



# Premier's Summit on Health Care

Sheraton Hotel, St. John's  
*January 14<sup>th</sup>, 2015*



**WELCOME**

# Overview of the Day

# Table Introductions

# Features of the Session

# Features of the session



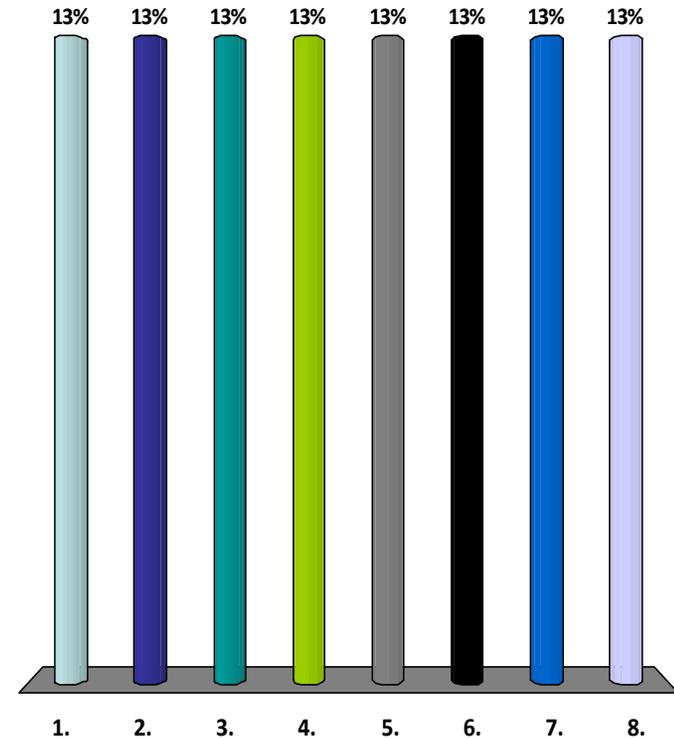
- Table-based dialogue
- Individual, table and plenary views captured
- Periodic audience polling
- Linked laptops using Google Docs
- 6 linked short discussion cycles
- Expert presentations and info inputs
- Video vignettes as dialogue-catalysts
- Thematic report backs from an analysis or theme team

Polling

**Let's try it out**

# What was your New Year's resolution?

1. Exercise more
2. Spend more time with family
3. Lose weight
4. Eat healthier
5. Quit smoking
6. Get rid of my smartphone
7. I didn't make one
8. Other



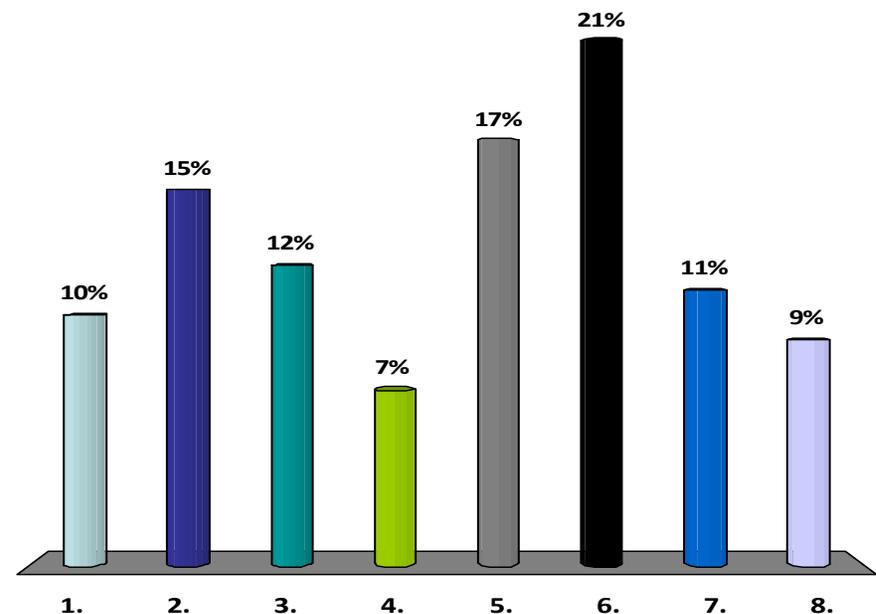
Polling

**Who's in the room?**

# Today, I am here as a \_\_\_\_\_.

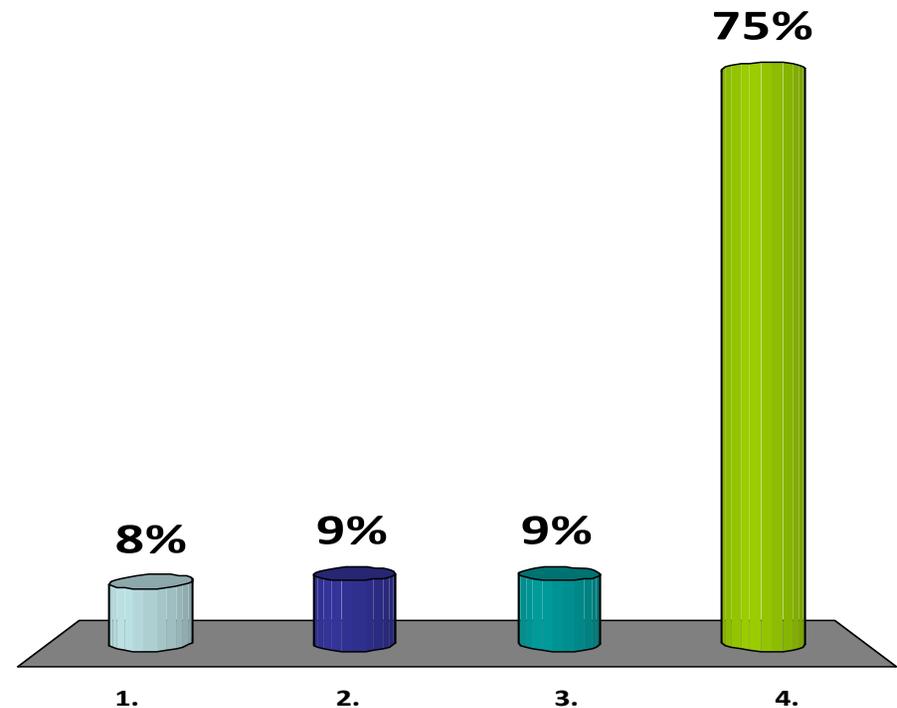
(Select 1)

1. Citizen
2. Health care provider
3. Health care administrator
4. Researcher/academic
5. Professional association or union
6. Advocacy organization
7. Decision/policy-maker
8. Other



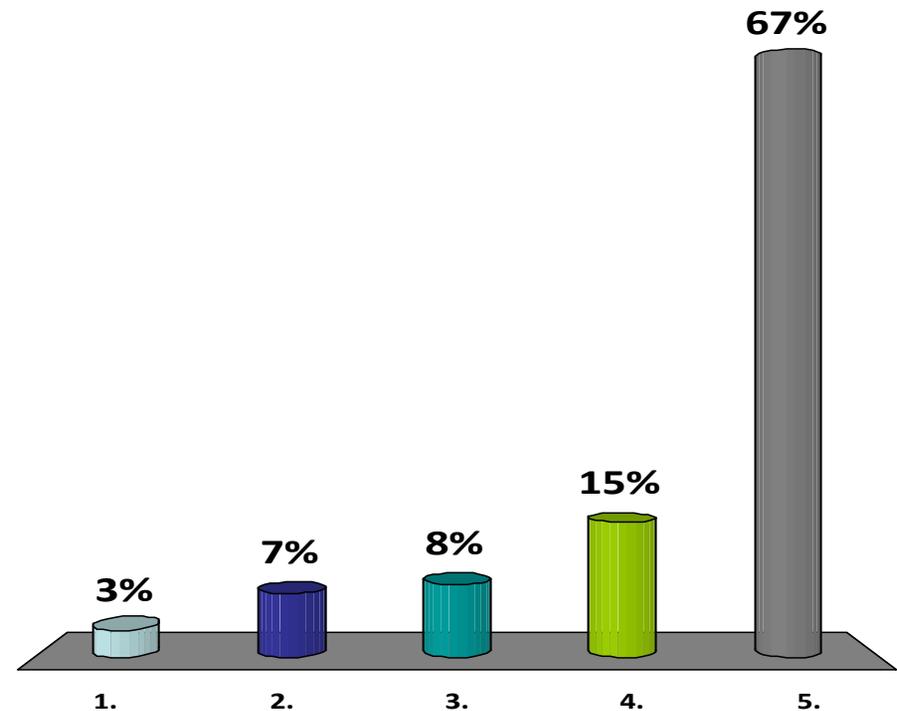
# The Health Authority Region where I currently live is...

1. Labrador – Grenfell
2. Western
3. Central
4. Eastern



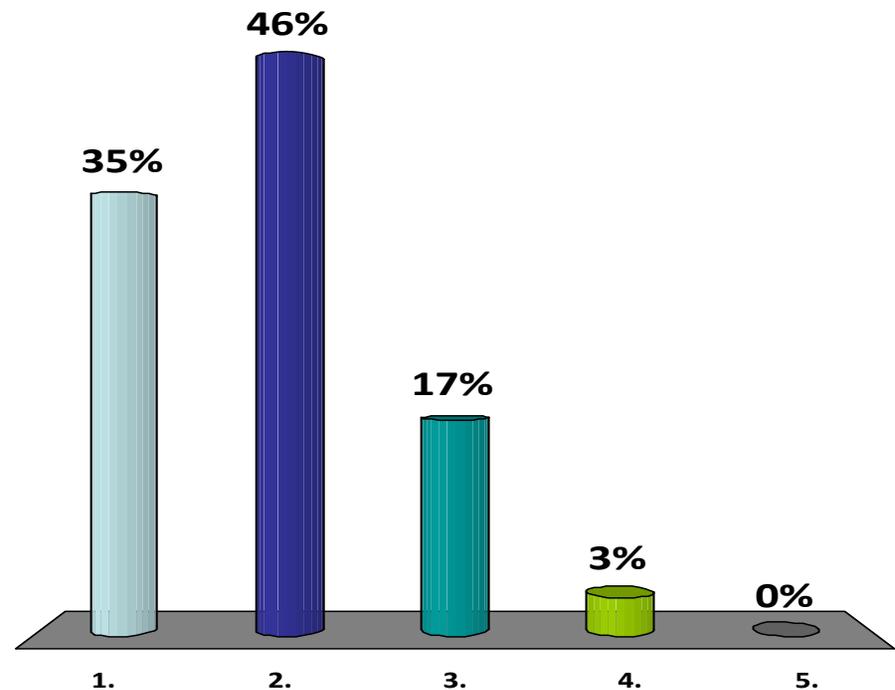
The community in which I currently live has \_\_\_\_\_ people.

1. <500
2. 501- 2000
3. 2001-5000
4. 5001-10000
5. 10000+



# My familiarity with our primary health care system is...

1. Very strong
2. Strong
3. Neither strong nor weak
4. Weak
5. Very weak



# Hon. Steve Kent

*MHA District of Mount Pearl North*

*Deputy Premier*

*Minister of Health and Community Services*

*Minister Responsible for the Office of Public Engagement*

# What we Heard

*Report Back on Regional Primary Health Care Forums*

# Where we've been

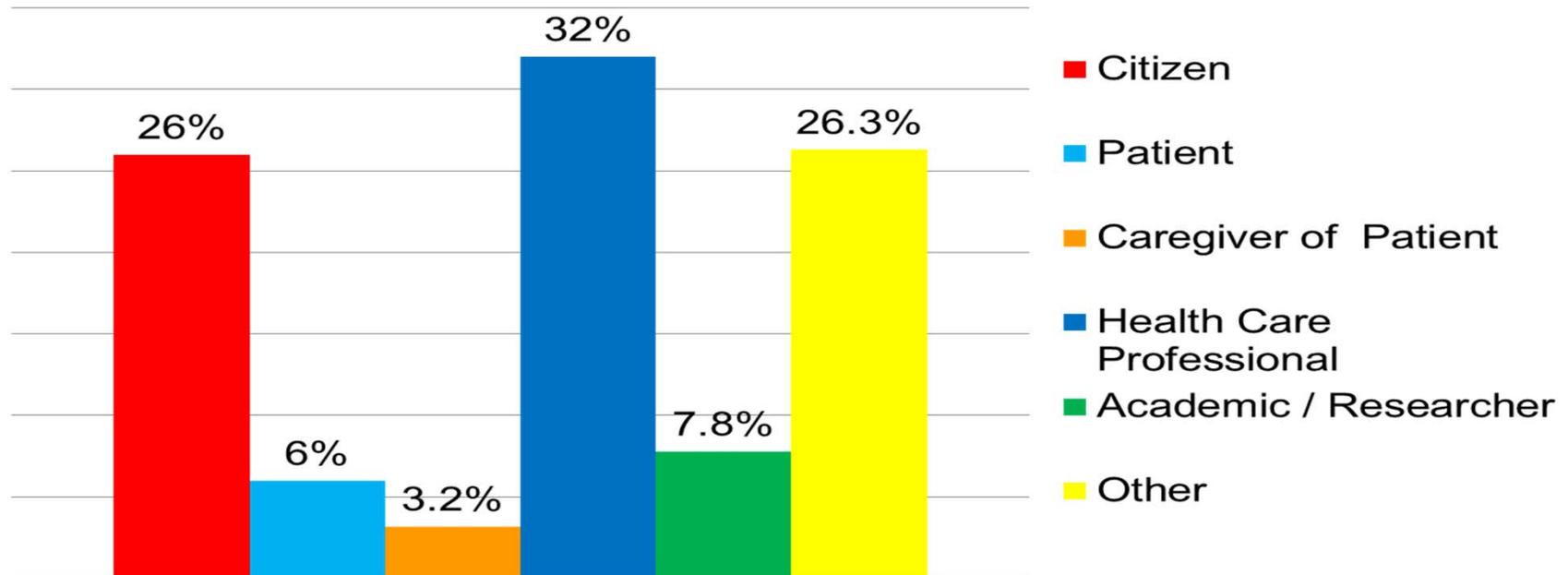


- Mount Pearl
- Corner Brook
- Kippens
- Gander
- Happy Valley-Goose Bay
- Burin
- Grand Falls-Windsor
- St. Anthony
- Clarenville
- Channel-Port Aux Basques
- Baie Verte
- Clarke's Beach
- Wabush

# Who Participated?



Today, I am here as a



# Regional Forums



- Care and supports in or near your community to:
  - Protect your health
  - Maintain your health
  - Restore your health
- The first point of contact with the health care system
- The health care services used most often

# Regional Forums



1. What does acceptable access to primary health care mean to you?
2. What kinds of supports or services do you need from primary health care providers to help you stay healthy?
3. What do you think needs to change in primary health care?
4. In what ways does primary health care work well for you?
5. Is there an aspect of primary health care you feel was not adequately discussed today?

# Major Themes



- 1) Coordination and Continuity of Care
- 2) Awareness of Programs and Services
- 3) Wait Times and Hours of Access

# Major Themes



4) Prevention and Promotion

5) Compensation Models

6) Access to Allied Health Professionals

7) Proximity to Services

# Major Themes



8) Community Services and Supports

9) Expanded Access to Nurse Practitioners

10) Mental Health

# Discussion Topics



- Access to Quality Services and Supports
- Collaboration and Coordination
- Prevention and Promotion
- Mental Health

# Our Job Today



- Explore tangible solutions
- Consider the role of:
  - Government
  - Health sector
  - Local communities
- Consider fiscal reality
- Foundation of a New Framework

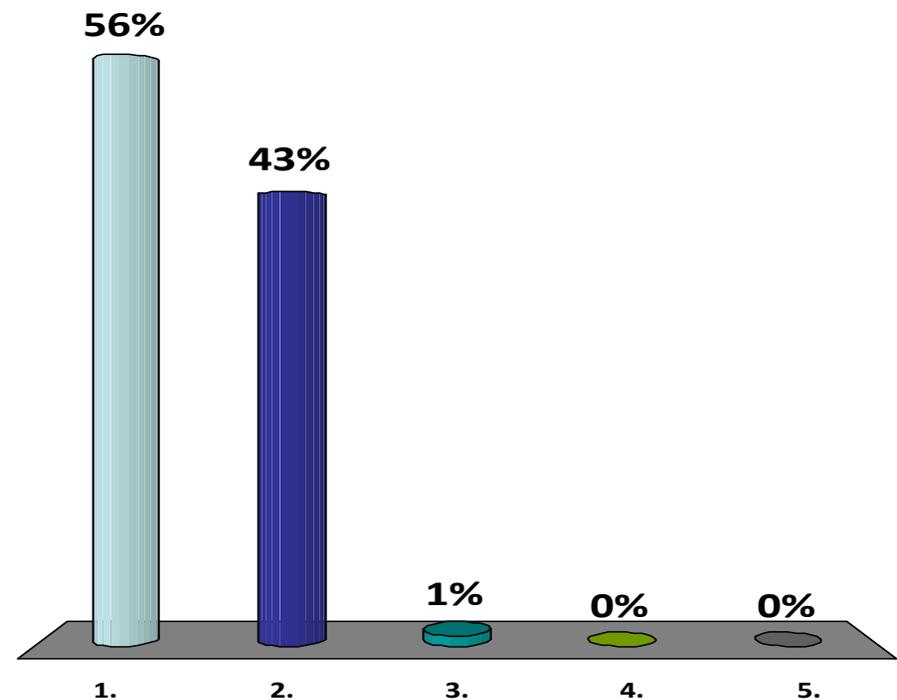


THANK YOU

**Your Reaction?**

I believe the information collected from the regional forums is \_\_\_\_\_ of the reality of primary health care in NL.

1. a good reflection
2. somewhat reflective
3. not reflective
4. I am not sure
5. Other



Discussion Question

**What is your reaction to “What we Heard” summary that has been presented?**



**Brian Hutchison**

# **Strengthening Primary Care: How are we doing? What needs to be done?**

**Brian Hutchison**

Professor Emeritus, Departments of Family Medicine and Clinical Epidemiology and Biostatistics,  
Centre for Health Economics and Policy Analysis, McMaster University

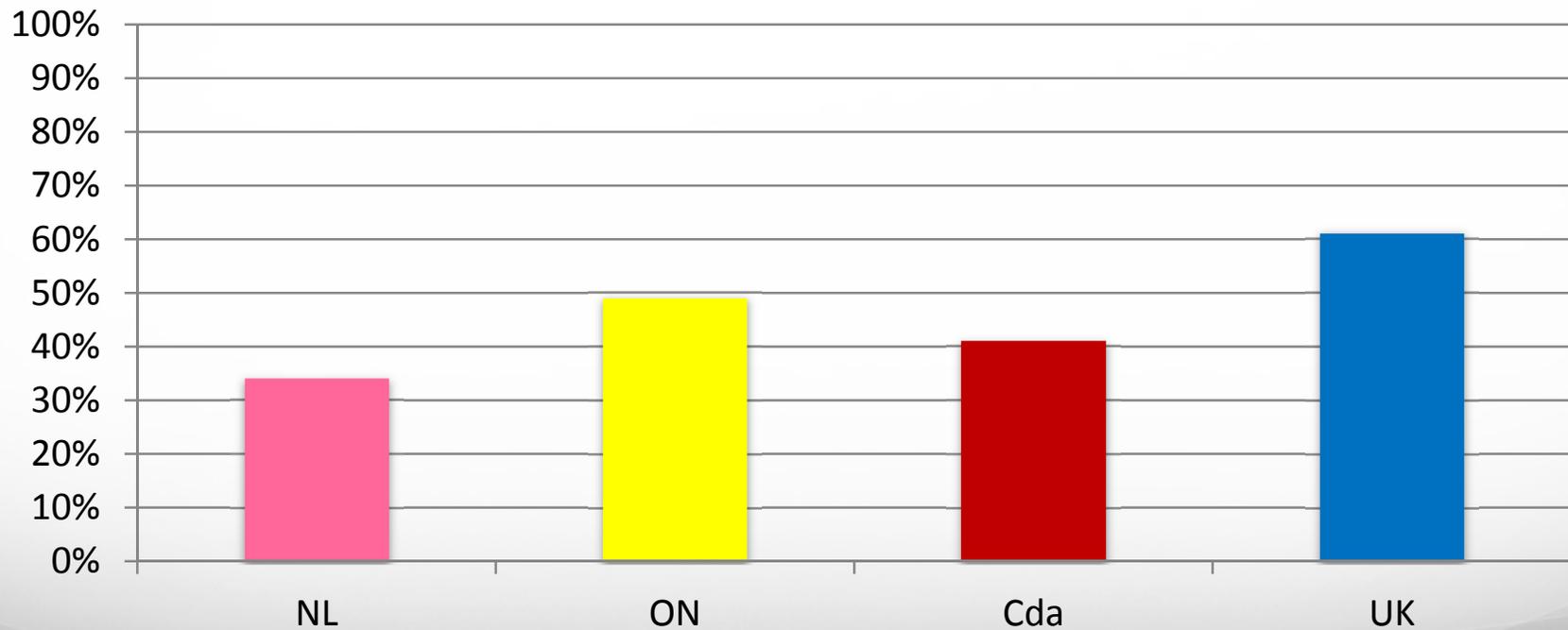
**Premier's Summit on Health Care**  
St. John's, NL, January 14, 2015

Health systems with a strong primary care sector have superior health outcomes, greater health equity and, depending on context, lower health care costs

How are we doing?

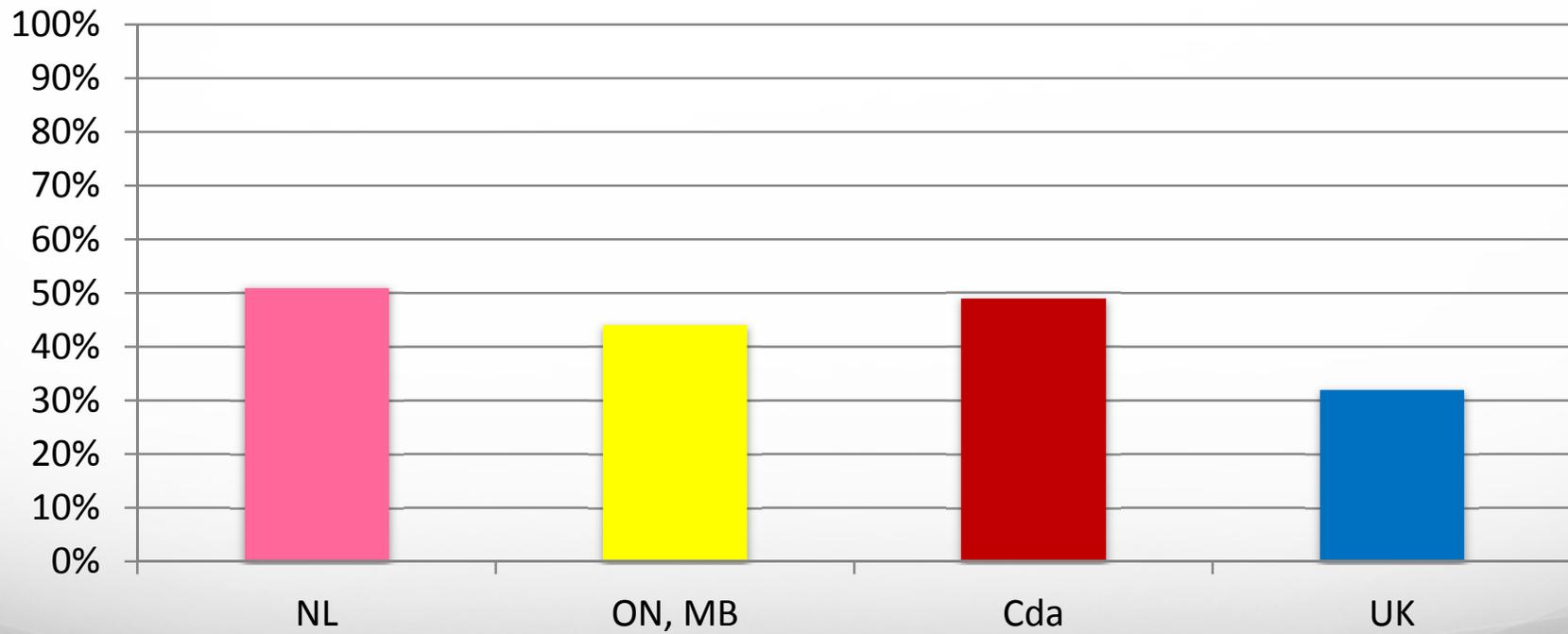
# Public Confidence in the Health System

## Health system works well, only minor changes are needed



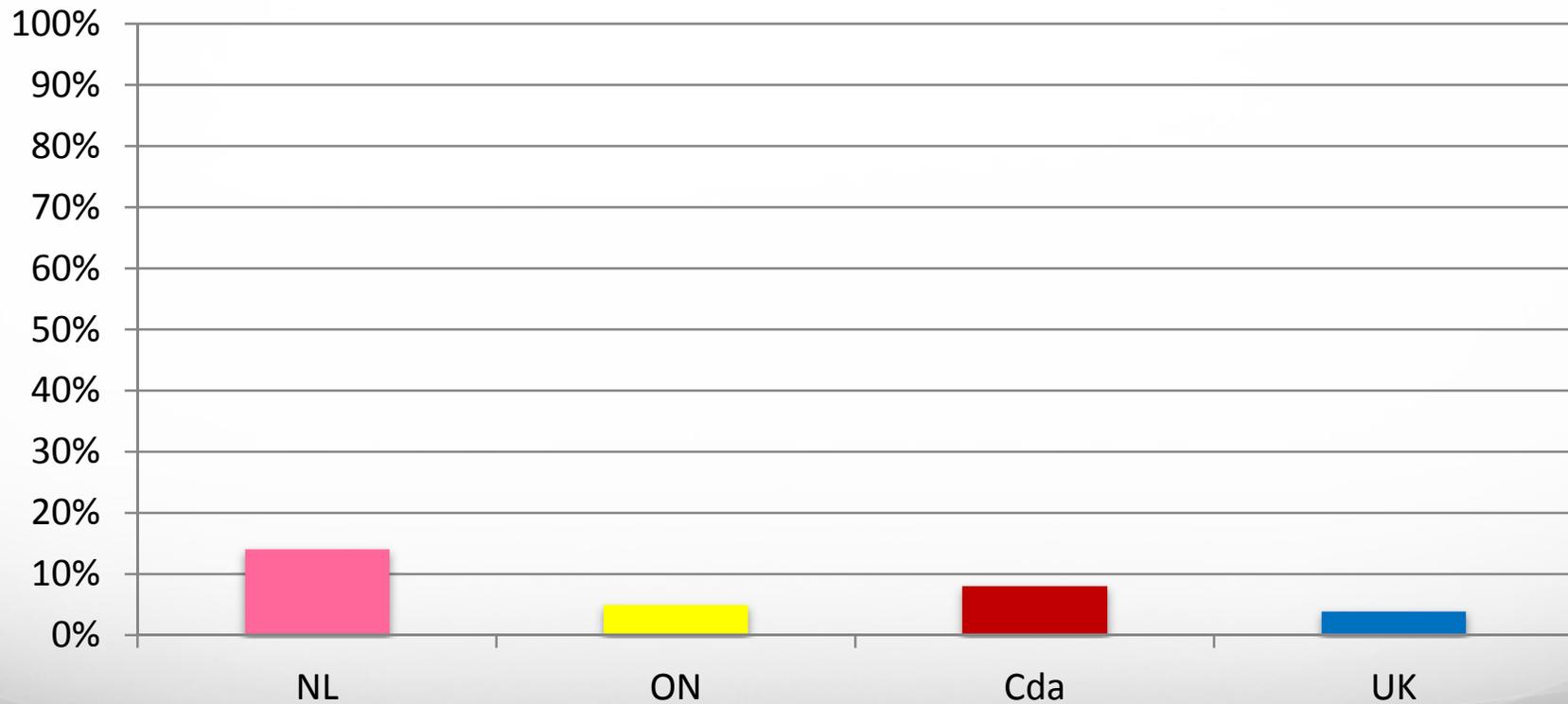
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Fundamental changes are needed to make the system work better



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

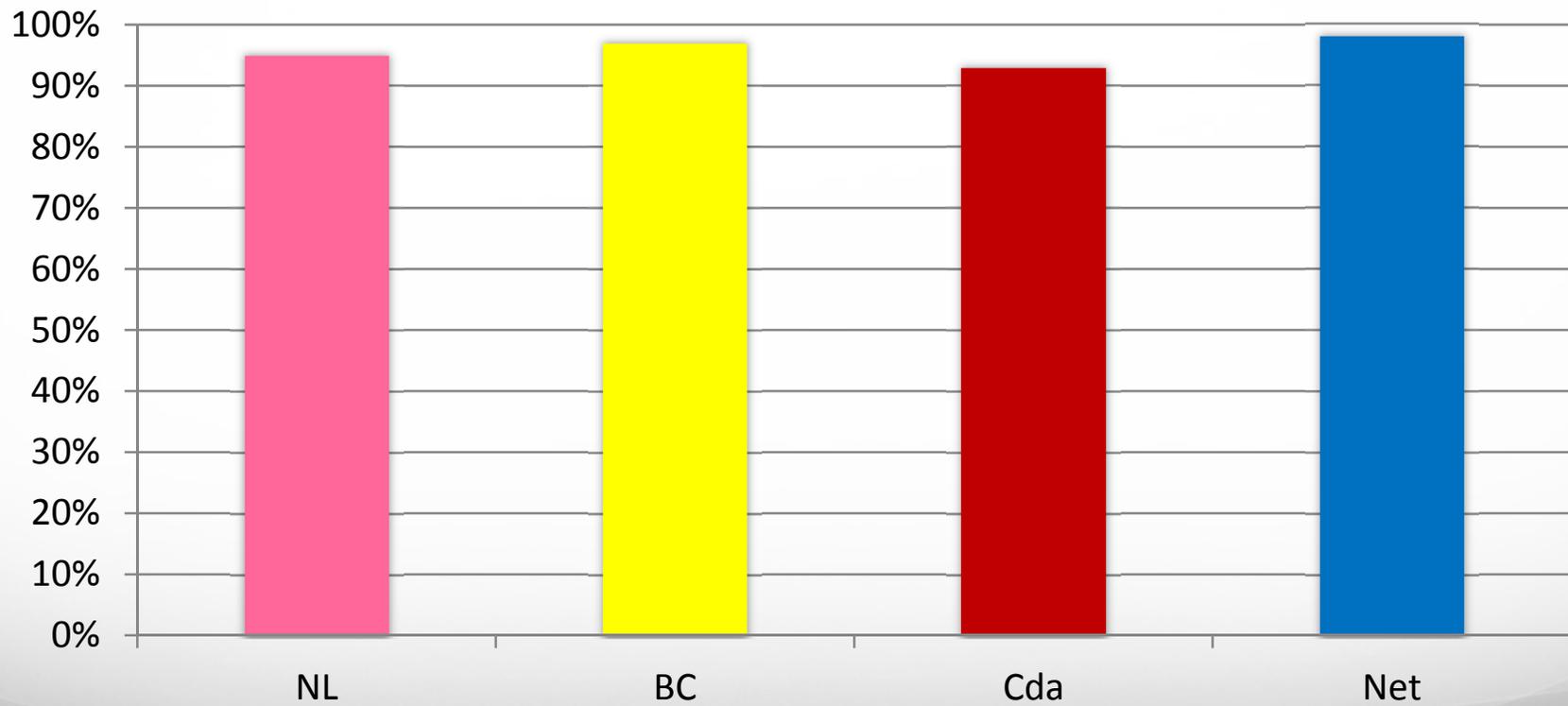
## The system needs to be completely rebuilt



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

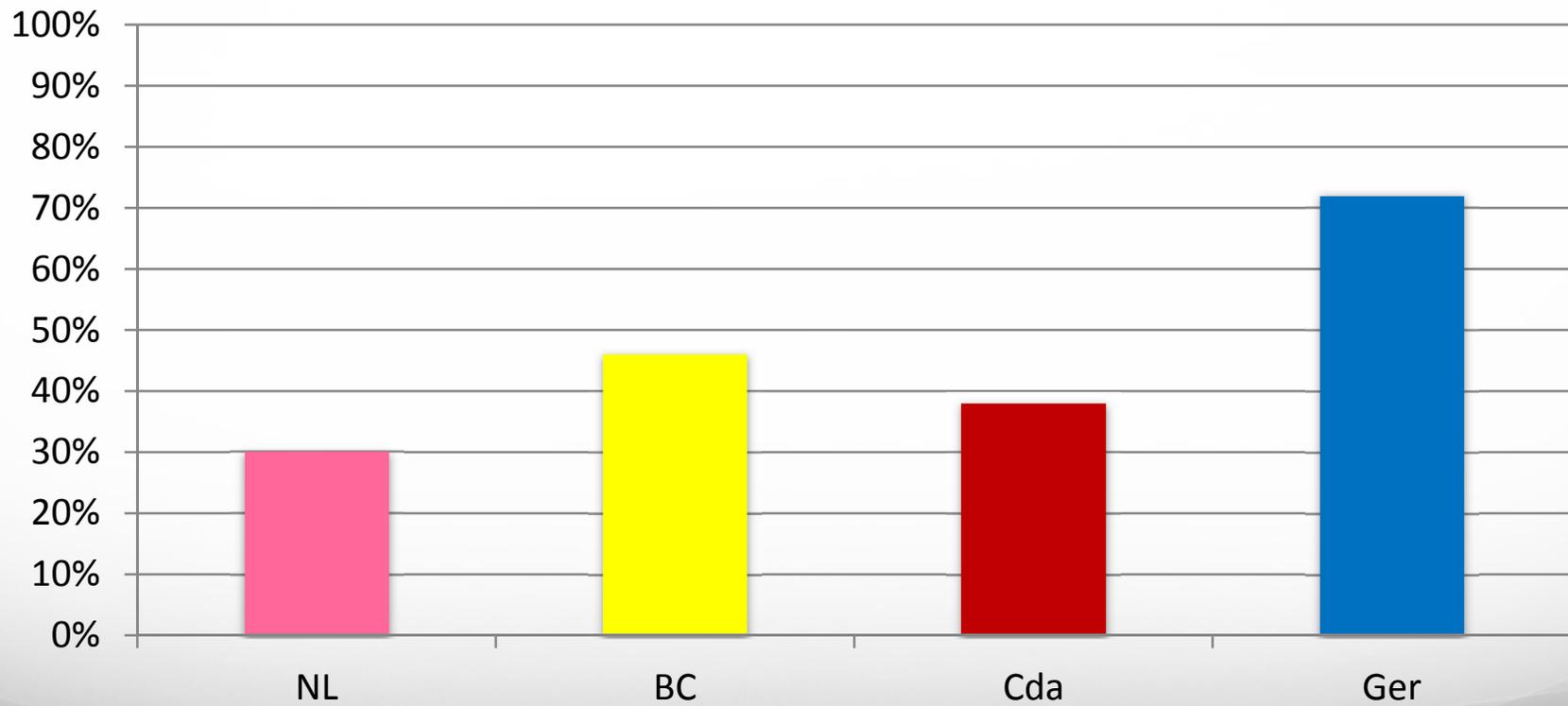
# Access

## Regular doctor/place of care



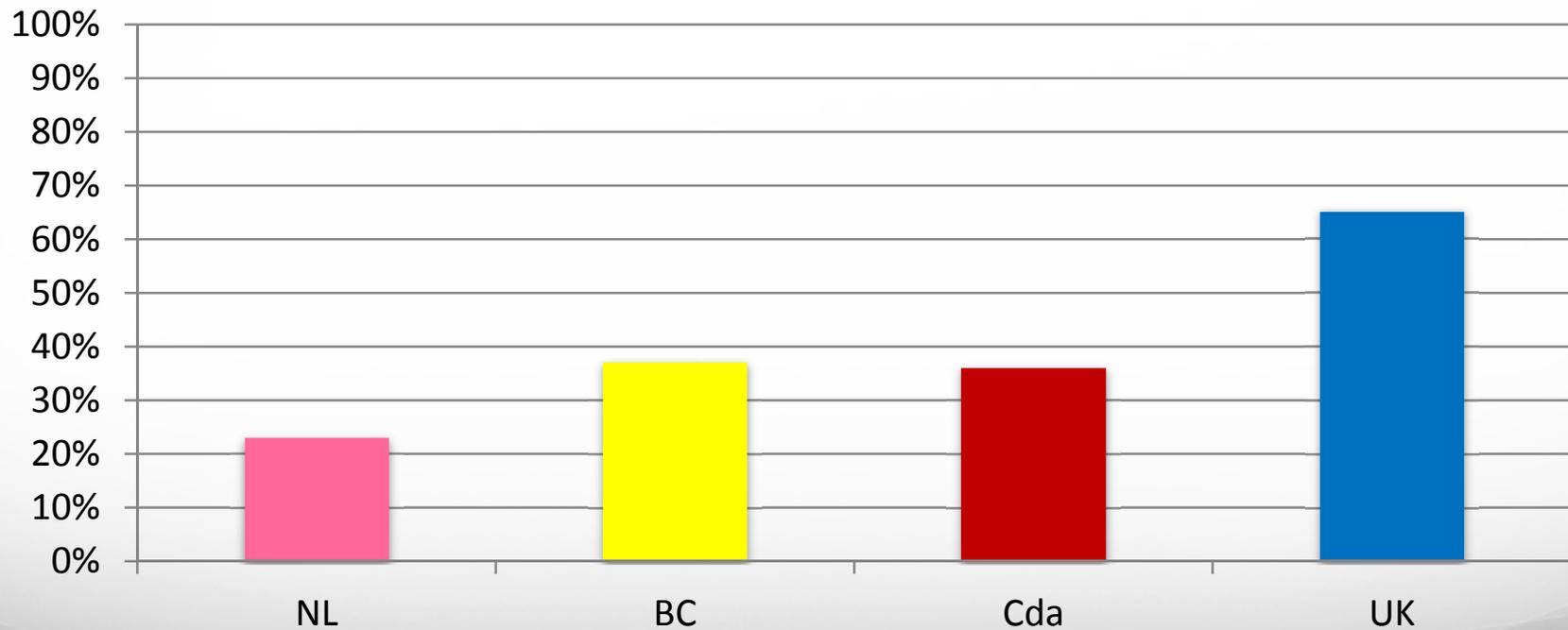
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Same day/next day access



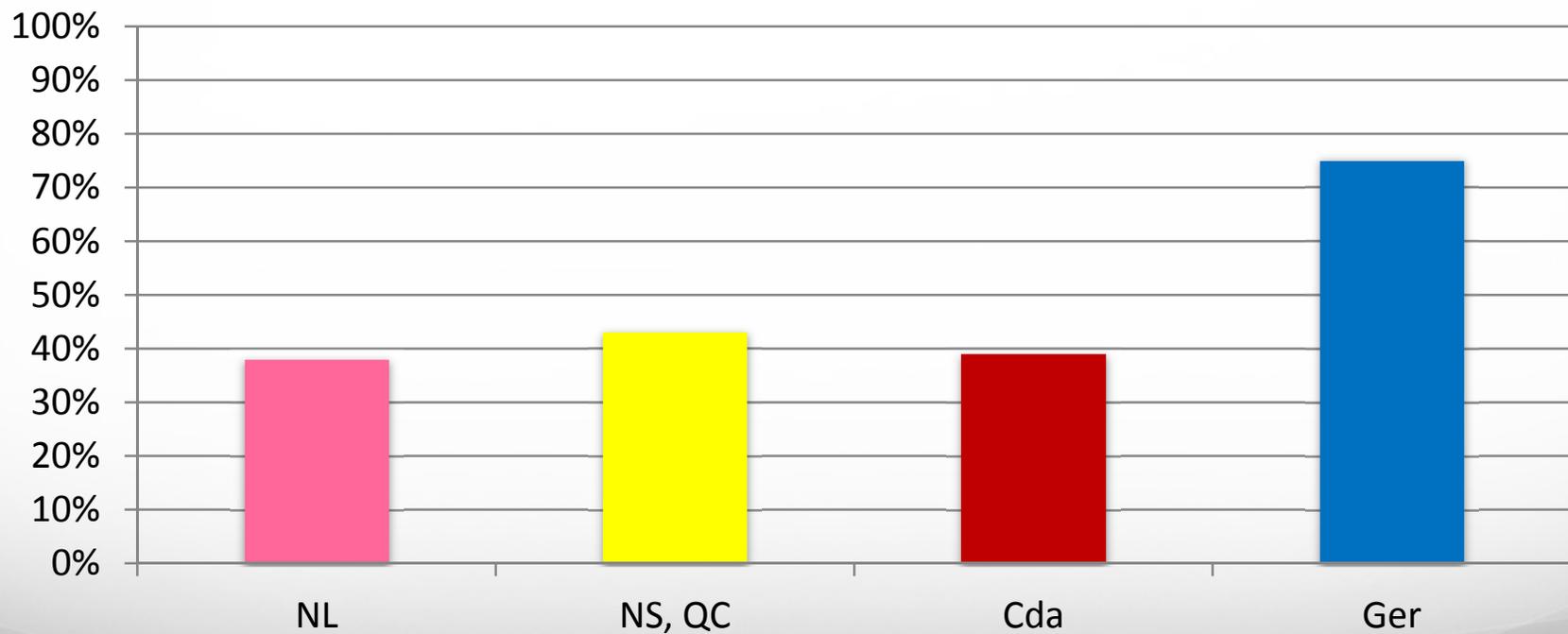
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Very easy/easy to get medical care after hours, weekends and holidays without going to ER



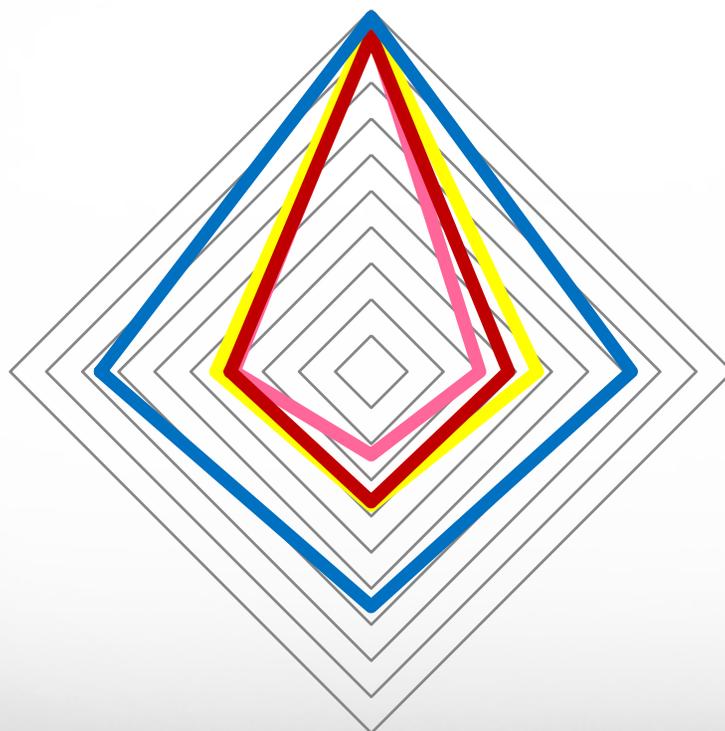
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Always get same day telephone response to a medical question or concern



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

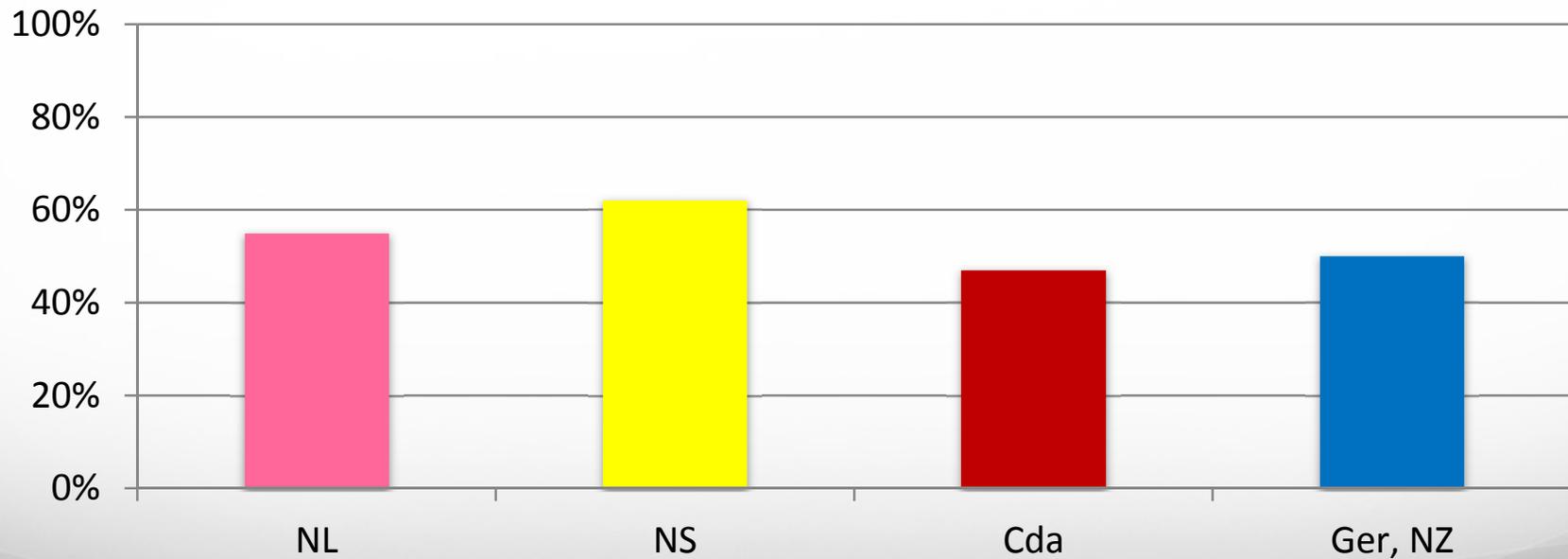
## Access



- NL
- Best Performing Province
- Canada
- Best Performing Country

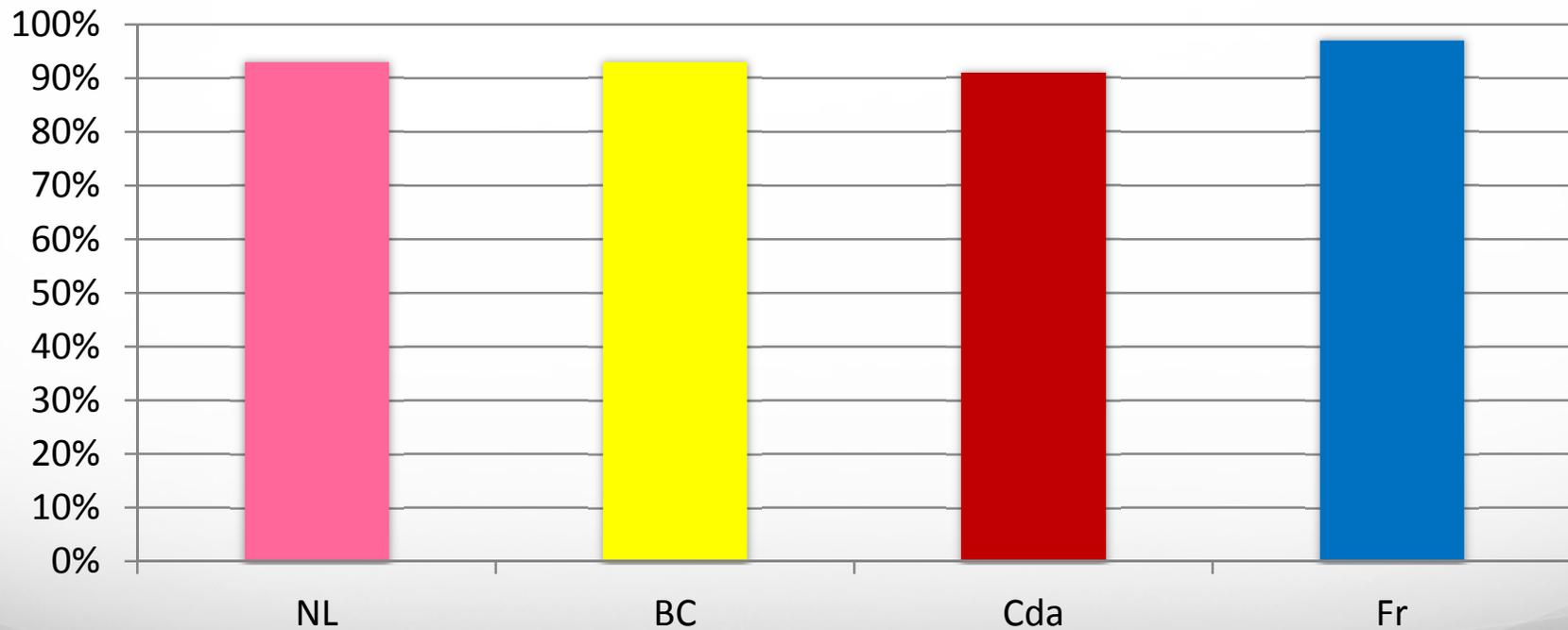
# Care Coordination

## Regular doctor/someone in your doctor's practice always helps coordinate care you receive elsewhere



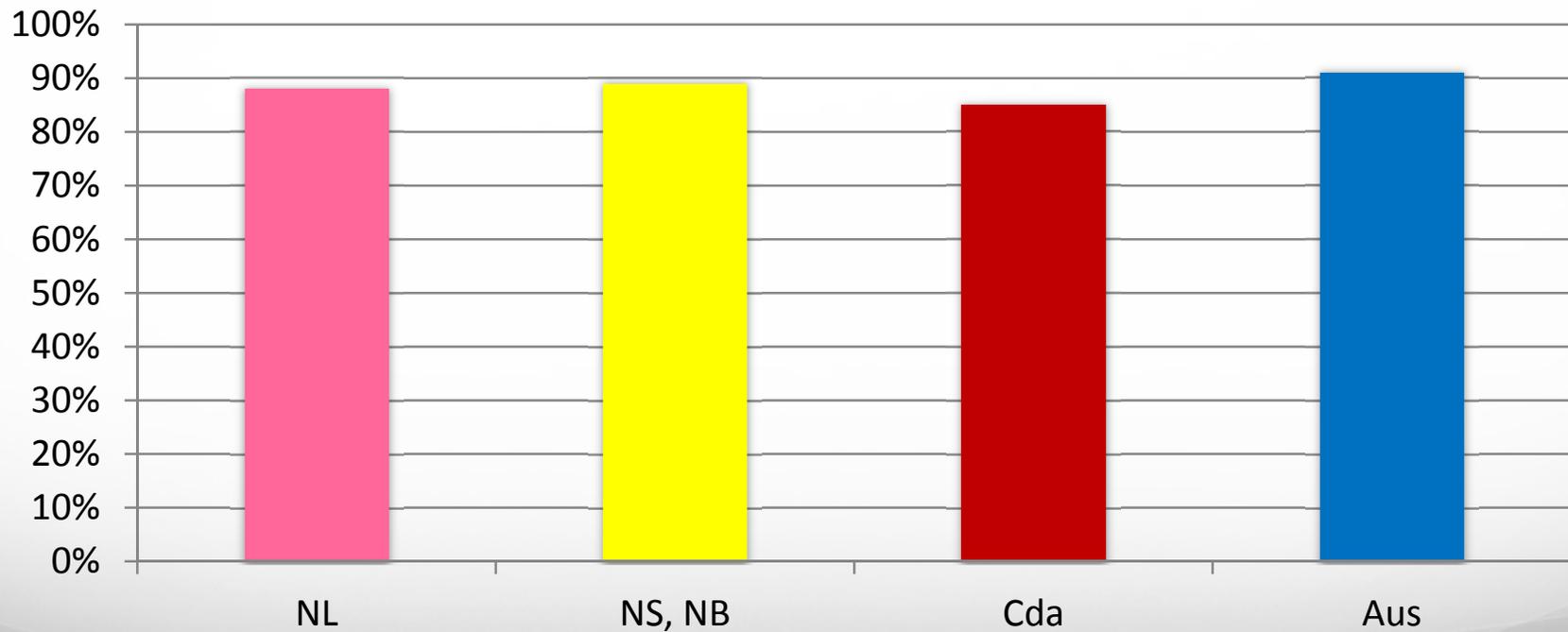
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## No delays in being notified about abnormal test results (had test in past 2 years)



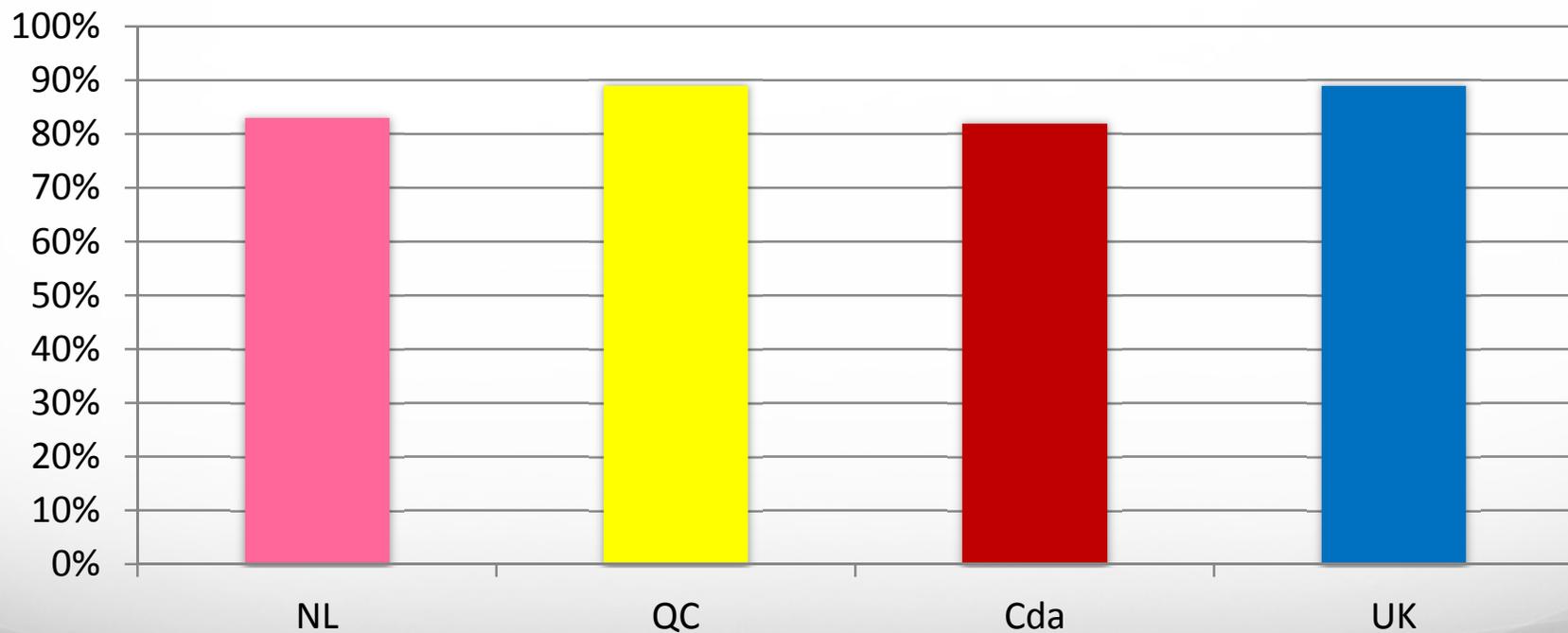
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Test results or medical records always available at time of scheduled appointment (past 2 years)



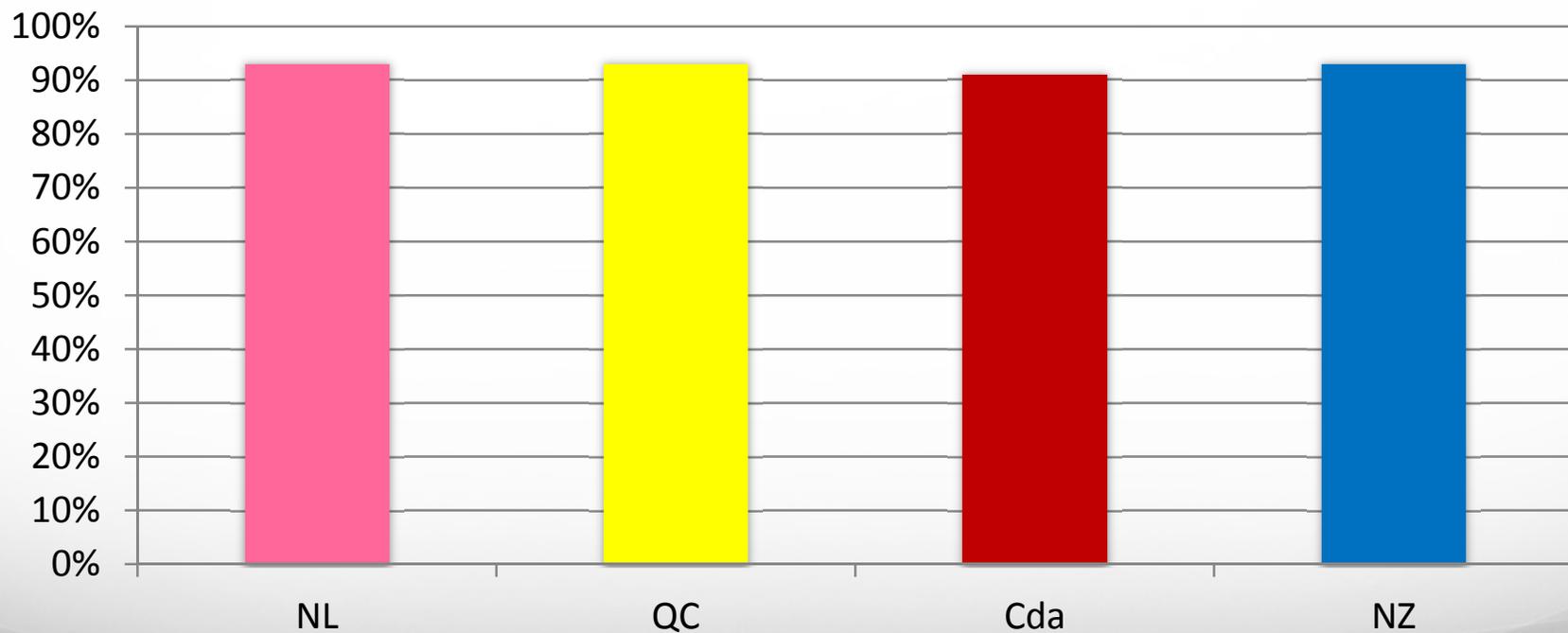
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Has not received conflicting information from different health professionals (past 2 years)



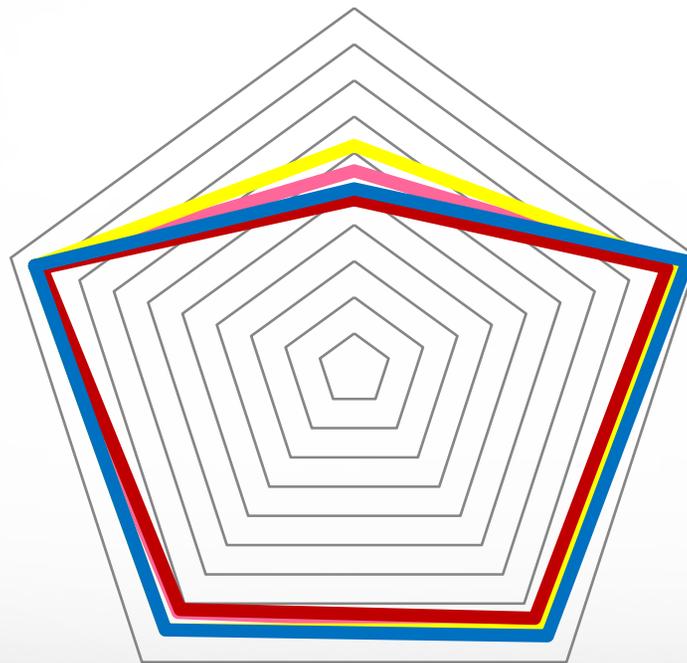
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Has not felt a medical test was unnecessary because it had already been done (past 2 years)



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

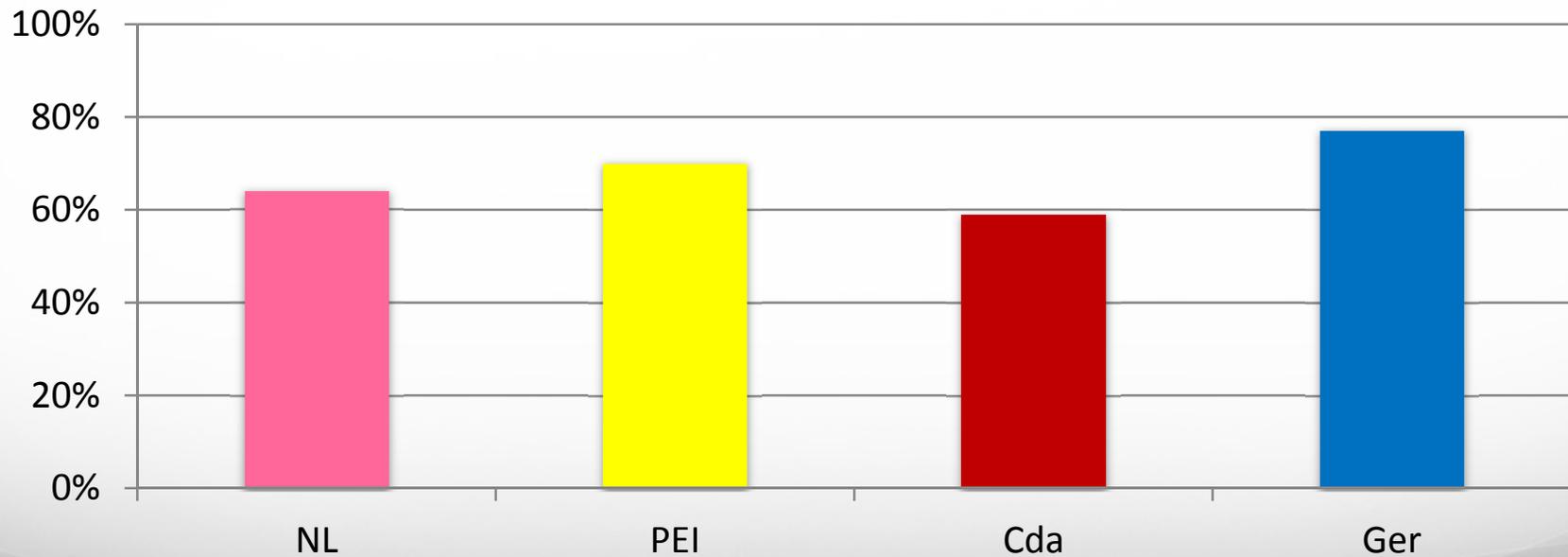
## Care Coordination



- NL
- Best Performing Province
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- Best Performing Country

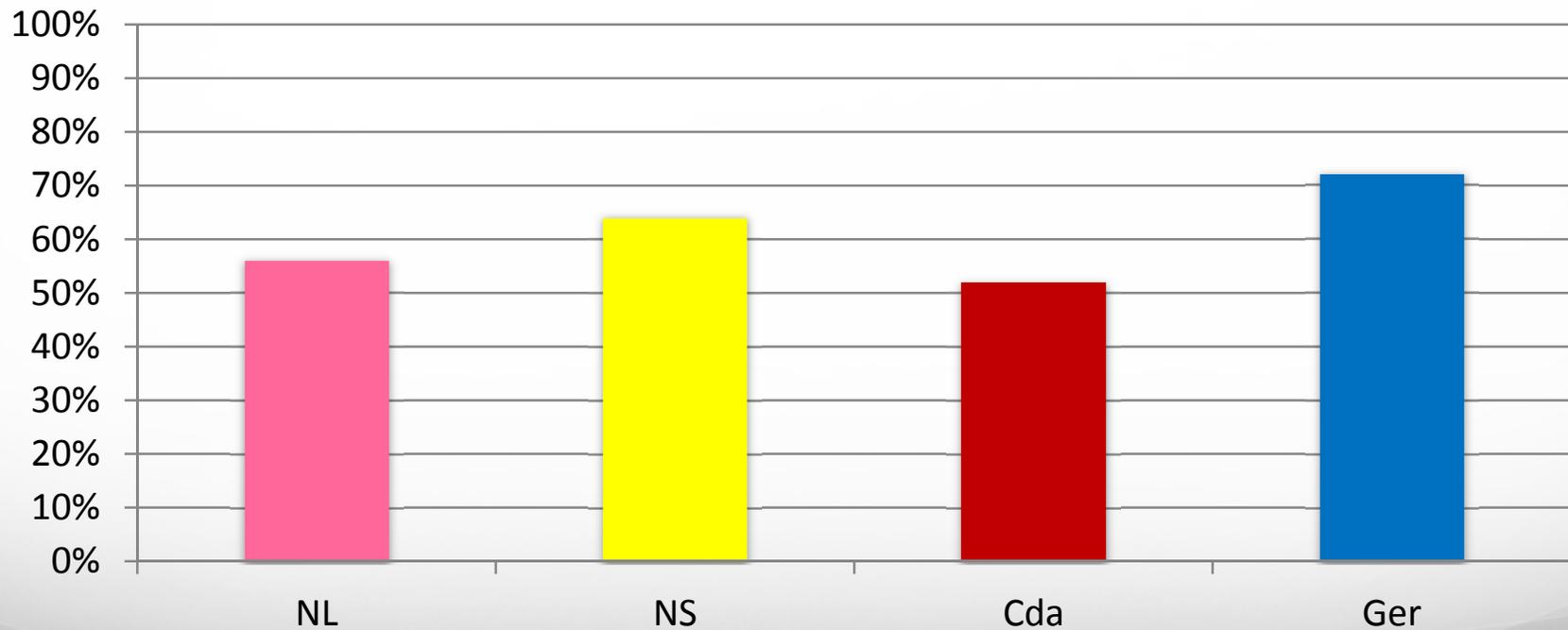
# Patient Centredness/Engagement

## Regular doctor or medical staff you see always know important information about your medical history



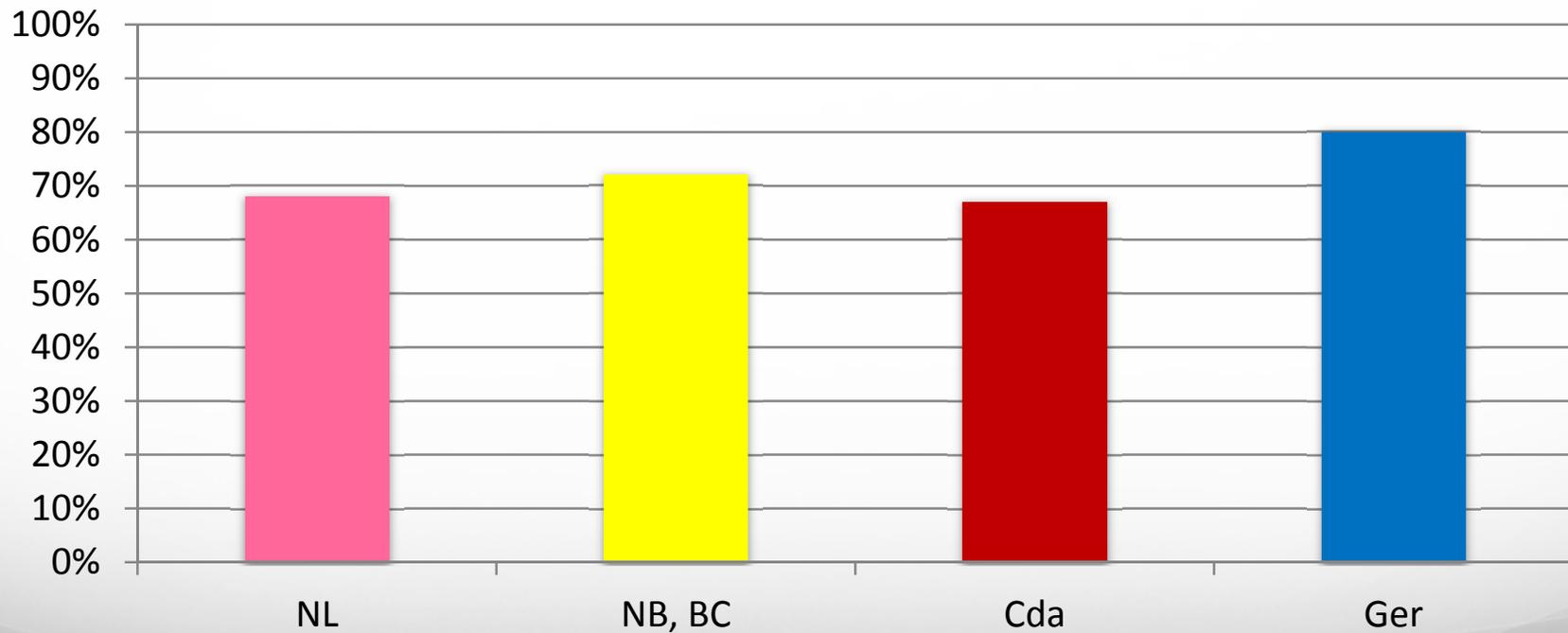
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Regular doctor or medical staff you see always spend enough time with you



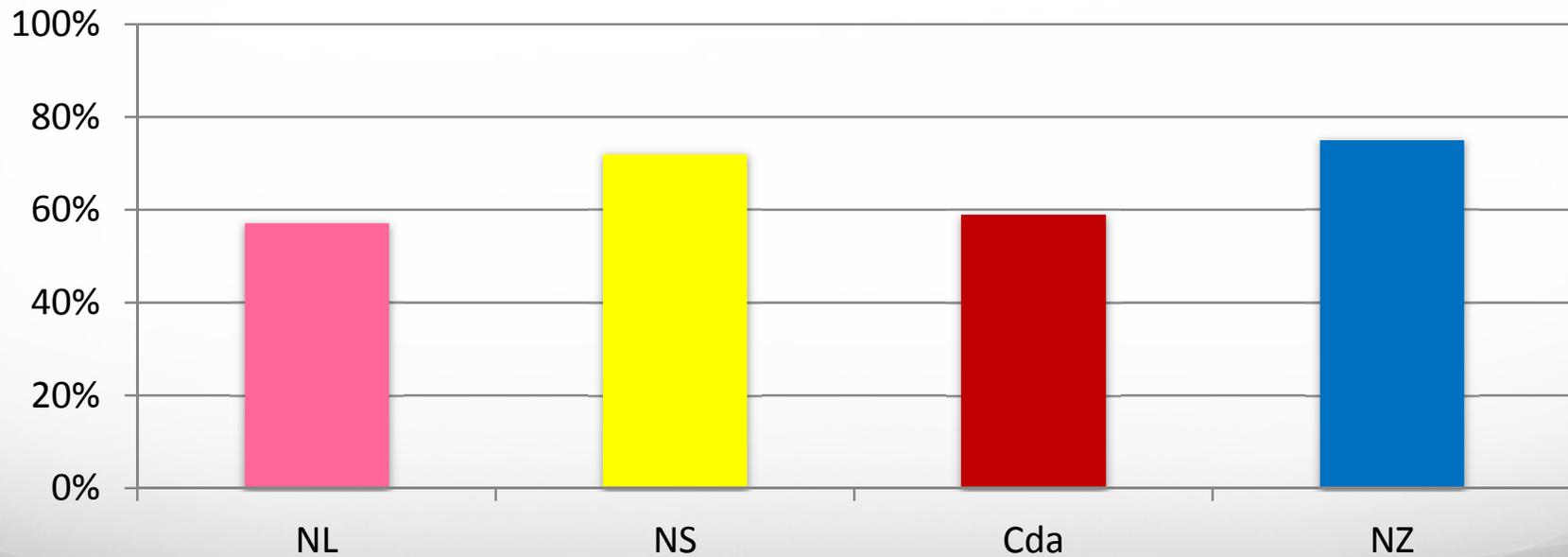
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Regular doctor or medical staff you see always explain things in a way that is easy to understand



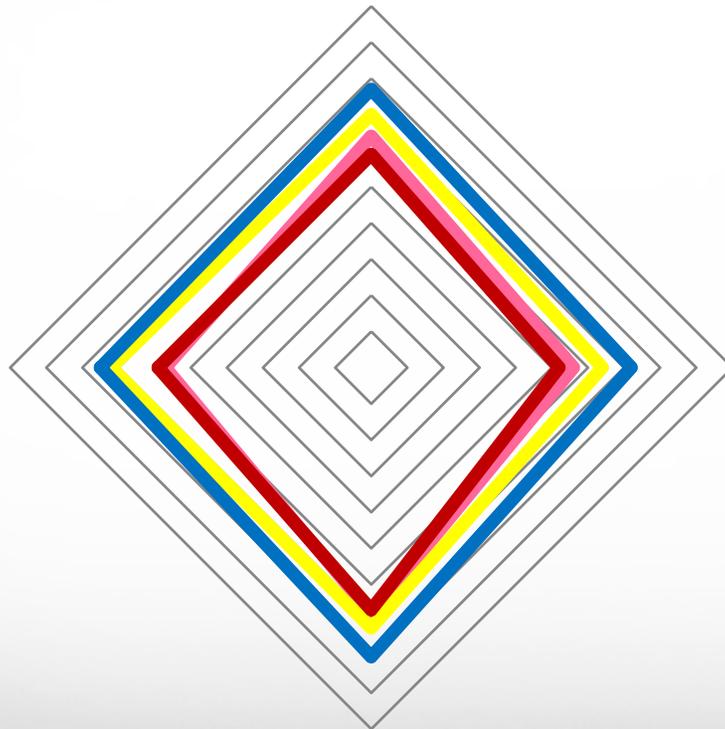
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Regular doctor or medical staff you see always involve you as much as you want in decisions about your care



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

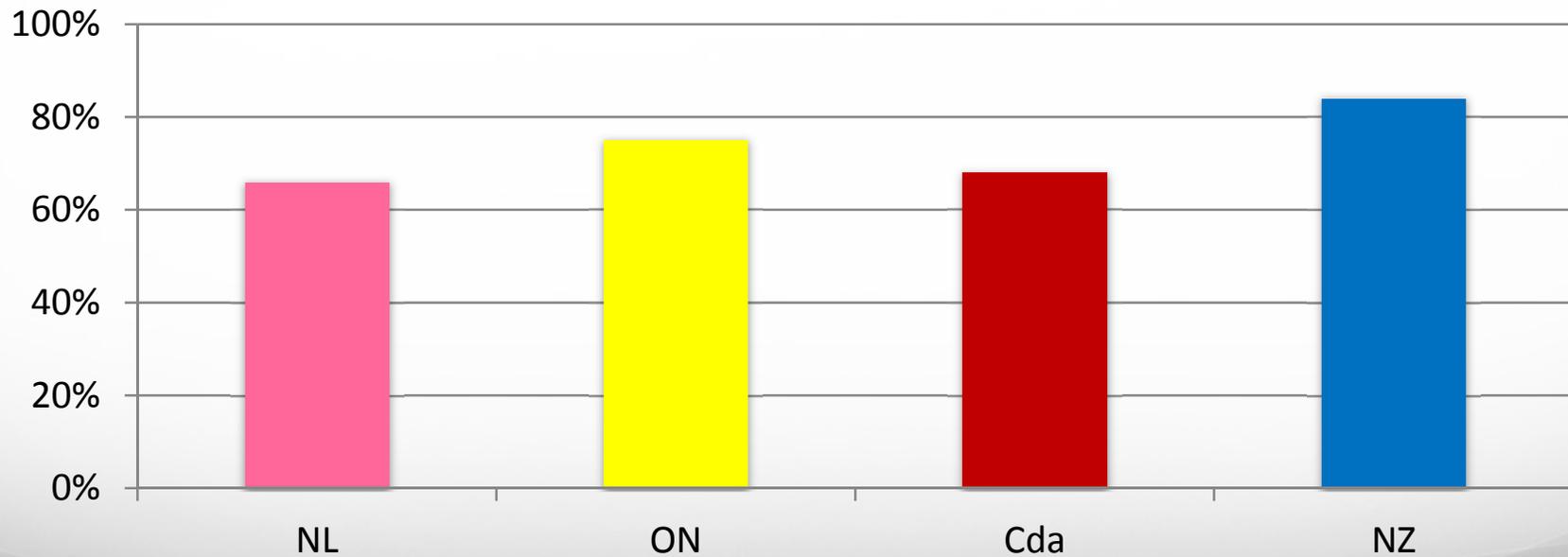
## Patient Centredness/Engagement



- NL
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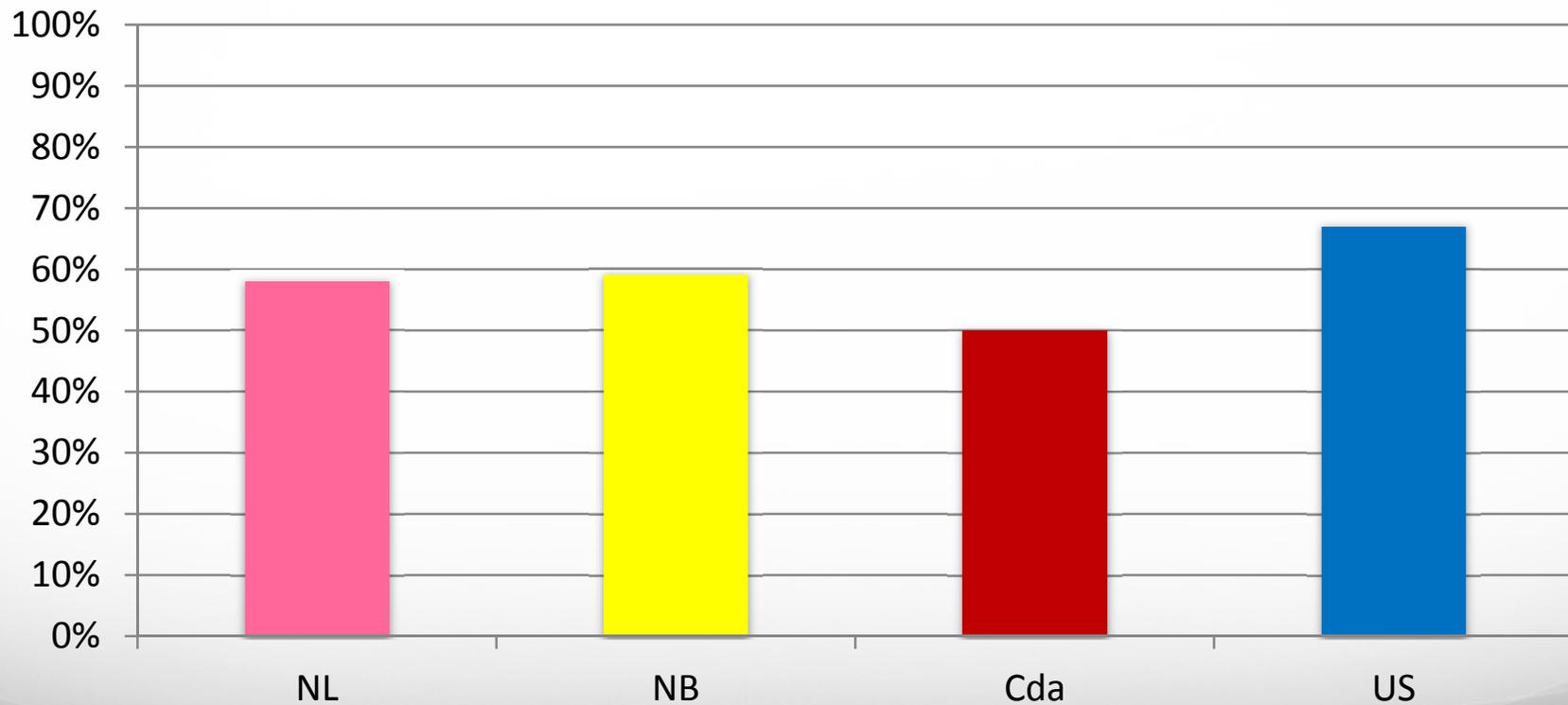
# Prevention and Health Promotion (Health Promotion)

## Discussion of health risk of smoking and ways to quit during past two years (respondents who smoke)



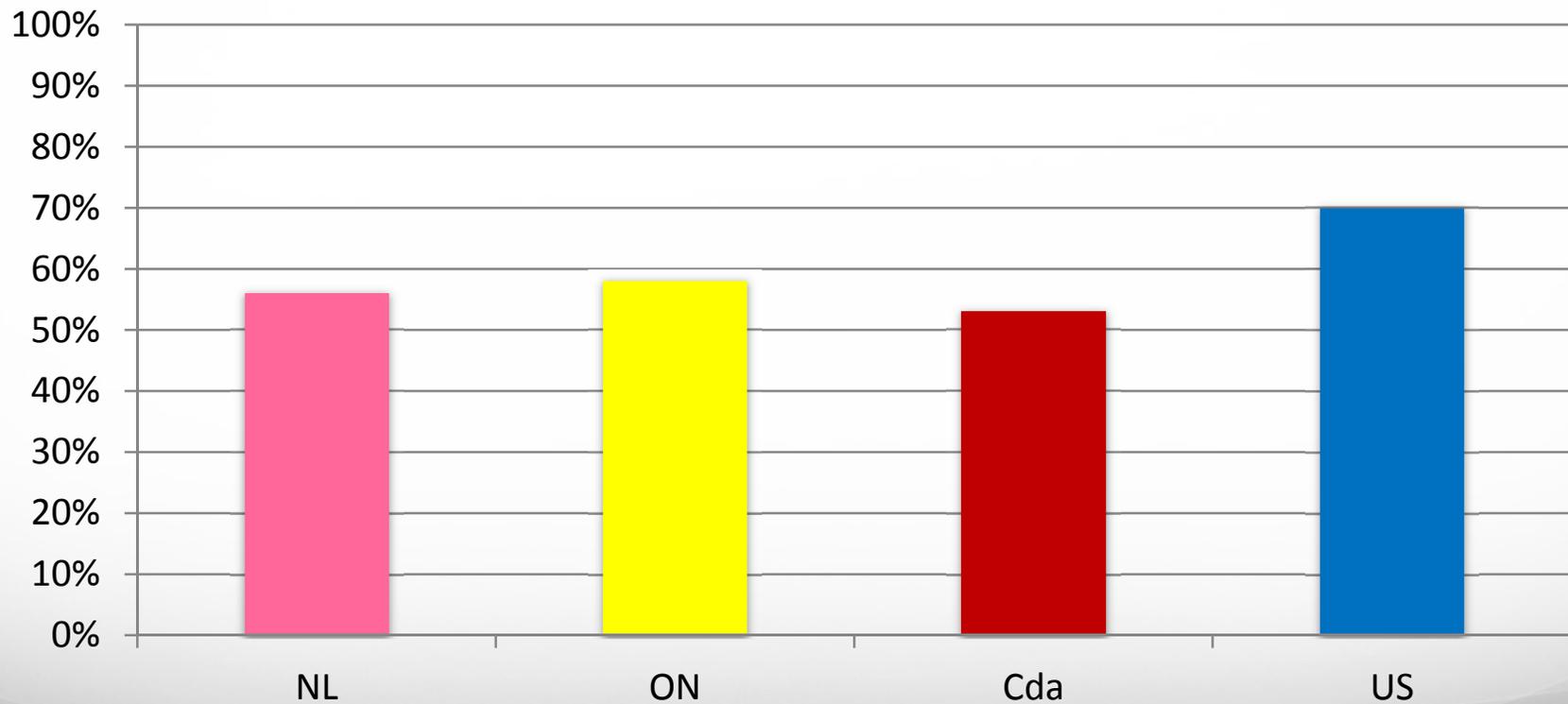
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Discussion of healthy diet and healthy eating



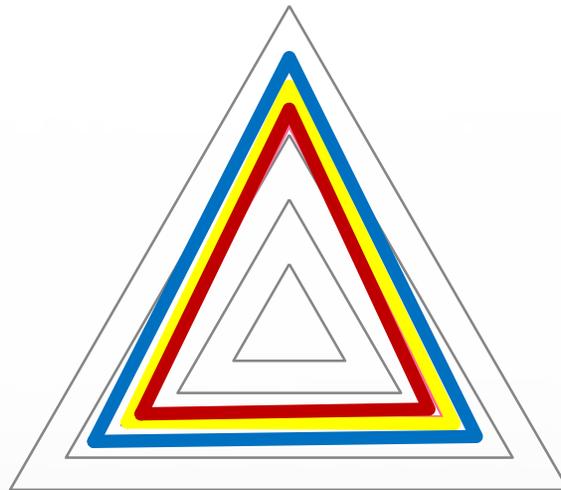
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Discussion of exercise or physical activity



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

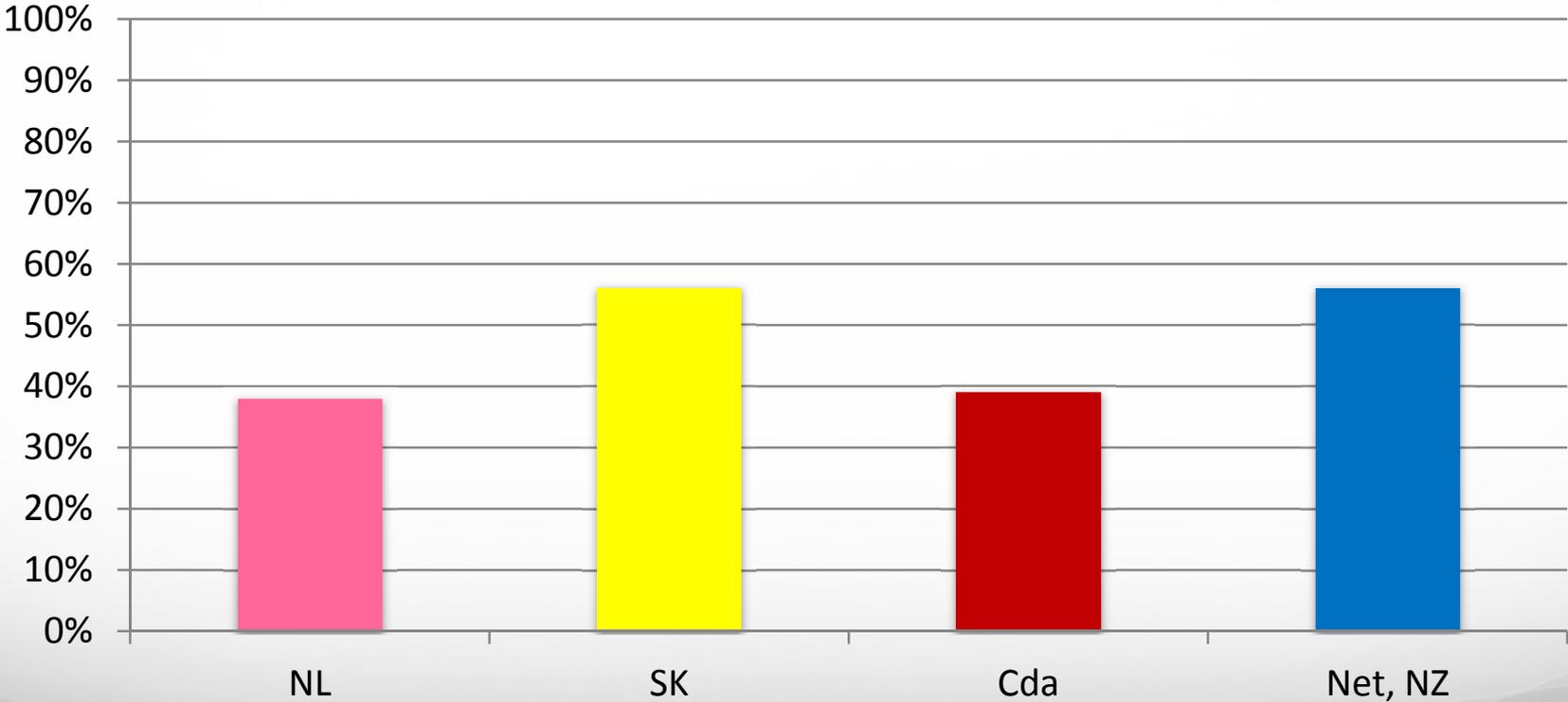
## Prevention and Health Promotion (Health Promotion)



- NL
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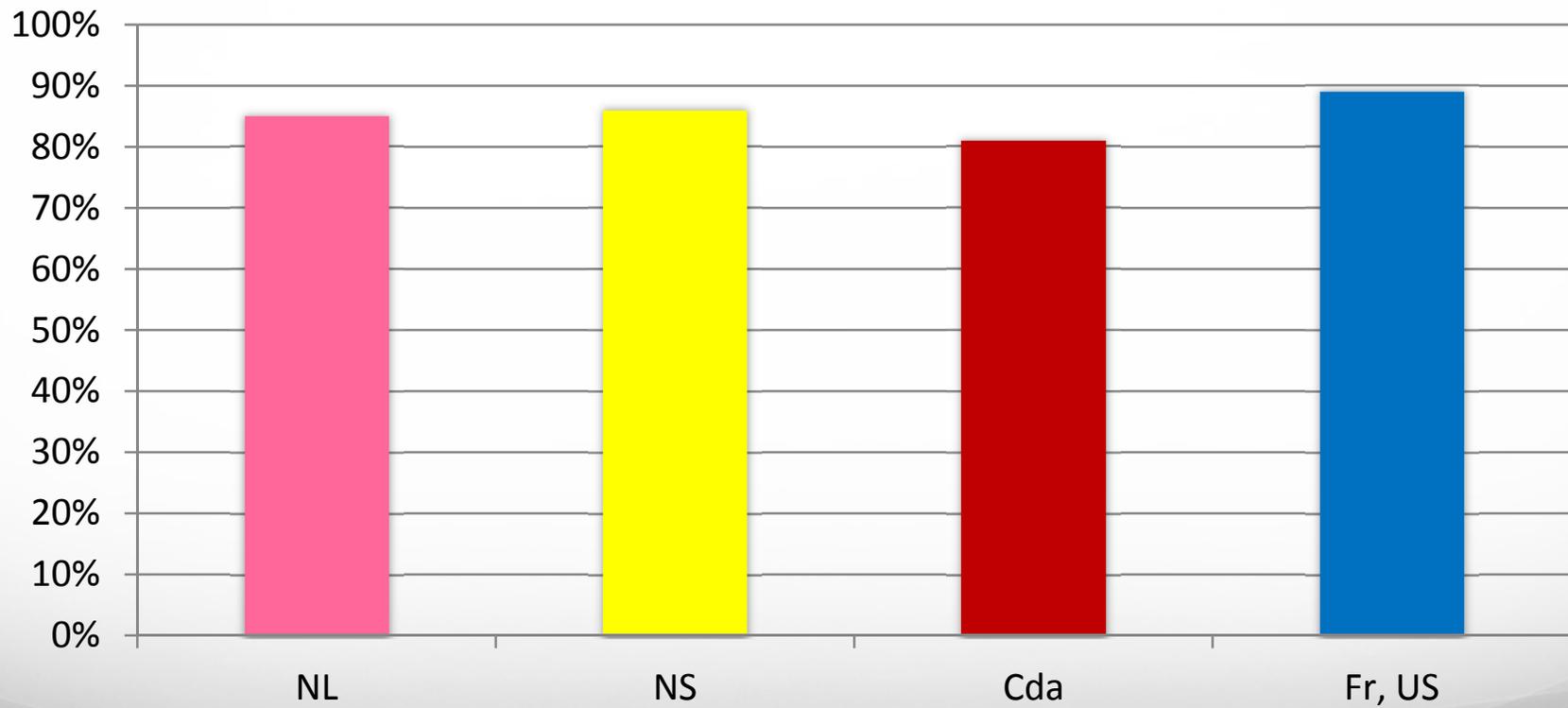
# Prevention and Health Promotion (Screening/Prevention)

# Receive reminders for preventive care



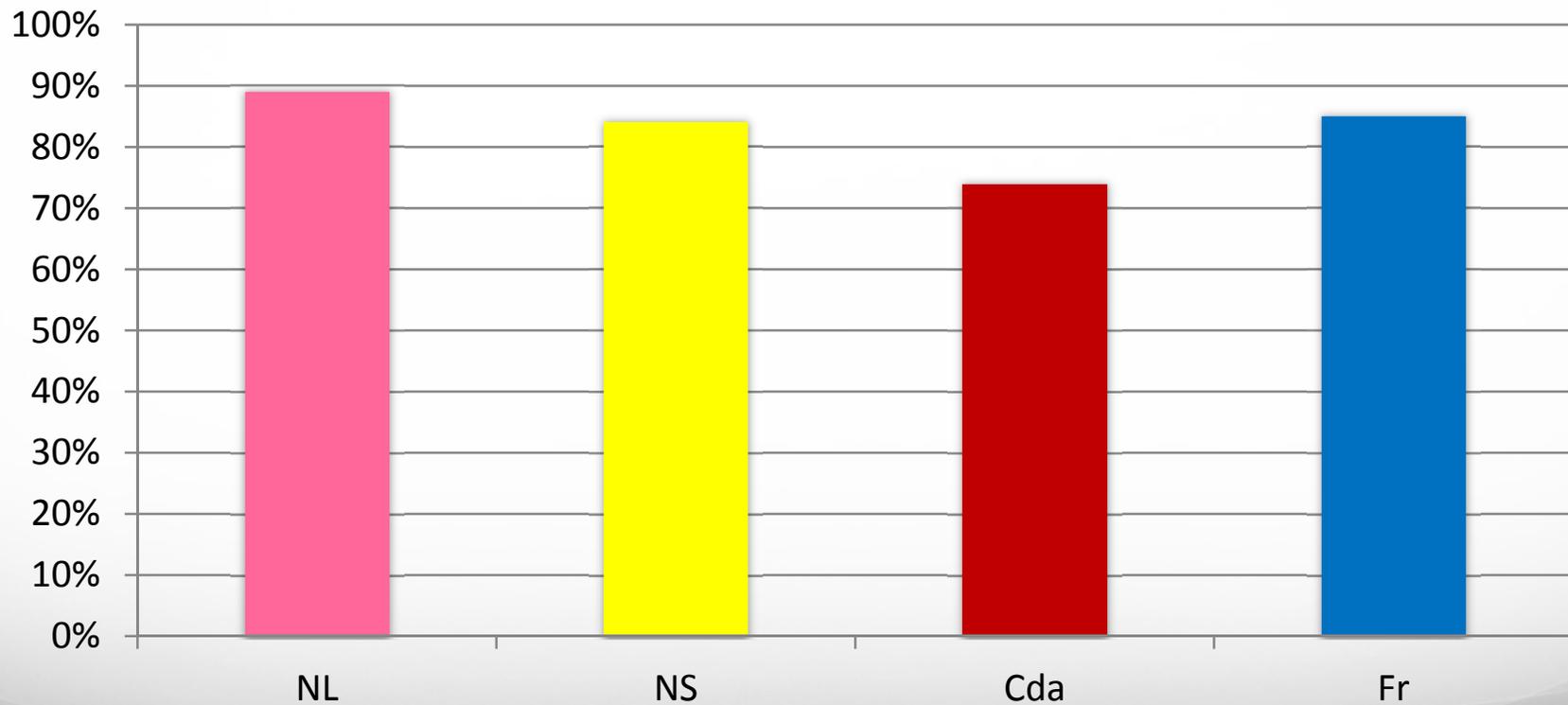
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Blood pressure checked in last year



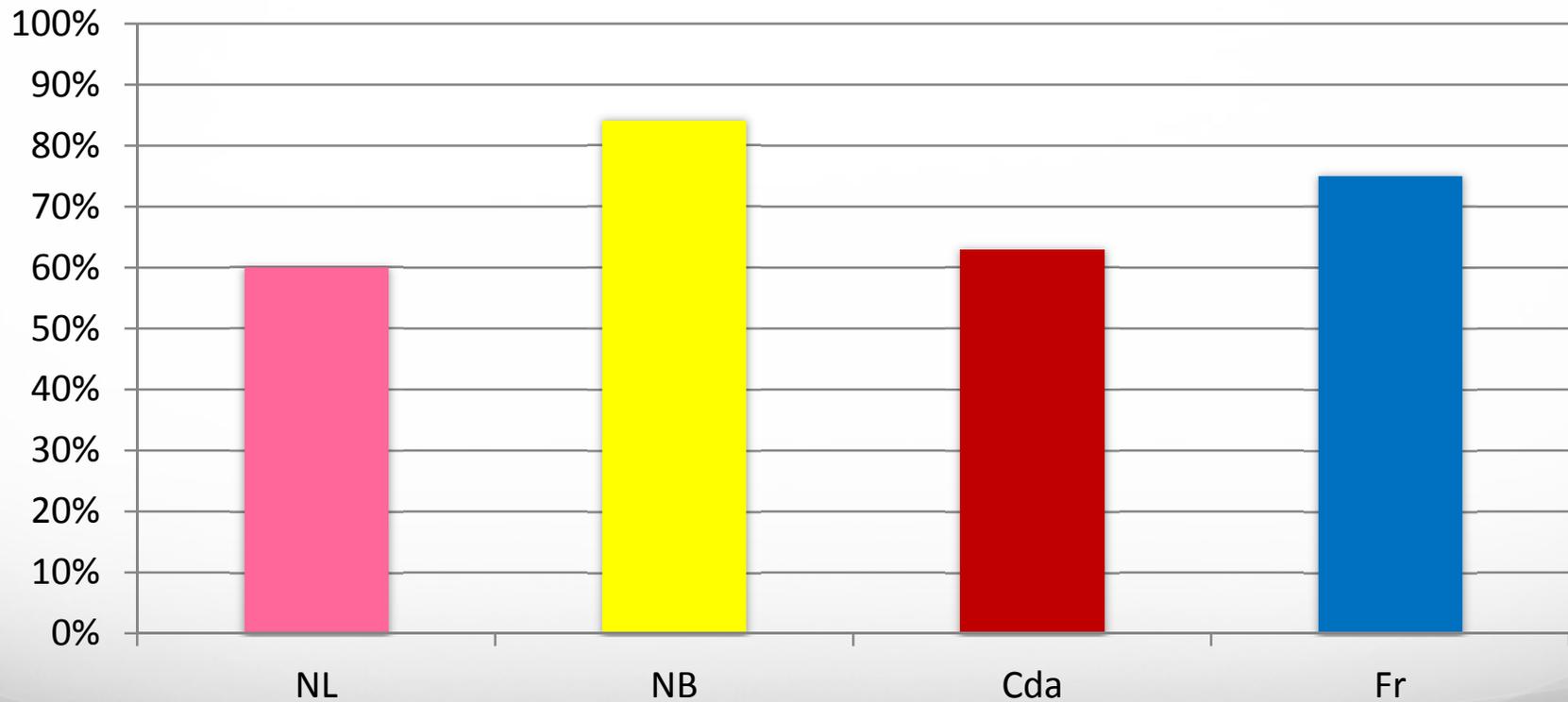
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Pap smear in past 3 years (females 21 to 65)



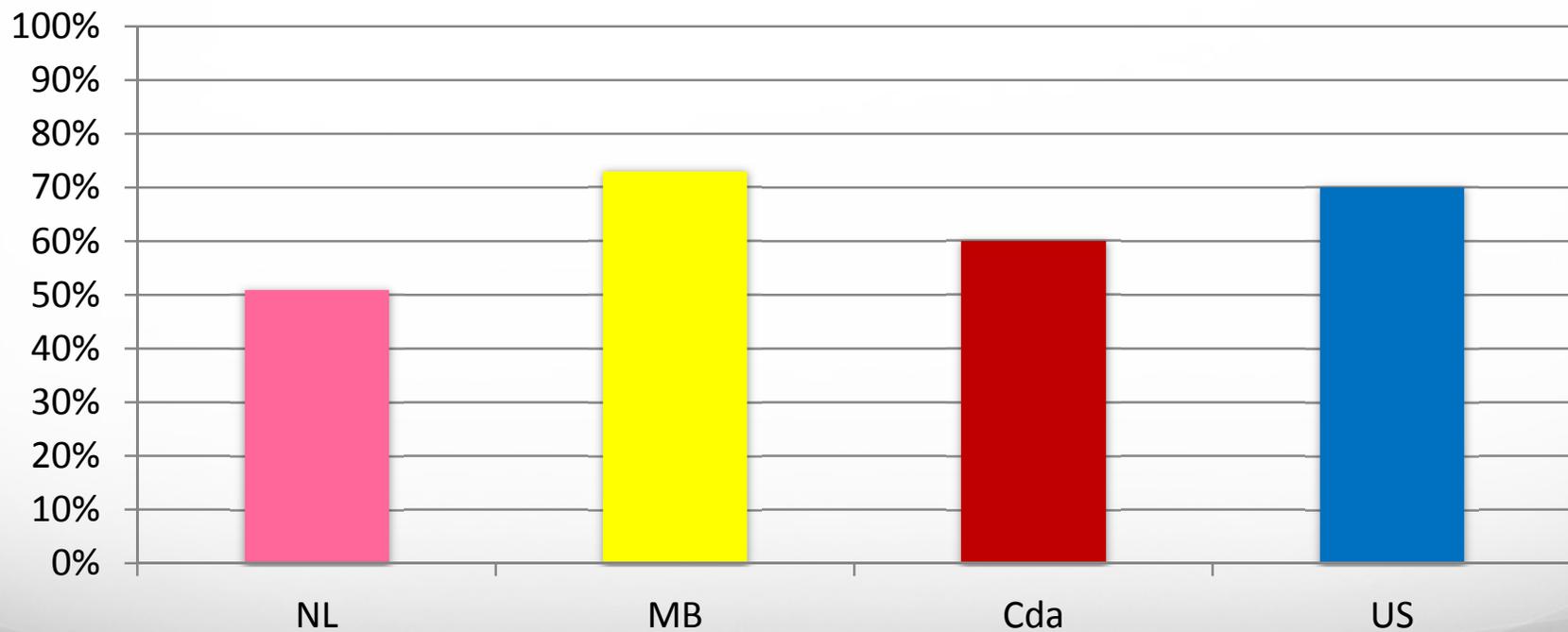
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Mammogram in past 2 years (females 50 to 70)



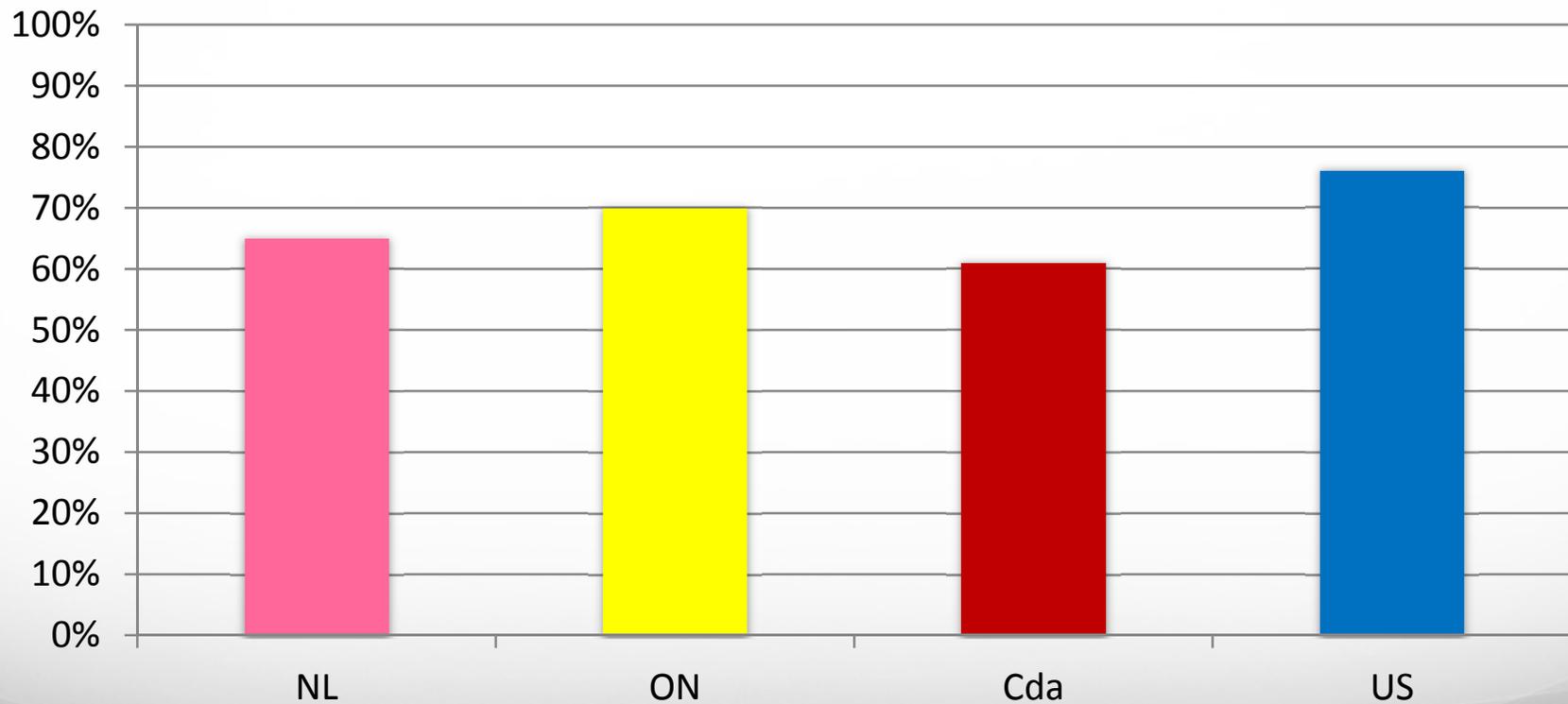
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Colon cancer screening in past 10 years (age 50 to 75)



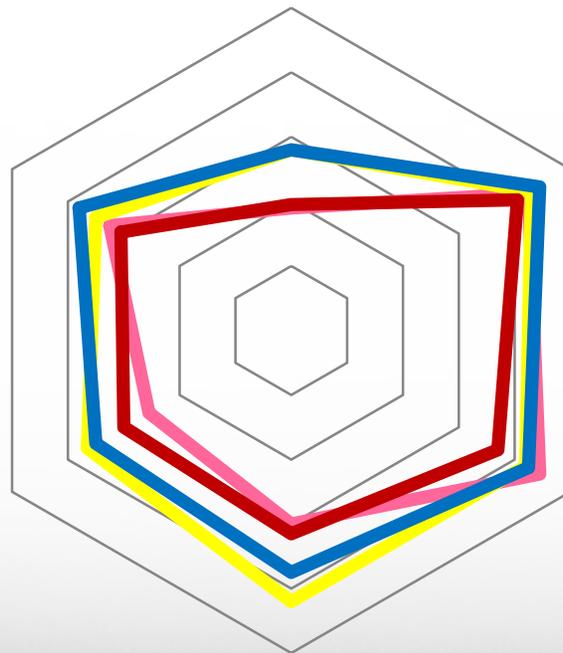
Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Flu shot in past year (age 65 or older)



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

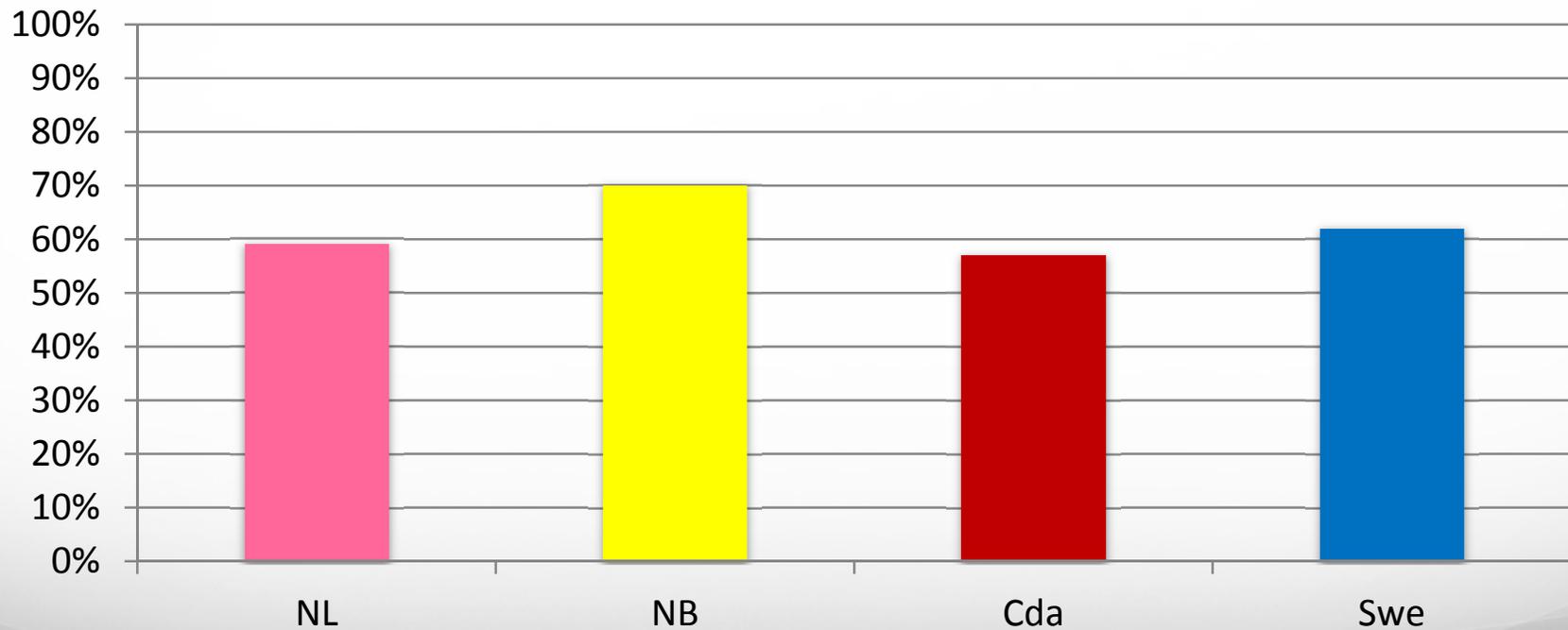
## Prevention and Health Promotion (Screening/Prevention)



- NL
- Best Performing Province
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# Mental Health

## Able to get help from a professional when experiencing emotional distress (past 2 years)



Source: Commonwealth Fund 2013 International Health Policy Survey of Adults

## Achieving System-level Change

- Voluntary participation of providers and patients
- Incremental approach to system change
- Carefully targeted investments
- Innovation on a meaningful scale
- Collaborative engagement of health care providers
- Pluralism of physician payment and organizational models

## Critical Requirements for Continued Progress

- Effective primary care governance and leadership
- Comprehensive primary care performance measurement and reporting
- Quality improvement training and support
- Consensus among key stakeholders on vision and strategy
- Explicit attention to equity

## Enablers of High-Performing Primary Care

- Coordination/integration/partnerships with other health and social services
- Contracts and accountability agreements
- Patient enrolment
- Investment in information management at the practice level
- eHealth investments – electronic health records and telehealth

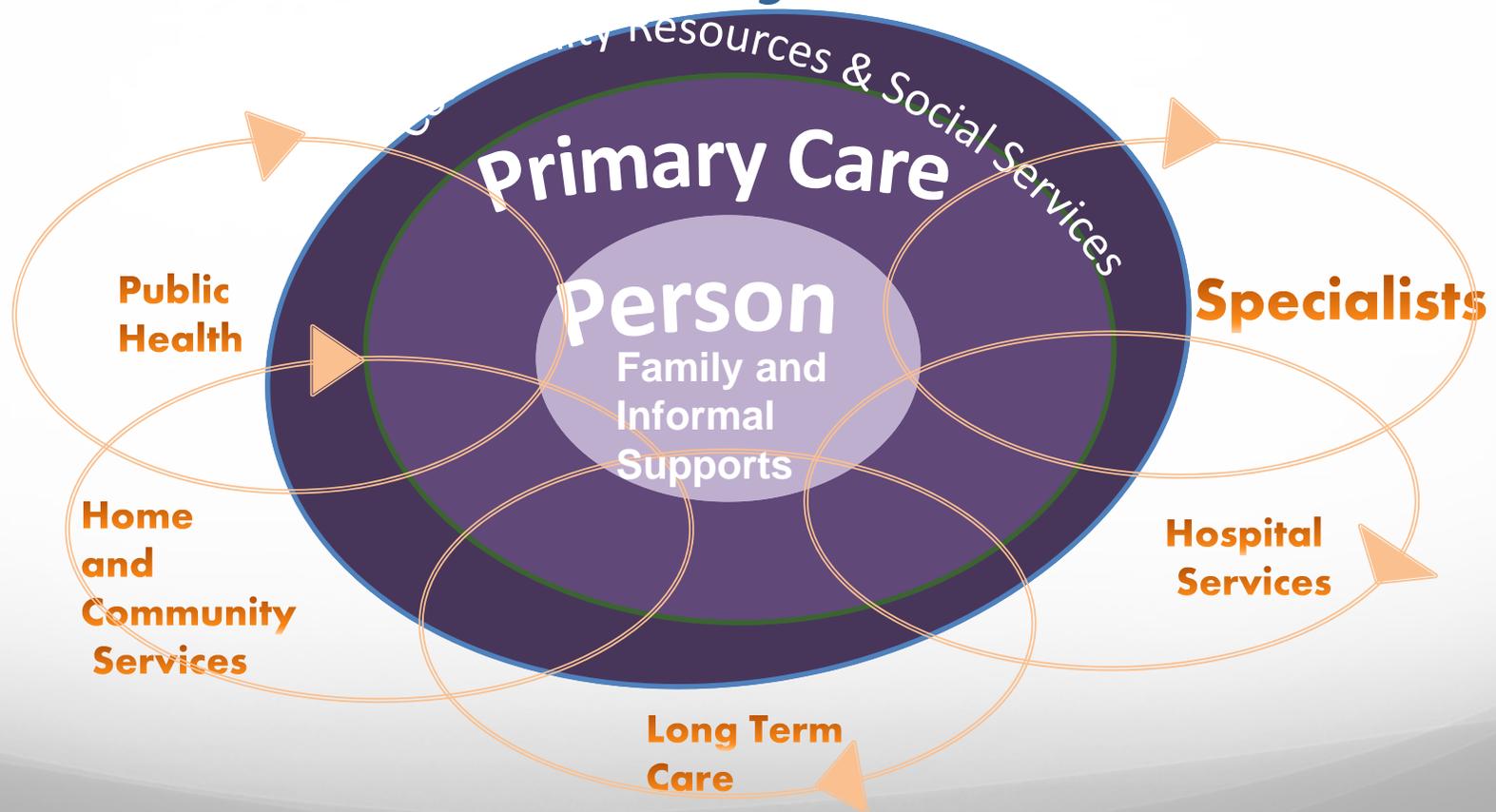
## Enablers of High-Performing Primary Care

- Inter-professional primary care teams
- Investment in primary care research and evaluation of innovations
- Funding and provider payment arrangements aligned with health system goals
- Patient and public engagement

**“The future is already here. It’s just  
very unevenly distributed.”**

William Gibson

# The Health Care System We Need



Adapted from Charles Kilo's "Primary Care Oriented Health System" model



“Here is Edward Bear coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it”

A.A. Milne 1926

Illustration E.H.Shepard

Hutchison B, Levesque J-F, Strumpf E, Coyle N. Primary health care in Canada: Systems in motion. *Milbank Quarterly* 2011;89(2):256-288.

Aggarwal M, Hutchison B. *Toward a Primary Care Strategy for Canada*. Canadian Foundation for Healthcare Improvement, December 2012. Available at: [www.cfhi-fcass.ca](http://www.cfhi-fcass.ca)

Hutchison B, Glazier R. Ontario's primary care reforms have transformed the local care landscape, but a plan is needed for ongoing improvement. *Health Affairs* 2013; 32(4):695-703.

Hutchison B. Reforming Canadian primary care – Don't stop half-way. *Healthcare Policy* 2013;9(1):12-25.

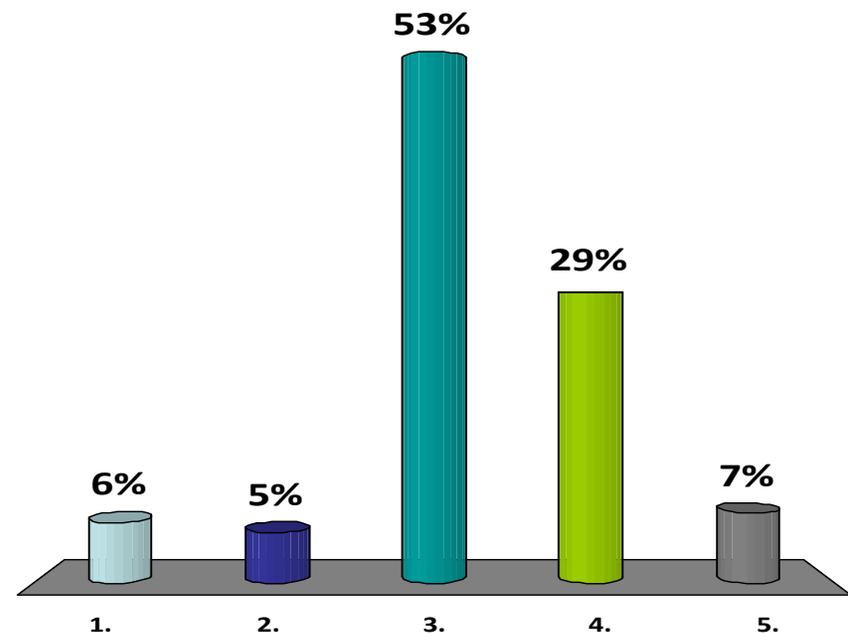
**BREAK**

# **Access to Quality Services and Supports**

# Polling

# An online directory describing local primary health care services and supports would improve access.

1. No, such a tool would not be used.
2. No, it would be too difficult to keep updated.
3. Yes, this would be a valuable tool.
4. Yes, it's better than nothing.
5. Unsure



Scenario 1

# Mary's Story

# Access to Quality Primary Health Services and Supports



- Coordination is lacking & provider turnover is too high
- Lack of awareness results in decreased access to services and supports
- Travel can create and worsen access barriers
- Wait times & inconvenient office hours increase Emergency Department usage

Discussion Question

**What actions should be taken to improve access to quality primary health care services and supports in our province?**

# Collaboration and Coordination

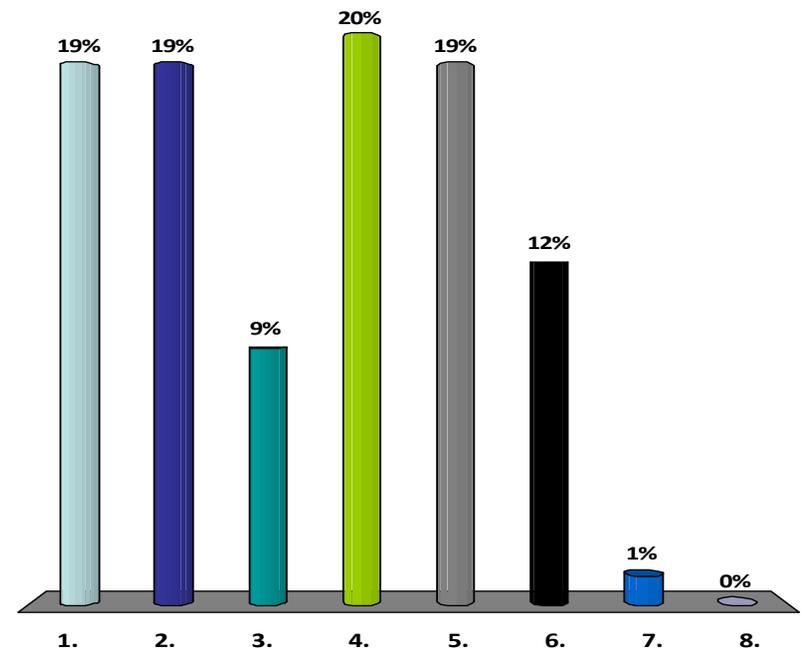
Scenario 2

# Rick's Story

# Polling

# What can foster greater collaboration between health care professionals? *(Select 3)*

1. Local services and supports under one roof.
2. Organizational structures to facilitate collaboration.
3. New remuneration options
4. Enhanced ability to share patient/client records.
5. Training health professionals to work in multidisciplinary environments.
6. Increased awareness of all scopes of practice.
7. Other
8. Don't know



# Collaboration and Coordination



- Need a team based approach with good communication and collaboration
- Developing long-term relationships with providers
- Patient navigators and better knowledge of services
- Remuneration that encourages collaboration
- Developing 'one stop shops'

Discussion Question

**What actions are needed to improve the collaboration and coordination of primary health care services?**

**LUNCH**

# Theme Team Report Back

Access to Quality Services and Supports

Collaboration and Coordination

# What can be done around access to quality services and supports....



- Increase use of technologies (i.e. use telehealth service for follow-up, better promotion of telehealth services, more appointments with video technology, electronic records system, healthline)
- Professionals should work at the top of their abilities/scope (i.e. pharmacists and NPs can be doing more)
- Education and awareness for professionals & public about available services (i.e. use community associations to share information on available programs and services)
- Better coordination/communication of/within existing resources (i.e. establish community based health care teams - one stop shopping for many services)
- Bring services to the people (i.e. mobile clinics, traveling medical teams)
- Patient Navigation System - one point of contact for patients
- More ways of attracting new professionals to rural communities (i.e. work-terms, co-ops, financial incentives)

# What can be done around collaboration and coordination....



- Electronic Health Records – Better sharing of info
- Medical professionals need to be trained on/in collaborative environment
- More education and collaboration with public on roles of Primary Health Care providers
- One stop shop service hubs
- Multi-disciplinary team based approach
- Patient Navigator System
- Creation of compensation models that supports professionals for time spent on collaborative practices



# Thinking Upstream

## Beyond Health Care to A Truly Healthy Society

Ryan Meili, MD, CCFP

@ryanmeili

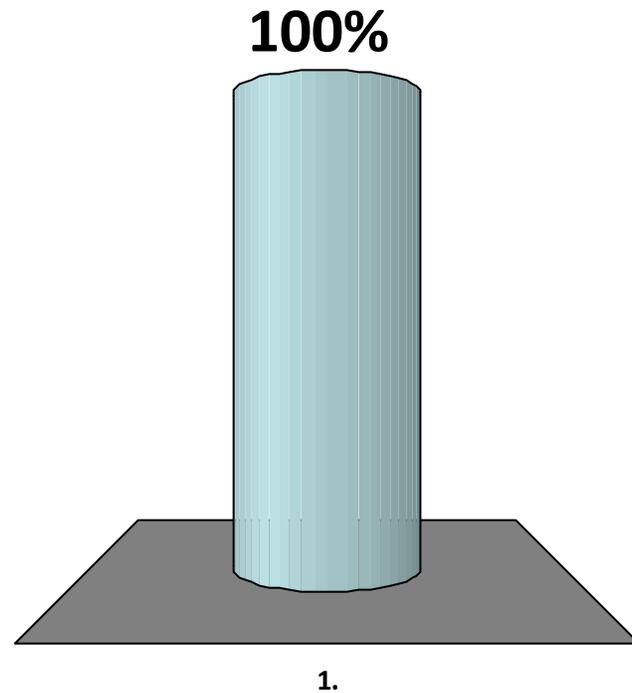
Premier's Summit on Health Care

St. John's, Newfoundland and Labrador

January, 2015

# Prevention and Promotion

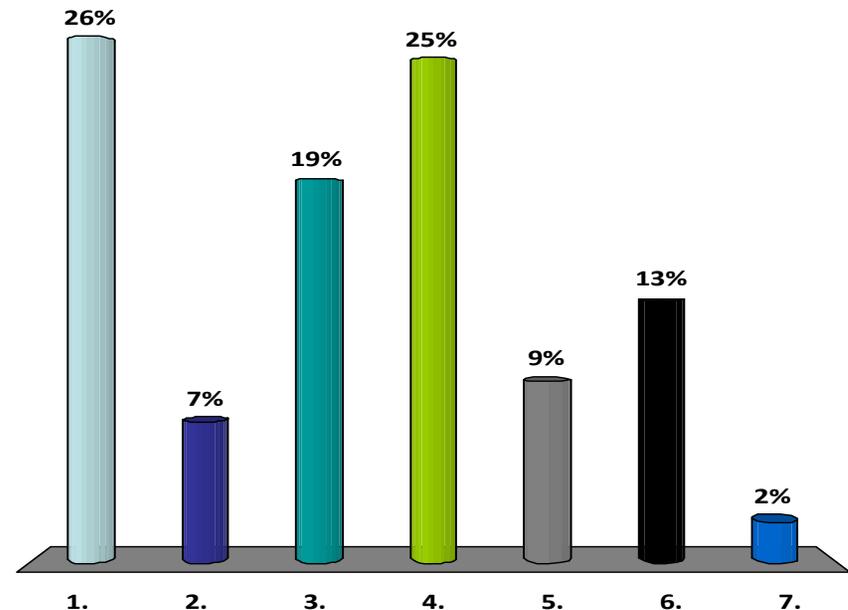
# 1. Enter Answer Text



# Polling

# Health Promotion initiatives would have the greatest impact if conducted in/at... *(Select 3)*

1. Community centres/events
2. Hospitals and health care institutions
3. Primary health care clinics
4. Schools
5. Individuals' homes
6. Work place
7. Other



Scenario 3

# Michelle's Story

# Prevention and Promotion



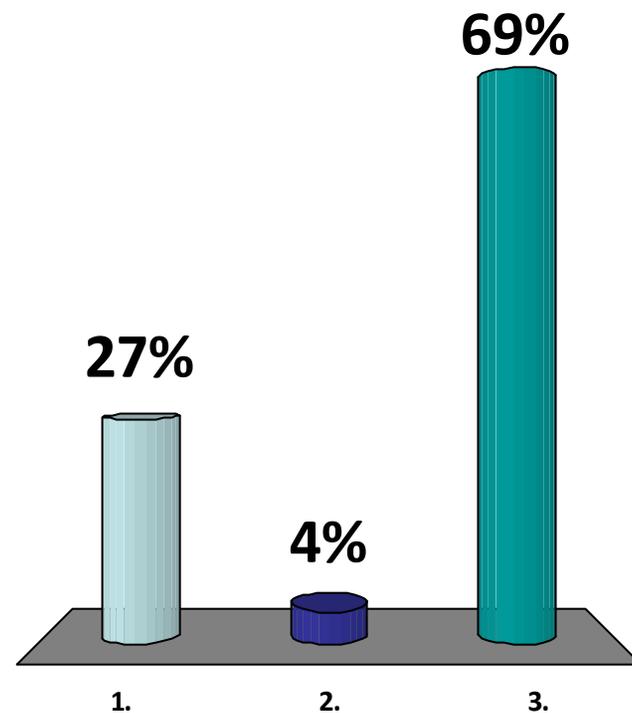
- Need to refocus on social determinants of health
- Improve awareness of health prevention and promotion services
- More affordable recreation and chronic disease self-management programs

Discussion Question

**What actions are needed to improve prevention and promotion?**

# Which statement best describes how you feel about the current temperature in the room?

1. I'm roasted
2. I'm froze
3. I'm best kind



# **Mental Health and Addictions**

Mental Health and Addictions Video

# **Understanding Changes Everything**

# Mental Health and Addictions



- Importance of team management for mental health conditions
- Need for more education and more open discussion of mental health issues
- Inadequate range of services and long wait times
- Need for more preventative supports in schools

Discussion Question

**What actions could improve the delivery of Mental Health and Addictions Services in this province?**

**BREAK**

# Theme Team Report Back

Prevention and Promotion  
Mental Health and Addictions

# What can be done around prevention and promotion....



- Education around healthy living (particularly for youth) in existing forums (eg. schools, community centres)
- Provide access to affordable recreation facilities across the province (i.e. access to schools, employer based incentives)
- Address food security and affordability issues (for people below poverty line, food price in Labrador, access to local food, school lunch program)
- Create legislation, policies and incentives (tax & rebates) to take action
- Community based approach to build on existing programs & infrastructure (i.e. trails, facilities, parks, gyms, tracks)
- Empowering and supporting individuals to take responsibility for their own lifestyles/habits

# What can be done around mental health and addictions supports and services:.....



- More awareness and education on Mental Health (early in schools)
- Wait times for diagnosis and treatment need to be reduced – mental health patients need immediate assistance
- Need to change stigma around mental health
- Team approach for individuals with complex issues
- Services and supports available in community
- Supports to families for interventions when necessary
- Access to safe and affordable housing

# Additional Comments

Discussion

**Do you have any additional ideas or comments that you would like to add to today's discussion?**

# Evaluation

Discussion

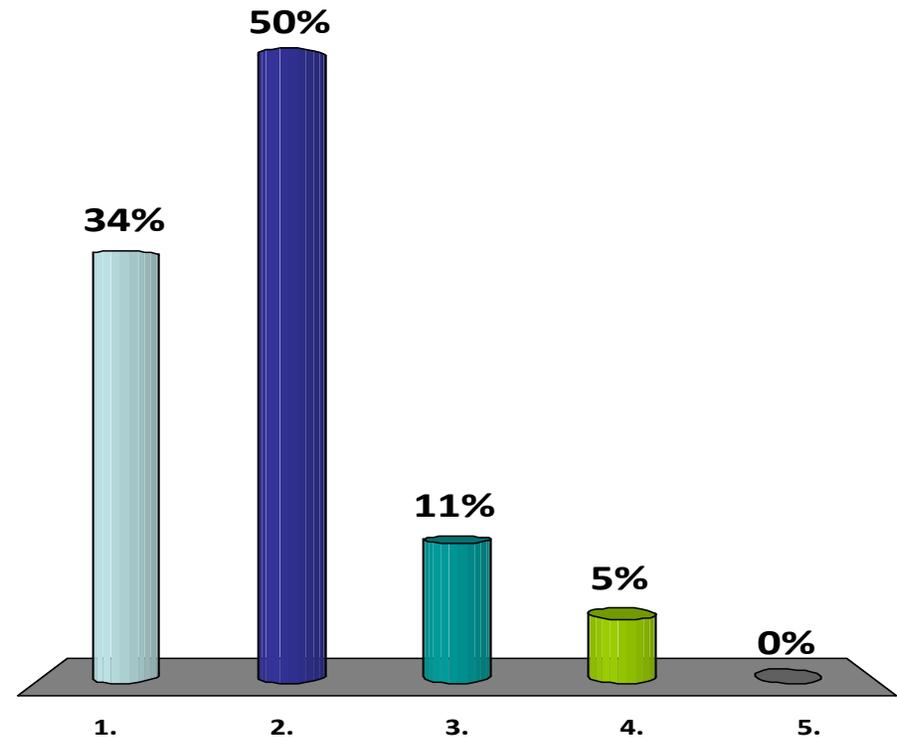
**What did you like or dislike  
about today's summit?**

**What could be done better?**

# Evaluation Polling

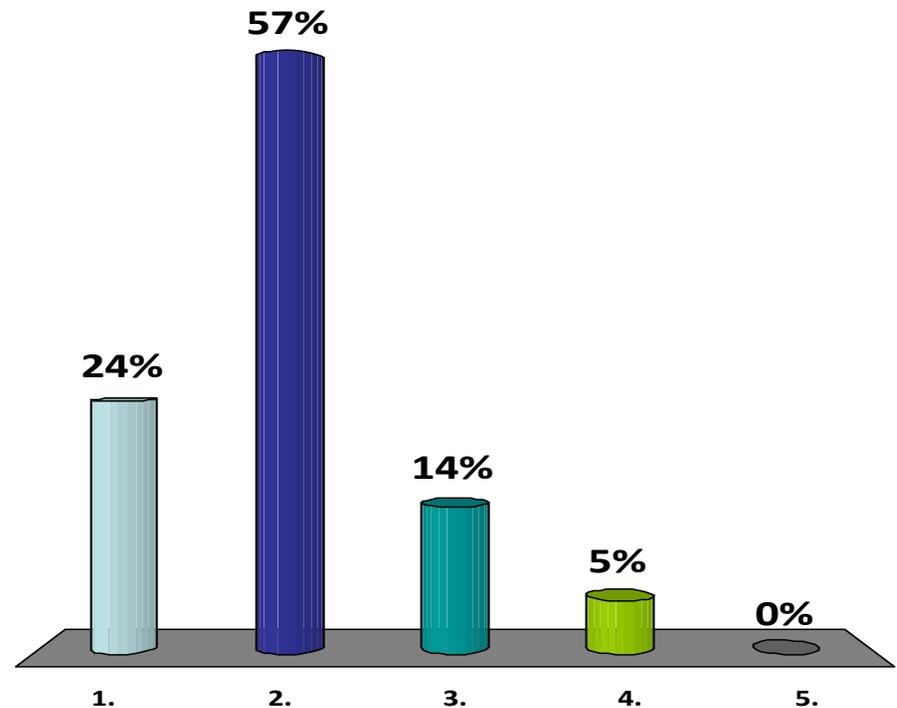
I believe communities are willing to take action to improve primary health care.

1. Strongly agree
2. Agree
3. Neither agree or disagree
4. Disagree
5. Strongly disagree



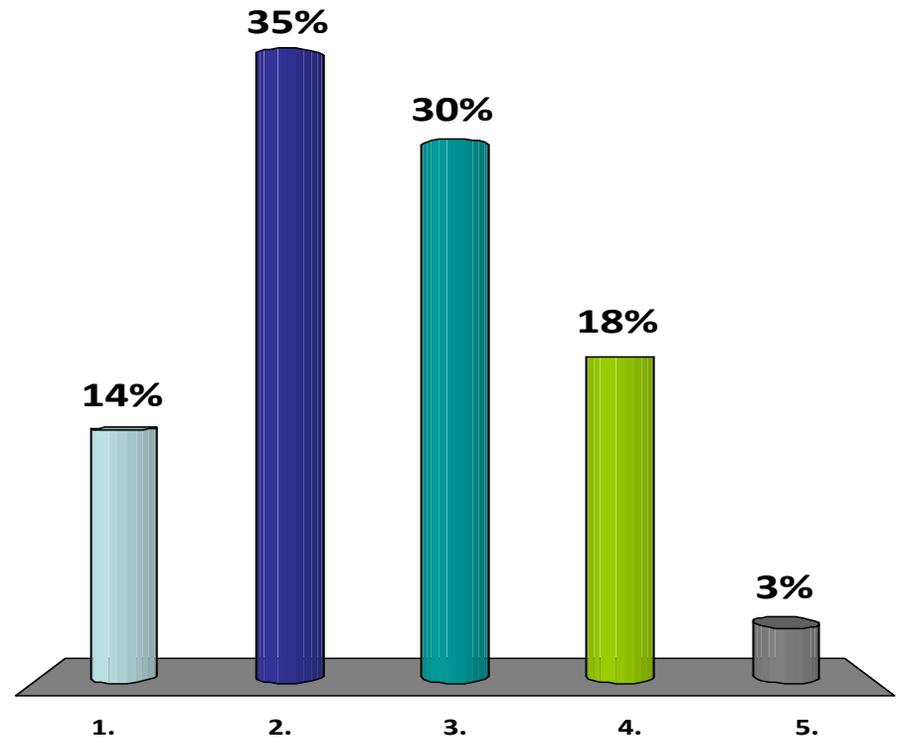
I believe health professionals are willing to take action to improve primary health care.

1. Strongly agree
2. Agree
3. Neither agree or disagree
4. Disagree
5. Strongly disagree



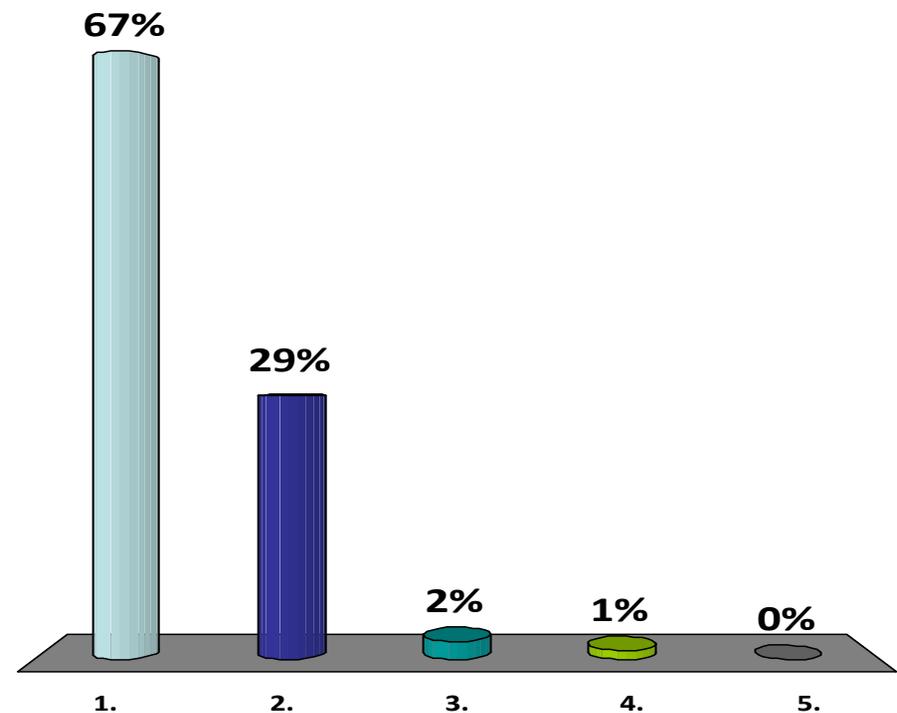
# I believe government is willing to take action to improve primary health care.

1. Strongly agree
2. Agree
3. Neither agree or disagree
4. Disagree
5. Strongly disagree



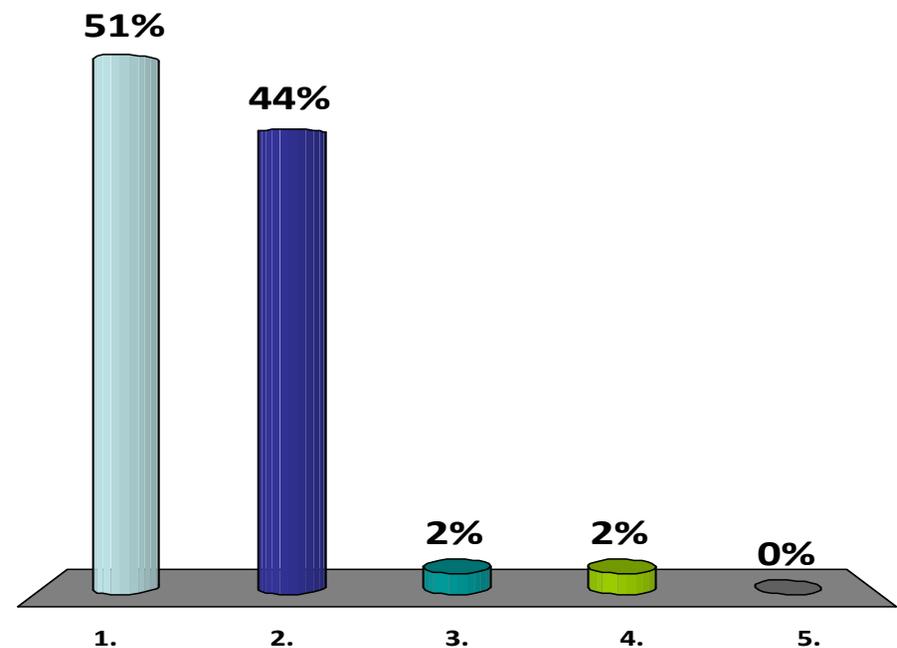
I think it is important for events like this to happen in the future.

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree



# Overall, I thought today's process was....

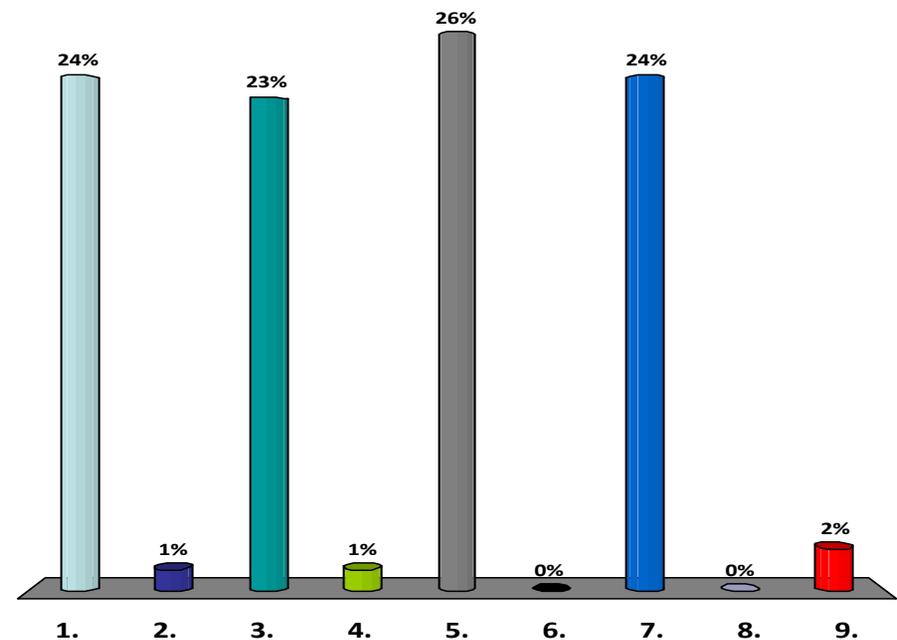
1. Excellent
2. Good
3. Neither good nor fair
4. Fair
5. Weak



# Overall, I found today...

*(select all that apply)*

1. Informative
2. Uninformative
3. A good use of my time
4. A waste of my time
5. Engaging
6. Unengaging
7. Relevant
8. Irrelevant
9. Other



Dr. Bruce Gilbert

# Highlights of the Day

# Summary

- A consistent recognition of the need for change, in spite of the diversity in the room
- Four discussion topics: Access, Collaboration and Coordination, Prevention and Promotion, Mental Health and Addictions
- Several themes across all four topics

# Common Themes

- Better/more education, awareness & training
- Maximize the potential of technology
- Patient Navigator
- Multi-disciplinary teams/one-stop shops/  
co-location of health providers
- Both physical and mental well-being included in  
government policy
- Community-based approach



**Upstream solutions  
don't treat symptoms,  
they treat the source**

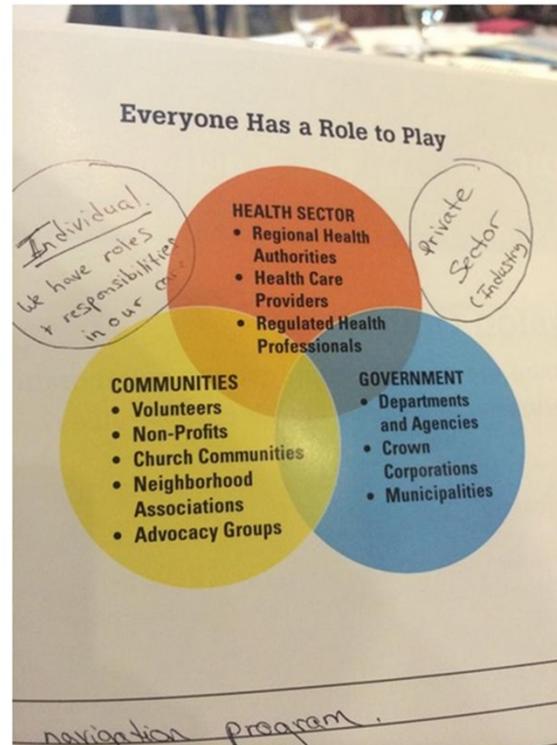


Lynette Hillier  
@Cancercarefdn



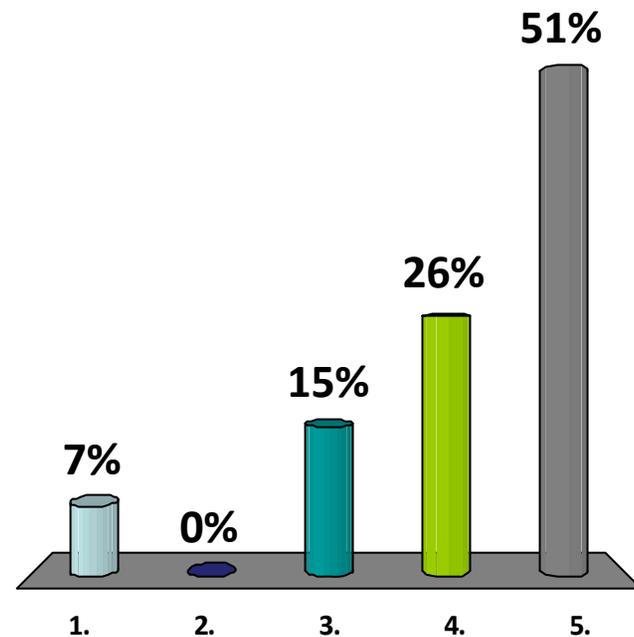
Follow

Great discussion at our table on what's missing from this chart. Individual and Industry have a role [#HealthNL](#)



# The most amazing thing about today was...

1. Bruce
2. Lead facilitator (Bruce)
3. The shortest guy @ the podium (Bruce)
4. Bruce's intellect and humor
5. When Bruce finally stopped talking



Hon. Steve Kent

# Commentary

Hon. Paul Davis

# Closing Remarks



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