

# Saanich Peninsula Long-term Care After-Hours Coverage Guide

After-Hours Line 1.877.404.2011

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# Overview: Long-term Care After-Hours Coverage

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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 Saanich Peninsula Long-term Care Call Group**

Beginning in June 2018, calls for urgent after-hours medical issues will be directed to a dispatch service accessed by one number. Facility staff will reach a live operator who will connect them directly with the physician on call.

Developed collaboratively by local physicians and facility staff, the new coordinated after-hours call group will serve all 7 facilities and more than 400 residents in care facilities on the Saanich Peninsula.

The transition to one coordinated call group for all Saanich Peninsula residents is supported by Island Health and the Victoria and South Island Long-term Care Initiative (LTCI).

Even positive change can have unintended outcomes. The LTCI team will be there every step of the way to assist with orientation and monitoring of the new Long-term care call system, and to work with you 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 (1.888.404.2011)
- WHO IS COVERED: The call group covers ALL residents at the 7 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**: 6:30pm to 7am
  - **Weekends**: 6:30pm Friday to 7am Monday
  - **Statutory Holidays**: 24 hours

## After-Hours Call Group Member Physicians

- Have opted in to the Long-term Care Initiative (LTCI) and agreed to meet the best practice expectations
- Have at least 1 or more residents in one of the 7 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

# Implementation and Data Collection

## Implementation

The new after-hours care coverage system will commence on **Monday, June 11, 2018**.

Aiming for a seamless transition to the new after-hours system, the LTCI team will provide support to both on-call physicians and facility staff during the initial implementation phase.

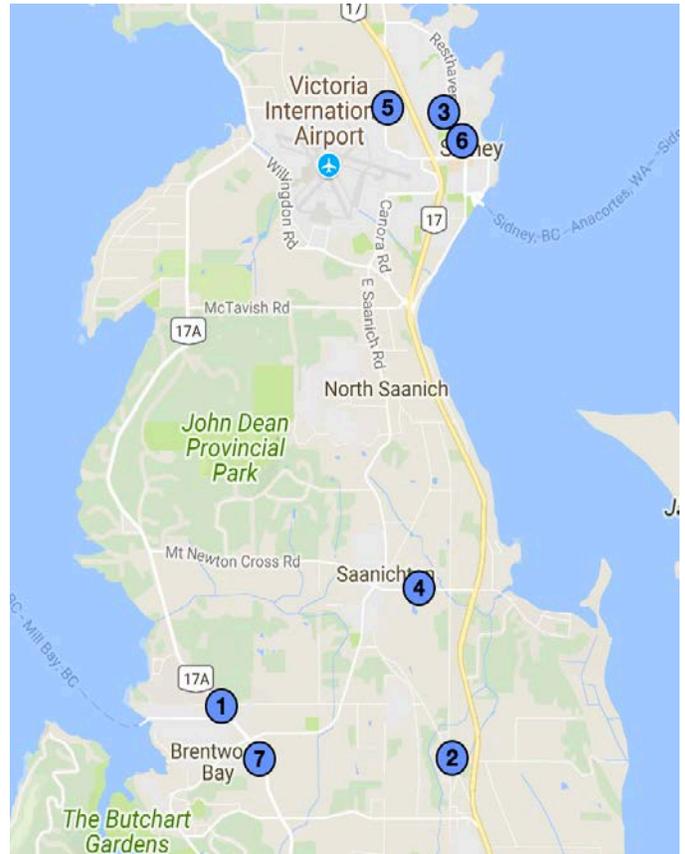
The LTCI program team will meet with facility staff in May 2018 to review after-hours call procedures, the SBAR form, and to support staff training at each site as needed.

## Data Collection

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

## Saanich Peninsula Facility Map



### Facilities covered by the Saanich Peninsula After-Hours Call Group:

1. Brentwood House
2. Island View Place
3. Rest Haven Lodge
4. SPH ECU
5. Sidney All Care
6. Sidney Care Home
7. Sluggett House

# Roles & Responsibilities

## After-Hours Call Group Physicians

The 14 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 Saanich Peninsula 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 implementation of 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 Complete this form prior to calling dispatch at 1.888.686.3055		After-hours physician coverage for URGENT resident issues only. For all other issues please contact MRP during regular hours.	
Name of responding physician		Call date/time	Facility
Resident name		MRP	
Resident DOB		Resident PHN	
<b>SITUATION</b> Reason for call: <input type="checkbox"/> death <input type="checkbox"/> fever <input type="checkbox"/> loss of consciousness <input type="checkbox"/> shortness of breath <input type="checkbox"/> abdominal pain <input type="checkbox"/> delirium <input type="checkbox"/> head injury <input type="checkbox"/> medication error <input type="checkbox"/> skin problem <input type="checkbox"/> agitation <input type="checkbox"/> diabetes <input type="checkbox"/> hematemesis <input type="checkbox"/> melena <input type="checkbox"/> urinary symptom <input type="checkbox"/> back pain <input type="checkbox"/> diarrhea <input type="checkbox"/> hypertension <input type="checkbox"/> pain management <input type="checkbox"/> other _____ <input type="checkbox"/> chest pain <input type="checkbox"/> epistaxis <input type="checkbox"/> hypotension <input type="checkbox"/> palliative orders <input type="checkbox"/> confusion <input type="checkbox"/> extreme pain <input type="checkbox"/> laceration <input type="checkbox"/> query hip fracture <input type="checkbox"/> cough <input type="checkbox"/> fall			
<b>BACKGROUND</b> Relevant medical history _____ Local contact for care concern _____ Phone _____ Allergies: List allergies <input type="checkbox"/> None known <input type="checkbox"/> MAR accessible / on hand (if required for call) <input type="checkbox"/> MOST designation			
<b>ASSESS</b> Temp _____ BP _____ Pulse _____ SpO <sub>2</sub> _____ Resp _____ Other _____		<b>RECOMMENDATION</b> Nursing Recommendations _____ Name/designation _____ Phone & local _____	
<b>On-Call Physician Response</b> _____			Response time
<b>Summary Communication to MRP</b> Fax completed form <input type="checkbox"/> Follow up required <input type="checkbox"/> For your information only			Fax date/time

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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 **1.877.404.2011** 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. The dispatch line (1.877.404.2011) will have on-call physician fax numbers if required.

### Questions or comments about the After-Hours SBAR?

Your input is welcome to LTCI Administrative Support 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

1.877.404.2011

1.604.357.4572 (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.

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

