

An innovative model for shared care

Rapid Access to Consultative Expertise RACE

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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

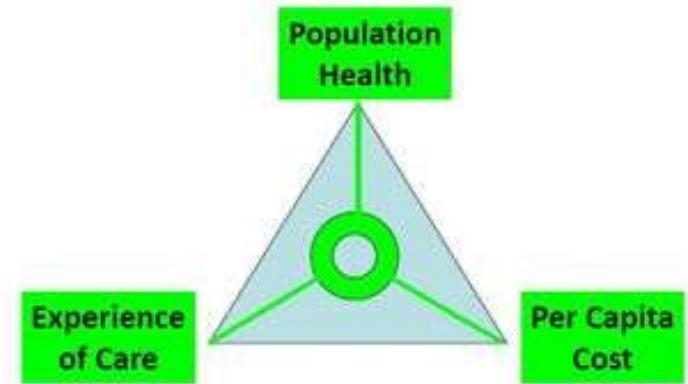
- “Excellent resource”
- “Would like to see it expanded”
- Viewed as a service that could “...fill the gap...”

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

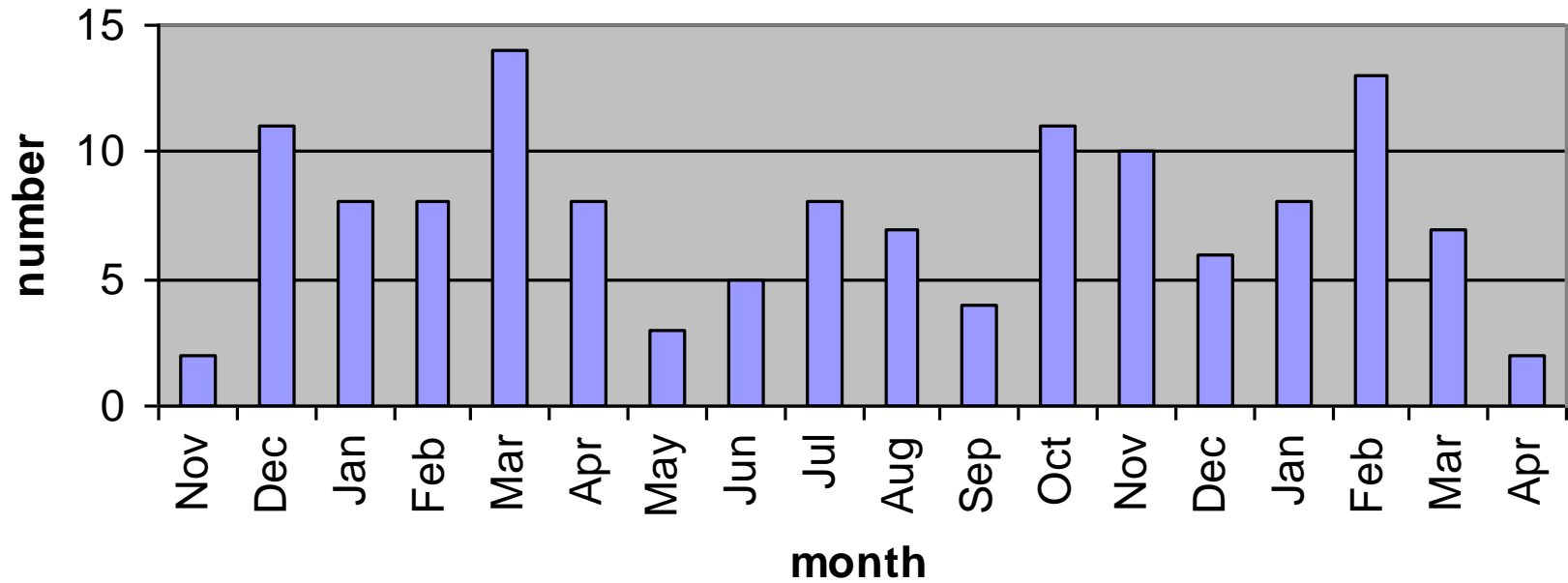
- 95% aware of RACE, 60% of those who know about RACE use the service
- 83% of respondents believed RACE helped manage care for their patients
- Simple, user friendly decision support system to improve clinical judgments
- A way to receive medical education
- Enhanced overall practice efficiencies



Number of Calls to RACE Psychiatry

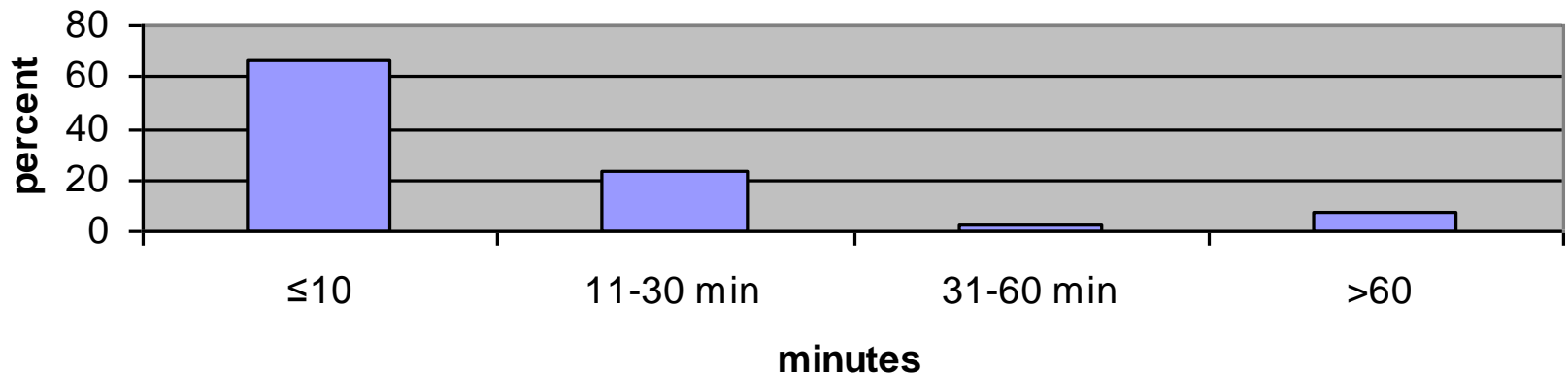
Total # of calls based of TELUS report - 135 calls

Evaluation period: November 2010 - April 2012

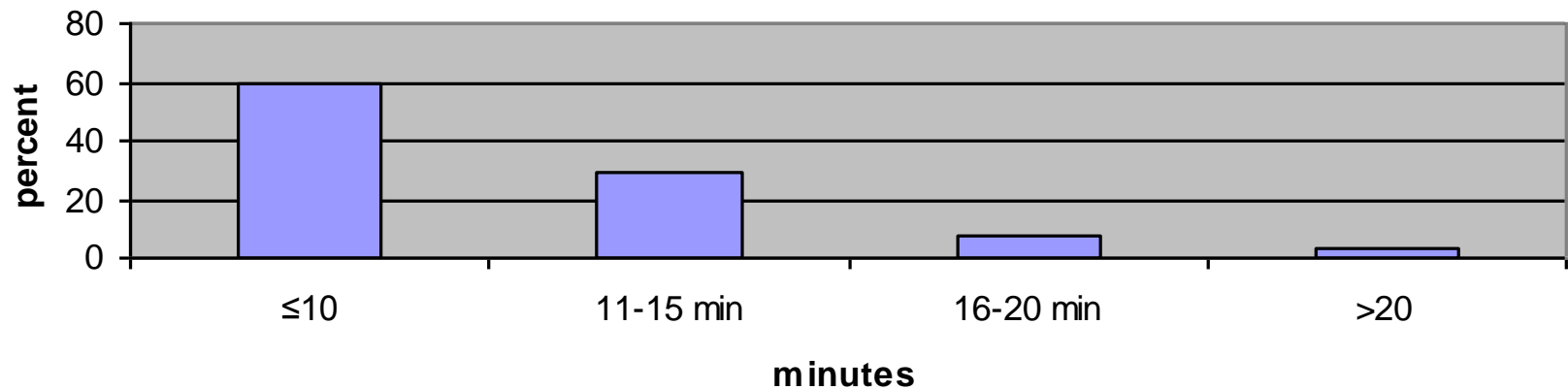


Response Time

Based on data from 38 calls
evaluation period November 2010 - April 2012

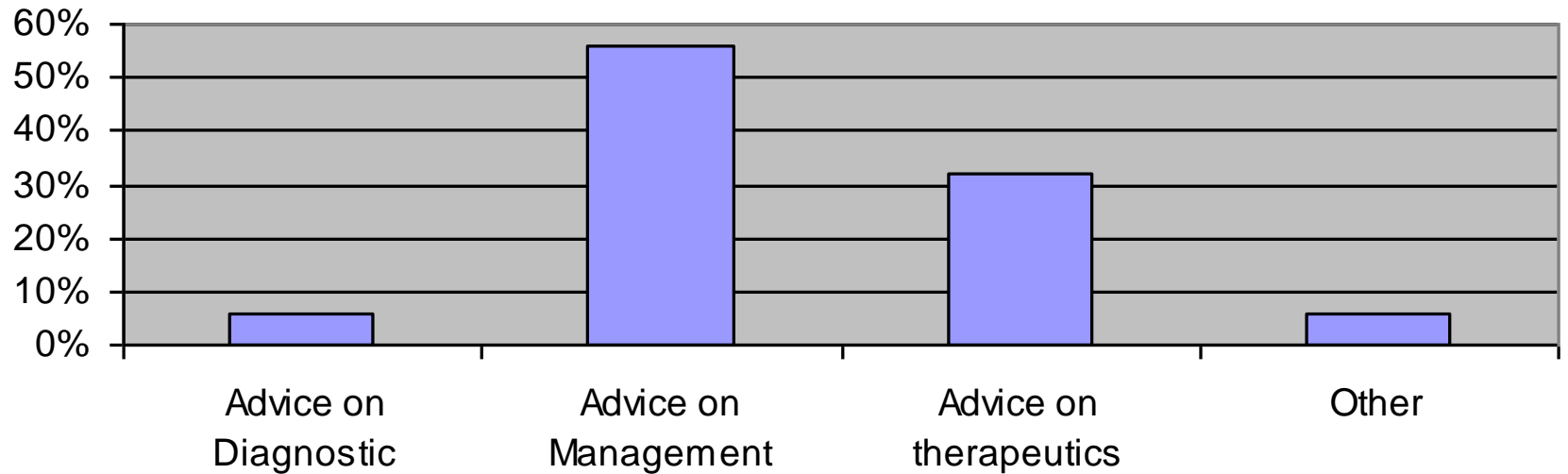


Length of Call
Based on data from 38 calls
Evaluation period: November 2010 - April 2012



Reason for Call

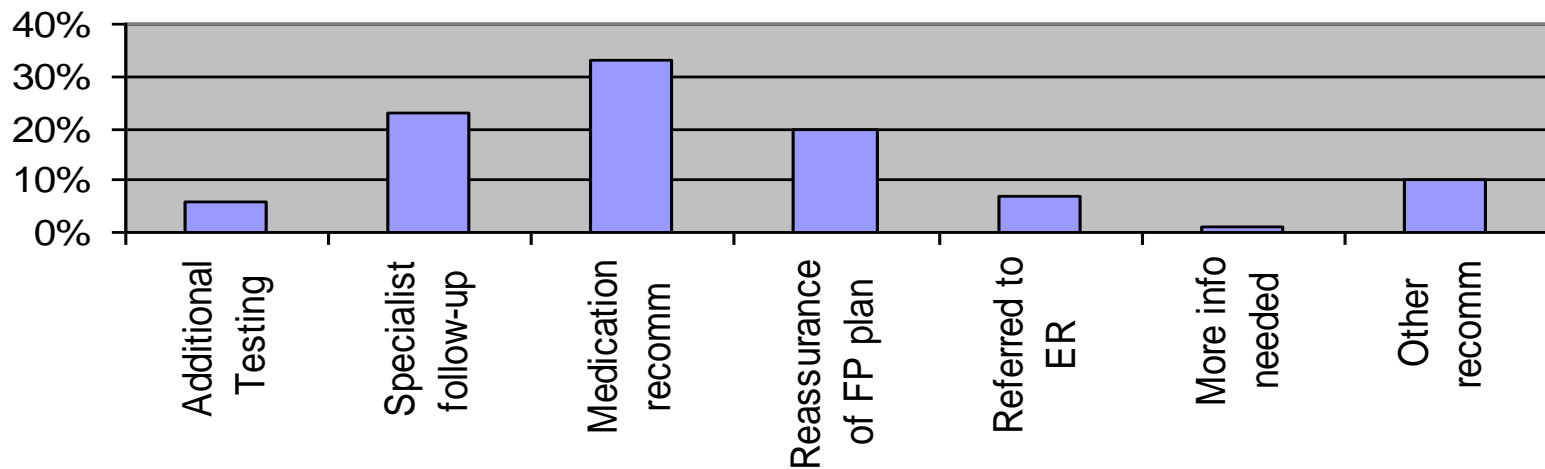
Based on data from 38 calls
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Recommendation from Psychiatrist

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

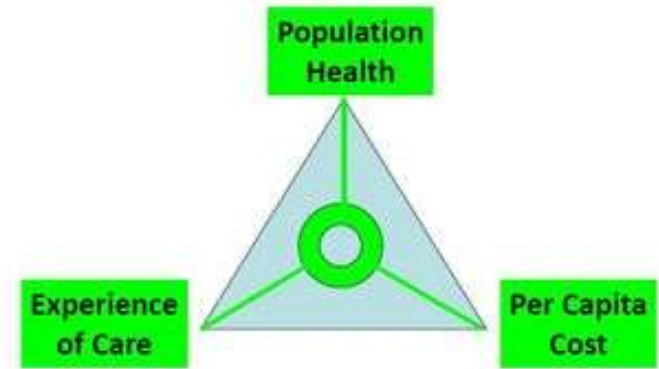
- provide knowledge transfer
- improve the specialist/FP interface through improved communication
- simplify the patient journey

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
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