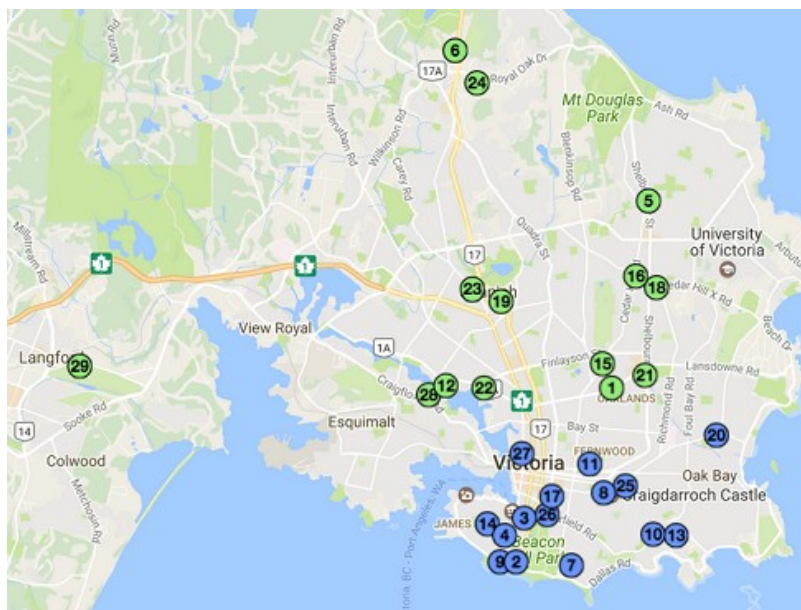


Victoria Long-term Care After-Hours Call Group

The Victoria Long-term Care After-Hours Call Group launched on Monday, April 3, 2017 with 26 physicians who are helping build a coordinated, responsive system of Long-term care coverage in the Victoria community. From July 1, 2017 the group will provide after-hours coverage for ALL residents in 29 facilities in Victoria (see map). The LTCI program team will support existing or new development of after-hours coverage in other local regions (Sooke and the Saanich Peninsula) separately.

Key Features of the After-Hours Call Group

- There is ONE phone number for facilities to call to access the physician on call (a 1-888 number).
- All calls are managed by a dispatch service that connects the physician on call directly to facility staff.
- The call group covers ALL residents at the 29 sites, not only those covered by LTCI physicians.
- The dispatch service ensures that facility staff have organized information using an SBAR (Situation, Background, Assessment, Recommendation), to ensure that calls are appropriate (i.e. for urgent issues that cannot wait for the MRP the next day) and are a good use of physician time.
- The shifts covered by call group members are divided in blocks of Monday-Thursday and Friday- Sunday.



Victoria After-Hours Facility Map & Coverage Zones

After-Hours Call Group Member Eligibility

- 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 a Victoria or South Island Facility
- Be willing to meet after-hours coverage practice expectations, including minimum response times and on-site visits if needed, with the aim to reduce ER visits
- Be willing to attend an orientation session about call group procedures and the covered facilities
- Have Island Health and other privileges (the LTCI team will facilitate)

Average Calls/Day by Shift

Weekday:

- Average 7.4 calls from 5pm-11pm, Monday to Thursday (2 physicians on call)
 - Average of 2.3 calls from 11pm to 7am, Monday to Thursday (1 physician on call)
- TOTAL average of 9.7 calls, Monday to Thursday shift for entire region

Weekend:

- Average 7.8 calls from 7am-5pm, Saturday and Sunday (2 physicians on call)
 - Average 8.3 calls from 5pm-11pm, Friday, Sat, Sun (2 physicians on call)
 - Average 1.5 calls from 11pm to 7am, Friday, Sat, Sun (1 physician on call)
- TOTAL average of 17.6 calls, Friday to Sunday shift for entire region

After-Hours Call Group Member Benefits

- **LTCI Call Group amount** (Weekday \$887, F/Su overnight \$2330, Sat overnight \$1555) + Fee-for-service
- **Island Health Parking Permit** for Long-term care sites
- **Scheduling** and shift reminders
- **Orientation** to the covered sites and call group procedures
- **Billing support** to optimize FFS after hours
- **Specialized training** in Managing Calls from Care Homes (e.g. chest pain, SOB, fall, abdominal pain, unknown bleeding): What to do on the phone, What to do on site
- **Facility staff training** through in-services at covered sites, e.g. SBAR and other parameters, to ensure all calls are appropriate, well-organized, and a good use of physician time
- **Helping to build** a functional after-hours call system that will benefit all residents!

Call Shift Frequency and Remuneration

With 26 GPs in the call group, each is on call annually a total of 8 'shifts', 4 of which do not include overnights:

- 2 shifts of Mon-Th, 5pm-7am (weekday overnight)
- 2 shifts of Mon-Th, 5pm-11pm (weekday evening)
- 2 shifts of Fri 5pm-Mon 7am (all weekend, overnight)
- 2 shifts of Fri 5-9pm, Sat & Sun, 7am-6pm (daytime weekend)

Continuous Quality Improvement

- Using a quality improvement lens, the LTCI program team continuously examines call volume data from the dispatch service to ensure the best coverage system that optimizes physician resources and time.
- The LTCI program team will follow up after your shift to collect basic info about the calls you received on your shift.
- Additionally, the LTCI program team provides a quarterly report on all the calls from each individual facility, in order to support quality improvement and staff training. This report is provided to facility teams including the Director of Care, Medical Coordinator, and other clinical staff.