

Patient Attachment Initiative Overview and Impact

The Patient Attachment Initiative (PAI) is a collaborative program designed to prioritize the attachment of complex care patients to family doctors. Strong relationships with referral partners, accepting doctors and patients are critical to the success of this program.

KEY FEATURES

- Specific eligibility criteria to direct patients to the most appropriate primary care providers.
- Collaboration with health system providers to support patients through acute and community resources.
- Maintain robust communication channels with family doctors to monitor capacity and ensure patients are referred at a sustainable rate.

FAXED REFERRALS

Unattached patients discharged from acute/community care and/or followed by specialists or departments within community health centers.

Process outline:

1. Referral partners identify and screen patients for eligibility.
2. Referral partners complete a consent form with the patient and fax the referral along with collateral medical information to PAI.
3. PAI facilitates a follow-up call with the patient or referrer to gather relevant information pertaining to medical, social, and geographic needs of the individual.

PATIENT ATTACHMENT HOTLINE

Unattached patients seen by referral partners who have reduced ability to complete the faxed referral process due to the fast-paced and/or mobile nature of their departments (e.g., emergency rooms, public health nurses).

Process outline:

1. Referral partners identify and screen patients for eligibility.
2. Referral partners provide each eligible patient with a hotline card and instructs them to call PAI. Each card has a unique PIN which is required to activate the phone or online application process.
3. PAI staff gather enough information to triage patients into clinical categories and to provide an estimation of match lead-times.

**Interested in partnering with the Patient Attachment Initiative?
Call PAI's Clinical Nurse Lead at 604-440-7208.**

PROGRAM IMPACT

Outcome Indicators	Total To Date	
# of GPs recruited into the program	136	
# referral partnerships confirmed	136	
# patient referrals sent that would be appropriate for patient matching	10,062	
# complex patients, non-complex patients and family members successfully matched	9,513	95%
# complex patients successfully matched (see figure below)	7,033	74%
# non-complex patients and/or family members successfully matched	2,490	26%

Numbers represent engagement since program inception in 2015 to April 12, 2019