnership with Vancouver Coastal Health, family physicians and facilities, we can together enhance the care for residential care patients in Richmond.

Enclosed, please find a collaborative agreement requesting your commitment to support the Division’s Program. We hope that you will join us in moving this important work forward.

Sincerely,



**Dr. Peter Chee**

Board Chair, Richmond Division of Family Practice

**COLLABORATIVE AGREEMENT**

**Background**

The General Practice Services Committee (GPSC) residential care initiative supports the Richmond Division of Family Practice to implement local solutions that deliver dedicated General Practitioner (GP) Most Responsible Physician (MRP) services for patients in residential care facilities. Facilities are critical to the success of the Richmond Program to support GPs participating in the RCI (RCI GPs) in delivering agreed upon services.

**Purpose of Agreement**

The Richmond Division of Family Practice and Minoru Residence agree to work together to support RCI GPs to deliver care according to the five best practice expectations. This agreement describes the understandings and commitments of this collaborative effort. This agreement will guide the collaboration of both parties.

**Roles and Responsibilities**

***Part 1: Richmond Division of Family Practice***

The Richmond Division of Family Practice will:

* Operate a Program to support commitments of engagement between the residential care facility and RCI GP, to deliver the five best practices.
* Review and use the provincial and local evaluation and monitoring reports developed to proactively refine the local solution and/or to address the identified barriers and gaps with the intent of continuous quality improvement.
* Comply with privacy laws and regulations in regards to data shared by the Facility.
* Work with facilities to support the enhancement of RCI GP knowledge to improve the quality of patient care.

***Part 2: Minoru Residence***

Minoru Residence will support implementation of the Richmond Division Program:

* Facilitate the development of a panel of minimum of 5 and maximum of 50 residents, per RCI GP.
* Work with RCI GPs to schedule care conferences, proactive visits and medication reviews at mutually convenient times for both the RCI GP and the Facility.
* Work with facility staff to utilize the SBAR (Situation, Background, Assessment, Recommendation) tool to support communication between facility staff and the RCI GP or on-call physician.
* Work with the Division to monitor the RCI GP’s delivery of the five best practices at the Facility and supporting resolution of problems that may arise.
* Work with the Division and RCI GPs to implement quality improvement practices which are mutually beneficial for the success of this Program.
* Notify the Division of intention to terminate the relationship between the Facility and the RCI GP, as this would have implications on the Division Program.
* Comply with privacy laws and regulations in regards to data shared by the Division to the Facility.
* Complete quarterly Program Data Reports including Program MRP panel size and facility indicators.

***Part 3: Termination of this Collaborative Agreement***

The parties acknowledge that the roles and responsibilities documented by the agreement may be terminated at any time and that either party may withdraw from the collaboration agreement at their discretion. In the spirit of continuity of care for local residential care patients, it is requested that either partner provide at least 90 days notice to the other of their intention to terminate this collaboration.

**Before termination becomes permanent, parties are encouraged to meet to explore an agreeable resolution, as necessary.**

This agreement was accepted by designated representatives of the Richmond Division of Family Practice and Minoru Residence on the \_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_, ­­­­\_\_\_\_\_\_\_.

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| **Signed on Behalf of the Richmond Division of Family Practice** |
| Signature: | Signature: |
| Name: | Name: |
| Title: | Title: |
| **Signed on Behalf of Minoru Residence** |
| Signature: | Signature: |
| Name: | Name: |
| Title: | Title: |