



Mobilizing Change Through Provincial Partnerships, Regional Engagement and Local Collaboration

Interior Health

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Disclaimer

- The authors and presenters of this presentation declare that they have no conflict of interest.

Purpose

Overview of how **Interior Health** addressed a challenge related to adoption of Central Intake models through **learning** and development of **partnerships** and where we are to date

History

2017- 2018

- BC Ministry of Health Action Plan called for development of Surgical Services Programs (SSPs) for **Hip and Knee Replacement** surgeries across the province
- **Central Intake, Assessment and Triage**
 - 1 of 8 key elements of the SSP

Challenge – How We Saw It

- Referral flow: GP to Surgeon
 - out of health authority jurisdiction to direct this work
 - needed to work within current flow patterns for referrals to impact wait-times/efficiencies
- Difficult to segment central intake for hips and knees in isolation of an entire orthopedic service
- Impossible to develop without surgeon engagement

Given the challenges, how could we begin to address this as a health authority to accomplish this deliverable?



.....Get off the why and focus on the HOW!

Approach – Learn

Started by learning from other local and provincial examples:

- Kelowna Bone and Joint Clinic
- Re-Balance MD, Victoria
- Burnaby Hospital Arthroplasty Central Intake and Optimization Clinic

What could we learn from those who had adopted Central Intake/Pooled Referrals for Orthopedics already?

Approach - Partners

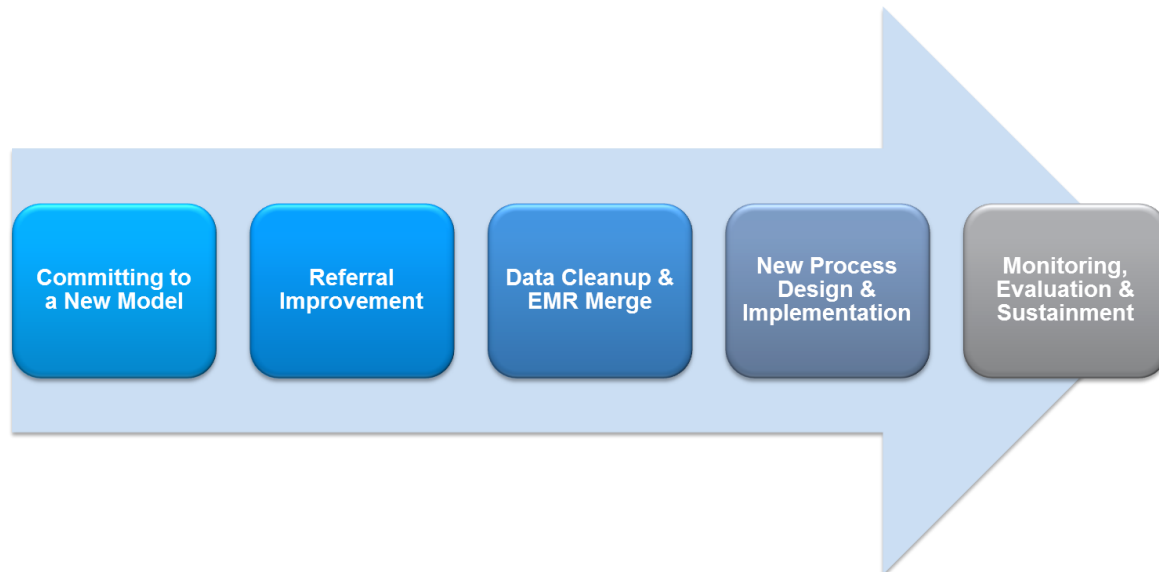
By 2018, the Specialist Services Committee (SSC) had supported various specialist groups across the province to implement central intake/pooled referral models

Building on these learnings, the Enhancing Access Initiative was born (March 2018)

SSC: Enhancing Access Initiative

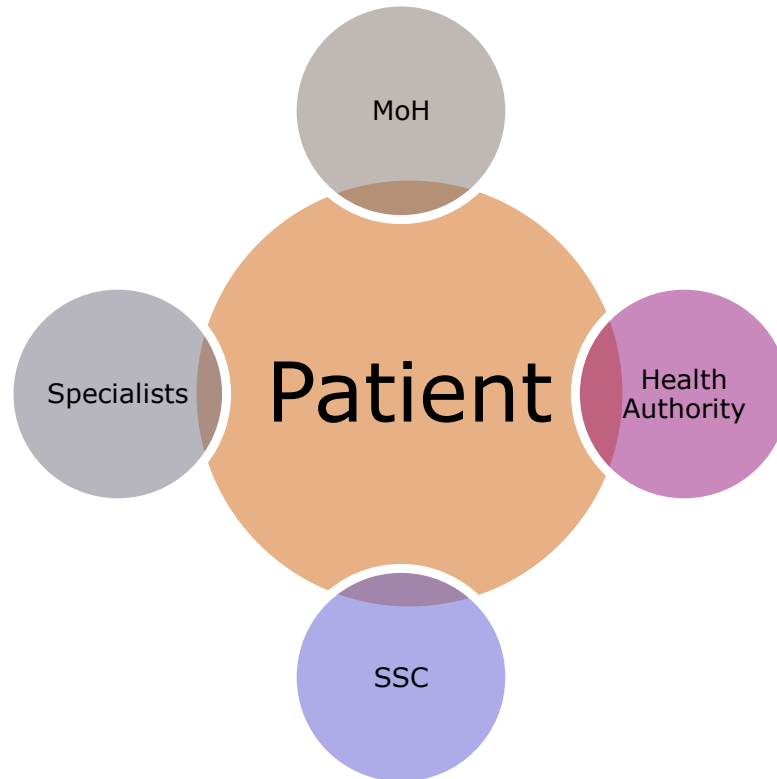
Purpose: To support patient access to specialist consult and care

How: Support interested specialists implement central intake/pooled referral model by offering financial support and a shared platform of learning



SSC: Enhancing Access Initiative

Many orthopedic groups jumped at the chance to participate in the Enhancing Access Initiative since it aligned with the MoH direction



Action

IH and SSC

- Hosted an in-person One Day Collaborative Session:
 - *“Moving towards Central Intake Assessment and Triage”*
- Representation from all 6 communities across IH providing arthroplasty services:
 - Kelowna, Kamloops, Penticton, Vernon, Trail and Cranbrook
 - Orthopedic Surgeons & their MOA's
 - Administrative Site Leaders

Action (cont'd)

Guest Speakers

Locally and across BC to present on central intake models and their experience:

- Kelowna – Otolaryngology
- Kamloops – General Surgery
- Burnaby Arthroplasty Central Intake Clinic

SSC Enhancing Access Initiative

- Kelowna Bone and Joint Clinic
- ReBalance MD

Ensured open dialogue/discussion

Outcomes

- Agreed in principle to **move forward** with further evaluation/spread of Central Intake
- Held meetings with the 6 Orthopedic Groups across IH to:
 - **Develop a standardized referral form**
 - **Standardize the Diagnostic Order Set for Meditech**
- Currently have 3 groups active in **adopting first steps** in the central intake process
 - Vendor selection and EMR integration

Outcomes: Next steps

- Another IH Orthopedic Collaborative Meeting
Nov. 5th
 - Progress to Date
 - Lesson Learned
 - Quality Improvement initiatives moving forward
 - **Identify:** where we go next as a collaborative group

Additional Benefits

“...the meeting of representatives of all the orthopedic groups in the health authority, was a first. From a team building perspective it was amazing. We often have to hand patients back and forth, and meeting in person was great.

It also laid the ground work for health authority wide initiatives like standardization of imaging ... I picture us having more standardization type initiatives...”

Orthopedic Surgeon, Vernon Jubilee Hospital



Acknowledgement & Thanks for the Collaboration

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- Kelowna Bone and Joint Clinic (KBJC)
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 - Shelley Luciw - KBJC Clinical Administrator