

2020 Vic-SI LTCI COVID-19 Response

Key Findings & Recommendations



About the 2020 Review

The Victoria-South Island Long-term Care Initiative's (LTCI) 2020 evaluation reviewed the activities and support provided by our team during the COVID-19 pandemic, from April-October. Our goal in focusing on the LTCI's COVID-19 response was to identify key challenges and practices for supporting LTC physicians, NPs, and care homes in maintaining best-practice expectations and system-level outcomes during the COVID-19 pandemic, as well as preparing for future possible outbreaks.

Where Did We Get Our Data?

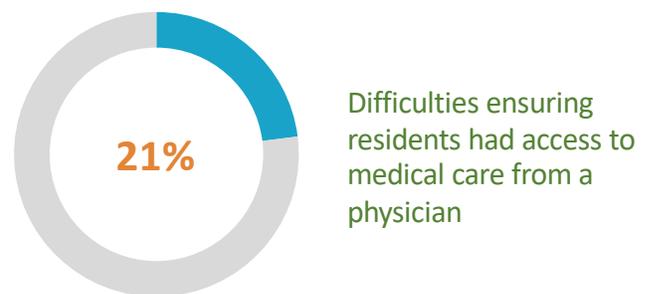
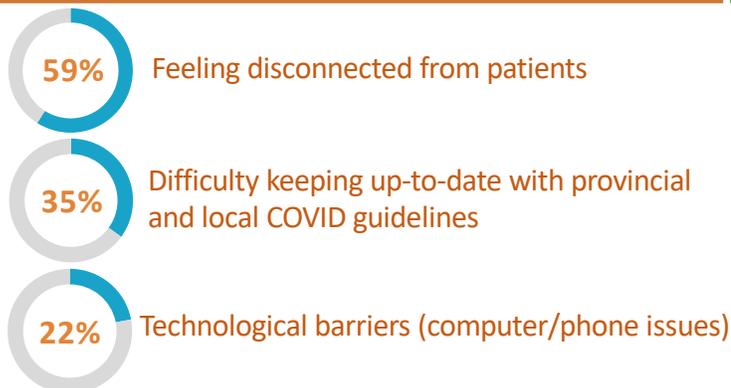
Methods	Method 1	Method 2
	Care Home Survey (n=57, response rate = 89%)	Key Informant Interviews (n=9)
	Physician/NP Survey (n=53 [52 physicians, 1 NP], response rate = 63%)	Focus Group (n=6 LTCI/Division team members)

Vic-SI LTCI COVID-19 Response: Key Findings

Overall Challenges - Providing & Accessing Medical Care

Physician/NP Challenges

Care Home Challenges



The most difficult BPE for physicians to maintain was making proactive visits

Communication & Access to Records: Continuity of Care Challenges

Physicians' Top 2 Ways of Connecting With Care Homes



Barriers to Health Record Access When Working Virtually

Fragmentation of health records in LTC homes

Limited access to PowerChart for some LTC physicians

Not all LTC physicians use EHRs - 59% said they "always" or "sometimes" document in it



Most Helpful LTCI Activities

Physician/NP Perspective



Distributing COVID guidance and information (94% of respondents)



Organizing a daytime COVID physician for each care home (90% of respondents)



Updated physician billing guide (70% of respondents)



Distributing suture kits to care homes (70% of respondents)

Care Home Perspective



Updated After Hours SBAR (93% of respondents)



Distributing COVID guidance and information (91% of respondents)



Organizing a daytime COVID physician for each care home (83% of respondents)



Distributing suture kits to care homes (81% of respondents)

Overall Satisfaction with LTCI Support

Physician



% satisfied or very satisfied

Care Home



"LTCI is great. Our physicians are wonderful and follow LTC initiative. COVID times have been challenging...we have been well supported."

Summary of Key Learnings

- Meeting BPEs:** more difficult for LTC physicians, especially when in-person visits were limited
- Shift to virtual care challenging:** communication, scheduling, health records access, technology
- LTCI priority areas:** information sharing, virtual care support, & facilitating engagement between LTC partners

Recommendations & Resources

Physicians/NP



- Try not to visit more than one LTC home per day
- Consider reducing # of care homes you attend



- Use the EHR for documentation & remote access where possible
- Set up PowerChart access



- Schedule care home visits in advance
- Work with LTCI/care homes to optimize practice models & on-site scheduling

Care Homes



- Provide telephone/video options for virtual visits, care conferences, med reviews
- Identify method of securely sending patient images to MRPs



- Provide EHR & remote access & training for physicians
- Obtain PowerChart access



- Stagger on-site visit times for MRPs
- Work with LTCI/physicians to optimize practice models

LTCI Resources

- COVID-19 updates & Daytime COVID Physician list
- Support for on-site visit scheduling
- Virtual Care Toolkit for LTC
- Education for MRPs & care homes on virtual care technology
- Support for physicians & care homes to optimize practice models

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