



## What kind of Healthcare Model do we want?

We are tired of waiting for Interior Health and the planning table to get ready for community consultation.

We are going to begin the conversations with or without them to better understand our communities needs and wants.

Check out page two where we start talking about different models of healthcare.

Trying to help you make sense of all the things we talk about at the meetings and the table.

*At the healthcare planning table we continue to field concerns about public bashing of the doctors in our communities. We are told that's the reason doctors don't stay here.*

*HAWC does not engage in public abuse of the local medical professionals and their staff. We ask that the community try to do the same. It might feel good for a moment, but how do we recruit if that is how people are treated here.*

**If you have complaints, we can share how you remedy those.**



### In This Issue

- Healthcare models explained.
- What are all these alphabet words.
- The model we have is not working and we deserve better.

Emergency 9-1-1	Urgent Care	Primary Care/ Family Doctor
<p>The following conditions need to be assessed and treated in a hospital</p> <p>Emergency Department:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Suspected Stroke</li> <li><input type="checkbox"/> Suspected Heart Attack</li> <li><input type="checkbox"/> Major Trauma or Injury</li> <li><input type="checkbox"/> Major psychiatric illness</li> <li><input type="checkbox"/> Head injury with loss of consciousness</li> <li><input type="checkbox"/> Maternity or obstetric issues</li> <li><input type="checkbox"/> Unwell and on dialysis</li> <li><input type="checkbox"/> Poisoning or overdose</li> </ul>	<p>Urgent Care is for non-life threatening illnesses or injuries that need immediate same-day care.</p> <p>Urgent conditions include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Asthma attack</li> <li><input type="checkbox"/> Most broken bones</li> <li><input type="checkbox"/> Most dislocations</li> <li><input type="checkbox"/> Lacerations and wounds</li> <li><input type="checkbox"/> Sudden shortness of breath</li> <li><input type="checkbox"/> Infections</li> <li><input type="checkbox"/> Allergic reactions</li> <li><input type="checkbox"/> Nose bleed</li> <li><input type="checkbox"/> Objects in eyes</li> <li><input type="checkbox"/> Abscess drainage</li> <li><input type="checkbox"/> Minor paediatric illness &amp; injury</li> </ul> <ul style="list-style-type: none"> <li>• Immediate assessment and treatment for conditions that require same-day treatment</li> <li>• Assessment and stabilization for transfer to hospital, if needed</li> </ul> <p>The Centre will be able to care for approximately 75% of patients who might typically visit an Emergency Department and not need to be admitted</p> <p><b>7 DAYS A WEEK EXTENDED HOURS 365 DAYS A YEAR</b></p>	<p>Primary Care services that are most appropriately seen by primary care providers in their office (e.g. family doctor or nurse practitioner) include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Continuing care for a wide range of health concerns throughout individuals' lifespans</li> <li><input type="checkbox"/> Prescription renewals</li> <li><input type="checkbox"/> Follow-up visits for chronic conditions</li> <li><input type="checkbox"/> Follow-up visits for lab tests or imaging tests</li> <li><input type="checkbox"/> Regular check-ups</li> <li><input type="checkbox"/> First contact for new conditions not requiring urgent or emergency care</li> <li><input type="checkbox"/> Health promotion and disease prevention</li> <li><input type="checkbox"/> Forms (e.g. sick notes, driver's license medical, insurance medical)</li> </ul> <ul style="list-style-type: none"> <li>• Appointments can be made by phone or in person</li> <li>• You do not need to be a patient of the clinic to see a doctor and for urgent concerns you may be directed to Urgent Care</li> </ul> <p>Primary care services are linked to all other programs to ensure patient care and follow-up is coordinated</p>

Examples taken from an urgent care clinic in British Columbia—this gives you a starting point for discussing what we need for care in our communities. This is not an example for Ashcroft but rather for information about what can be.

## Alphabet words, acronyms, what are they?

### Community Health Centre (CHC)

CHCs provide team-based inter-professional primary care that includes a range of health care and social service providers, including social workers, family physicians, nurse practitioners, nurses, dietitians, occupational therapists, clinical pharmacists, physiotherapists, respiratory therapists, cross-cultural health brokers, First Nations elders, mental health counsellors, and outreach workers, among others.

CHCs integrate medical care, mental health and substance use services, health promotion and chronic disease management programs. Many CHCs also provide vision and dental care.

CHCs are community-governed and responsive to the patients/members they serve. This means that they are legally established as non-profit societies or co-operatives and provide open membership to their patients (who are members of the organization). It also means that patient-members can participate on the board of directors and in other parts of the governance of the organization.

### What is a Hybrid Model of CHC and UPCC?

The hybrid allows for the urgent care needed in our community and combining it with a model that first provides for community governance, which means a local governing body that is consulted before services are lost or changed.

Second it allows for an approach to healthcare that doesn't just deal with and take care of symptoms, it addresses the reasons for the symptoms and to try to improve the overall health of the individual, by allowing more time for the health care providers to collaborate with others and spend time with the patient / client.

### Urgent Primary Care Centre (UPCC)

Urgent and Primary Care Centres (UPCCs) provide access to same-day, urgent, non-emergency health care. UPCCs are often open evening, weekends and statutory holidays (actual hours vary by clinic). UPCCs provide an alternative to visiting an emergency department for non-emergency issues.

For example, patients who require medical attention within 12 to 24 hours for something like a sprain, minor cut or burn can visit an Urgent and Primary Care Centre. For life-threatening illnesses or injuries, call 9-1-1 or go to your nearest emergency room right away.

Please note that not all UPCCs have imaging, Electrocardiogram (ECG), or Intravenous (IV) therapy. For details on the services available at each UPCC, click on the link below for the UPCC in your community

## What type of services can we best use here without needing to travel?

Physiotherapy	Ultrasound	COPD Clinics
Dietitian	Specialty services include mental health walk-in service	Respiratory technician visits
Laboratory extended hours extended hours and days	Diabetic clinics	Virtual connections to other communities and clinics
Xray extended hours and days	<b>Telehealth</b> uses video technology to connect patients to health care services, regardless of where they live	Maternity checks virtual with Obstetrical group at RIIH
Mammogram		First Nations Medicine
Specialist (Virtual)	Breast exam clinics	Help us make a list!!
Pre Surgical Screening	Medical Day Care provides scheduled day procedures	
Healthy Heart Clinics		
Social Worker		

### What is a Primary Care?

A primary care provider (PCP) is a health care practitioner who sees people that have common medical problems. This person is most often a doctor. However, a PCP may be a physician assistant or a nurse practitioner. Your PCP is often involved in your care for a long time.

### What is Primary Health Care

Primary health care refers to an approach to health and a spectrum of services beyond the traditional health care system. It includes all services that play a part in health, such as income, housing, education, and environment. Primary care is the element within primary health care that focusses on health care services, including health promotion, illness and injury prevention, and the diagnosis and treatment of illness and injury.

