

Presenter Disclosure

Presenters: Lucinda McGroarty, Diana Raymond-Watts, and Priscilla Tang

We have not received any commercial support and have no conflicts to declare.

Learning Objectives

1. Discover the benefits of podcasting as a storytelling medium
2. Learn about collaborative care projects currently underway in east Toronto



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Well it started with a question:

Who is the greatest Canadian?





Inequity

Equity

fair opportunity

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Lucinda McGroarty

Diana Raymond-Watts

Priscilla Tang

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Storytelling

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Next Steps

Oakridge Medical Home Patient Experience Analysis

Centre for Urban Health Solutions, St Michael's Hospital

Care Coordination (n=28)

Just over 1/3 of patients reported seeing a specialist or received support from a community program in the last 6 months

- 90% of referrals were reported to be completed and/or supported by providers at the OMH

Examples of services offered by the OMH:

- Paperwork (e.g. ODSP)
- Referrals to specialists or community programs (e.g. employment centre, legal support)
- Transportation arrangements for appointments (e.g. using Wheel-trans)
- Accompanying patients to their specialist appointments
- Smoking Cessation program offered by IPT
- General care coordination, case management
 - Coordination of appointments, medical tests, requests for necessary medical equipment for at-home, follow-up

Overall, how has the Oakridge Medical Home impacted patients' health?

Approx. **90%** reported feeling that their health (physical, mental, emotional, social) has improved since seeing an MD, RN, or SW

Current experiences shared by patients of the Medical Home:

"Anything you need, the team is available to provide support"

"It's convenient as it's in the apartment complex"

"My health improved and I am fully satisfied with the help that doctors, nurse, and social workers provide me with"

"Easy referral process. They did all the work and were available to answer any questions"

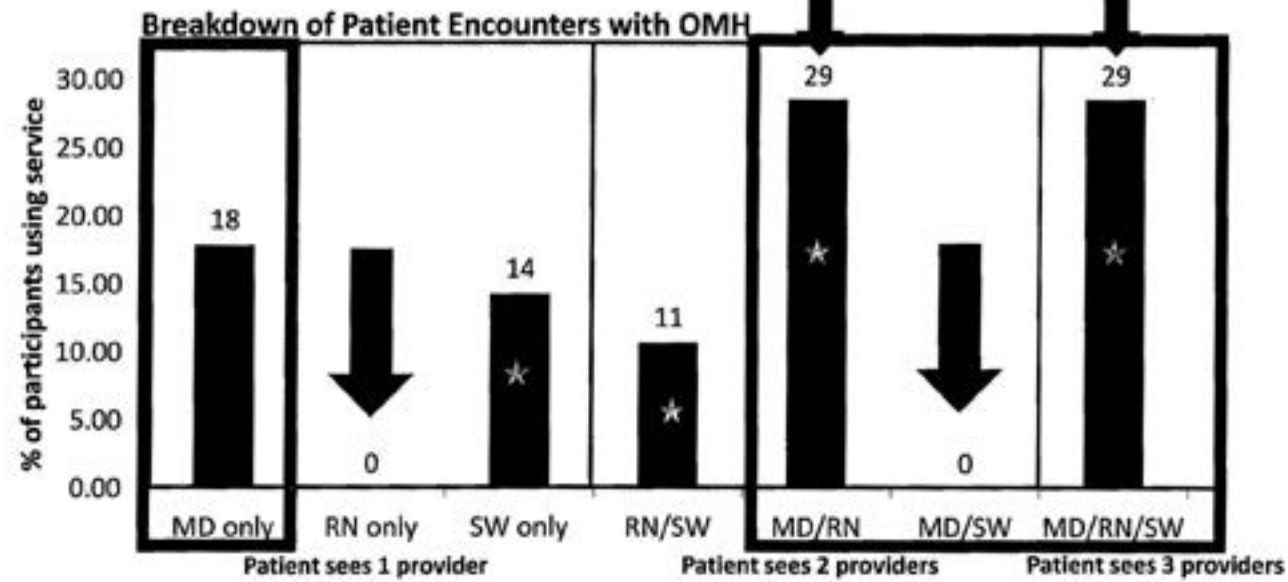
"The staff in this clinic are willing to accompany me to specialist appointments"

"They take care of paperwork, logistics, etc. so it reduces my anxiety"

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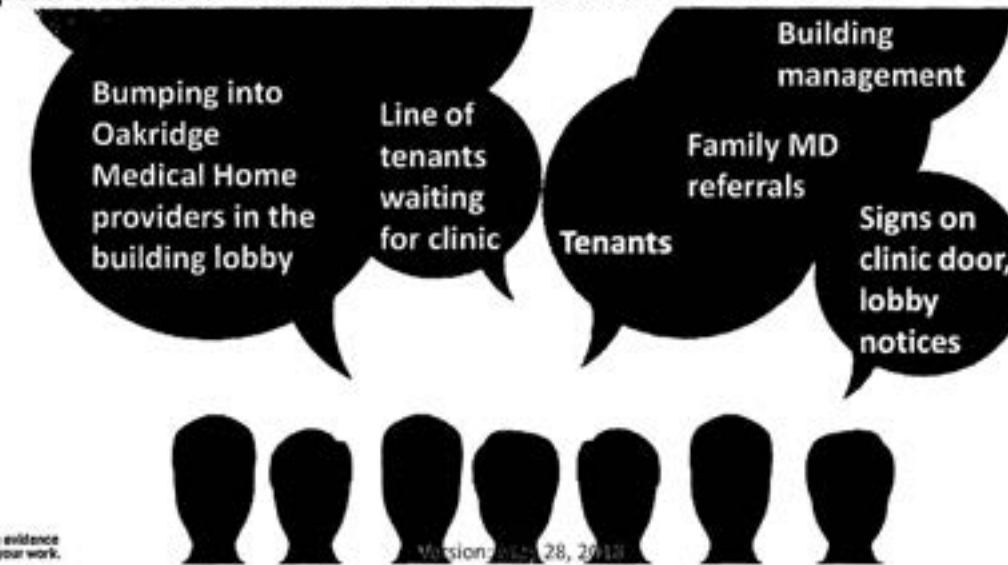
Evaluating Usage of the Medical Home (n=28)



Patients are taking advantage of the available IPT services at the OMH.

- Highest proportion of services accessed by patients involved both the MD and RN (~30%)
- Majority of patients that saw the MD didn't just see them, they also saw the IPT (~60%)
- **82%** of patients in the sample accessed IPT services at the Medical Home
- Are there opportunities to establish MD/SW linkages?
- Is the low prevalence of patients seeing only the RN a missed opportunity?

All patients learned about the Medical Home from:



Availability of Medical Home (n=28)

- 80% of patients reported being able to see the MD, RN, or SW at the OMH when needed

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