

## CFHI Webinar Discussion Series - Community Dementia Care and Support:

*Innovations supporting people living with dementia and care partners closer to home*

**Sept 15, 2020, Webinar Discussion Summary**

*Sept 15, 2020, Webinar Synopsis:*

This webinar provided an overview of CFHI's [Community Dementia Care and Support webinar discussion series](#).

Participants discussed two innovations :

1. [MINT Memory Clinics](#) – primary care based multispecialty, interprofessional teams, that are improving diagnosis, treatment and navigational supports for people living with dementia and care partners accessed from one place in the community, typically their family doctor's office.
2. [eConsult](#) – a secure web-based tool providing physicians and nurse practitioners with timely access to specialist advice for all patients, often eliminating the need for an in-person specialist visit. This innovation can be used to support early diagnosis of dementia and post-diagnostic supports in the community.

The special guest contributor for the session was Jim LaPlante, Care Partner of a person living with dementia. Jim who provided insights throughout the session, including these quotes:

*"Seniors in the community have to face self-managing their care needs from two perspectives. Some are living alone at home with varying levels of access to family, friends and social supports, while managing the realities of social distancing in the community."*

*"My wife and I quickly realised that once we got through the assessment phase we were generally left on our own to seek support with respect to the care of both our mothers. This was further complicated since this happened as they were leaving their homes to move to long-term care."*

*- Jim LaPlante*

*Sept 15, 2020, Discussion Highlights:*

(A) **Presentation 1: Mint Memory Clinics - Dr Linda Lee, Lead, MINT Memory Clinics, Care of the Elderly Family Physician, Schlegel Research Chair in Primary Care for Elders, Schlegel-UW Research Institute for Aging**

- MINT was developed in 2006.
- MINT integrates primary care, specialist care and community agencies to **build capacity** to deliver high-quality patient-centred **dementia care that's close to home**.
- **114 MINT Memory Clinic sites, serving 1/5 of Ontario**
  - 240+ family physicians
  - 55+ specialists
  - 750+ nurses and interprofessional healthcare providers
  - 200+ community agency team members (e.g. Alzheimer's Society)
- Several of the MINT memory clinics serve Indigenous communities and ethnically diverse populations including Francophones, Korean and Chinese speaking communities.
- MINT is creating a team of geriatric medicine, geriatric psychiatry and cognitive neurology to support the 114 MINT Memory Clinics using virtual technology with eConsult.
- The core components of MINT Memory Clinics include:
  - Multi-disciplinary team approach

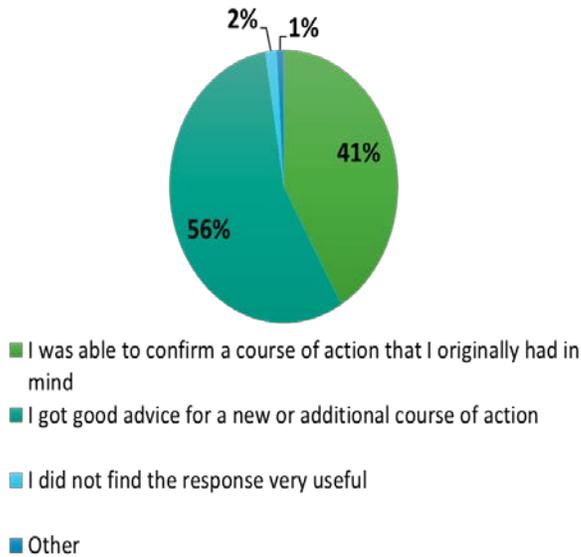
- Continuing, comprehensive, person-centered care
- Efficient, collaborative care processes
- Training and skill building
- A 2019 evaluation of MINT Memory Clinics was commissioned by the Ontario Ministry of Health and Long-Term Care and independently conducted. Impacts of MINT Memory Clinics highlighted in the evaluation include:
  - Delivers faster access to high quality dementia care
  - Improves health outcomes
  - Reduces healthcare system costs
  - Provides patients and caregivers with the support they need
  - Builds capacity for integrated dementia care
- To date, 26,000 Ontario patients and families have accessed MINT Memory Clinics
- MINT is non profit and all services are covered by provincial health insurance.
- A health economist is conducting a financial modelling of the MINT Memory Clinics and the preliminary findings suggest a high return on investment. More information on this will be available soon.
- Canadian Frailty Network recently announced that they will be investing in the spread of MINT Memory Clinics to a first site in two new provinces.
- To learn more about MINT Memory Clinics visit their [webpage](#).

**(B) Presentation 2: Improve Access to Specialist Advice through eConsult**

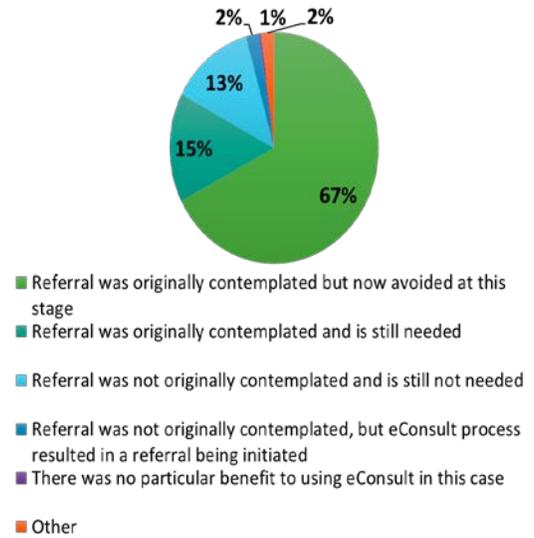
**(C) Dr. Clare Liddy, Family Physician, Co-Founder and Primary Care Lead, eConsultBASE™, Co-Executive Director, Ontario eConsult Centre of Excellence  
Dr. Celeste Fung, Medical Director, St Patrick’s Home of Ottawa**

- People living with dementia experience an increased need for specialist care and advice; however, many challenges exist in accessing specialist care, including:
  - Transportation to appointment
  - Costs associated with travel to specialist appointment
  - Need for care partner, family member, or friend to accompany person to appointment
- eConsult provides access to over 90 specialty groups by enabling doctors and nurse practitioners to engage in a secured, electronic dialogue with specialists to manage patient care, often without the need for an in-person specialist visit.
  - A doctor or nurse practitioner sends a question to a specialist group through the secure, web-based portal.
  - A specialist responds and provides advice within 1 week, often as quickly as 2 days.
  - The doctor or nurse practitioner then uses the specialist’s advice to provide care or refer the patient to a specialist, if still necessary.
- There is no cost to the patient or provider to access eConsult services.
- eConsult meets all the standards of privacy of communication between healthcare providers.
- Upon closing the eConsult case, the requesting doctor or nurse practitioner completes a 4-question close-out survey. Survey response data from cases closed between January 1, 2017 and June 17, 2020 by providers working in LTC is below:

**Which of the following best describes the outcome of this eConsult for your patient?**



**As a result of this eConsult would you say that:**



- eConsult is a means to improve timely diagnosis and the coordination of dementia care by:
  - Building strong partnerships between primary, specialist and community care providers
  - Addressing (and minimizing) the burdens of travelling great distances to access specialty care by rural and/or complex needs patients
  - Providing access to specialist advice within 1 week
- eConsult has been evaluated using the Quadruple Aim Framework and is supported by research evidence. Academic peer-reviewed publications describing this research can be found at <https://www.champlainbaseconsult.com/publications>.
- Tools and material to aid in engagement and implementation are available.
- To learn more about eConsult visit the Ontario eConsult Program website at [www.eConsultOntario.ca](http://www.eConsultOntario.ca).
- For a video overview of the eConsultBASE™, please visit [https://youtu.be/\\_olobYgigew](https://youtu.be/_olobYgigew).
- For questions about eConsult, please contact the Dr. Clare Liddy at [CLiddy@uOttawa.ca](mailto:CLiddy@uOttawa.ca).

**(C) Discussion and Participation: Questions, Answers, and Comments/Suggestions.**

Participants were invited to ask questions and engage in a discussion. Below is the list of questions asked and the responses.

**Q:** Is the Evaluation of MINT publicly available?

**A:** The independent provincial evaluation is accessible on our website at this link: <https://mintmemory.ca/mint-care/our-impact>. This evaluation was conducted by a third party, commissioned by the Ministry of Health and overseen by Health Quality Ontario. Their methodology is as described in their report.

**Q:** How did you measure reduced or delayed admission to LTC for MINT patients?

**A:** The independent provincial evaluation evaluated this data point. Their methodology can be examined at the following link: <https://mintmemory.ca/mint-care/our-impact>.

**Q:** Does MINT address all aspects of a patient's health (social, emotional, etc.?)

**A:** That is our aim! There is definitely an emphasis on the care aspect for both the patient and family caregiver. We recognize that after a timely diagnosis it is about care. How do we help people live with this condition for as long as possible in the community with the best quality of life? Every visit is for two people at least, every care partner has the

opportunity to speak with our team, our social worker, privately. The care is provided to both the patient and family. We provide continuing care from a team they trust and rely on. Three sites currently have psychologists embedded in their team.

**Q:** Who determines locations for MINT clinics?

**A:** To date locations have been based on willingness to establish a clinic and also funding. We are a not for profit organization and rely on the funding to train. When funding is available in a region we work with community organizations to determine the sites that are most in need and could benefit from a MINT Memory Clinic.

**Q:** The presentation mentions education for MINT team members, what education programs are provided?

**A:** The MINT Memory Clinic educational program is a package consisting of 3 days of Workshop training and 2 days of on-site mentorship, designed to help sites establish fully functional interprofessional MINT Memory Clinics. In our experience, to achieve these outcomes, we feel it is important that all aspects of the program be delivered.

P.I.E.C.E.S™ is also integral to the education that is provided in our program.

**Q:** Is access to MINT clinics limited to members of Family Health Teams?

**A:** No, these MINT Memory Clinics have been established in every primary care practice model in our province. We have several that are regional clinics which are open to the entire community. MINT Memory Clinics are not limited to a particular practice model.

**Q:** Regarding eConsult, how does the advice received become part of the legal documentation record (chart) from specialist?

**A:** eConsult transcripts are added into the record by the primary care provider. In some systems this is either manual or automatically integrated.

**Q:** If a territory wanted to establish a funded econsult program to support dementia care, what steps could they take to start those conversations? How might technology and language barriers be an issue?

**A:** It would depend on which territory would like to establish eConsult as some of the territories have already begun this work. eConsult is currently based in English, however we do offer French language services and there could be the opportunity to find a specialist who can provide services in other languages. Since this is a provider to provider service we would rely on the interpretation services of the doctor or nurse practitioner to the specialist and back to the patient.

**We want more people to register! Here's how you can help:**

- Share the [registration link](#) with people you think may want to attend the webinar series.
- Contact [CBD-DMC@cfhi-fcass.ca](mailto:CBD-DMC@cfhi-fcass.ca) to get information you can share about the community dementia care and support webinar series on your websites or through social media.

This document was created by the Canadian Foundation for Healthcare Improvement which has now amalgamated with the Canadian Patient Safety Institute to become Healthcare Excellence Canada. There may still be references to the former organizations as well as their logos and visual identities.