

Demystifying the Heart Failure Care Journey in Surrey-North Delta



Background Information

The Jim Pattison Outpatient Care and Surgery Centre's (JPOCSC) Heart Function Clinic (HFC) treats patients in the Fraser Region living with heart failure. Although Family Physicians (FPs) are commonly seeing patients with heart failure, **very few of the HFC's referrals were coming from FPs.** Most referrals to the HFC come from other sources such as SMH and other JPOCSC clinics.

FPs were struggling to receive adequate info about their heart failure patients' status

Many FPs weren't familiar with the HFC, what happens at the clinic, what services patients receive

Patients might get discharged from HFC with prescription, then tell their FP that they can't afford the medication, etc.

Importance of HFC

Heart failure is a disabling disease, and patients need complex support

Patients need time and guidance from providers and this care can be managed at the HFC

Importance of FP involvement

Integration of care between FPs and specialists improve heart failure patient health outcomes.

Project Overview

The first project activities were **2 information sessions for FPs:** the first raised awareness about the HFC and its services and the second built on that awareness, empowering FPs to better manage their heart failure patients before, during and after their time at the HFC. In order to improve FP and HFC coordination of care and communication, **2 FP visits were integrated into the HFC Patient Journey as a pilot.**

The **Surrey North Delta (SND) Division's Heart Failure Shared Care Project** was developed with the **goal of greater integration** of FPs into the Heart Function Clinic's care pathway via a pilot that would test the incorporation of two dedicated appointments for heart failure patients and their FPs.



CME Events

Event 1: In June 2023, **37 FPs** attended a CME event at which they connected with the team at the JPOCSC Heart Function Clinic, including NPs, RNs, a clinical pharmacist and the Fraser Health Regional Strategic Lead for Cardiac Network. **The objectives of the event were to increase FP awareness of the HFC and build collegiality between FPs and HFC staff.**

Following the event...

100% of participants agreed they **better understand the patient journey** with the Heart Function Clinic following the session.

95% Felt more confident caring for their patients after their discharge from the HFC.

95% Understood the referral criteria for the HFC.

92% Have a better understanding of the support the Heart Function Clinic can offer after the patient's discharge from the clinic.

Event 2: In September 2023, a **second CME was held; 30 FPs attended**, many of whom had been present at the first CME. **The objectives of the event were to further build FPs confidence caring for heart failure patients during and after their time at the HFC.**

Following the event....

100% of participants reported feeling **more confident** in diagnosing heart failure, ordering tests and managing patients at different stages of heart failure, in addition to having a better understanding of the treatment options for patients with heart failure

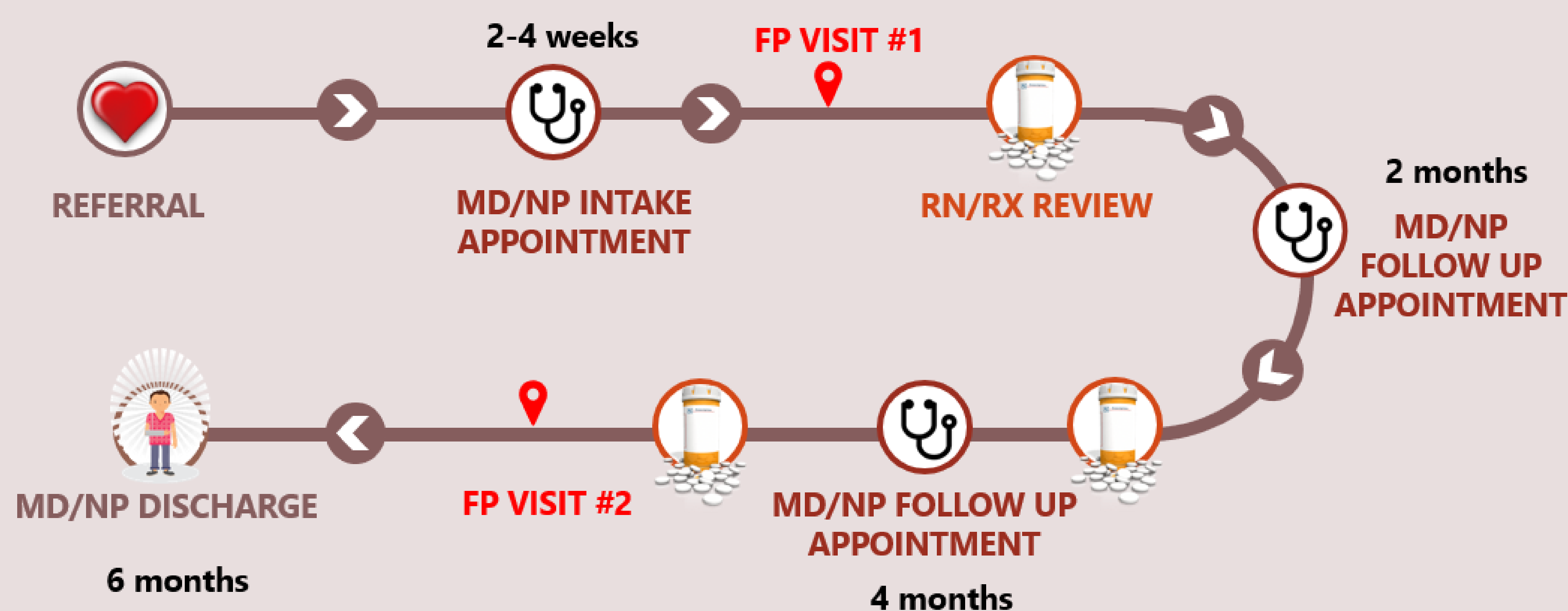
97% Understood the referral criteria for the HFC.

70% Reported that they will do something differently in their practice following this event. (e.g., making better prescription decisions)

Heart Failure Care Patient Journey: FP Visits Pilot

HFC PATIENT JOURNEY

FP VISIT PILOT: 2 additional FP visits



Total Timeline: 6 MONTHS (On Average)

Other Impacts

The number of **direct referrals to the HFC from FPs increased by 50% in the 3 months following the first CME event.** Both events were highly interactive, and the feedback provided by FPs was positive.

In September of 2023, following the second CME event, **24% of HFC referrals came from FPs, which is nearly 3 times higher than average.**



Conclusion

The **Heart Failure Shared Care Project** has supported **building and strengthening connections between community FPs and providers at the HFC.** In turn these connections have positively impacted referral rates from FPs to the HFC as well-built FP confidence supporting their heart failure patients.

Acknowledgements

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Surrey-North Delta
Division of Family Practice
An FPSC initiative