

Vic-SI LTCI

VICTORIA LONG-TERM CARE AFTER-HOURS COVERAGE GUIDE



An in-depth
guide to
Victoria's
After-Hours
Call Group

After-Hours Line:
1-888-686-3055

Overview: Long-Term Care After-Hours Coverage

Collaboratively developed by local physicians and supported by the Victoria-South Island Long-term Care Initiative (LTCI) program team, coordinated after-hours coverage helps ensure consistent 24/7 care for all residents living in long-term care (LTC).

In this guide:

- After-Hours Coverage Overview
- Features of the Call Group
- Victoria After-Hours Coverage Map
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- Roles & Responsibilities
- After-Hours SBAR
- Coverage Exceptions
- Key Contacts



About the Victoria Long-term Care Call Group

In 2017, the Victoria After-Hours Call Group (AHCG) was developed to support physicians in meeting the Best Practice Expectation of 24/7 physician coverage and on-site attendance when required for all LTC residents. The AHCG serves all 30 LTC homes in Victoria, which care for 3,000+ residents. Calls for urgent after-hours medical issues are directed to a dispatch service accessed by one number; care home staff reach a live operator who connects them with the physician on call. The LTCI team assists with orientation and monitoring of the system, and works with care home 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: ALL residents at all 30 sites, including those cared for by non-LTCI physicians

DISPATCH SERVICE: All calls are managed by a dispatch service that connects care home nursing staff with the on-call physician

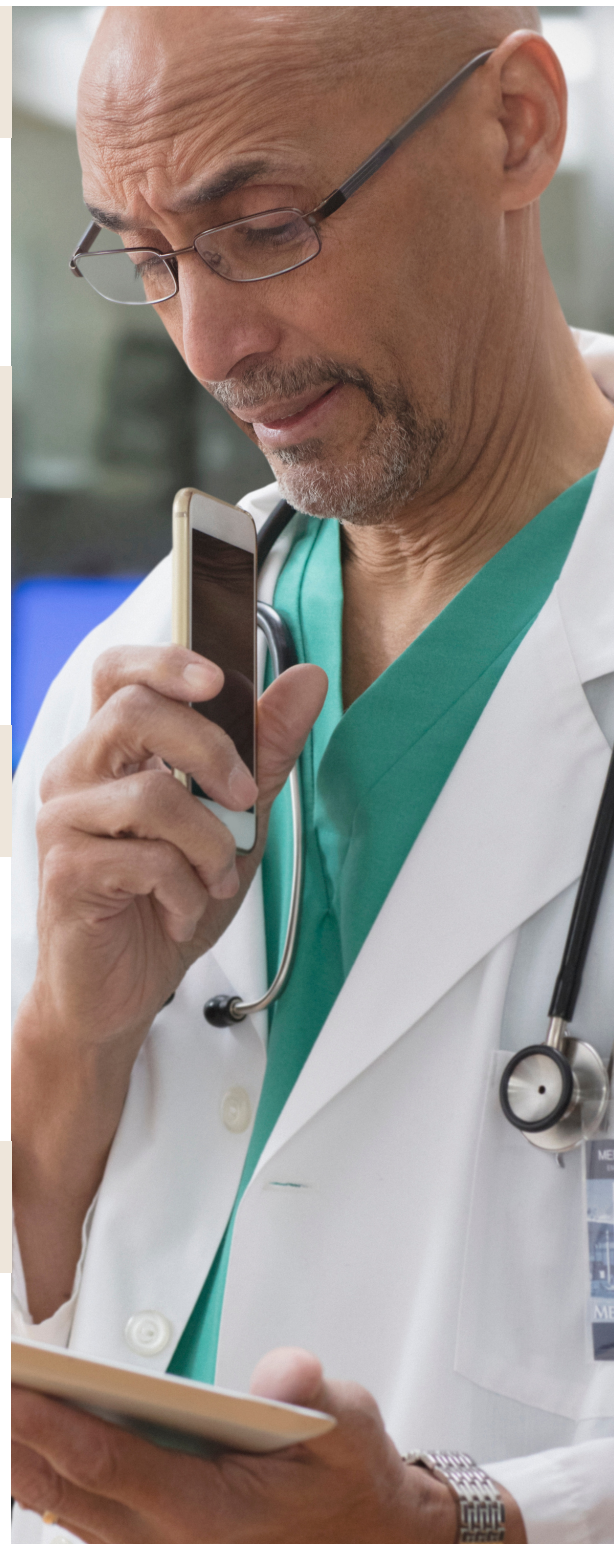
SBAR: The dispatch service ensures that calls are organized by using an SBAR form (see pg 6)

FOLLOW UP TO MRP: A communication note will be sent by care home staff to the resident's MRP (& to the on-call physician for their records) noting any follow up required

DAYTIME CALLS: All weekday daytime calls will continue to be managed by the resident's MRP

COVERAGE HOURS: After-hours physicians are available:

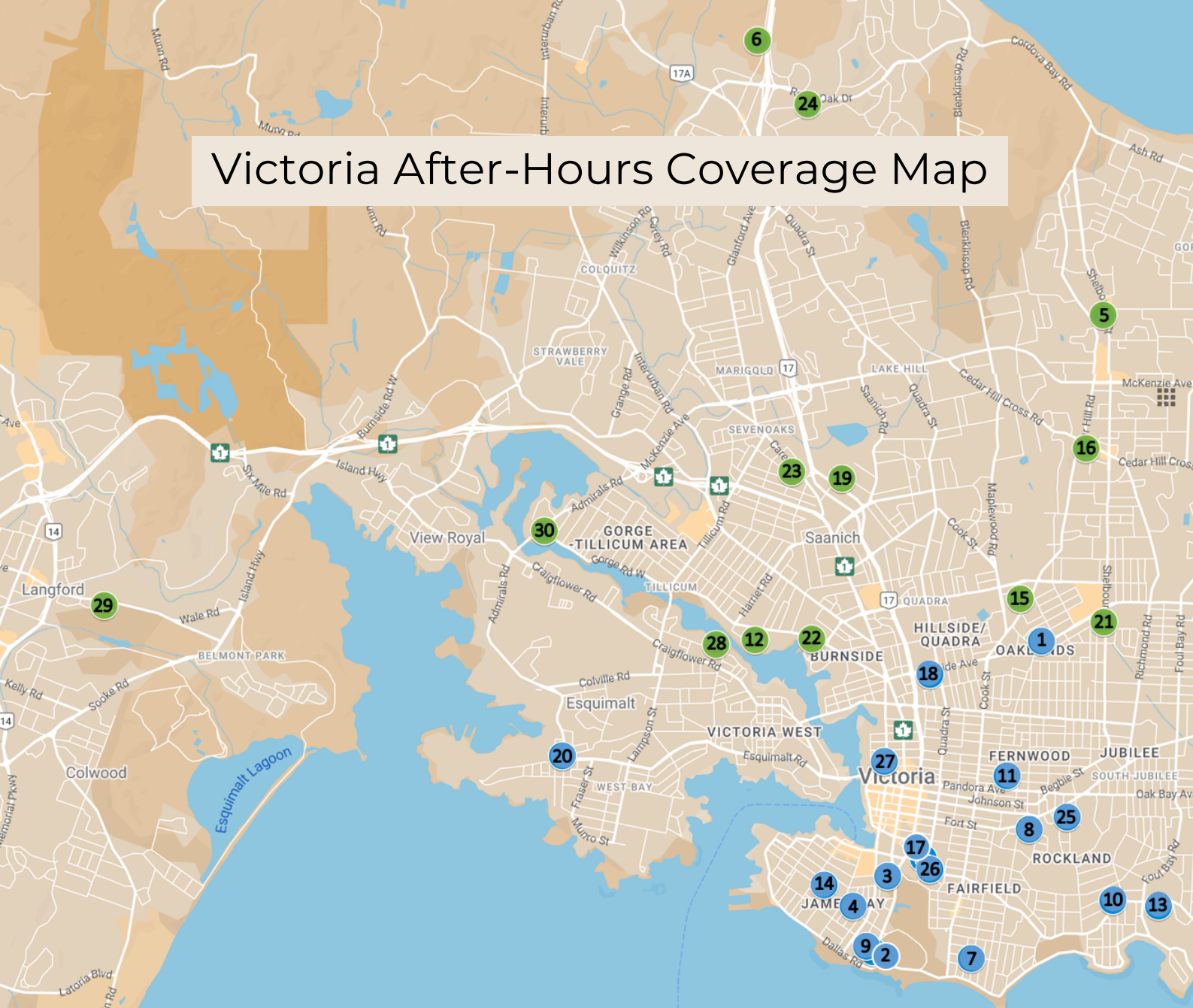
- Weekdays: 5pm to 7am
- Weekends: 5pm Friday to 7am Monday



After-Hours Call Group member physicians have:

- opted in to the LTCI & agreed to meet the Best Practice Expectations
- at least one or more residents at one of the 32 covered sites
- agreed to meet after-hours to cover practice expectations (min. response times, on-site visits) to reduce ER visits

Victoria After-Hours Coverage Map



LTC Homes Covered by the Victoria After-Hours Call Group

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



Data Collection

In order to ensure the accuracy of data regarding the low volume of after-hours calls, LTCI has the following measures in place:

- The dispatch service provides daily reporting on ALL calls received, including the care home 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

Ongoing data collection on call patterns suggests that the After-Hours Call system is functioning well; when issues arise, LTCI works with care home teams to troubleshoot and make adjustments as needed.

Roles & Responsibilities



AFTER-HOURS CALL GROUP PHYSICIANS

Members of the After-Hours Call Group are committed and highly skilled physicians, experienced in geriatric care. Call group physicians:

- meet after-hours coverage practice expectations, including timely responses and on-site visits if needed
- have opted in to the LTCI program
- are MRP for one or more residents in the Victoria area

CARE HOME STAFF MEMBERS

Care home staff play a central role within the Call Group, as they initiate and receive key communications vital to the well-being of residents. Staff members:

- prepare the After-Hours SBAR form prior to calling
- request after-hours coverage for urgent resident issues only, and contact the resident's MRP during regular daytime hours for any non-urgent issues
- are aware of coverage exceptions, where the resident's MRP has requested to be the after-hours contact
- provide and continuously update after-hours care home access information



LTCI PROGRAM TEAM

The LTCI team assists with orientation to and monitoring of the call system, and works with physicians and care home teams to troubleshoot as needed. The LTCI:

- maintains the call line and dispatch service
- creates a schedule responsive to call group member needs
- gathers and updates care home access info
- supports physicians and care home staff in efficient after-hours communications
- provides payments to physicians completing after-hours shifts

After-Hours Communication: The SBAR

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 a clear process for following up with the MRP.



Instructions: After-Hours SBAR

The purpose of the After-Hours SBAR (Situation, Background, Assessment and Recommendations) form is to support care home staff members in rapidly providing key information to the on-call physician during an urgent situation. This communication tool is *used for urgent after-hours resident issues only, and must be completed prior to calling the dispatch line*. Callers who have not filled in the SBAR will be asked to call back once the form is complete.

- 1 The resident's name, date of birth (DOB), personal health number (PHN) & name of most responsible physician (MRP) are required with every call
- 2 Call the After-Hours Call Line (1-888-686-3055) & report reason for call to dispatch. You will be patched through 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 completed SBAR form to resident's MRP to inform & plan follow up, or if physician visits resident at care home
 - b) Fax completed SBAR & any progress notes/additional documentation to MRP
- 5 Fax completed forms to on-call physician for their records



Coverage Exceptions

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

In exceptional circumstances (such as palliative situations) a resident's MRP may want to directly provide care advice for that resident. In this scenario, the

MRP is asked to clearly communicate coverage exceptions to care home staff by placing a note in the chart, and verbally communicating the request to care home team members.

Care home staff are responsible for staying up to date on coverage exceptions requested by the MRP, and for contacting the MRP directly for advice on resident medical care after-hours.

Key Contacts



LTCI PROGRAM TEAM

778-265-3137

victoriasouthisland.ltc@victoriadivision.ca



AFTER-HOURS CALL LINE

1-888-686-3055

info@pttas.ca (use only as backup)

About the Vic-SI LTCI

The Vic-SI LTCI launched in 2015, with an emphasis on improving medical care for all residents in care homes, through engaging and supporting physicians to meet the provincial LTCI Best Practice Expectations (BPEs), and facilitating collaborative system change with physicians, care home staff teams, and Island Health.

Want more info about your local LTCI community? Visit vicsi-ltc.ca