

Serving the Underserved: Bringing Inter-professional Primary Care to High Needs Communities



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Background

- The Taylor Massey neighbourhood has very little access to primary care services. This “high-needs” neighbourhood currently has a scarcity of family physicians paired with a high number of poorly served individuals with multiple emergency department visits and return inpatient admissions
- In 2016/17 Taylor-Massey had the highest rate of high urgency ED visits per 1,000 overall and for adults 20-44 (352.3) and 45-64 (362.7)
- Taylor Massey had the highest rate of low urgency ED visits per 1,000 overall, and for adults 20-44 (125.5) and 45-64 (117.8)

Source: Ontario Community Health Profiles Partnership, 2018

Planned Intervention

- The South East Toronto Family Health Team (SETFHT) has proposed services to be provided to this population in conjunction with the East Toronto Health Partners (ETHP) Ontario Health Team (OHT)
- An expansion proposal has been submitted to the Ministry of Health to support provision of care for this community
- These services will build upon the success of SETFHT supporting expansion into a neighbourhood with an immediate need for investment in primary care
- By responding to the specific population needs of these communities, the expanded SETFHT services will ensure that those individuals who are complex and poorly served have improved access to team- based primary care that is integrated across the care continuum
- The service aims to provide program-based care that will provide a higher level of service to a greater number of complex and at-risk patients
- This service supports evolution the FHT model by incorporating SETFHT’s experience with our existing population and responding to the specific needs of the Taylor Massey community
- Development of this service represents significant collaboration with partner organizations in the East Toronto Health Partners OHT and the residents of the communities that will be served
- This collaboration and co-design represents the future of efficient and effective primary care reaching priority populations in underserved geographies

Objectives



The primary outcomes we hope to observe are:

- Effective, Coordinated and Collaborative primary care in a high needs community.
 - Increased access and secure attachment to primary care for residents in the Taylor Massey community.
 - An increase in the number of patients with a primary care practitioner.
 - Co-design of services with Taylor Massey residents to ensure appropriate services are being provided
- Improved satisfaction of the residents of this community, in their ability to access needed healthcare services
 - An increase in unique patient interactions with the services provided

Challenges/Lessons Learned

- There are significant challenges coordinating services between multiple service provider organizations and a need to develop mixed governance structures
- Developing an integrated primary care hub requires an agile mindset as different services come on board at various stages throughout the process
- Using existing resources and collaborating to coordinate funding for the new services without additional ministry allocation is challenging
- While SETFHT as an organization are committing existing resources to this established community need, there is uncertainty regarding long term service provision due to short term funding allocations and awaiting ministry decision on SETFHT’s expansion proposal
- Establishing a comprehensive overall service evaluation plan is challenging with multiple stakeholders engaged in the work

The Future

As SETFHT, in collaboration with ETHP partners, continue to establish services in the Taylor Massey Neighbourhood the organization will:

- Focus on establishing foundational services that meet the community needs
 - The community has expressed a clear need for in person primary care services
 - Community members have expressed a need for services outside of 9-5pm Monday to Friday
- Continue to improve awareness and accessibility,
 - There are clear advantages to being able to offer a hub for programs and services in the community
- Build upon existing community relationships and services to develop strong ties with the community
 - Leverage SETFHT involvement in existing Interprofessional Primary Care Teams and COVID Outreach Centre in the Crescent town health centre space
- Continue to support physician recruitment for the HATM space in order to align FHT resources and provide wrap around care to those most in need of it
- Develop a robust evaluation framework to show the impact of the SETFHT involvement in developing this service to ensure continuous and additional funding can be allocated for this initiative

