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Resource Utilization, Triage and Care Delivery

Challenges in Models of Primary Care Delivery

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Disclosure

Roles:

Associate Dean, Undergraduate Medical Education, Faculty of Medicine; salaried

Director, J. A. Hildes Northern Medical Unit, Department of Community Health Sciences, Faculty of Medicine; salaried through Provincial (MB), Federal and Territorial Contracts (NU) funding to the University of Manitoba

Industry Relationships:

No industry funding received from pharmaceutical, biotechnology or medical supply corporations



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Presentation Summary

Primary Care Delivery Roles and Responsibilities

Continuity of Care in Primary Care

Differing Models

Surge and Surge Capacity

Recommendations

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Primary Care Roles/Responsibilities

“Primary” Clinical Care:

Focused history, vital signs, focused physical examination, clinical recording

Rigorous adherence to clinical care guidelines

Explicit directions for follow-up

Recognition of deterioration

Explicit referral and communication for advanced care

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Primary Care Roles/Responsibilities

Teaching moments

Reiteration of evidence-based care guidelines

Advocacy within a “community”

Accountability to the “system” of pandemic care

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Continuity of Care in Primary Care

Defining Continuity of Care

Continuity of care: a multidisciplinary review

Haggerty, Reid, Freeman et al.

BMJ 2003;327;1219-1221

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Continuity of Care in Primary Care

Two core elements:

- Care of an individual patient
- Care over time

Three types of continuity:

- Informational continuity
- Management continuity
- Relational continuity

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Types of Continuity of Care

Informational continuity:

The common thread linking care from one provider to another, and from one health care event to another.

Management continuity:

Consistency in the timely and complementary delivery of services; and *flexibility* in adapting care to changes in an individual's needs and circumstances.

Relational continuity:

Linking past to current care but also a link to future care.

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Differing Models

Primary care practice with established relational continuity

Primary care environment with no established relational continuity (urgent care centres, “walk-in” clinics, *de novo* access sites)

Rural and remote sites with a different array of primary care providers

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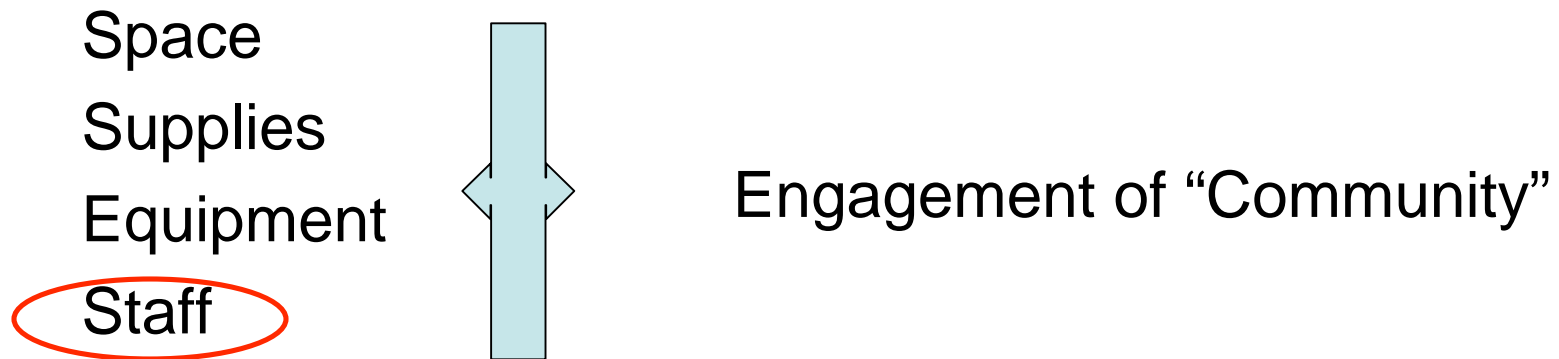
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Surge and Surge Capacity

Surge:

“Any situation where demand exceeds resources.”

Surge Capacity Considerations:





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Surge and Surge Capacity

Primary Care Model – Surge Interface

Reserve Capacity Building

Quaternary capacity criteria and analogies

Access/quality/system integration

Primary care applications

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Just one anecdote

2000/01:

Influenza A/New Caledonia/20/99 (H1N1)

2003/11:

Influenza A/Fujian-like strain (H3N2)

2004/11:

Seasonal influenza vaccine surge:

684 – 450/40/30

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Recommendations

Promote quality primary care provision

Entrench accountability to guidelines and health system

Acknowledge core elements and types of continuity of care

Build primary care reserve capacity urgently and innovatively along the continuum of primary care models

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