



Pathways Supporting PCN



Territory acknowledgement

We would like to acknowledge that where we work, live, play and learn, is on the shared, traditional ancestral territory of the Katzie, Semiahmoo, Kwantlen and other Coast Salish Peoples



Agenda

- Introduction to Pathways
- Four core elements of Pathways and how they support PCNs:
 - Core Medical Pathways
 - Referral Tracker
 - Medical Care Directory
 - Community & Health Authority Service Directories
- Next Steps



Pathways

- Non-profit organization funded through the Physician Master Agreement
- Grassroots Initiative developed by Divisions of Family Practice
- Combines a distributed model of local maintenance and central oversight
- Depend on our user community to help keep it updated by sending feedback

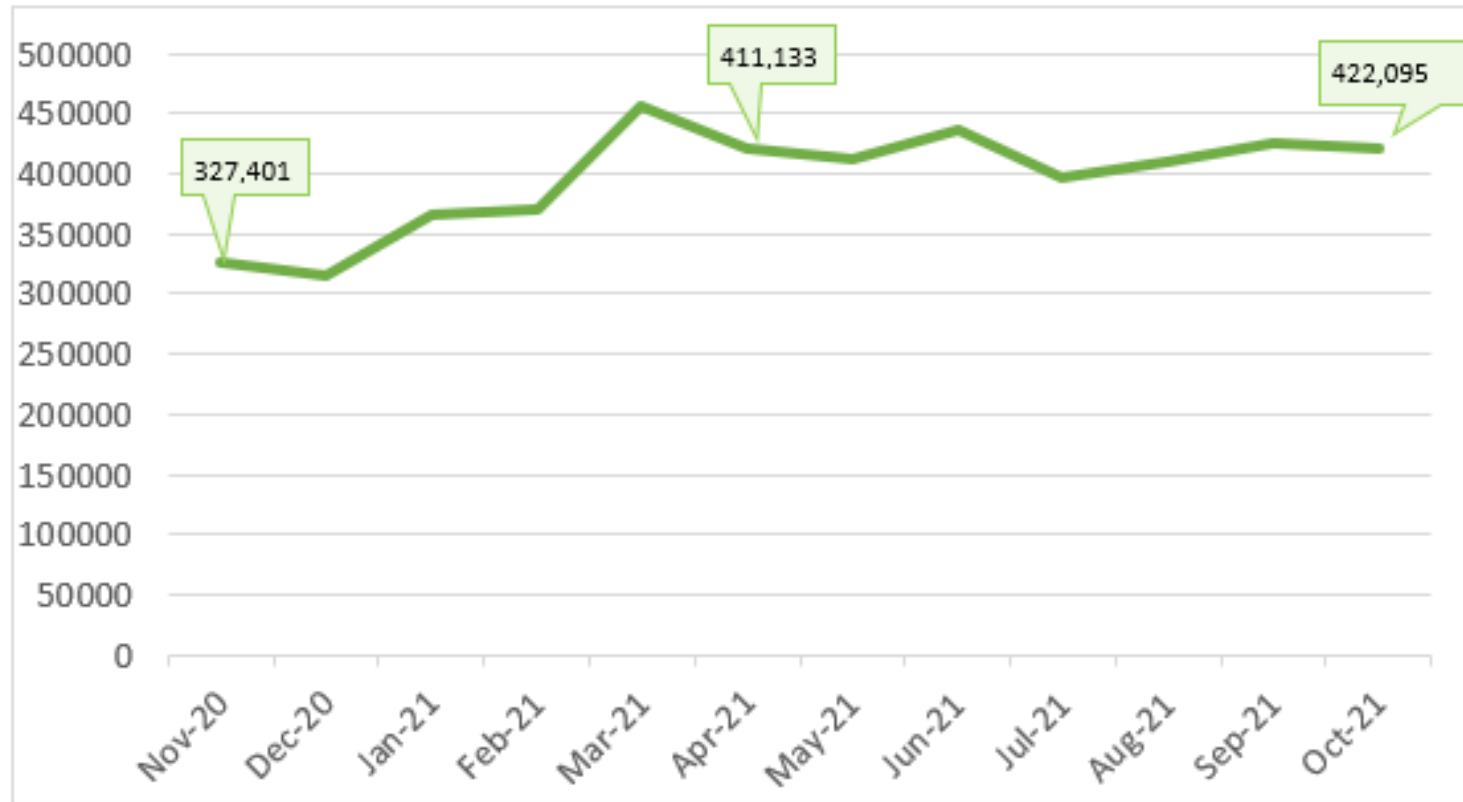




Pathways by the Numbers

Total Page views last 12 months

4,759,169



 **25,229**

Unique Users Last Month



1,721

of Clinics



6,494

of Specialist



1,857

of Forms



3,353

of Resources

Page Views last 12 months

Specialists **784,368**

Clinics and Pooled **126,345**

Forms **168,239**

Patient Info **114,731**

Physician Resources **98,912**



Pathways Evaluation

GPSC completed an independent evaluation of Pathways in 2015





Access to Pathways

WHO CAN HAVE ACCESS TO LOGGED IN CLINICIAN PATHWAYS?

- All Physicians in BC and their teams
- All Team Members supporting:
 - Patient Medical Homes (PMH)
 - Primary Care Networks (PCN) including:
 - MOAs
 - RNs
 - NPs
 - Other PCN Allied Support Providers e.g:
 - Dietitians, Social Workers Mental health workers and navigators, Seniors Navigators, FNHA Navigators etc)



4 Core Elements of Pathways



Core Medical Pathways

- Directory of Specialists
- Forms
- Patient resources
- Physician resources
- Care Pathways
- Community & Health Authority Services



Medical Care Directory

- Public facing directory of family physicians and clinics
- Ways to access care locally if they do not have a provider
- Up to date COVID testing and Immunization information



Referral Tracker

- E-referral system
- Collaborative dashboard with real time referral status updates
- Secure office to office communication
- Electronic patient notification system



Community Service Directory

- Public facing directory of community & Health Authority services
- Health and social services
- Highly filterable & searchable
- Helps navigators link patients to services



Core Pathways Supporting PCNs



A Directory of PCN Services:

- One-stop-shop for clinicians & teams for all information about PCN supports
- Pathways has a category for 'PCN Allied Supports' where PCN Allied Supports can have profiles including details about how to refer to them
- Ensures physicians & their teams do not need to rely on memory or searching through emails to find information
- Up to date reference for project managers of all PCN services available across all Divisions

Pathways as a resource for PCN team members:

- PCN teams can have access to Pathways and use the resources and tools available

Care Pathways in Pathways:

- One stop for clinicians and their teams to find and use locally developed clinical care pathways at the point of care.
- Repository for local care pathways with enhanced functionality for use at point of care



Pathways for clinicians: a **Curated Gateway** to the Internet

In addition to being directory of Specialists, Clinics & Services, Pathways is a **curated gateway** to internet sites & tools for BC physicians and their teams.

- There are many useful websites but It can be overwhelming to remember them all and then navigate to what you need.
- Physicians have < 1 minute during a visit to do this
- Pathways helps clinicians land on the page they need, from the most useful and trusted websites, when using the Pathways search.





Demo of Core Pathways



Referral Tracker Supporting PCNs



- Using the Referral Tracker (RT) to send PCN referrals can streamline :
 - Intake
 - Case assignment
 - Referral acknowledgement processes
 - Reduce costs
 - Enable standardized measurement for evaluation
 - Easy to set-up for pooled referral intake.
- There are currently 6 RT Divisions (WRSS, SND, NS, Chilliwack, Abbotsford, Mission) who are or will be using RT to send, receive, track and report on their PCN referrals.
- Referral workflows and processes are being established now in non-RT Divisions that could result in unnecessary extra cost and effort which could potentially be avoided with use of RT.



What is Pathways Referral Tracker?

Goals

- To **improve patient and provider satisfaction** with the referral process
- To **improve the efficiency of referrals** and decrease workload for clinic staff
- To act as a node in the digital health initiative; work to improve system performance

Key Components

- **Common dashboard** where FPs and SPs work on referral process
- Updated referral **status in real-time**
- **Secure messaging** between FP and SP offices
- Automated **electronic patient notifications**
- **Reductions in no-shows**



Pathways Referral Tracker Rollout

2018

- WRSS Pilot

2020

- 5 Proof of concept Divisions: Surrey / North Delta, North Shore, Chilliwack, Mission and Abbotsford

2021 - 2022

- Support further expansion for additional Divisions



Challenges with Referrals

	Referrer	Consultant	Patient
Patients fall through the cracks			✓
Lack of acknowledgement that referrals were received.	✓	✓	
Incomplete information for the consulting physician to triage effectively.	✓	✓	✓
Too many custom forms.	✓		
MOAs spend a significant amount of time contacting patients regarding appointments.	✓	✓	
MOAs spend a significant amount of time responding to referral status inquiries from referring offices.		✓	
Patients are left in the dark about referral status.			✓
Referring physicians send multiple referrals because they didn't know if a referral had been received.	✓		
No show rates for consulting physicians are high.		✓	
Consult letters are not always received by referring office.	✓		



Referral Tracker Benefits

Benefits – Key Value Add	FP	SP	Patient
Know where they are in the referral process.			✓
Receive electronic notifications with a link to confirm the appointment.			✓
Notifications when waitlisted and when appointment is booked. Reminders of the appointment are sent 1 week and 48 hours before their appointment.			✓
Faster receipt / acknowledgement of referrals	✓	✓	
Easier and more efficient communication between FP and SP offices using the inter-office msg (replaces phone tags).	✓	✓	
Reduced number of phone calls to patients.	✓	✓	
Easy access to referral status.	✓	✓	
Reduced No-Shows.	✓	✓	✓
No cost patient electronic notification system.	✓	✓	
Simple way to enable pooled referral intake		✓	



Referral Tracker Data Summary

Total Referrals

10,225

Monthly Referrals

561 ↑(7%)

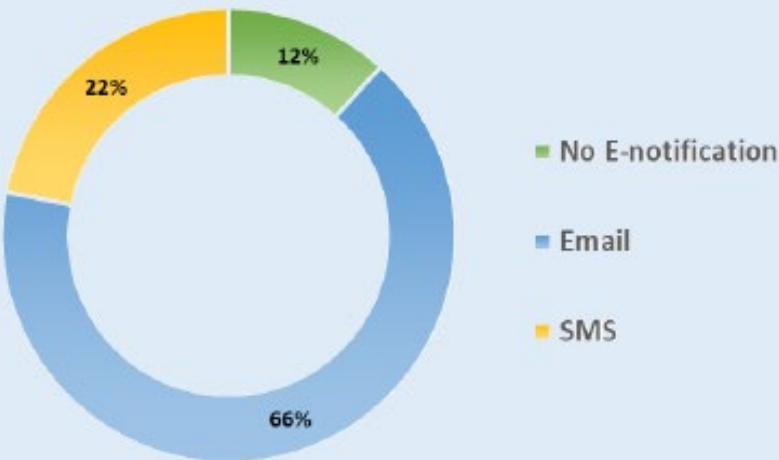
Avg No Show Rate

0% (same)

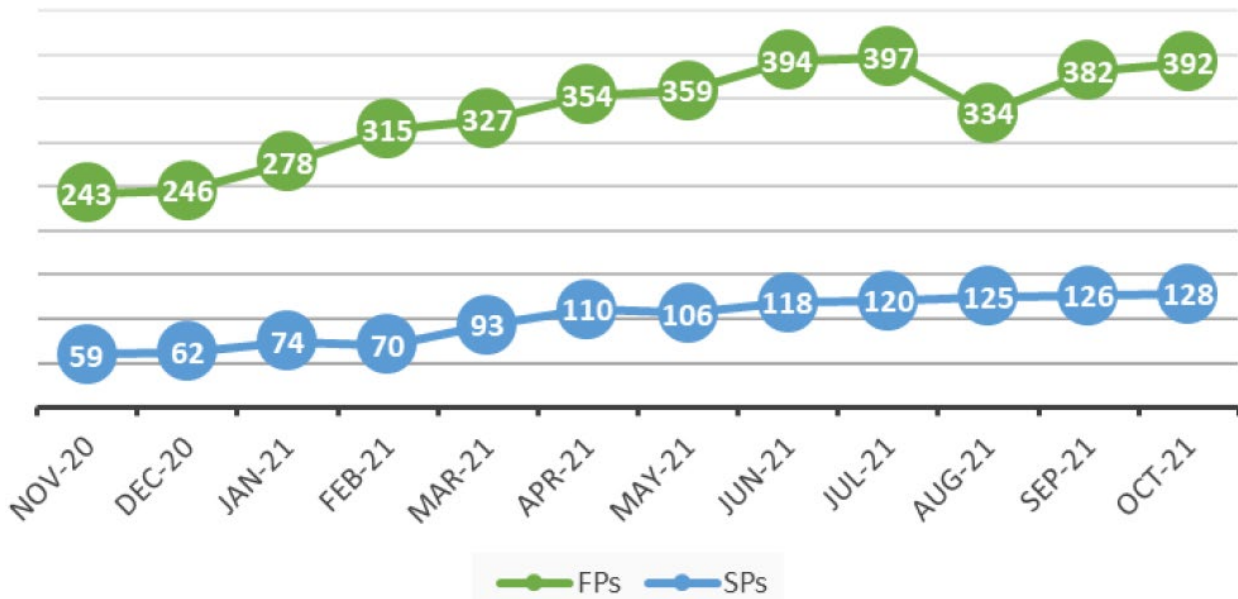
Avg Referral Received

2 Days 10 Hrs ↓(10hrs)

Monthly % of Patients Opting for Electronic Notifications



Active RT Users





Medical Care Directory Supporting PCNs



- Public one-stop directory to easily find information about doctors and medical clinics
- Helps patients find information about how to connect with doctors for virtual care by phone or video
- Patients who do not have a doctor and need care can enter their city in the 'Find Care' field on the home page, results include:
 - Local walk-in clinics
 - Physicians and nurse practitioners accepting new patients
 - Links to Health Connect Register and similar local attachment solutions
 - Can include and link to local after-hours care options
- NEW 'Find a Maternity Care Provider' search by city coming at the beginning of 2022



Medical Care Directory Demo

Electronic Fillable Patient Webforms are A value add to having a listing in PathwaysMedicalCare.ca Directory



Home About

Dr. Tracy Monk



604-420-9252

260 - 9600 Cameron Street, Burnaby, BC

ONLINE WAITING ROOM

Click to enter a few minutes before your appointment

Not currently Accepting New Patients

Appointment types offered

In Person Telephone Video

To book an appointment

Call our office

COVID-19 Vaccination Information

- Provincial Registration for COVID vaccine for anyone 5+: Click [here](#) for details of how to register online or by phone.
- COVID-19 Booster Shot Information: Click [here](#) for more information about the COVID-19 booster shot.
- Walk-in Vaccination Clinics: Click [here](#) to find a walk-in vaccination clinic near you.
- BC Vaccine Card: Click [here](#) to get your proof of vaccination.
- General Vaccine Info: Click [here](#) for more information about the COVID-19 vaccine from the BC CDC. Additional general information: [Getting a COVID-19 Vaccine – Who Should Get It & What to Expect](#).

Forms

Please complete the COVID-19 Screening Questionnaire the day before an in-office appointment

COVID-19 SCREENING QUESTIONNAIRE



CONSENT FOR ELECTRONIC COMMUNICATIONS



PRE-MVA VISIT QUESTIONNAIRE



PRE-WORKSAFE VISIT QUESTIONNAIRE



Those Fillable Patient Webforms will soon also be emailable
from Logged in Clinician Pathways and expanded to PHQ9, GAD7



Home

Resources

Forms

Favourites

You

Search

Send an Email

Please note that the recipient's email address is not stored by Pathways, nor will it be used again for any purpose. The email will be sent to the recipient from noreply@pathwaysbc.ca and will not expose your email address to the recipient. Note that anyone with access to this recipient's email will be able to visit this link and see the content it contains.

Recipient's Email Address

Include these questionnaires

Includes the message "Please review and complete the following as appropriate"

- ☐ GAD-7 for Dr. Monk
- ☐ PHQ-9 for Dr. Monk
- ☐ Preworksafe Visit Form for Dr. Monk

Additional message

** Do not include optional message **

Important: Before proceeding, please ensure you have the recipient's verbal or written consent.

Upon sending the email, you will see a message which you are encouraged to copy and paste into your record. Pathways will not save this message.

E-mail to recipient

Cancel

So doctors can use the easy Pathways email feature
they are already using to send patient handouts,
to now also send fillable patient forms



Community & HA Service Directories Supporting PCNs



- Local public directories of Community & Health Authority Services
- See only services that are relevant to you – those that are available provincially and within the immediate surrounding municipalities
- Patients receive recommendations of relevant social services directly from their physician and PCN teams which can then be explored further on the public site
- Services are maintained by central Pathways staff and are reviewed and updated a minimum of once a year
- Pathways and HealthLinkBC are working closely together



Pathways Community Service Directories

Pathways™ Home Resources Forms Favourites You Search

SELECT SPECIALTY OR SERVICE ADDICTION MEDICINE

Specialists Clinics & Pooled Referrals **Community & Health Authority Services** Physician Resources Patient Info Pearls RACE Forms

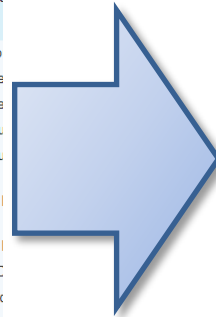
Missing Information? Let us know. Email selected items

Programs/Services	Service Area	Ways to Access
Access Central - Detox Referral Line [Vancouver Coastal Health]	Vancouver Coastal Health Area	
Addiction Services - Vancouver [Vancouver Coastal Health]	Vancouver	
Addictions Central Intake - Fraser Health Substance Use Services Access Team [Fraser Health]	Fraser Health Area	
All Fraser Health Community Substance Use Clinics [Fraser Health]	Fraser Health Area	
Clinician Telephone Consultation Service - 24/7 Addiction Medicine Advice to Providers [BC Centre on Substance Use (BCCSU)]	Province-wide	
Community Pain Management Program - Fraser North Hub [Fraser Health]	Burnaby, Coquitlam, Maple Ridge	
Compass Program - Child Mental Health System Navigation Support for Community Care Providers [BC Children's Hospital]	Province-wide	
Foundry Centres across BC [Foundry]	Abbotsford, Burns Lake, Campbell River	
North Shore Adult Community Psychiatric Services - HOpe Centre [Vancouver Coastal Health]	North Vancouver	
North Shore Mental Health Services - HOpe Centre [Vancouver Coastal Health]	North Vancouver	
Older Adult Mental Health & Addiction Services Central Intake - Non-emergency	Richmond, Vancouver	

Filter Programs

Service Types

- ☐ Clinician Co
- ☐ Emergency
- ☐ Health Auth
- ☐ Helpline / Cr
- ☐ Intake for Ac
- ☐ Navigation
- ☐ OAT Clinic
- ☐ Addiction Co
- ☐ Addiction Tre
- ☐ Addiction Tre
- ☐ Addiction: Su
- ☐ Addiction: Su
- ☐ Friends
- ☐ Alcohol Use |
- ☐ Alcohol Use |
- ☐ Concurrent C
- ☐ Detox / Withc
- ☐ Early Interv
- ☐ Fetal Alcohol
- ☐ Gambling
- ☐ Harm Reduc



Pathways™ North Shore Community Service Directory Home Menu Search

FIND SERVICES

What Kind of Service Are You Looking For?

Abuse / Neglect	Employment	Indigenous Services	Seniors Services
Addictions / Substance Use	End of Life Care	Legal	Sexual Health
Advocacy	Family / Parenting	LGBT2Q+ Community	Social / Recreational
Caregiver Support	Financial	Medical Equipment	Transportation
Child Services	Food	Medication	Veteran Services
Condition Specific Support	Healthcare Providers	Mental Health	Victim Services
COVID-19	Home Care	Multicultural Services	Volunteering
Disability Services	Housing / Shelter	Pregnancy Care	Youth Services
Education	Immigrant and Refugee Services	Public Health	

Latest Community Service Updates

MedPro - Home Oxygen Therapy & Sleep Apnea Treatment [MedPro Respiratory Care] (Province-wide)

Community Health Centres - West Vancouver Community Health Centre [Vancouver Coastal Health] (West Vancouver)

The Community Link Program [Vancouver Coastal Health] (Vancouver Coastal Health Area)

Community Services News & Events

Find a Family Doctor

If you live in North Vancouver, West Vancouver or Bowen Island you can register to be matched with a family doctor through GP Link - our online waitlist. Our patient services coordinator will contact you after you sign up.

Provincial Central Vaccine Booking

Central online registration is open for anyone aged 12+. For those without access to the internet, please phone 1-833-838-2323 to register.

Feature Of The Month

RentSmart - Education for Tenants

Providing education and support to tenants. It teaches important skills to build tenant knowledge and confidence to find and

Featured Services & Info

Community Services

Peer Support - Families Affected by Substance Use [Moms Stop The Harm (MSTH)]

Peer Support Worker Program - For people with severe and/or persistent mental illness [Vancouver Coastal Health]

Peer Support Groups for Mood Disorders [Mood Disorders Association of BC]

Diabetes Education Centre - West Vancouver [Vancouver Coastal Health]

Chronic Disease Nurse (CDN) Coordinator / Complex Care Navigator Program - West Vancouver [Vancouver Coastal Health]

Community Services for the Tsleil-Waututh Nation [Tsleil-Waututh Nation (TWN)]

Counselling Support - North Vancouver [Family Services of the North Shore]

Food Bank - Lower Mainland Single Parents [Single Parent Food Banks]

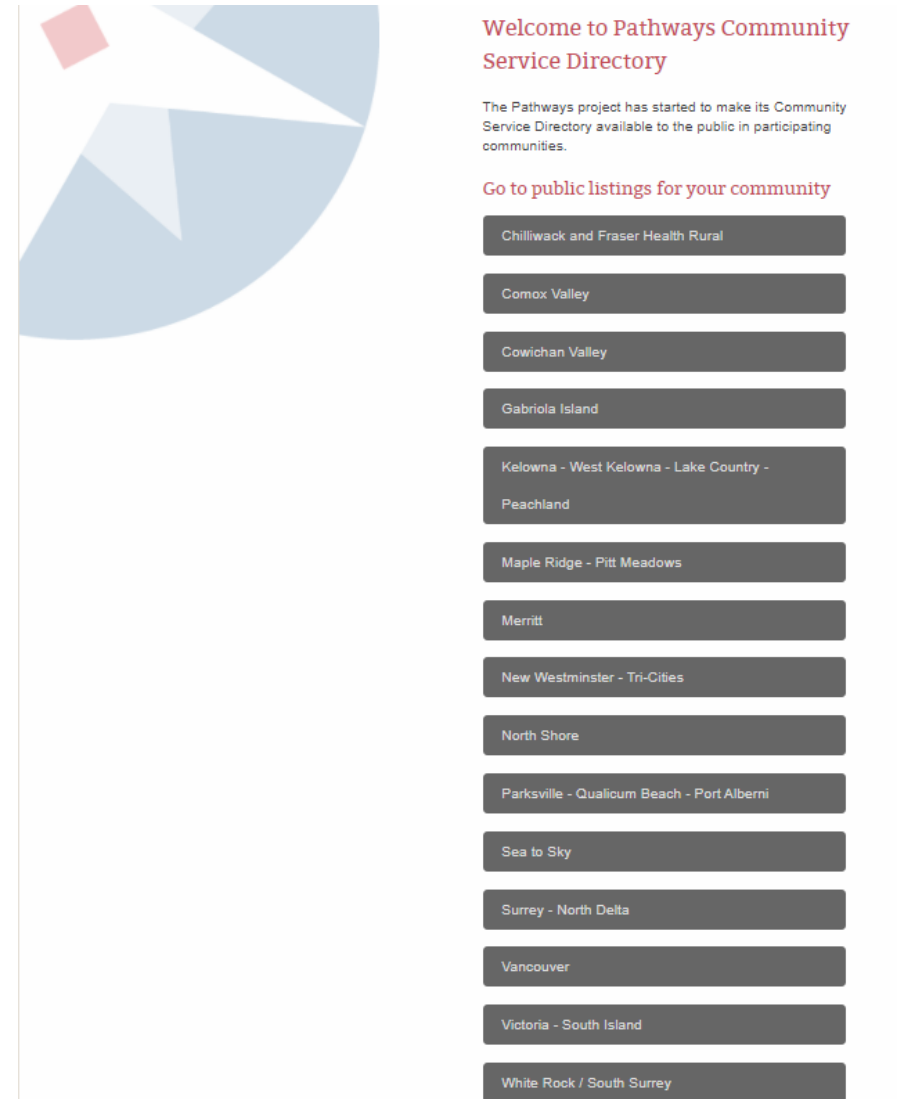


Public Community Service Directories

In 2019 we launched the first public facing site

Now available to the public in 15 Communities

Pathways is working closely with HealthlinkBC





Next Steps

1. Give all PCN team members access to Pathways.
2. Provide training videos +/- webinars for PCN teams on how to use Pathways.
3. Work with PCN Managers and local Pathways Administrators to add PCN local services to Pathways.
4. Work with PCN project managers to add locally developed care pathways to Pathways and ensure the documents are created in a manner that makes use of the enhanced functionality available in Pathways by embedding links for use at point of care by clinicians & their teams.
5. Further explore the use of the Pathways Referral Tracker to refer to PCN supports in non-RT Divisions.



Questions?

mbriere@pathwaysbc.ca

Note there is an upcoming webinar for clinicians & their PCN teams

[Pathways Greatest Hits](#)

Dec 7 at 6 pm