

# BRIGHT LIGHTS AWARDS



## 2023

### PETAWAWA CENTENNIAL FAMILY HEALTH TEAM

**Award: Using a population-based approach to provide care to the community**

**Achievement: Integrated Virtual Care**



### Petawawa Centennial Family Health Centre Integrated Virtual Care



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Petawawa Centennial Family Health Team created an innovative solution to address the shortage of family physicians in the Renfrew County area: Integrated Virtual Care (IVC). This hybrid model of care increased access to comprehensive, team-based primary care while improving equity.

People who visit a local Virtual Triage and Assessment Centre (VTAC) are offered the option to join the IVC program, along with other members of their household without a family doctor. Physicians from outside the local area meet with patients remotely, supported by a local physician group and FHT. IVC patients receive a hybrid of in-person and virtual care, from home or at their local health centre depending on their individual preferences and clinical needs. Residents who are enrolled to IVC family physicians have access to the full suite of services and interprofessional healthcare provider provided by Petawawa.

IVC has proven to be popular, and Petawawa has partnered with a second FHT and FHO to scale and spread IVC in Renfrew County. The team is discussing expanding the program to a third site. Growth of the IVC program has been made possible by the Ministry of Health through

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Ontario Health, and Health Excellence Canada continues to partner with Petawawa and provide mentorship support and knowledge dissemination opportunities. Thanks to these supports, IVC will be able to attach an additional 4000 unattached residents over the next three fiscal years.

Researchers from the Institut du Savoir Montfort and the University of Ottawa, Department of Family Medicine, have partnered with Petawawa to conduct an extensive IVC evaluation and improvement program, so the program will adjust to reflect community needs and best practices.

IVC workflows and processes are freely available to other providers and Petawawa is willing to support others in their attempt to get a similar program up and running.

#### Key Facts:

- Approximately 20 per cent of Renfrew County residents have no family physician.
- The emergency department is the only option for many residents, since there are no walk-in clinics.
- As of May 31, 2023, seven family physicians (2.0 FTE) have enrolled 2,675 previously unattached patients in IVC.
- These patients have had more than 11,300 appointments with either a family physician, a nurse practitioner, an interprofessional healthcare provider or a combination of those experts.
- A cross-sectional online survey showed patient satisfaction above 90 per cent.