



North East

ccac

Community
Care Access
Centre

casc

Centre d'accès
aux soins
communautaires
du Nord-Est

Health
Care
Connect

Accès
Soins

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Health Care Connect Key Messages

- The Ministry of Health is focussing on access to primary care for all residents of Ontario
- The government is committed to addressing the issue of patients without doctors in Ontario by improving access to family health care services and reducing the number of patients who do not have regular access to a provider, particularly those most vulnerable and in need



Primary Health Care

Primary care is defined as:

- The first point of contact between a patient and the health care system

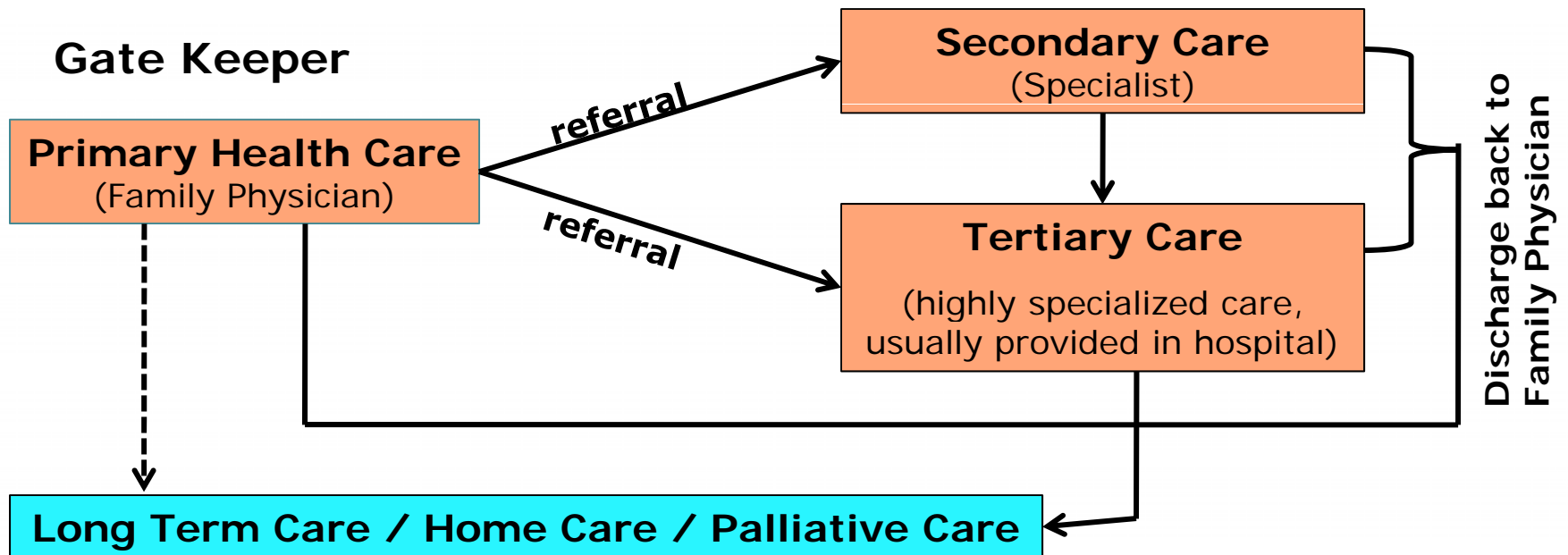
Primary care is:

- The navigator of the health care system
- Providing clinical services close to home
- Providing system access and continuity of care

Primary care includes:

- Illness prevention
- Health promotion
- Diagnosis
- Treatment
- Rehabilitation and counselling

Primary Health Care (cont'd)



Primary Health Care Goals

Patients need access to care around the clock or they will continue to use expensive emergency rooms for non-urgent care.

- **interdisciplinary team-based around the clock care**

Patients have difficulty navigating a health care system that is becoming increasingly complex.

- **improved system navigation and access coordinated through primary care**

Primary Health Care Goals cont'd

Care is too reactive, focused on treating injury and illness.

- **focus on prevention, health promotion and chronic disease management, guided by local population health indicators**

Patients need information, support and empowerment to take a greater responsibility in their own health maintenance and decision-making.

- **active support for the patient's self-care responsibilities**



Ontario's Primary Health Care Models

- ❖ The Ministry of Health and Long-Term Care (Ministry) and the Ontario Medical Association (OMA) have worked co-operatively to develop a menu of innovative and attractive compensation models that are aimed at rewarding family physicians for providing comprehensive primary health care services to their patients.
- ❖ These models are based upon alternative funding contracts which set out physician obligations of care including after hours care, being on call for the Telephone Health Advisory Service (THAS) and providing a formal patient enrolment process.

Ontario's Primary Health Care Models

- ❖ Compensation for primary care providers is based on blended payments – this means that they all have a blend of financial incentives, premiums and other types of payments.
- ❖ Primary Health Care models have been developed and modified in order to assist physicians in moving from solo practice to group based care (e.g. FHTs).



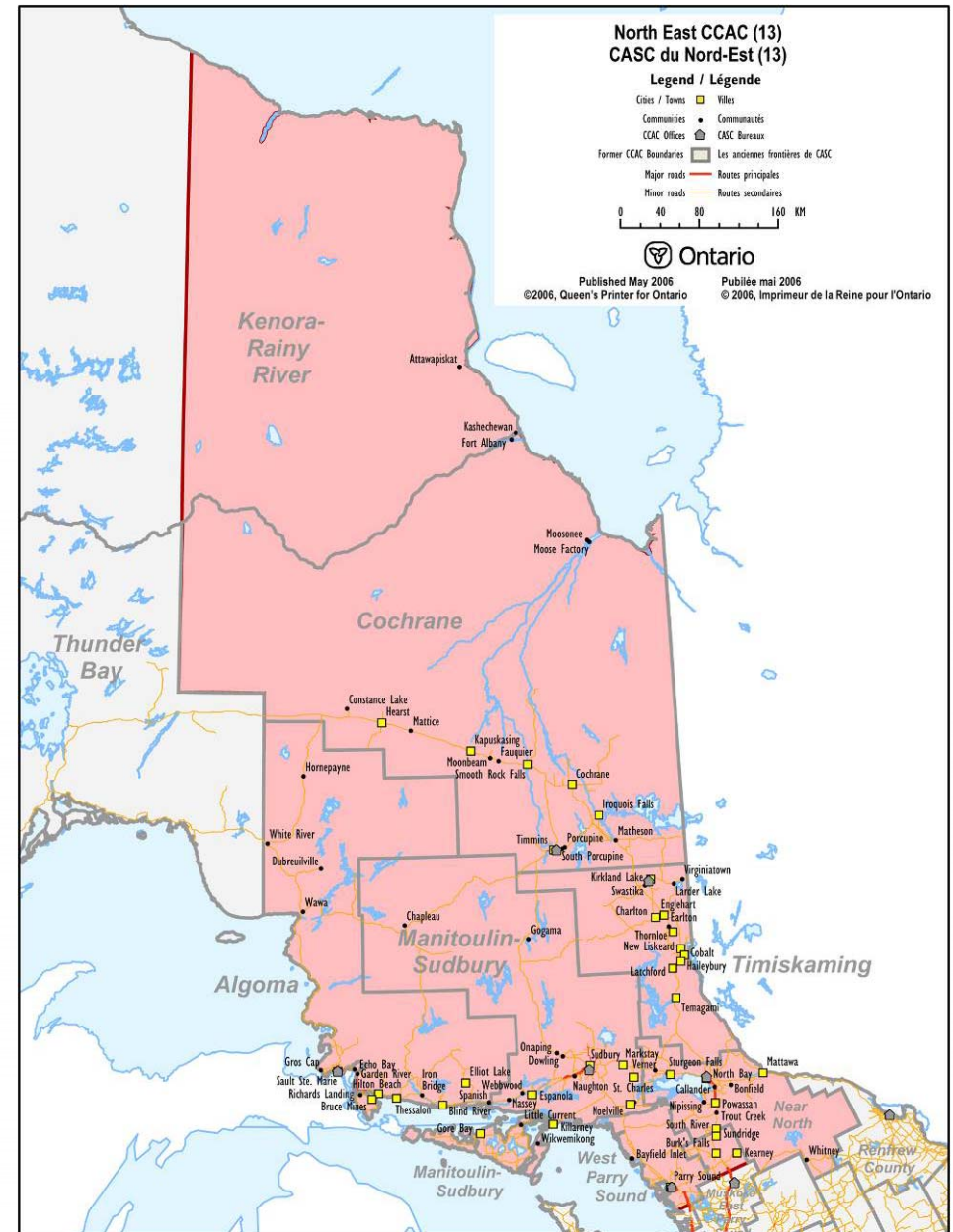
Ontario's Primary Health Care Models

The current core elements of primary health care are:

- Common basket of services – comprehensive primary health care
- Expanded access through the Telephone Health Advisory Service and extended hours of practice
- Voluntary patient enrolment with a physician
- Patient-based funding
- Inter-disciplinary care
- Grouped or networked practices
- Extended hours of access
- Access to preventive care and comprehensive care incentives

North East CCAC Region

The North East CCAC Health
Care Connect Program shares
the same boundaries as the
North East Local Health
Integration Network (LHIN)



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Background

- The Health Care Connect Program is the next step in a line of cooperative models that constitute Primary Care Renewal in Ontario

What is Health Care Connect?

- In February 2009, the Ontario government launched a new program called Health Care Connect, which refers patients to family health care providers who are taking on new patients in their community. Patients may be referred to a Family Physician or to a Nurse Practitioner.
- Patients are prioritized based on need for health care services

How does it work?

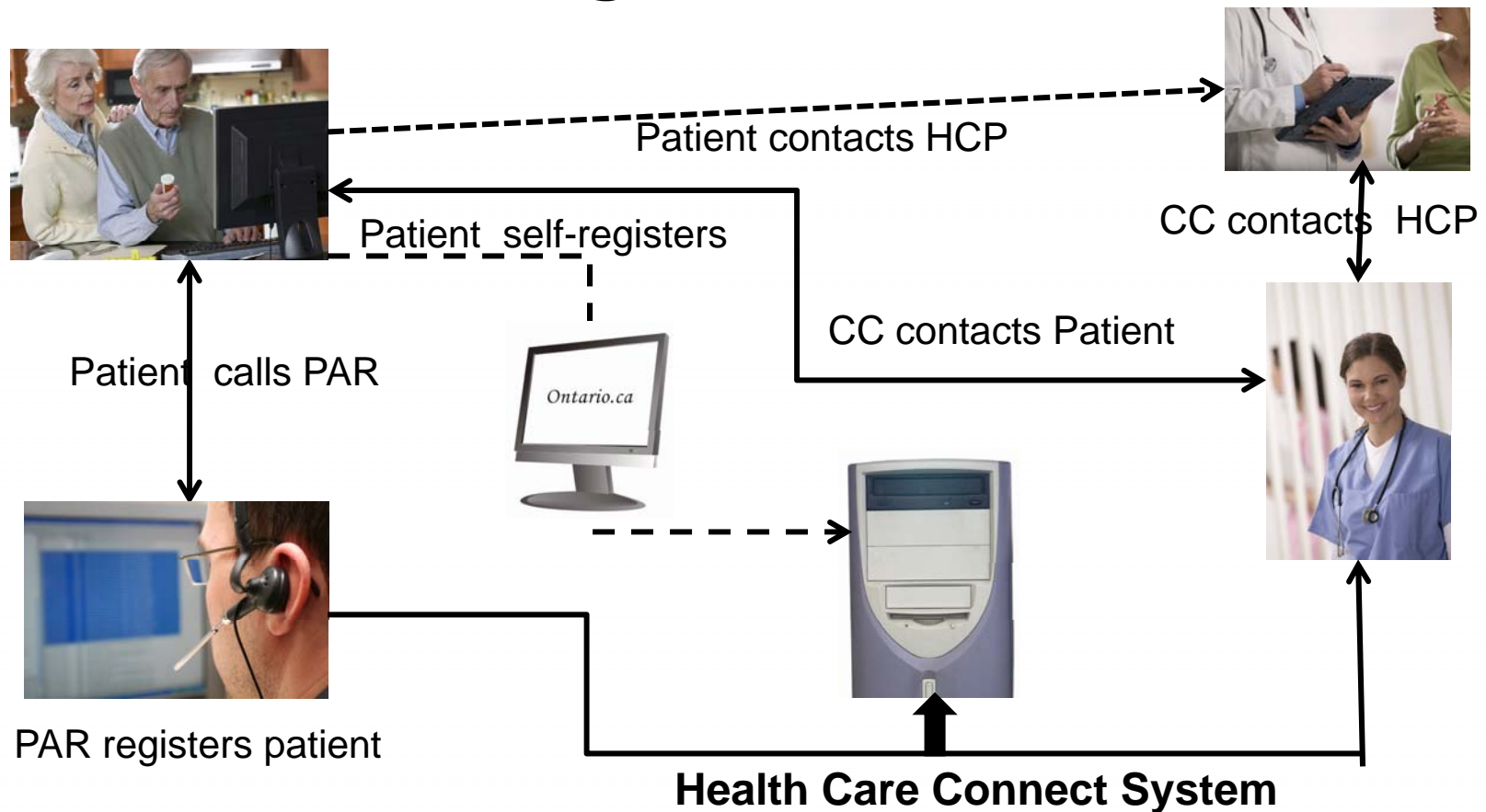
- Unattached patients can register for the program by calling a toll-free number (1-800-445-1822) or by visiting www.ontario.ca/helathcareconnect .
- To register the Patient requires a valid OHIP card, and will be asked a series of health related question to determine their level of need all the information is self reported by the Patient.
- Once the Patient is registered their information is put into the Ministry of Health and Long Term Care Database. The files are sorted by the algorithm established by a Panel of Physician from the Ministry of Health and Long Term Care.



How does it work (Cont'd)

- ❖ While Patients are waiting for a connection, Care Connectors refer Patient to other services available in their community, (e.g. walk in clinics, urgent care centres).

Information is also available on line at
www.ontario.ca/healthcareoptions



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E-MAIL PRINT

Health Care Connect

Health Care Connect is a program launched by the Ministry of Health and Long-Term Care to help Ontarians without a family health care provider find one.

If you already have a Health Care Provider

You will not be able to sign up for Health Care Connect if you are already registered with a health care provider. For information on how to change your current provider, please refer to [Frequently Asked Questions](#).

How does Health Care Connect Work?

The program refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community.

Two ways you can register for the Health Care Connect program



Call 1-800-445-1822

You'll speak to a representative who'll ask a short series of questions. *Available between 9am - 5pm Monday to Friday.*



Register Online

You can register your information online quickly and easily

Referral Process

- The Care Connector receives the application from the database. Reviews the information and calls the Patient to receive " Matching criteria". e.g. resources/pharmacy, lab, x-ray, wheelchair accessible, language need, specialization, professional staff and cultural need.

Referral Process cont'd

- Once information is gathered the Care Connector calls the Physician/Nurse Practitioner to see if he/she can accept the Patient.
- Once the provider agrees, the Care Connector calls the Patient with provider information. The Patient and provider also get a letter of referral generated from the ministry once the Care Connector updates the Patient file to "referred" in the ministry database.



Provincial Care Connector Statistics

- From the launch of the program in February 2009 to September 2010, over 76,000 patients have registered with Health Care Connect.
- Approximately 8% of these patients are considered complex-vulnerable (the program is designed to refer these high-needs patients to care first).
- Over 39,000 patients have been matched to a provider thus far.
- The provincial average match rate is approximately 49%, with LHIN-specific rates ranging from 12% to 90% (median is 45%).
- Close to 75% of complex-vulnerable patients have been matched, demonstrating that the program is performing as designed.

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NE Program Statistics

February 12, 2009 to October 31 2010

<i>Number of patients registered for the program:</i>	13,932
<i>Number of patients matched with a primary care practitioner:</i>	5,758(40%)

Patient Groups	Number of Patients Registered with Care Connect	Number of Patients Matched to a Primary Care Practitioner
Complex/Vulnerable	1,090	701
Non Complex/Vulnerable	12,842	4,826
Total:	13,932	5,758 (40% matched)

Program Statistics for the City of Greater Sudbury

February 12 2009 to October 2010

<i>Number of patients registered for the program:</i>	7,857
<i>Number of patients matched with a primary care practitioner:</i>	3,367 (45% matched)



Health Care Connect Key Messages

- Health Care Connect is a program that helps Ontarians find a health care provider in their community. A health care provider is a family physician or nurse practitioner.
- Care Connectors are nurses who work for the local Community Care Access Centre and help people who are registered with Health Care Connect find care in their community.
- Care Connectors are vital to the success of this program. They are the link between Ontarians who do not have access to health care and family physicians and nurse practitioners who are accepting new patients.



Health Care Connect Key Messages

- Care Connectors work with family physicians and nurse practitioners in their community, to build relationships and understand their practice, and refer people to them based on their health care needs.
- Patients are prioritized based on their need for health care services
- Ontarians without a family physician can register with the program by calling 1-800-445-1822 or visiting ontario.ca/healthcareconnect. They will be asked questions about their health needs and the information will be entered into a database. Care Connectors will then work with the patient to help them find a family physician or nurse practitioner in their community.



To register for the

Health Care Connect Program

1-800-445-1822

or

www.ontario.ca/healthcareconnect