

2018/19 LTCI Evaluation Review

Care Conference Review | Summary Report

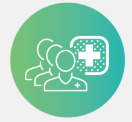


About the 2018/2019 Review

Each year (beginning in 2016), the Vic-SI Long-Term Care Initiative (LTCI, formerly RCI) team explores community, facility, or individual-level factors to better understand how the LTCI is working in our community.

The 2018/2019 evaluation focused on a key best practice expectation of the LTCI – Most Responsible Medical Provider (MRP) attendance at resident care conferences (CCs).

Why Focus on Care Conferences?



CCs are central to successfully meeting the overall goals of the LTCI. They play a crucial role in ensuring excellent medical care for residents, and physician attendance is a strong proxy indicator for team-based, proactive care.

Where did we get our data?

Methods

- CC Chart Review (n=34 care facilities; 2,600 charts)
- MSP Billing Data (2014-2018)
- Physician + Facility Surveys on CCs (n=45 LTCI physicians; 27 care facilities)

Chart Review Period

July 1, 2018 – June 30, 2019

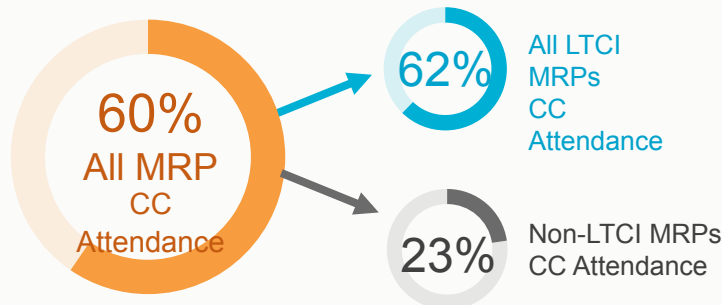
How did we calculate attendance?

of CCs that MRP attended

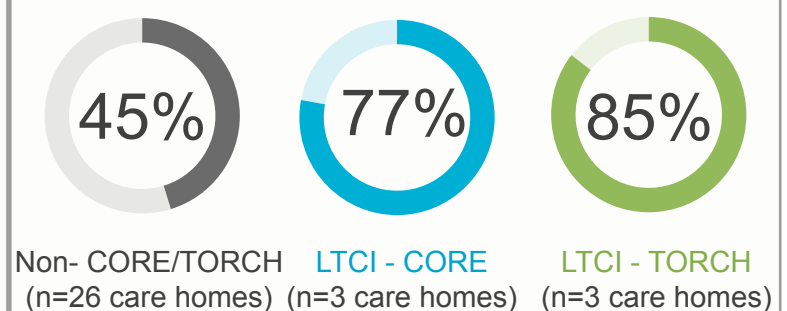
of CCs that MRP is scheduled

Vic-SI LTCI Care Conference Review Findings

CC Attendance Rate by LTCI Status

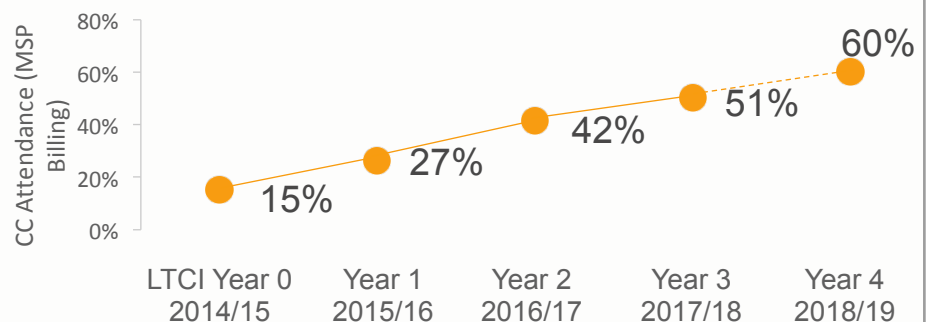


CC Attendance Rate by LTCI Practice Model



CC Attendance by MSP Billing data

The overall MRP CC attendance rate has been increasing since the LTCI's start in 2014/2015. In that time, **there has been a 300% increase in CC attendance.** From year 3 (2016/2017) to 4 (2018/2019), CC attendance increased by 18%.

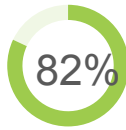


Satisfaction with Care Conference Organization

Physician Satisfaction



ORGANISATION: 89% (n=45) were very satisfied or satisfied with how CCs were organised



ATTENDANCE: 82% (n=45) were very satisfied or satisfied with their ability to attend CCs

Attendance Facilitators



Scheduling CCs on days MRP available



Clustering CCs



Additional remuneration

Attendance Barriers



Scheduling barriers

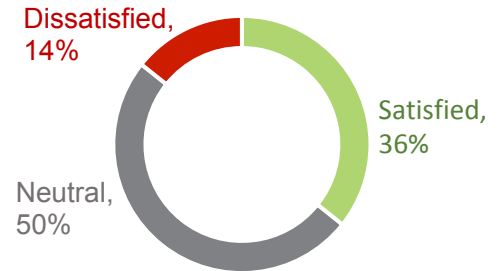


Communication barriers



Remuneration barriers

Care Home Satisfaction



Satisfied

“We are improving in getting non-TORCH doctors to attend their residents’ CCs.”

Neutral

“Depends on the individual physician” / “Takes a lot of staff time”

Dissatisfied

“There’s no process evident in the charts” / “Only a few doctors attend”

Summary and Key Learnings

1



CC attendance rate at 60%: 300% relative increase since 2014

- The LTCI program has had a positive impact in increasing attendance at CCs, both in LTCI & non-LTCI physician cohorts.

2



Physician practice model matters

- Physicians practicing under a coordinated model (CORE or TORCH) attended about 60% more CCs than non-coordinated LTCI physicians.

3



Providing physicians with adequate notice of CC dates/times improves attendance

- Scheduling & communication were identified by physician survey respondents as the biggest barriers to attending CCs.

Next Steps for Physicians



- review your CC attendance report
- find out more about CORE/ TORCH models

Next Steps for Care Home Teams



- review your site’s CC report
- connect with the LTCI team for QI tools for care conferences

