

Family Health Teams Experience in Ontario

LEGISLATIVE BRIEFING **Medical Home Model** Hartford, CT



Presented by

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Primary Care Reform in Ontario

- In 2004 Government of Ontario
 - Change** of primary care delivery:
 - Wait Times
 - **10%** no consistent access to a family physician
 - Health **promotion** and illness prevention
 - **Chronic disease** management
 - Single **discipline**
- **Innovative delivery**

Family Health Teams: History

- **Family Health Networks (FHNs)**
- **Family Health Groups (FHGs)**
- **Family Health Teams (FHTs)**

Family Health Teams: History

- **Family Health Networks (FHNs)**

Groups of family physicians with other healthcare professionals.

- **ENROLMENT,**

- After-hours telephone health advisory service to make advice **24 hours** a day.
- The payment model is primarily based on **CAPITATION**
- Incentives
 - **preventative** services: immunizations, mammograms
 - comprehensive care such as house calls and hospital care.

Family Health Teams: History

- **Family Health Groups (FHGs)**
 - Introduced 2003, attract to FHNs
 - **Payment** model
 - Enhanced fee-for-service system
 - Premiums and bonuses
 - Fewer doctors (3) were required to form an FHG.

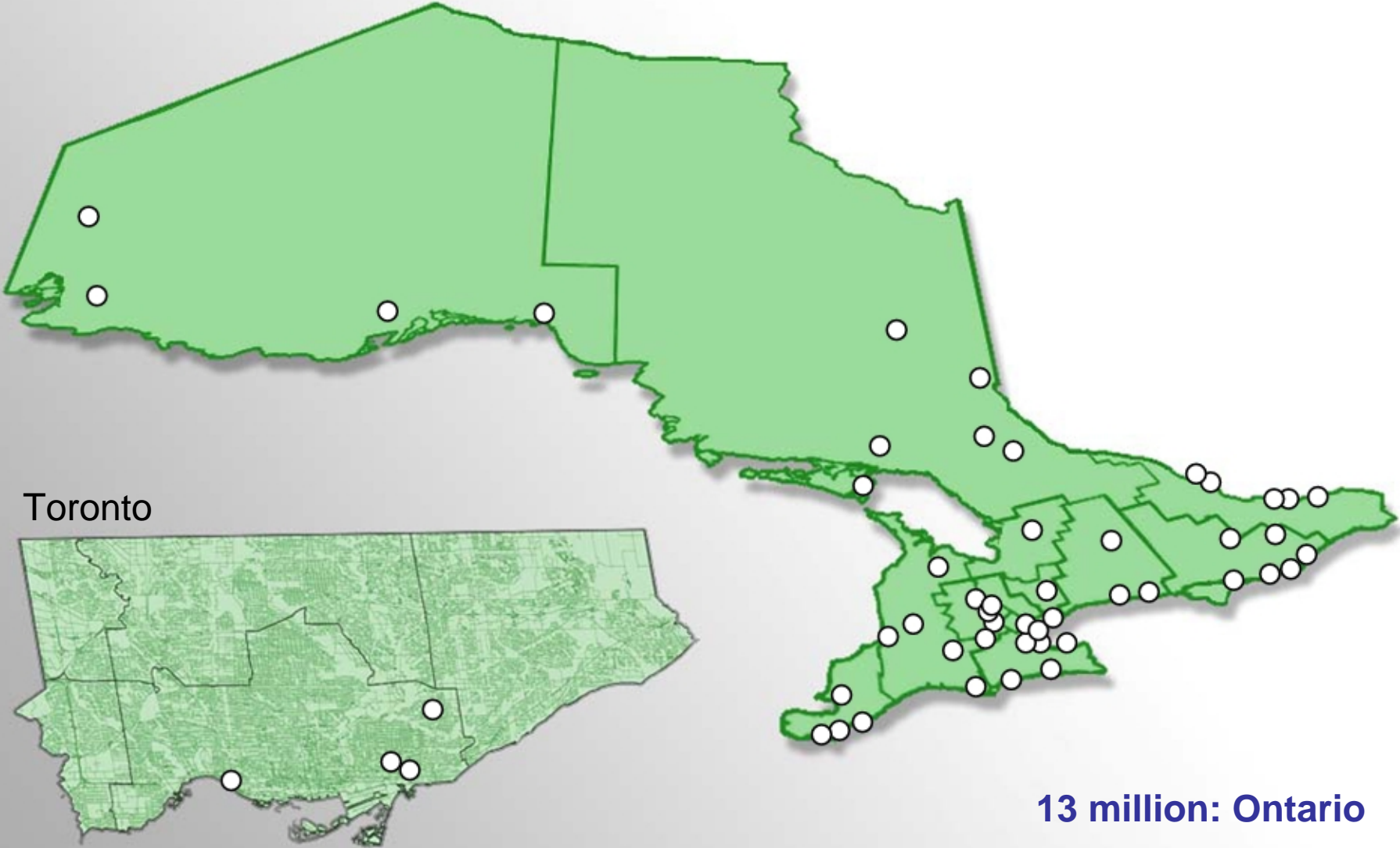
Family Health Teams: History

- **Family Health Teams (FHTs)**
 - More **INTERDISCIPLINARY**
 - wider **range** of services
 - Nurse, nurse practitioner, dietician, social worker, pharmacist counsellor, psychologist, respiratory therapist, diabetic educator, chiropody,
 - payment model
 - Chronic Pain
 - Women's Healthcare

Family Health Teams: Implementation

- In April 2005
 - challenges in primary care delivery
 - created **150** Family Health Teams
 - urban and rural
- 2009
 - Family Health Teams **200** total

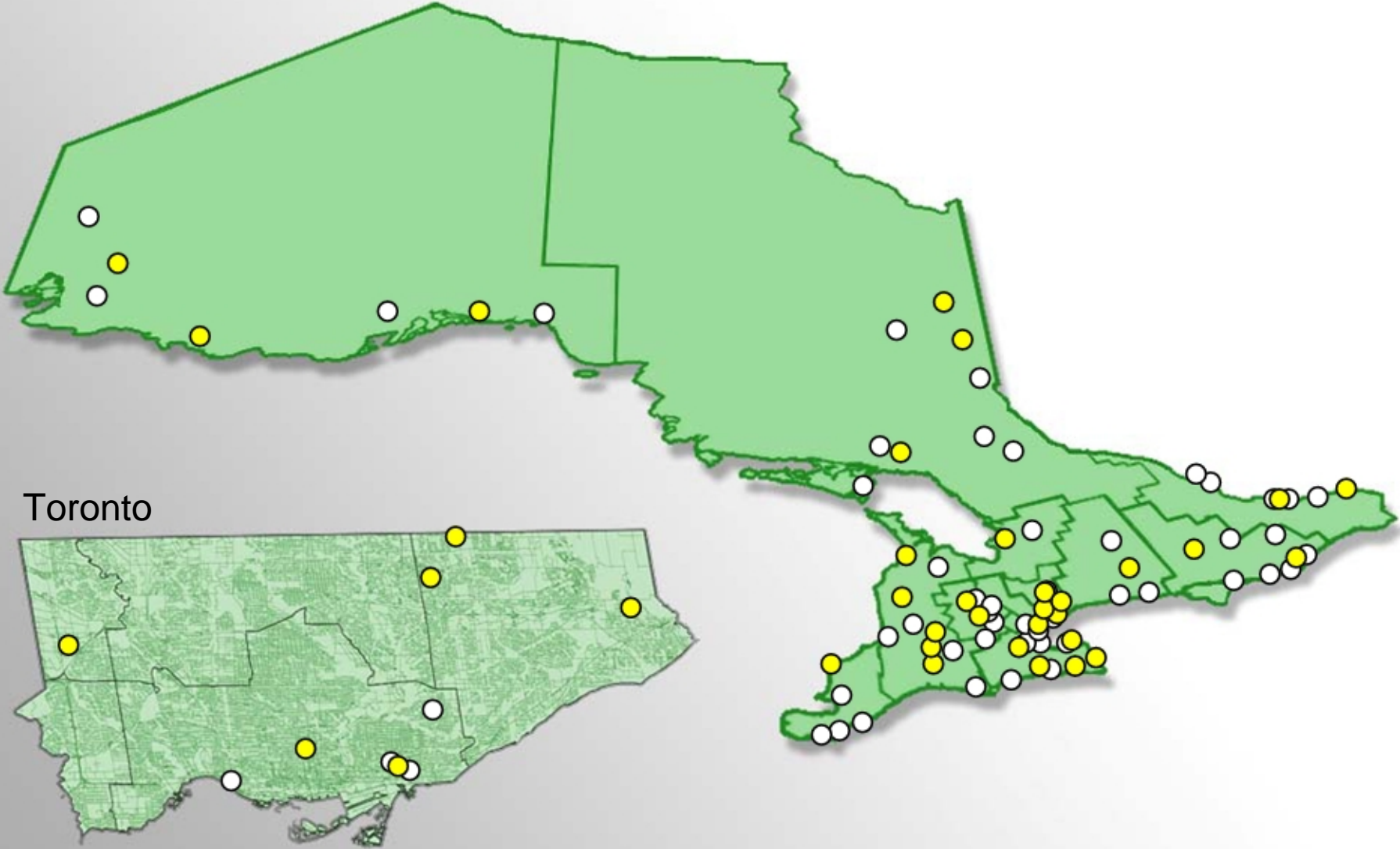
Family Health Teams: Phase 1



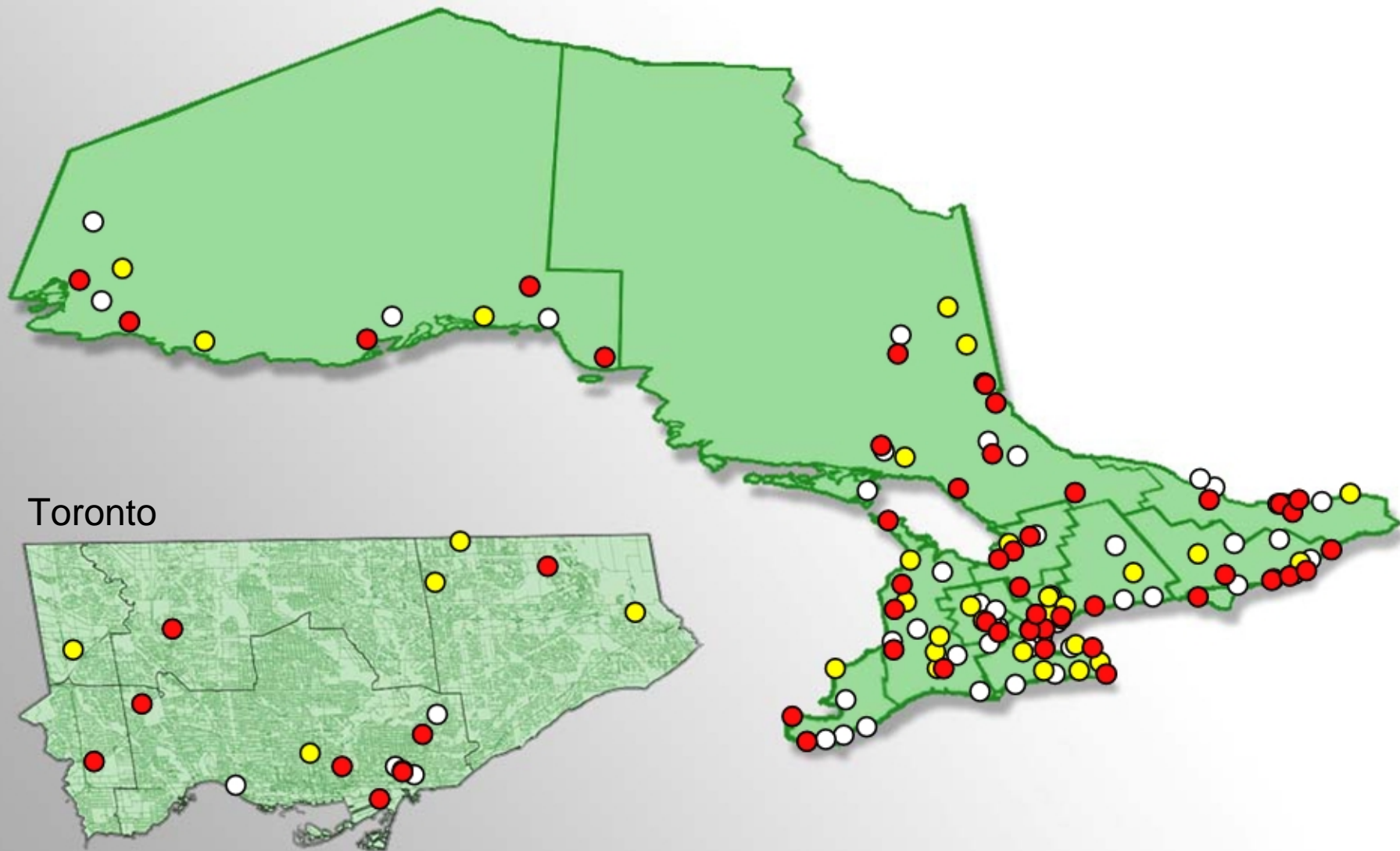
13 million: Ontario

3 million: Toronto

Family Health Teams: Phase 2



Family Health Teams: Phase 3



Family Health Teams: Where Are They?

- Family Health Teams
 - urban and rural communities
 - half in underserved communities.
- 200 Family Health Teams
 - **2.5 million** people in 120 communities.

Family Health Teams: What Do They Do?

- Family Health Teams will:
 - better **access** to care, closer to home.
 - **Interdisciplinary** team to keep patients healthy.
 - extended **hours** and after hours access
 - help patients **navigate** the health care system.
 - provide **primary health care**, **chronic** disease management and **self-help** tools
 - **information technology** giving providers access to patient information and test results.

Family Health Teams: What Do They Do?

- Family Health Teams
 - core set of comprehensive primary health care services
 - enroled to individual physician or groups of physicians.

- Family Health Teams
 - health assessments
 - diagnosis and treatment
 - primary reproductive care
 - primary mental health care
 - primary palliative care
 - patient education
 - preventive care

Family Health Teams: Composition

- A Family Health Team: **Interdisciplinary**
- Other **professionals**
 - Nurses and Nurse Practitioners
 - Pharmacists
 - Mental Health Workers
 - Social Workers
 - Dieticians
 - Educators
- Some include **specialists**

Family Health Teams: Division of Responsibilities

- Team Leader Role:
 - organizing the team
 - recruiting staff,
 - setting clinical care guidelines
 - **Quality Assurance**
- Ontario Ministry of Health and Long-Term Care
 - **Guidelines**
 - to assist practitioners in determining the roles and responsibilities for each practitioner, regulated scopes of practice
 - (http://www.health.gov.on.ca/transformation/fht/guides/fht_inter_team.pdf)

Family Health Teams: Why Join One?

The shared responsibilities of the FHT

- doctors retired
- part-time basis
- sharing costs with other doctors
- vacation without abandoning their patients.^[2] Finally,
- earn **30% more** than fee-for-service sole practitioners

- Young doctors: FHTs

[1] Sam Solomon, "Solo practice becoming less profitable," *National Review of Medicine* 5 (April 2008). Internet site at http://www.nationalreviewofmedicine.com/issue/special_sections/2008/practice_management/5_our_practice_4.html, accessed 3 June 2009.

[2] Randall Denley, "Family health teams need a checkup," *Ottawa Citizen*, 29 April 2008.

[3] Ibid.

[4] Solomon, "Solo practice becoming less profitable," and Denley, "Family health teams need a checkup."

Family Health Teams: Compensation Schemes

- Family physicians in Family Health Teams are compensated using one of the following funding models:
- **Blended Capitation Model:**
 - Physicians receive a capitation payment (base payment per patient)
 - **PLUS** fee-for-service for non-enrolled patients
 - Premiums and Bonus incentives
- **Blended Salary Model:**
 - base salary (linked to patient enrolment) for the provision of comprehensive care, plus incentives, premiums and special payments
- **Blended Complement Model** (Rural and Northern Physician Group Agreement)
 - Isolated regions.
 - Based on the number of physicians in the group.
 - Incentives, premiums and special payments

Family Health Teams: Electronic Medical Records Support

- The Ontario Ministry of Health and Long-Term Care and the Ontario Medical Association
- **Physician IT Program**
 - a comprehensive program of information technology
- FHT physicians are eligible to access an **investment fund** of **\$150 million** for information technology.

Family Health Teams: Benefits from a Patient's Perspective

- Enrolment FHT
 - **access** to primary health care treatment on an **around-the-clock** basis.
- Regular office **hours** are provided
- Extended hours Monday through Thursday
- Nurse-staffed **Telephone Health Advisory Service**, advice outside of regular hours.
- **Access** to nurses and nurse practitioners, other health care professionals.
- **Compensation** scheme
 - preventative health care
 - chronic disease management
 - comprehensive services such as hospital and palliative care.

Family Health Teams: Evaluation

- Family Health Teams appear to be, in **general**, quite popular and successful.
- The Ontario Medical Association is in **favour** of their continued use. [1]
- Health Council of Canada: **collaborative** primary health teams (such as FHTs) have demonstrated good results in the treatment of individuals with **chronic conditions**. [2]

[1] “Ontario’s Doctors Support Collaborative Care to Keep Patients Front and Centre.” *News Release*. 22 January 2009.

[2] Health Council of Canada, *Teams in Action: Primary Health Care Teams for Canadians*, April 2009.
<http://www.healthcouncilcanada.ca/teamsinaction.pdf>.

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Thank you.

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