

Integrated Primary and Community Care (IPCC) is about patients, family physicians and community care providers working as a team for better patient care. The focus is on people with complex care needs at the highest risk of hospitalization. Changing the way we provide care across the health care system – collaborating, sharing expertise and coordinating services – will help us meet our patients' needs long-term.

### North Shore IPCC (Integrated Primary and Community Care) Overview

#### What it means for our patients and health care professionals

- Comprehensive services for people living with complex and chronic health issues
- Patient-centred care, with family physicians working closely with community care providers in teams to provide effective delivery of comprehensive services
- Improve their health and quality of life, prevent disease and avoid unnecessary hospitalization

#### Patient populations of Focus on the North Shore

- Patients with chronic, co-morbid and/or complex medical care needs
- Patients with moderate to severe mental illnesses and/or substance use disorders
- The fragile elderly

### North Shore IPCC (Integrated Primary and Community Care) Activities/Initiatives

#### GP Case Conferencing

- North Shore Home & Community Care (H&CC) clinicians and GPs have engaged in care conferencing on their mutual patients since October 2012.
- Most requests of care conferencing have come from H&CC staff.
- We now invite all GPs to request care conferences of H&CC staff on mutual patients.

#### Process

- GP completes care conferencing request form with areas of concern identified. Form is faxed to Home & Community Care with dates of availability.
- Program Clerk will contact MOA at GPs office to confirm an appointment time with clinician (meeting can be in person or by phone).
- Once the Care Conference is completed, GP can bill community patient conferencing fee code (**14016**) per 15 minutes or greater portion thereof. GPs are limited to only 4 care conferences a day and 6 care conferences for each patient per year. Each care conference can only be 15 minutes long.

#### Phone Care Conference:

- Care conferencing may occur in the GP's office or on the telephone, with or without the client present. Telephone care conferencing tends to be more efficient.
- At the predetermined time, relevant Home Care staff gathers to conference with the GP.
- Ideally more than one conference is booked in succession with a given GP to make the best use of GP and Home Care staff time.