

Victoria Long-term Care After-Hours Coverage Guide

After-Hours Line 1.888.686.3055



Overview: Long-term Care After-Hours Coverage

In this guide

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Collaboratively developed by local physicians and supported by the LTCI program team, coordinated after-hours coverage helps to ensure consistent 24/7 care for all residents living in Long-term care.

About the Victoria Long-term Care Call Group

As of April 2017, calls for urgent after-hours medical issues have been directed to a dispatch service accessed by one number. When facility staff call, they reach a live operator who connects them directly with the physician on call.

Developed collaboratively by local physicians and facility staff, the coordinated after-hours call group serves all 30 Long-term care facilities in Victoria, which care for more than 3,000 residents.

The coordinated after-hours call group for Victoria residents has been supported by Island Health and the Victoria and South Island Long-term Care Initiative (LTCI).

The LTCI team continues to assist with orientation and monitoring of the Long-term care call system, and to work with facility teams on any issues of concern.

After-Hours Coverage Features

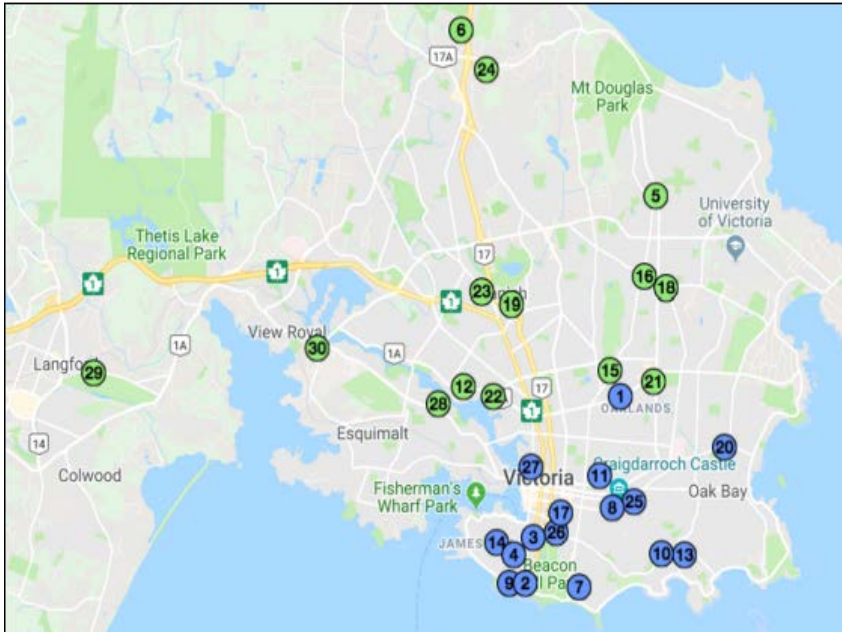
- ACCESS: Just ONE phone number for nursing staff to access the physician on call for urgent after-hours medical needs (1.888.686.3055)
- WHO IS COVERED: The call group covers ALL residents at the 30 sites, not only those cared for by LTCI physicians
- DISPATCH SERVICE: All calls are managed by a dispatch service that connects the facility nursing staff with the on-call physician
- SBAR: The dispatch service ensures that calls are organized by using an SBAR form
- FOLLOW UP TO MRP: A follow up communication note will be sent by the facility staff to the resident's MRP noting any follow up required, as well as to the on-call physician for their records
- DAYTIME CALLS: All weekday daytime calls will continue to be managed by the resident's MRP
- COVERAGE HOURS: After-hours physicians are available:
 - **Weekdays**: 5pm to 7am
 - **Weekends**: 5pm Friday to 7am Monday

After-Hours Call Group Member Physicians

- Have opted in to the Long-term Initiative (LTCI) and agreed to meet the best practice expectations
- Have at least 1 or more residents in one of the 30 covered sites
- Are willing to meet after-hours to cover practice expectations, including minimum response times and on-site visits if needed, with the aim to reduce ER visits

Data Collection and Facilities Map

Victoria After-Hours Coverage Map



Facilities covered by the Victoria After-Hours Call Group:

- 1 Aberdeen Hospital
- 2 Amica at Douglas House
- 3 Beacon Hill Villa
- 4 Beckley Farm Lodge
- 5 Berwick House
- 6 Berwick Royal Oak
- 7 Clover Point Care
- 8 Craigdarroch Care Home
- 9 Douglas Care Community
- 10 Glengarry Hospital
- 11 Glenwarren Lodge
- 12 Gorge Road Hospital
- 13 Hart House Seniors Residence
- 14 James Bay Care Centre
- 15 Kiwanis Pavilion
- 16 Luther Court
- 17 Mount St. Mary Hospital
- 18 Mt Tolmie Hospital
- 19 Nigel House
- 20 Oak Bay Lodge
- 21 Parkwood Court
- 22 Selkirk Place
- 23 The Heights At Mount View
- 24 The Lodge at Broadmead
- 25 St. Charles Manor
- 26 Sunrise of Victoria
- 27 Victoria Chinatown Care Center
- 28 Victoria Sunset Lodge
- 29 The Priory
- 30 Amica at the Gorge

In order to ensure the data we have about the low volume of after-hours coverage is accurate:

- the dispatch service will provide daily reporting on ALL calls received, including the facility where the call originated, the staff person who made the call, and the time and reason for the call
- the LTCI team monitors the reports daily to ensure that call volume is expected, that calls are clinically appropriate, and that physician responses are timely and appropriate
- once sufficient data has been collected and we are confident in the call patterns, we will reassess to ensure the system is working accurately, and provide adjustments as needed

Roles & Responsibilities

After-Hours Call Group Physicians

The 24 members of the after-hours call group are committed and highly skilled physicians, experienced in geriatric care.



Call group physicians are responsible to:

1. meet after-hours coverage practice expectations, including timely responses and on-site visits if needed, aiming to reduce ER visits
2. opt in to the LTCI program
3. be MRP for 1 or more residents in the Victoria area

Long-term Care Staff Members

Facility staff play a central role within the new call group, as you initiate and receive key communications vital to the well-being of all residents.

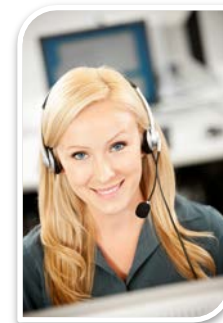


Facility staff members are responsible to:

1. prepare the After-Hours SBAR form prior to calling the after-hours call line
2. employ after-hours coverage for URGENT Resident issues only, and contact the Resident's MRP during regular daytime hours for any non-urgent issues
3. carefully respond to coverage exceptions, where the resident's MRP has requested to be the after-hours contact
4. provide and continuously update after-hour facility access information

The LTCI Program Team

Broadly responsible to support the after-hours call group, the LTCI team will be there every step of the way to assist with orientation and monitoring of the new call system, and to work with you on any issues of concern.



The LTCI Team is responsible to:

1. set up and maintain call line and dispatch service
2. maintain a call group schedule responsive to call group member needs
3. support to facility teams and physicians to evaluate and modify the call group processes, as required
4. gather and continuously update facility access information
5. support physicians and facility staff to maintain affective, efficient after-hours communications
6. generate payment to Physicians completing after-hours shifts

After-Hours Communication-SBAR

- Situation
- Background
- Assessment
- Recommendation

The after-hours SBAR tool enables quick, consistent communication of key resident information in urgent situations.

Use of the SBAR supports both efficient use of physician and staff time, as well as enabling a clear follow up process to the MRP.

After-Hours Communication Form - SBAR		After-hours physician coverage for URGENT resident issue																																																																																																								
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Instructions: After-Hours Physician Communication – SBAR

The **purpose** of the After-Hours Physician Communication - SBAR form is to enable quick, consistent communication of key information in an urgent situation, and to provide clear communication to the resident's most responsible physician (MRP). This communication tool is for URGENT after-hours resident issues ONLY.

- 1) Resident name, date of birth (DOB), personal health number (PHN) and name of most responsible physician (MRP) are required with EVERY call.
Complete the entire SBAR (Situation, Background, Assessment and Recommendations) as appropriate PRIOR to calling the dispatch line. Callers who have not completed the form will be kindly asked to call back once the form has been completed.
- 2) Call the after-hours call line at **1.888.686.3055** and report reason for call to dispatch. You will either be patched through directly to the on-call physician, or the on-call physician will return your call shortly.
- 3) Record the on-call physician's response on the SBAR form.
- 4) a) Fax the completed SBAR form to the Resident's MRP to inform and plan necessary follow up. **OR**
b) If the physician visits the Resident at the facility, fax completed SBAR form AND any progress notes or additional documentation to the MRP.
- 5) Fax completed form to on-call physician for their records.

Questions or comments about the After-Hours SBAR?

Your input is welcome to the LTCI team at 778.265.3137 or VictoriaSouthIsland.LTCI@Divisionsbc.ca

Coverage Exceptions

The After-Hours Call Group for long-term care has been designed to improve long-term care over the whole region by enabling a consistent, coordinated response to facility staff seeking urgent advice on resident medical issues.

In exceptional circumstances, such as palliative care, a Resident's MRP may want to directly provide care advice for a Resident. In these types of circumstances, **the MRP is asked to clearly communicate coverage exceptions to facility staff** by placing a note in the chart, and verbally communicating the request to facility staff.

Facility staff are requested to make themselves aware of coverage exceptions requested by the MRP, and to contact the MRP directly in such cases, for advice on Resident medical care after-hours.



Key Contacts

LTCI Program Team

778.265.3137

VictoriaSouthIsland.LTCI@divisionsbc.ca

After Hours Call Line

1.888.686.3055

1.604.357.5685 (direct line, as backup)

About the Vic-SI LTCI

The Long-term Care Initiative (LTCI) is a BC-wide initiative that aims to address challenges in medical coverage in long-term care. The Victoria-South Island LTCI is working to create a culture of excellence and teamwork in medical care for residents in facilities, through supporting physicians and collaborating with other care providers and families. We aim to consistently meet the LTCI Best Practice Expectations by 2020.

Read more about the LTCI here: <https://vicsi-ltci.ca/>

