An innovative model for shared care

Rapid Access to Consultative Expertise RACE

Randall F. White, MD, FRCPC
Margot Wilson, RN, MSN

June, 2012
Rapid Access to Consultative Expertise - RACE

Objective

- real-time telephone advice line to avoid unnecessary ED referrals or face-to-face consultations

One phone line with a selection of services

- Cardiology, Nephrology, Respiratory, Endocrinology, CV Risk & Lipid Management, Internal Medicine, Psychiatry, Geriatrics, GI, Chronic Pain, Rheumatology, Dermatology, Child Psychiatry
Background

- Joint partnership between Providence Health Care and the Shared Care Committee, in collaboration with Vancouver Coastal Health
- Mission to improve care for patients with complex chronic conditions
  - Simplify the patient journey
  - Improve outcomes
  - Reduce costs
  - Strengthen relationships
Evaluation Key Themes

**Phase 1 – questionnaire/interviews**

- “Excellent resource”
- “Would like to see it expanded”
- Viewed as a service that could “…fill the gap…”

**Phase 2 – online survey**

- 95% aware of RACE
- High user satisfaction – all would use the service again, 95% recommend usage to colleagues
- All FPs noted that RACE
  - Reduced the number of unnecessary referrals to specialist care
  - Prevented ED visits

**Phase 3 – In Progress - Interviews/survey**

- 95% aware of RACE, 60% of those who know about RACE use the service
- 83% of respondents believed RACE helped manage care for their patients
- Simple, user friendly decision support system to improve clinical judgments
- A way to receive medical education
- Enhanced overall practice efficiencies
Number of Calls to RACE Psychiatry

Total # of calls based of TELUS report - 135 calls
Evaluation period: November 2010 - April 2012
Response Time
Based on data from 38 calls
evaluation period November 2010 - April 2012
Length of Call
Based on data from 38 calls
Evaluation period: November 2010 - April 2012

<table>
<thead>
<tr>
<th>Minutes</th>
<th>Percent</th>
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<tr>
<td>≤10</td>
<td>60</td>
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<tr>
<td>11-15 min</td>
<td>20</td>
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<td>16-20 min</td>
<td>10</td>
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<td>&gt;20</td>
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Reason for Call
Based on data from 38 calls
Evaluation period: November 2010 - April 2012

Advice on Diagnostic
Advice on Management
Advice on therapeutics
Other
Recommendation from Psychiatrist
Based on data from 38 calls
Evaluation period: November 2010 - April 2012
Key Metrics – RACE Psychiatry

135 calls (TELUS reports Nov 2010 – April 2012)
Metrics based on data from 38 calls

• 66% of calls were answered within 10 minutes (90% within 30 min)
• 90% of the calls were <15 minutes in length

Reason for Call:
– General management, therapeutics

Recommendation:
– Medication, reassurance of FP plan, psychiatry follow up consult

• 40% avoided face-to-face consults
• 26% avoided ED visits

Potential for:
• Improved patient experience
• Improved provider experience
• Improved efficiencies
• Improved ED flow
• Cost savings
• Increased specialists capacity
Key Learnings from RACE

• One size does not fit all

• Care to avoid replacing well established effective communication lines

• Requires criteria for specialist participation
  – Response time, collegial interaction, knowledge transfer

• Requires limited resources
  – Coordination of schedules/re-routing numbers
  – Medical Services Plan billing code

• Patient participation was key in the design
Spreading the Innovation

• Collaboration is key to successful spread
  – Divisions of FP, Health Authorities

• Needs assessment of communities across the province

• “RACE-in-a-Box”
  – Information on how to start up a telephone advice line
  – Decision support tree with key questions

• 3 services will trial a provincial service
  – rheumatology, chronic pain, child psychiatry
Summary

**RACE has the potential to:**

Enhance the care experience by
- provide knowledge transfer
- improve the specialist/FP interface through improved communication
- simplify the patient journey

Population health improved
- access to care is enhanced

Per capita cost of health care
- at least controlled
  - potentially avoidable consults and emergency visits
“It is such a useful service - every time I call I receive timely and helpful advice on some challenging issues”.

Family practitioner, frequent user of the RACE line
For information about RACE contact
Margot Wilson
mwilson@providencehealth.bc.ca