



# TAILORED PRIMARY CARE THE BURNABY EXPERIENCE

Creating a Healthier Community

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# GUIDING PRINCIPLES

- A Society or community is only as strong as its weakest and most vulnerable members.
- We define ourselves by how we help others.
- Triple Aim.

- 70% of refugees and new immigrants coming to live in BC move to the FHA region.
- 41.6% of immigrants living in Burnaby arrived in the last 10 years.
- Vulnerable group within this group are the new mothers with young families.
- Inequity in access to timely care exists and impacts future outcomes on all biopsychosocial determinant scales.
- Inc'd ER use leads to inc'd cost of care.

# WHY IS THIS POPULATION AT RISK?

- Increased prevalence of infectious disease.
- Undetected chronic disease development and progression.
- Poor nutrition.
- Untreated mental health issues.
- Lack comprehensive pre-natal care.
- Poor health literacy.
- Cultural issues.

# WHY IS THIS POPULATION AT RISK?

- Limited access to consistent primary health care on longitudinal basis.
  - ❖ Lack of Family Physicians accepting new patients.
  - ❖ Financial barriers.
  - ❖ Language barriers.
  - ❖ Lack of knowledge on how to navigate health system
  - ❖ Fragmented care.
  - ❖ Poor transportation.
  - ❖ Lack of disease prevention and health promotion.

# SOLUTIONS

- Global Family Care Clinic
- Public Health Education

# GLOBAL FAMILY CARE CLINIC

- Operational since October 2013.
- Multiple partners (BDFP, FHA, GPSC, BNCC, BHMC, MoH, NGO).
- Staffed by NP with FP support.
- Co-ordinated support by language interpreters, social workers, RNs, settlement workers.
- Clinic provides care to female new immigrants or refugees who have been in Canada for < 3 years and with children under 5 years old, plus their extended family that lives with them if needed

- **Now have access to comprehensive primary health care and receive**
  - ❖ Pre and post natal care.
  - ❖ Family planning.
  - ❖ Health promotion and self-management education.
  - ❖ Vaccination.
  - ❖ Mental Health counselling.
  - ❖ Guidance for settling into local community.
  - ❖ Understanding of available resources.
  - ❖ Identification of individuals who need extra support and care



- **Improve health literacy.**
  - ❖ Multiple languages, consistent non-technical message.
  - ❖ Variety of formats.
    - Community talks
    - Short videos
    - Posters
  - ❖ Multiple partners
  - ❖ Chronic disease management and self management.

- **Variety of topics.**
  - ❖ The benefits of exercise & healthy living.
  - ❖ How to stay out of the hospital or surviving your hospital stay.
  - ❖ Advance Health Directives: Making your wishes known.
  - ❖ What you should know about your medical history.
  - ❖ What you should know about prescription medications & other medical treatments.
  - ❖ Improving the Patient-Doctor Relationship: Tips on improving communication & getting the most out of your medical visits.
  - ❖ Getting the Care You Need: Tips on getting the most value from our healthcare system.
  - ❖ The Value of Screening Tests: Which ones do you need?
  - ❖ Recognizing and managing mental health conditions.
  - ❖ Variety of medical conditions.

- TRIPLE AIM
  - ❖ Improved health outcomes.
  - ❖ Improved patient-provider experience.
  - ❖ Lower cost of care per capita to the system.

