

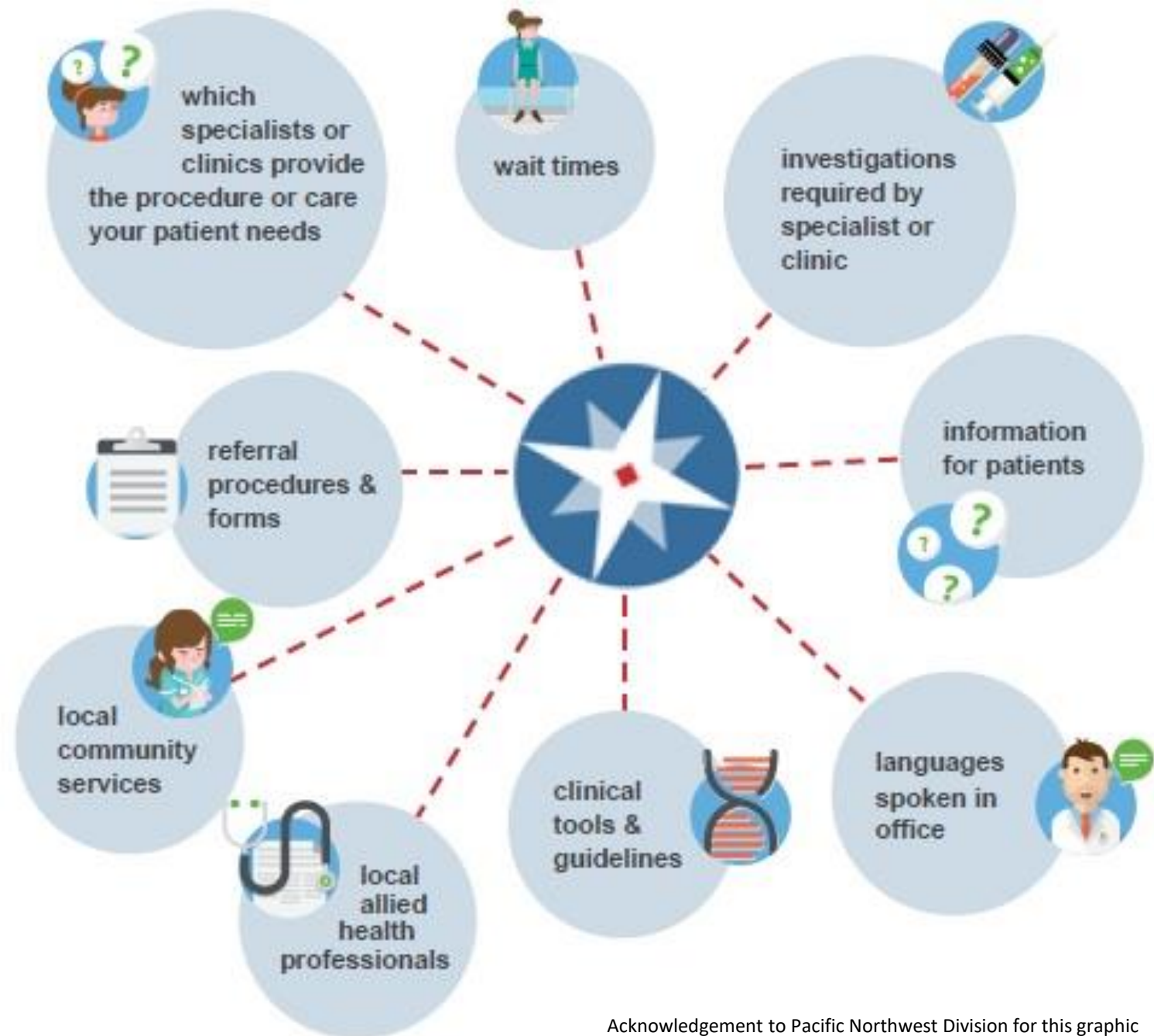
# Pathways Overview for Shared Care Symposium



# Pathways

## What we do

Funding for Pathways is provided through the General Practitioner Services Committee (GPSC), a joint collaboration between Doctors of BC and the BC government.





# Pathways by the Numbers

## Usage:

- Over **1.8 million** page views by logged in physician office users last year
- Pageviews went from **9,000** per month in 2014 to **197,914** per month in January 2019

● Pageviews

300,000

150,000

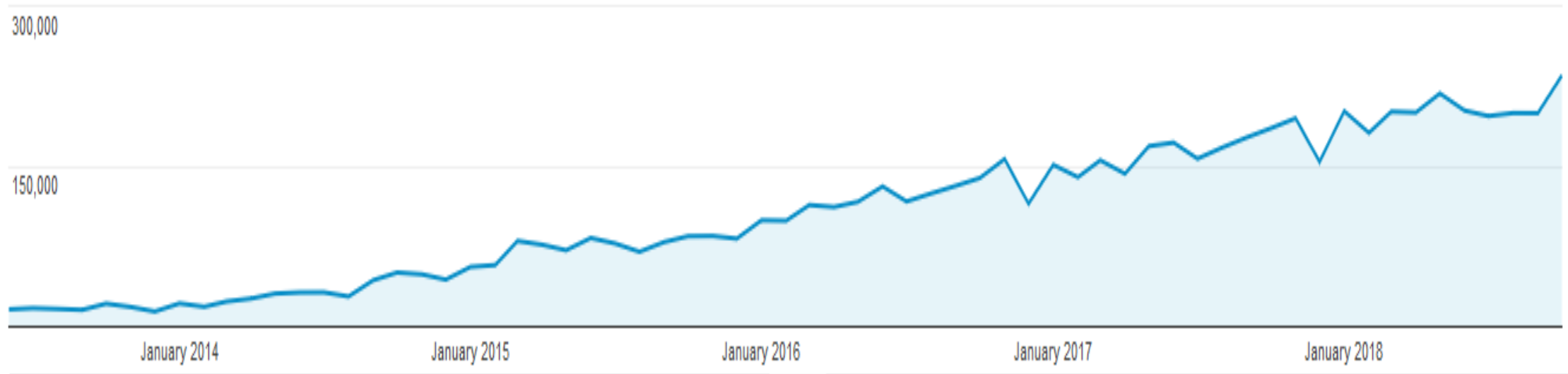
January 2014

January 2015

January 2016

January 2017

January 2018





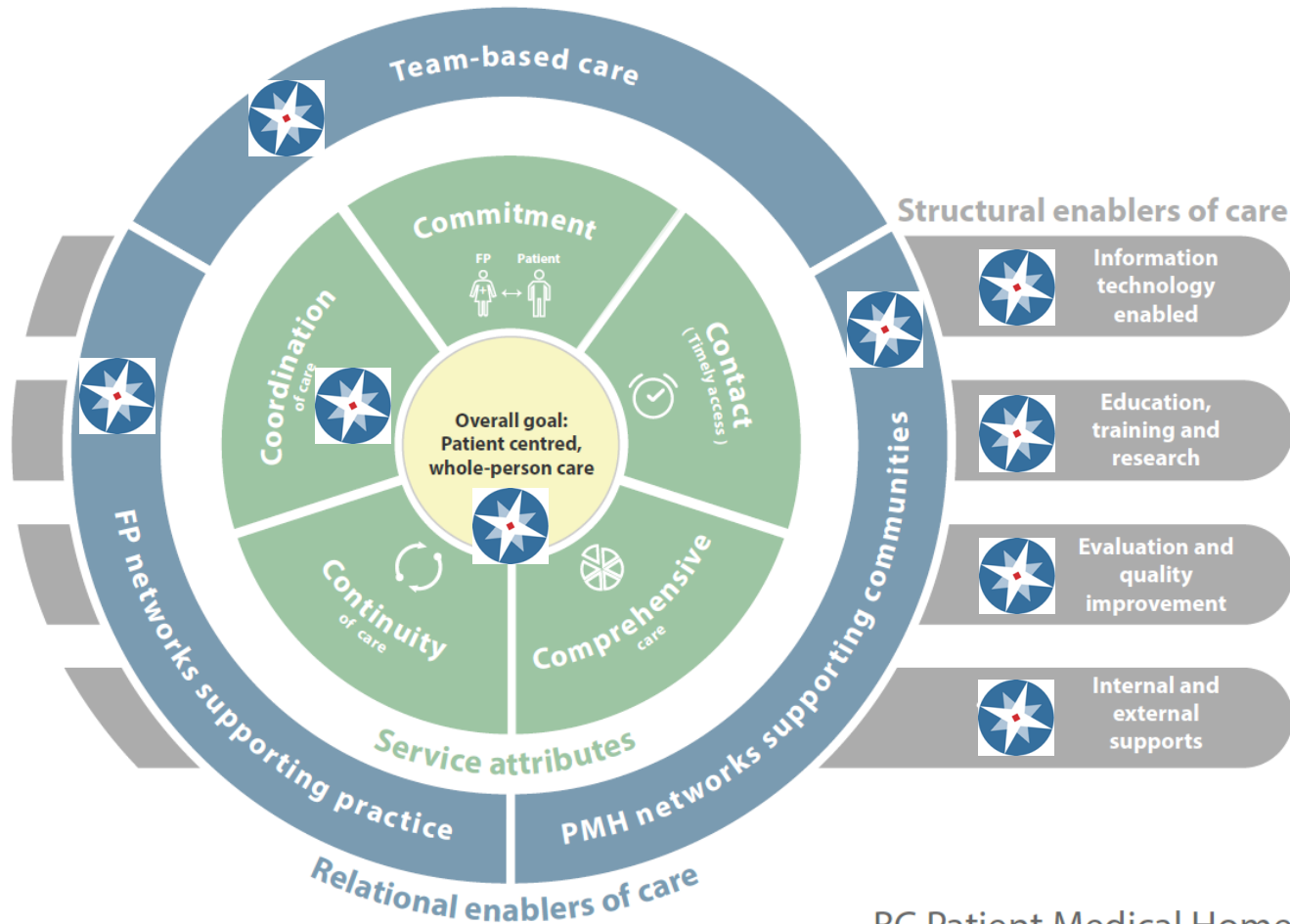
# Pathways Evaluation

GPSC completed an independent evaluation of Pathways in 2015





# Pathways Alignment with PMH and PCNs



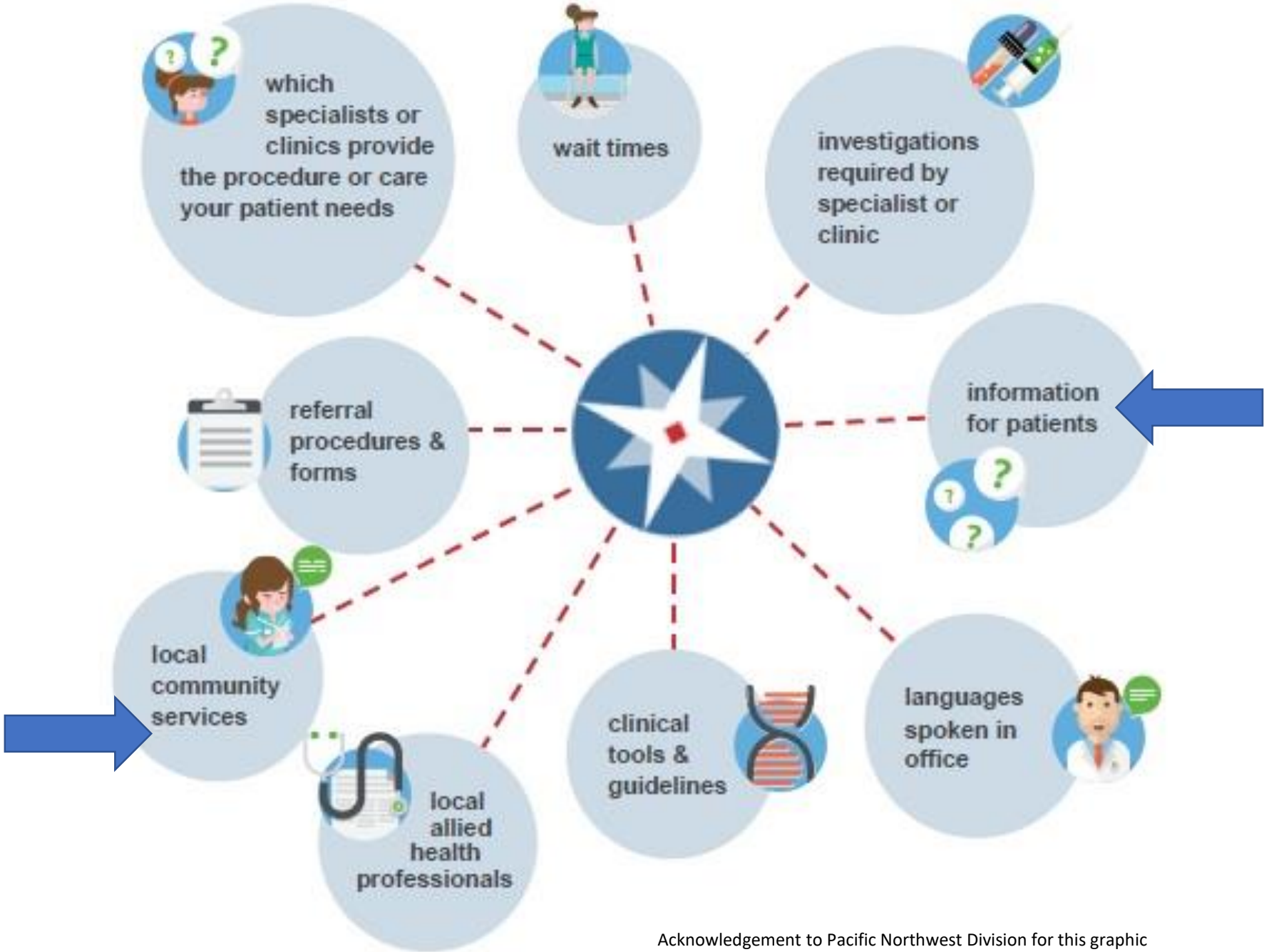
## Pathways supports:

- Coordination of Care
- Patient Centred Care
- Team Based Care
- FP networks
- PCN Networks

## Pathways is a structural enabler of care:

- IT enabled
- Patient Education: patient resources
- Quality Improvement: physician resources
- External Supports: collaboration with Divisions and community service organizations

In May 2019 Pathways will open up the community services part of the website for public access in selected communities



Acknowledgement to Pacific Northwest Division for this graphic

# Spring 2019 – Public Release of Pathways Community Services to Selected Communities



Pathways Community Services – North Shore

Q Search

COMMUNITY SERVICES ▾

## What Kind Of Service Are You Looking For?

[Abuse / Neglect](#)

[Addictions](#)

[Allied Health Providers](#)

[Caregiver Support](#)

[Child Services](#)

[Condition Specific Support](#)

[Disability Services](#)

[Family / Parenting](#)

[Financial](#)

[First Nation Services](#)

[Food](#)

[Housing / Shelter](#)

[Immigrant Services](#)

[LGBT2Q+ Community](#)

[Mental Health](#)

[Seniors Services](#)

[Social / Recreational](#)

[Transportation](#)

[Victim Services](#)

[Youth Services](#)

# Seniors Services – Loneliness and Social isolation

SPECIALTIES AND COMMUNITY SERVICES ▾ SENIORS SERVICES

Community Services/Programs Physician Resources Patient Info

☰ Showing all programs/services that offer services for "loneliness / social isolation".

✕ Clear all filters

Programs/Services ↓ <a href="#">Show Details</a>	Service Area	Modalities
<a href="#">Better at Home - Community Based Senior Support Services for Independent Living - Fraser Health Area [United Way]</a>	Fraser Health Area	🏠
<a href="#">Deaf and Hard of Hearing Seniors Outreach (DHHSO) Program [Western Institute for the Deaf and Hard of Hearing]</a>	Lower Mainland	👥🏠
<a href="#">Dogwood 50 Plus - Programs for seniors at Dogwood Pavilion [City of Coquitlam]</a>	Coquitlam	📍
<a href="#">Lunch with a Bunch [Mission Community Services Society]</a>	Mission	📍
<a href="#">Multi-cultural Seniors Enrichment Program - Tri-cities [S.U.C.C.E.S.S.]</a>	Coquitlam, Port Coquitlam, Port Moody	👥👥
<a href="#">Seniors Activity Centres - Social and recreational activities - Ridge Meadows [Ridge Meadows Seniors Society (RMSS)]</a>	Maple Ridge, Pitt Meadows	🎮👥👥
<a href="#">Seniors Helping Seniors - Telephone Buddies, Visits, Transport- Ridge Meadows [Ridge Meadows Seniors Society (RMSS)]</a>	Maple Ridge, Pitt Meadows	📞👥🏠
<a href="#">Seniors Services - Ridge Meadows [Ridge Meadows Seniors Society (RMSS)]</a>	Maple Ridge, Pitt Meadows	🎮👥

## Filter Programs/Services

Specific Services ▾

- Helpline / Crisis Line: Seniors
- Intake for Health Authority Home Care Services
- Intake for Mental Health or Addiction Services
- Navigation Support: Seniors Services
- Report Abuse or Self Neglect: Seniors
- Assistive Devices
- Elder Abuse
- Falls Prevention
- Food
- Loneliness / Social Isolation
- Homebound Library Services
- Meals: Social
- Pet / Animal Programs
- Seniors Volunteer Support Calls
- Social /Recreational Activities: Seniors
- Volunteer Visitors





# Pathways Community Services Directory: Partnerships

## Welcome to the Pathways Community Service Directory

The Pathways project has started to make its Community Service Directory available to the public in participating communities.

Go to public listings for your community:

Maple Ridge – Pitt Meadows

Coming Soon

Hope - Agassiz

Sea to Sky

North Shore

Burnaby



Roll out of Pathways Community Services Directory is built on local partnerships with community organizations

# Pathways Referral Tracker



# Pathways Referral Tracker Project : Goals



- To model a virtual collaborative workspace where GP and specialist offices work together to streamline and track the referral process as well as improve the patient experience
- To serve as a node in the provincial IT network and develop EMR interoperability
- To improve outcomes, reduce costs, and improve both patient and provider experiences



# Pathways referral tracker video



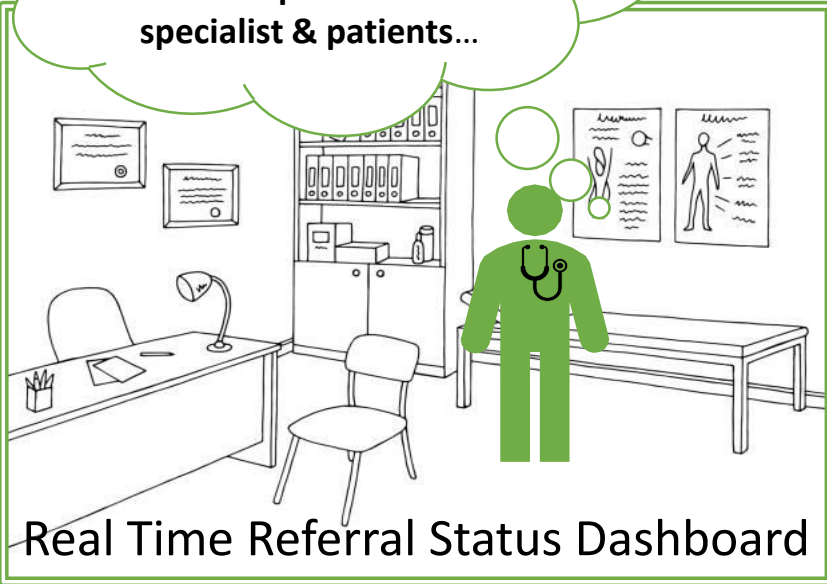
<https://drive.google.com/file/d/1RSidlnBporcJqXzXBMmVEpc48gYAEJKb/view?usp=sharing>

This video was made in June 2018, Pathways referral tracker has undergone significant modifications since the video was made and will continue to undergo modifications during the pilot testing period in fall 2018 based on pilot feedback from GPs, specialists, MOAs and patients.

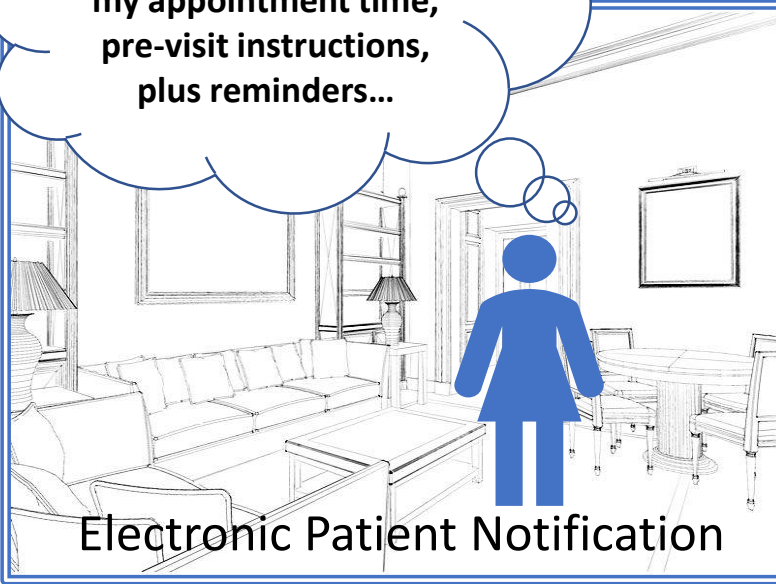
This video is intended only to give an overview.

# Vision of Referrals in WRSS Coordinated Patient Care

Real time status tracking,  
an accessible online  
dashboard, less follow up  
via telephone with  
specialist & patients...



Patient: Updates on  
where my referral is,  
my appointment time,  
pre-visit instructions,  
plus reminders...



Booking & instructions  
sent electronically, less  
follow up & reduced no  
shows...



Improved Communication

Shared Responsibility

Province Wide Adoption

# Timelines

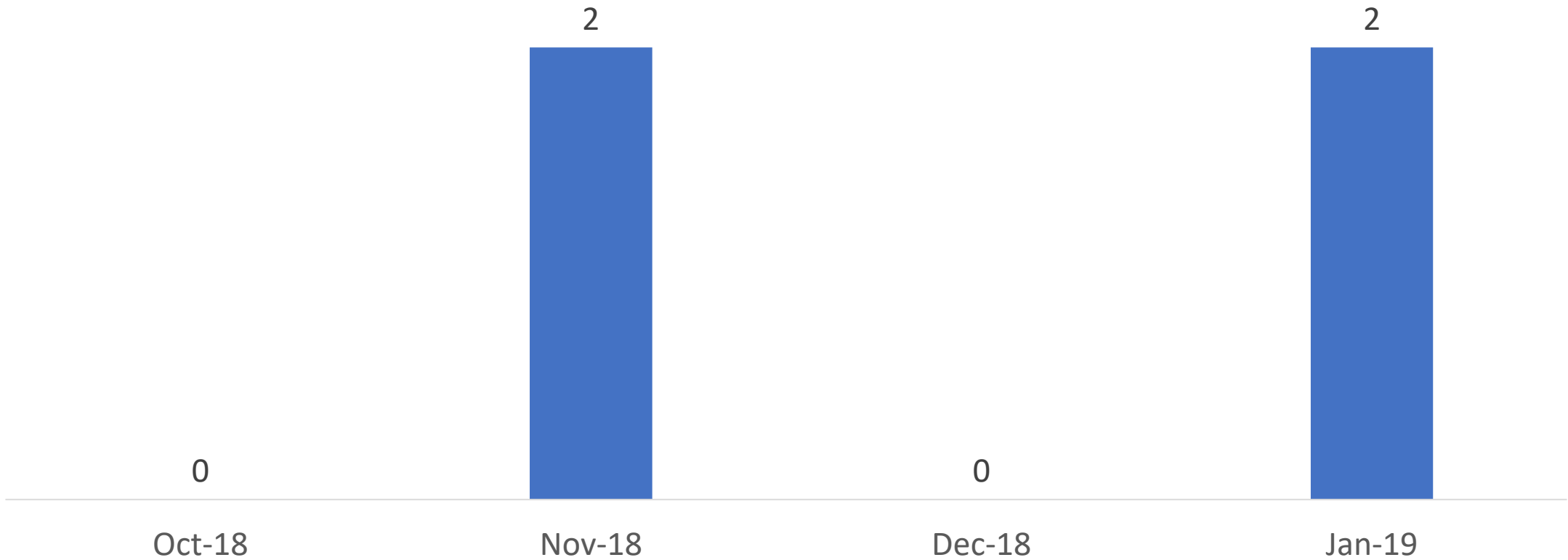
## **Jan – April 2018:**

- Development and Expansion of Pathways Referral Tracker Platform to White Rock
- Over 1,000 referrals sent and received
- **Average time to acknowledgement of referral 24 hours!**

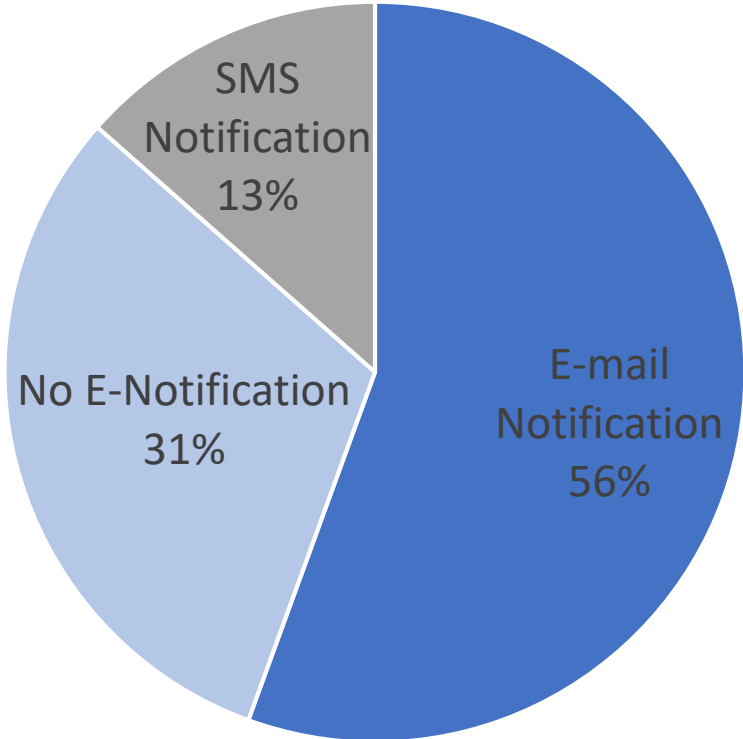
## **May 2019:**

- Plan for expansion to selected Divisions.

There were very few no shows, only 2 in November and 2 in January.



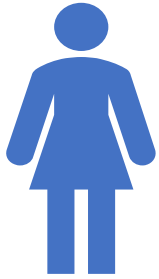
The majority of patients (56%) have opted for e-mail notification.



Based on 378 patients



# What people are saying so far...



**Patients feel: Informed, Included, Transparent**

”This is way better than being in the dark about the process.”

**Specialist Offices: Ease of Use, Beneficial, Positive**

”This is way easier than I thought.”



**GP offices: Clarity, Connected, Communication**

”This is so much better than before, when I didn’t know whether the referral was received or not.”

# Specialist's perspective

"Pathways Referral Tracker has opened up the possibility of seamless, real-time communication with referring offices and patients, bypassing the inefficiencies of faxes and "phone tag". "

- Ob/Gyn

# Questions?

Contact:

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