

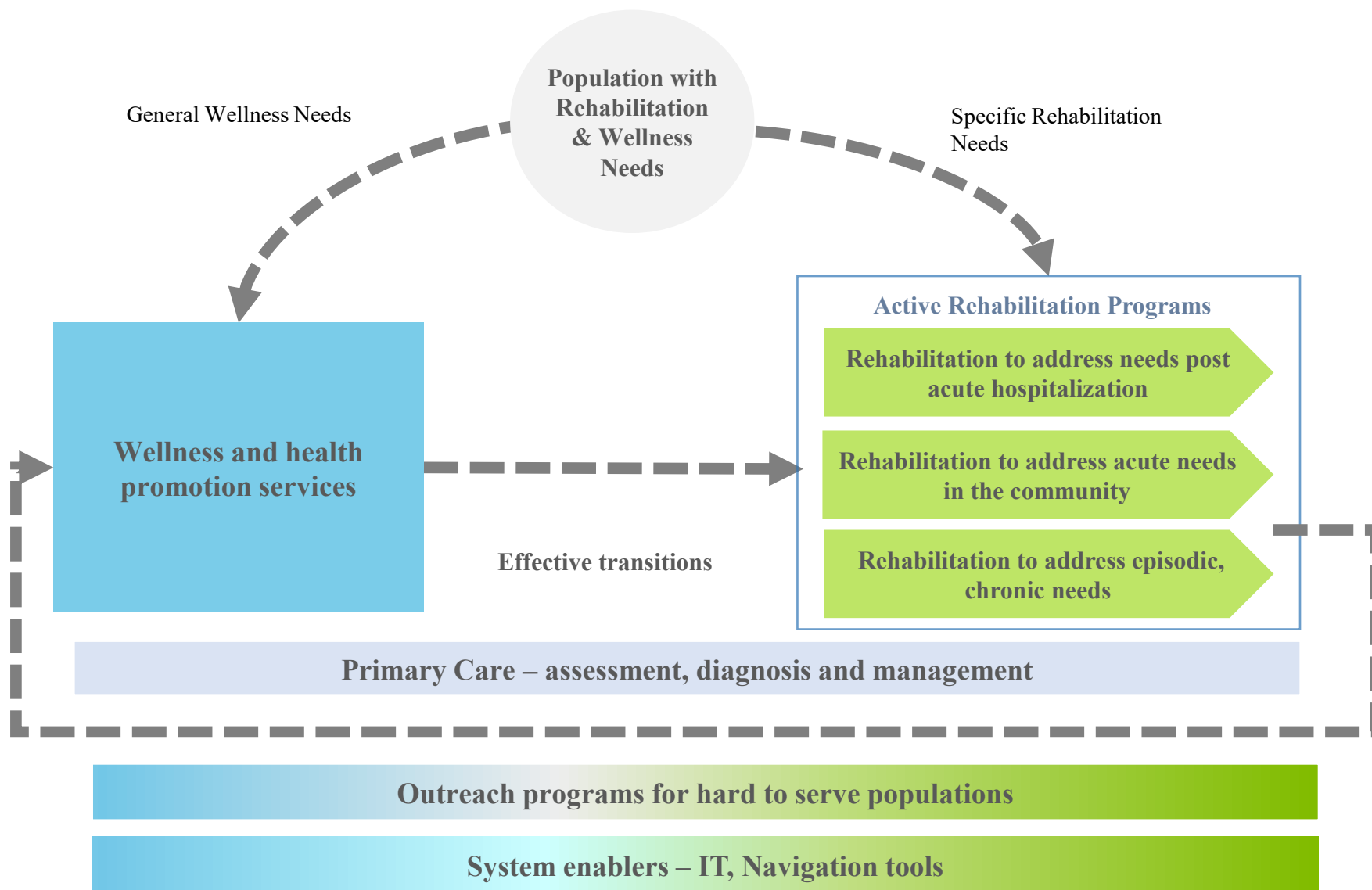
Rehabilitation in Primary Care in the Toronto Region



The Four Villages
Community Health Centre

WORKING TOGETHER FOR WHOLE HEALTH

Toronto Central Community Rehabilitation Framework



PT in Primary Health Care Model

Feature	Description
<div data-bbox="98 401 639 604" style="background-color: #8090A0; color: white; padding: 20px; text-align: center; font-weight: bold; font-size: 1.2em;">CLINIC CARE</div>	<p><u>One to one</u> : core: education, self-management, exercise program; adjunct : manual therapy, taping, acupuncture</p> <p><u>Group</u>: education, self-management, exercise</p> <ul style="list-style-type: none"> ➤ Strong and Steady (falls prevention) ➤ Back to Movement (low back pain management) ➤ Living Better with Pain (chronic/persistent pain) ➤ GLAD ➤ Living Better with COPD
<div data-bbox="98 893 639 1096" style="background-color: #508040; color: white; padding: 20px; text-align: center; font-weight: bold; font-size: 1.2em;">SHARED CARE</div>	<p>Collaborative service delivery for coordinated care within the CHC (MDs, NPs, allied health)</p>
<div data-bbox="98 1165 639 1358" style="background-color: #C09020; color: white; padding: 20px; text-align: center; font-weight: bold; font-size: 1.2em;">CASE MANAGEMENT</div>	<p>Case management: Where the PT holds accountability for referral to other required services (internal/external) (Direct Access)</p>

PT in Primary Health Care Model (2)

Feature	Description
PROGRAMMING CONSULTATION	Internal and external partnerships for programming development support to wellness services for preventative, maintenance care and health promotion (diabetes, pre and post natal)
INTEGRATED CARE	External partnerships for collaborative service delivery for coordinated care across the continuum of care with at least one other non-CHC provider (FHTs, SPIN, Crossroads Clinic)
OUTREACH	Targeted outreach services for marginalized populations who would not otherwise access services but who may be at risk (shelters for refugees and abused women, programs for at-risk youth)

Toronto Primary Care Rehab Network

- **Community of Practice**
 - Coordinated by PT Lead
 - Forum for promotion of best practices, addressing practice challenges in primary care
 - Development/sharing of resources: group program curriculums, scheduling/referral practices, community resources
 - Promoting “vertical integration” with specialized rehabilitation services
- **Capacity Building / Professional Development**
 - Pelvic floor dysfunction, Concussion Management, Motivational Interviewing
Vestibular Rehabilitation
- **Quality Improvement Initiatives**
 - Inter CHC referral process
 - Direct Access protocol

Evaluation: Client Demographics - 2018

Indicator	Individual Clients	Group Clients
Age	Mostly 35-64 years old (55%)	Mostly 50-79 years old
Sex	64% female	81% female
Live Alone	20%	35%
Provincial Coverage	89%	98%
Some post Secondary Education	40%	40%
Low Income	35%	36%
English Spoken	75%	82%



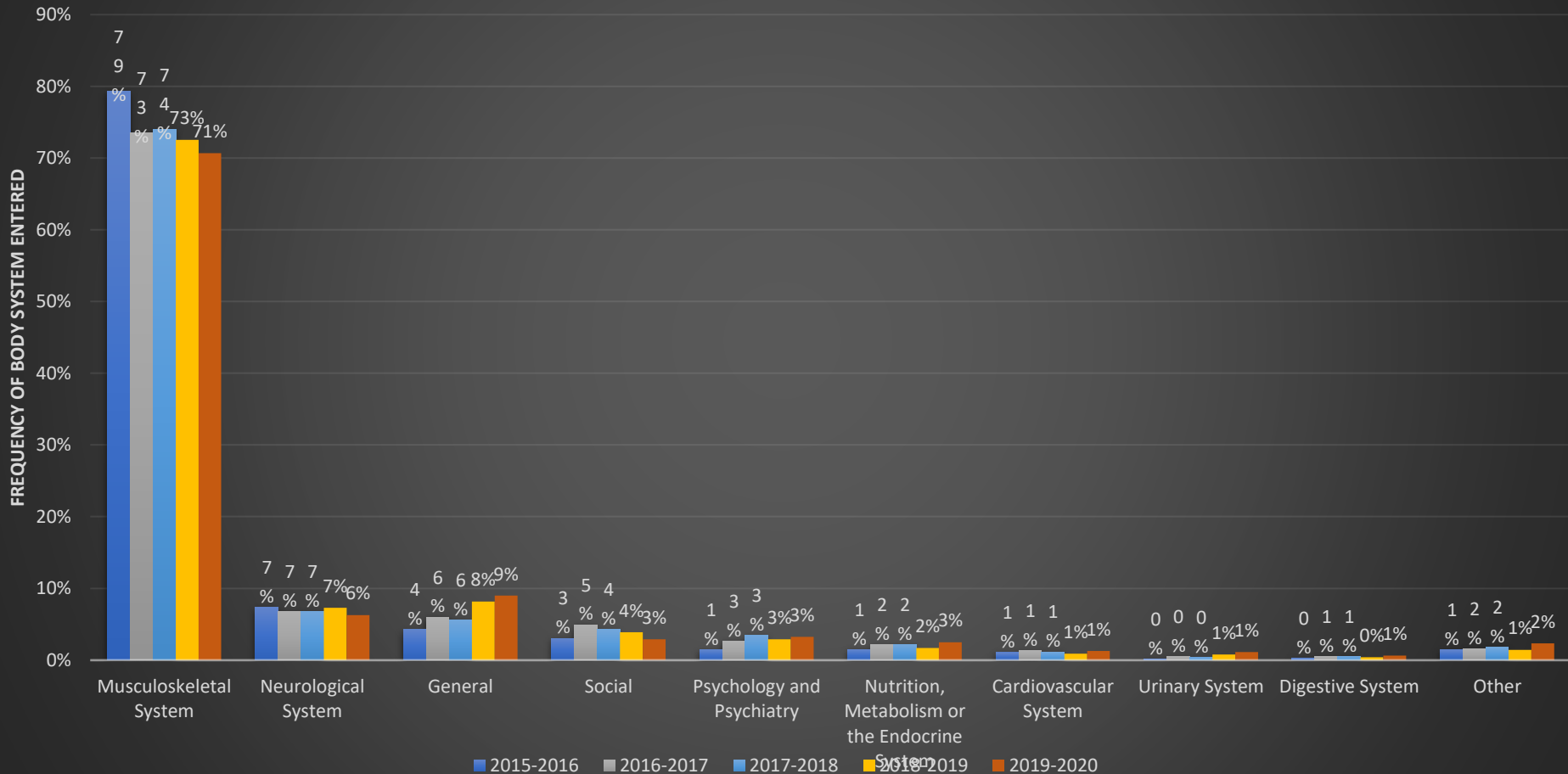
- **64%** born outside of Canada
- **147** different countries of origin over 2 years
- **72** different languages including 7 Aboriginal languages and sign language over 2 years

Improving Access and Outcomes, 2015-2020

Year	Avg Unique 1:1 PT Clients per FTE PT*	Avg 1:1 Visits per FTE PT*	Avg PT Visits/1:1 Client*	% Clin Sig GROC Score	Avg Unique Group PT Clients per FTE PT*	Total Avg Clients per FTE PT *
2019-20	237	983	4.32	81%	71	292
2018-19	218	938	4.50	78%	63	268
2017-18	211	960	4.66	75%	70	260
2016-17	211	993	4.91	66%	46	242
2015-16	196	952	5.05	73%	40	222

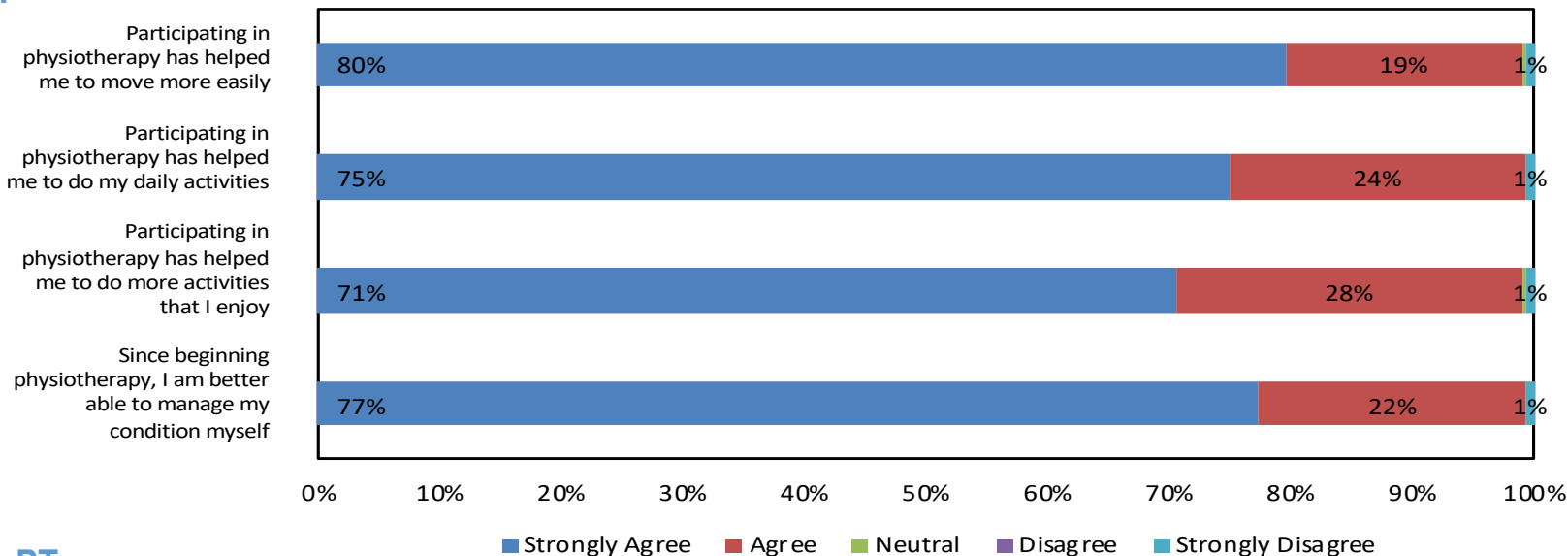
Evaluation: Conditions Assessed 2015-2020

Top 10 PT Encounter Assessment ENCODES for ALL CHCs & Fiscal Year

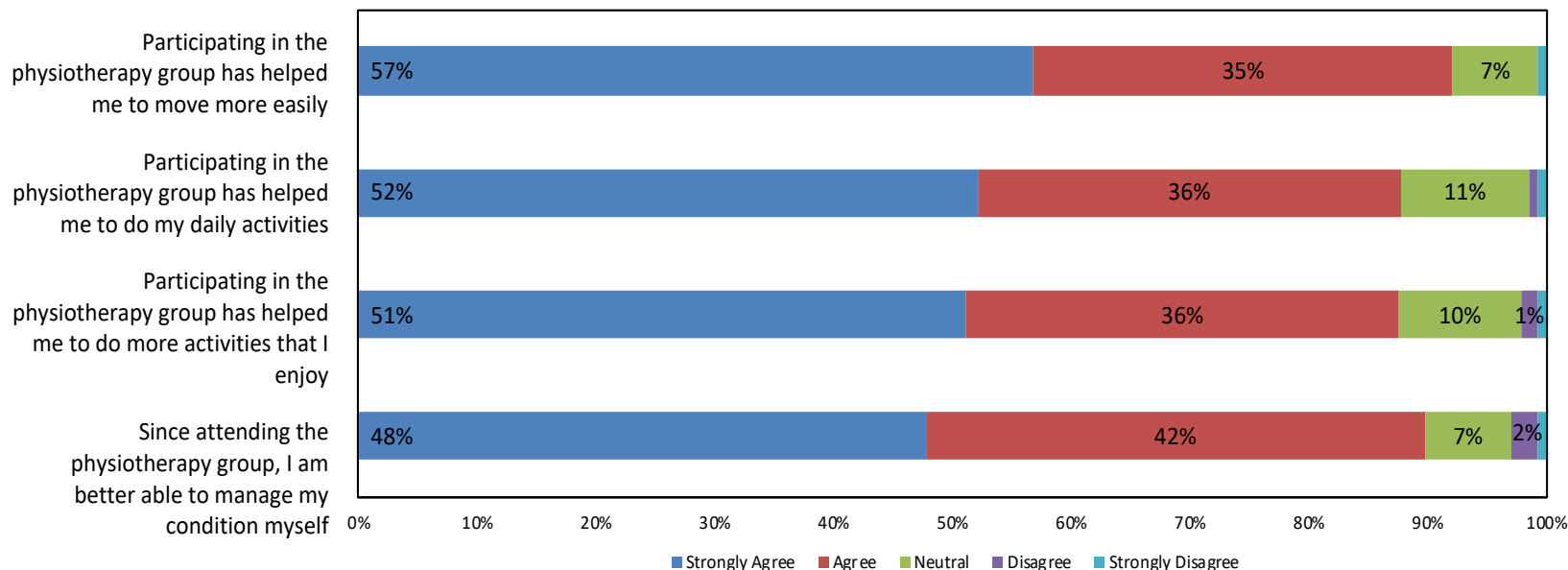


Evaluation: Impact on Function

1:1 PT

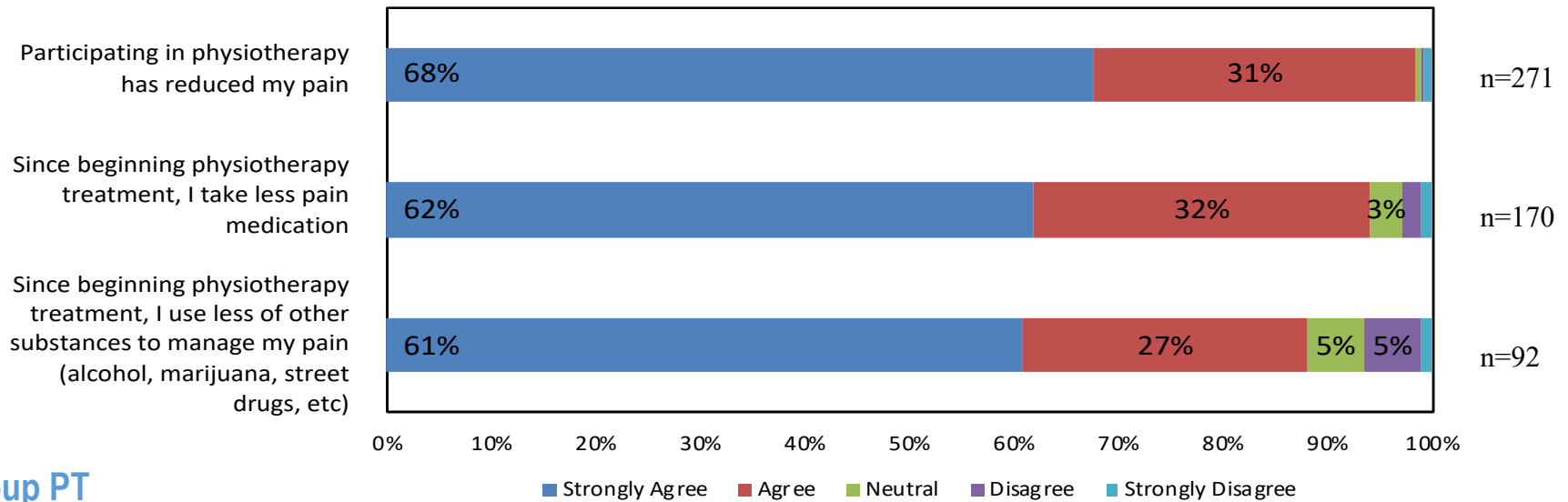


Group PT

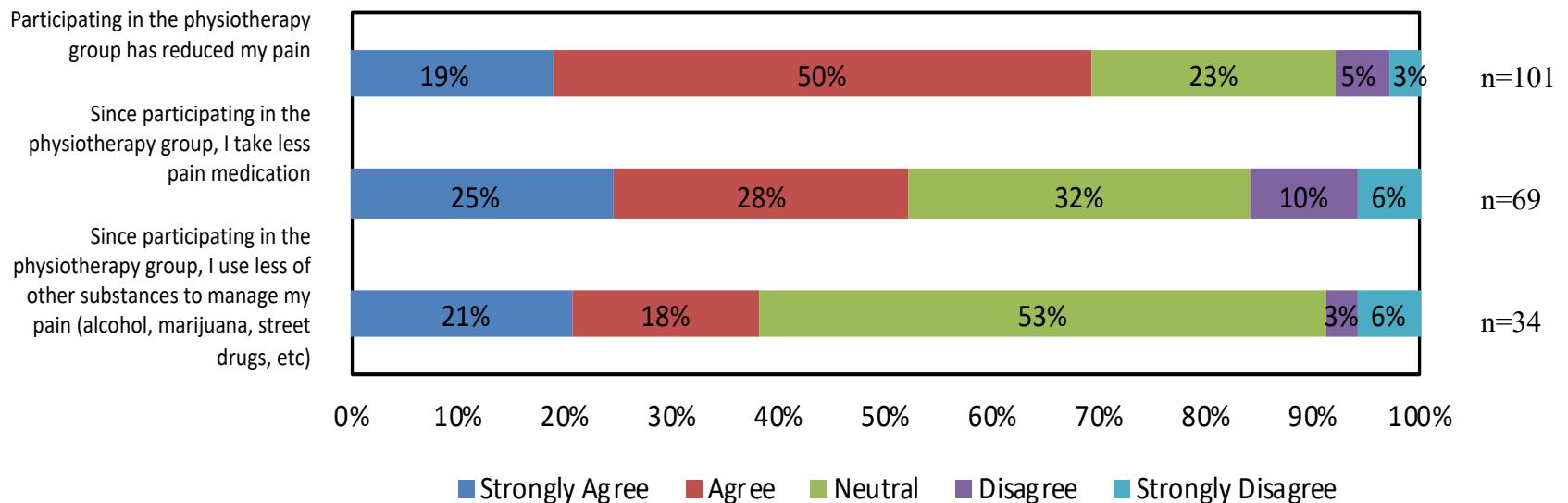


Evaluation: Impact on Pain

1:1 PT



Group PT



Provider Outcomes: Primary Care and Allied Teams

PT presence in primary care has resulted in....	MD/NP n=33	Allied* n=49
More comprehensive care	94%	98%
Improved quality of care	91%	96%
Improved my overall satisfaction providing care	88%	94%
Reduce # appointments for pain mgt/reduced function/mobility	76%	
Reduced amt of pain medication prescribed	58%	
More appropriate referrals to specialists	76%	
Reduced the need for diagnostic imaging	42%	
Overall satisfaction	97%	95%

*Allied health team members include: dietitians, social workers, chiroprodists

*Results from 2016 survey after 1st year implementation

MD/NP Interviews

“We are getting to know more about movement and exercise and this integrated approach has worked well....this is exciting to see”

“It has been amazing... it has been life transforming for me as a clinician and for patients”

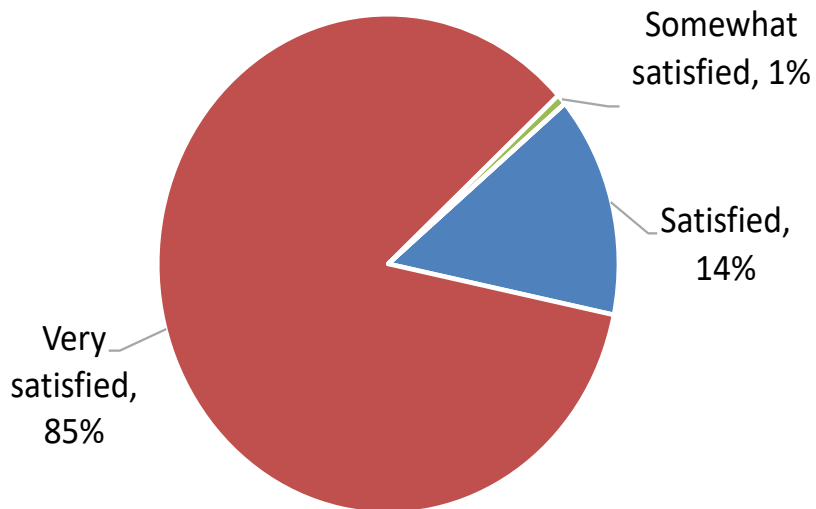
“We are thrilled. We are greedy, we want more”

- *The expertise physiotherapists bring in musculoskeletal assessments and development of individual treatment plans; the sense of hope this brings to both the provider and the patient*

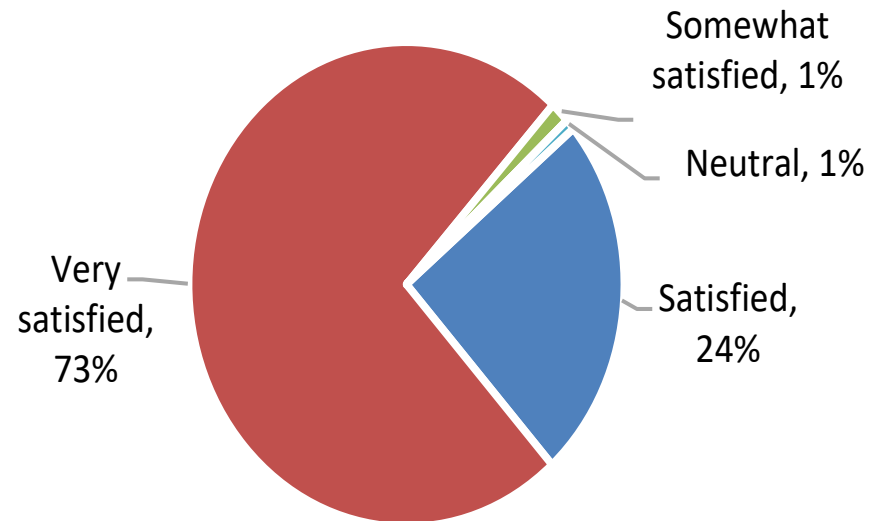
Client Experience:

Overall, how satisfied were you with the physiotherapy services that you received?

1:1 PT Clients:



Group PT Clients:



If physiotherapy services were not offered at the CHC, would you have been able to access physiotherapy services elsewhere?

1:1 PT Clients

YES	NO
24%	76%



Group PT Clients

YES	NO
36%	64%



1:1	Reason	Grp
52%	I can't afford physiotherapy/I don't have private health insurance	46%
14%	I don't know where to go to get physiotherapy	12%
5%	I am not able to get to other physiotherapy clinics	8%
22%	I don't want to go anywhere outside of the CHC for my health care	10%
7%	Other	5%

Expansion of Toronto Primary Care Rehab Network

East End CHC
Four Villages CHC
PQWCHC

**PT in Primary
Care Model**

Access Alliance
CHC
PQWCHC

Prior 2015

April 1, 2015
PT Reform

Oct 1, 2017
Opioid
Strategy

September
2018

Anishnawbe HT
(Centre Francophone, WHIWH)
Vibrant Healthcare Alliance
Davenport Perth NCHC
Flemingdon HC
LAMP CHC
Regent Park CHC
South Riverdale CHC
Stonegate CHC

St. Michael's FHT
Toronto Western FHT
Women's College FHT
Inner City FHT
South East Toronto FHT

**21.8 PT FTEs
across 18
primary care
teams**