

Patient Attachment Initiative Program Impact 2018/19

BASED ON WORK FROM APRIL 2018 – MARCH 2019

The Vancouver Division's Patient Attachment Initiative (PAI) is a collaborative program designed to prioritize the attachment of complex patients to family physicians. Strong relationships with referral partners, accepting physicians and patients are critical to the program's success. This year was the most successful since program inception in 2015 with PAI attaching 3,295 patients and their family members to family physicians in Vancouver, of which over 75% had complex care needs.

PAI has two referral processes for patient attachment:

Faxed Referral

Unattached patients are referred to PAI when discharged from acute/community care and/or followed by specialists or departments within community health centres.

Referral process:

1. Referral partners identify and screen patients for eligibility.
2. Referral partners complete a consent form with the patient and fax the referral along with collateral medical information to PAI.
3. PAI facilitates a follow-up call with the patient or referral partner.
4. PAI triages patients and finds an appropriate provider.

Patient Hotline Card

Unattached patients are referred to PAI when seen by referral partners who have reduced ability to complete the faxed referral process due to the fast-paced and/or mobile nature of their departments (e.g. emergency rooms, public health settings).

Referral process:

1. Referral partners identify and screen patients for eligibility.
2. Referral partners provide eligible patients a Hotline Card with instructions to call PAI. Each card has a unique PIN to activate the application process.
3. PAI triages patients and finds an appropriate provider.



PAI matches referred patients to family physicians

Program Success

90% Success rate with eligible referrals

76% Patients matched who had complex care needs

3,295

Total patients matched

136 Referral partners

Partner Organizations

- Canadian Mental Health Association
- City Centre Urgent Primary Care Centre
- Community maternity care providers
- First Nations Health Authority
- Foundry BC
- Fraser Health Authority
- Local walk-in/specialty clinics
- Physician Health Program
- Providence Health Care
- Provincial Health Services Authority
- REACH Community Health Centre
- Sister Divisions of Family Practice
- UBC Pharmacists Clinic
- Vancouver Coastal Health
- Various university student health services

Community Partnerships

Physician Health Program (PHP)

This collaboration with PHP creates a process to attach physicians who do not have a family doctor of their own and showcases our commitment to physician wellness.

City Centre Urgent Primary Care Centre (UPCC)

The Vancouver Division is working with the City Centre UPCC as a referral partner to attach patients who do not have a family physician and access care at the UPCC. PAI engages in planning of future UPCCs to create similar referral partnerships.

VCH Primary Care Clinic

Health Authority owned and operated primary care clinics are working with PAI to match patients to fee-for-service physicians where appropriate. When complex care patients have been stabilized and no longer meet their mandate, PAI supports VCH to transition patients to new family physicians.



Vancouver
Division of Family Practice
A GPSC initiative