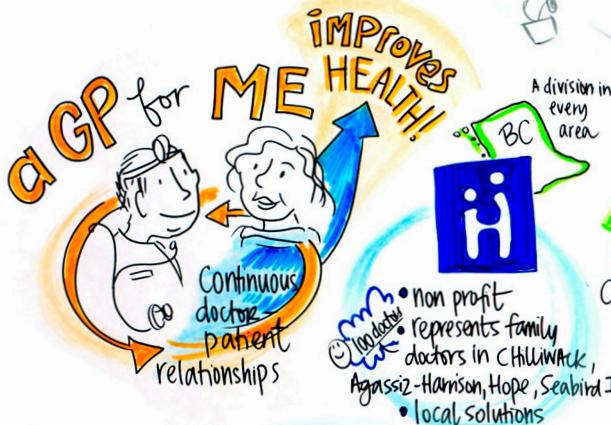


CHILLIWACK



PARTNERS IN HEALTH CARE COMMUNITY FORUM

SQUALA
COMMUNITY HALL
FEB 26. 2014



Community Survey

94% Have a family doctor or nurse practitioner

6% unattached

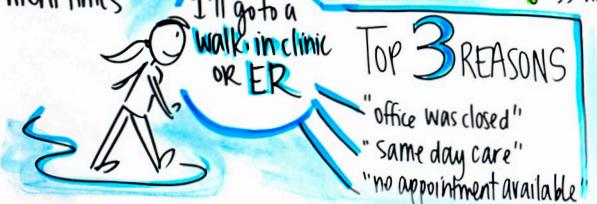
How would you find a Doctor?/NP?

- ask friend/family
- ask hospital/clinic
- internet



WHAT ARE BARRIERS TO ACCESSING A DOCTOR?

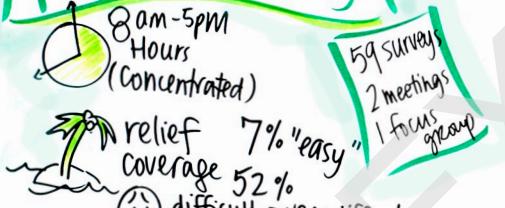
- CLOSED
- Waiting
- inconvenient times



Top 3 REASONS

- "office was closed"
- "same day care"
- "no appointment available"

Physician Survey



1. Collegial
 2. family
 3. Scope of work
 4. Community
 5. location
- WHY Doctors + NURSE PRACT. LOVE CHILLIWACK

Recruitment

- 16 willing to supervise
- international medical grads
- 33 willing to recruit

Live graphic recording: Sambradd.com DRAWING CHANGE

ACCESSING PRIMARY CARE PROVIDER

- AFTER HOURS ACCESS
 - WAIT TIMES TOO LONG
 - SPECIFIC NEEDS @ ER MET
 - WALK IN QUOTA FULL
- I went to the ER for non urgent issues
- IDEAL WAIT TIME? (non urgent)
- CHOOSING ER family doctor
- 3 DAYS
7 DAYS
2 WEEKS: RX
special considerations for infants/elderly



- staggered clinic times
- patient education - telehealth
- streamline Rx refills
- staff will GP for Me to Help "attach"
- A "meet and greet"
- More time @ doctors'/ nurse practitioners
- intake had full interview
- clinics = establish partnerships for challenging patients

FINDING A PRIMARY CARE PROVIDER



- I feel rushed.
- I'm not taken seriously - or my history
- doctors not accepting complex care patients

CHALLENGES

- Doctors need relief coverage
- limits on # of patients at walk in
- keeping up w/ technology
- not enough time for appointment
- wait times....
- 1 issue per appointment policy
- patient-centered: docs need training
- concurrent patients
- culturally competent care for FN people - and patient education: have agency v a doctor to choose
- transportation to new doctor

OPPORTUNITIES

- increase:
- + self-advocacy skills
 - + Health literacy
 - Speak up for needs
 - physician assistant for paperwork
 - see family doc @ ER
 - Health System
 - don't charge moving files = \$\$\$
 - Support professional development
 - need great office staff
 - deal with 2+ issues at appointment
 - Support alternative medicines