

## **RICHMOND RESIDENTIAL CARE INITIATIVE - EXPRESSION OF INTEREST SURVEY**

Thank you for taking the time to complete the **Richmond Division's Residential Care Initiative (RCI) Expression of Interest Survey**. The purpose of this survey is to outline the plans for Richmond's RCI program and signal your interest in participating. Any information you provide will be used for program planning as we move forward and does not constitute a binding commitment or contract by the physician or division. The survey will take approximately **15 minutes to complete**. Once you complete the survey, you will automatically be entered into a **draw to win one of two \$50 gift cards**. This survey and the prize draw are open to members of the Richmond Division. If you have any questions, comments or concerns, please contact Denise Ralph at [dralph@divisionsbc.ca](mailto:dralph@divisionsbc.ca)

Please note that by completing this survey, you understand and agree that the Richmond Division of Family Practice may aggregate the information provided in your responses with information provided by other survey respondents. The Richmond Division of Family Practice will have the right to use and reproduce any such aggregated information and share it with its partners for efforts designed to improve residential care, provided that such information does not contain any personally identifying information about any particular respondent, patient or residential care facility or service.

## **BACKGROUND: GPSC PROVINCIAL RESIDENTIAL CARE INITIATIVE**

Residential care is at a crossroads with a deficit in the number of GPs interested in caring for its increasing number of frail patients. The General Practice Services Committee's (GPSC) provincial Residential Care Initiative (RCI) supports Divisions to create a local program to optimize residential care by family physicians based on meeting best practice expectations and tracking intended outcomes:

### ***Best practice expectations:***

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

### ***System level outcomes:***

- Reduced unnecessary or inappropriate hospital transfers
- Improved patient-provider experience
- Reduced cost/patient as a result of higher quality of care

The Division has been consulting with members, residential care facilities and VCH to create a local program that supports family physicians to optimize care of

residential care patients or, if preferred, transition patients to the care of a physician engaged in the Division's program. **Continue reading to learn more!**

## **RICHMOND'S RESIDENTIAL CARE INITIATIVE PROGRAM**

Below is an overview of the GP best practice requirements and supportive services as part of Richmond's Residential Care Initiative program.

### **Richmond's requirement for: 24/7 availability and on-site attendance when required**

#### Daytime availability:

- GPs participating in Richmond's Residential Care Initiative (called RCI GPs) will provide care to their own patients from 07:00- 17:00 Mon - Fri
- RCI GPs will respond to facilities for urgent matters within 2 hours (or in-person if necessary)

#### After hours call:

- All RCI GPs will participate in the call group
- 1 GP will provide call coverage for RCI patients between the hours of 17:00 and 07:00
- On call for 1 week at a time (Mon 1700 – Mon 0700)
- Use of centralized call service
- Standardized summary sheet to be implemented across facilities to support RCI GP and facility staff communication

### **Richmond's requirement for: Proactive visits**

- Minimum 1 visit per quarter (3 months) per patient
- Effective case conferences and medication reviews are also types of proactive visits
- Clustering of GPs to facilities to increase availability to attend (minimum of 5 to maximum of 50 beds per RCI GP, per facility in order to access available RCI payments)

### **Richmond's requirement for: Meaningful medication reviews**

- On admission and then every 6 months
- In person or by telephone through scheduled visit
- Preferably done so alongside the pharmacist

### **Richmond's requirement for: Completed documentation**

- Documentation of visits and communications
- Advanced care planning would include MOST and incorporate patient and family preferences at end-of-life

### **Richmond's requirement for: Attendance at case conferences**

- On admission (< 4-6 weeks) and annually thereafter
- RCI GP to attend in person or by tele- or video- conference
- Supports include clustering of GPs to facilities, stacking case conferences and dedicated physician parking

### **Additional RCI Program Supports**

- Clustering of GPs to facilities
- Mentorship of new physicians in the community to join the RCI program
- Attendance at a minimum of two educational events per year
- Resources on the relevant billing codes
- Through a provincial process, the GPSC will provide monitoring information on the five best practice expectations and three system level outcomes for quality improvement purposes. For example, is there 24/7 availability across facilities, what level of proactive visiting is occurring as reported through fee for service, etc.

### **RCI Funding**

- The RCI is supported through new funding from GPSC to Divisions who are charged with administering payment once services have been delivered
- RCI GPs who commit to meeting the five best practices are eligible to receive a **\$200 per bed stipend** and a separate **incentive for on call** (weighted to reward those that cover for peak holiday periods; weekly amount dependent upon number of participating RCI GPs)
- RCI payments are **in addition to current MSP FFS remuneration**
- RCI GPs will need to have at least 5 residents per facility to receive RCI payments for residents in that facility. RCI GPs may care for more than 50 residents at each facility but will only receive RCI payments for up to 50 residents per facility.
- Total annual compensation cannot exceed the \$45,000 limit per physician stipulated by GPSC
- Once a physician has opted into the RCI program, best practice expectations must be met at each facility, with a brief Letter of Agreement signed at each site

## RICHMOND'S RESIDENTIAL CARE INITIATIVE PROGRAM - EXPRESSION OF INTEREST

Note: this section is simply to signal your interest in participating in Richmond's Residential Care Initiative program. The Division will not be enrolling GPs in the RCI program based on the results below. The results are non-binding and does not constitute a contract by the physician or division.

\*answer required

\*Full Name:

\*Email:

\*Signal of Intent

- YES, I wish to participate in Richmond's Residential Care Initiative and I currently have patients in Richmond residential care facilities
- YES, I wish to participate in Richmond's Residential Care Initiative and I currently do not have patients in Richmond residential care facilities
- NO, I do not want to participate in Richmond's Residential Care Initiative at this time

Note: If you are interested in participating in the RCI or learning more, we will be in contact with you to provide program details about the RCI Opt-in Process

\*Please indicate your intentions for residential care patients at Richmond residential care facilities:

I will follow existing patients at this facility		I would like to transition care to an alternate physician attending this facility		Approximately, how many patients would you like to TRANSITION?	I would like to take on new patients (new or trades from GPs) at this facility	Approximately, how many NEW patients would you like to take on?
Yes	No	Yes	No		Yes	No

Lions Manor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Minoru Residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Fraserview Residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Pinegrove Place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Rosewood Manor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

**\*Please indicate your intentions for residential care patients at Richmond residential care facilities:**

	I would like to take on new patients (new or trades from GPs) at this facility		Approximately, how many NEW patients would you like to take on?
	Yes	No	
Lions Manor (Bridgeport Rd & Garden City Rd)	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Minoru Residence (Westminster Hwy & Minoru Blvd)	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Fraserview Residence (Williams & No. 4 Rd)	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Pinegrove Place (Cambie Rd & No. 5)	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Rosewood Manor (Blundell & No. 2)	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

**\*Please indicate your intentions for residential care patients at Richmond residential care facilities:**

	I will follow existing patients at this facility		I would like to transition care to an alternate physician attending this facility		Approximately, how many patients would you like to TRANSITION?
	Yes	No	Yes	No	
Lions Manor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Minoru Residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Fraserview Residence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

Pinegrove Place	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>
Rosewood Manor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text"/>

**\*Would you obtain hospital privileges to take call for Minoru patients as part of this program?**

**Notes: (1)VCH has created a Minrou only category of hospital privileges, where Medical Staff Association fees have been waived; (2) VCH has simplified the online privileging process, where the application is linked to other databases to pre-populate data fields; (3) GPs will need to attend the AMAC to apply for a temporary license, complete a module and report that they have a flu shot; (4) A special meeting of the credentials committee could be held to ratify batches of applications more quickly**

- I currently have hospital privileges
- Yes
- No. Please explain:

**\*Are you interested leveraging mentoring supports for residential care?**

- Yes
- No

**Please describe what conditions would need to be in place for you to participate in this program:**

**Any additional comments, questions, suggestions or concerns:**





**Thank you for taking the survey.**

You will be automatically entered into a draw for one of two \$50 gift cards.