

October 15, 2024

UPDATE: Integrated Care Teams in Yellowknife

Dear Yellowknife resident and household:

In May 2024, the Łiwegòati building opened in Yellowknife. As part of the move to this new building, a change was implemented that restructured the integrated care teams providing primary care services. There are now 4 integrated care teams established to ensure you can access care. The team names and meanings are as follows:

- Team Wolf: Wolf Medicine teaches us about humility and tenacity.
- Team Caribou: Caribou Medicine teaches us about kindness, generosity, and intergenerational knowledge.
- Team Hawk: Hawk Medicine teaches us about gratitude, openness, and careful communication.
- Team Muskox: Muskox Medicine teaches us about healing in group settings and resisting paternalism.

Each of the 4 teams are comprised of both clinical and non-clinical staff who together have the expertise to provide the care you need. Teams may include a dedicated group of Physicians, Nurse Practitioners, Licensed Practical Nurses, Community Health Nurses, and Program Assistants, as well as a variety of other shared support roles such as the Holistic Wellness Advisors, to ensure your unique needs are considered.

Important information about this change:

- **If you were previously assigned to a family doctor**, you will remain assigned to that family doctor, and will follow that doctor to their new team. This also means that as the Northwest Territories Health and Social Services Authority (NTHSSA) continues to develop this care model, you will be able to access different members of the team when you visit, based on the reasons you are seeking care. **In rare cases**, someone may be moved to a different team at a future point as part of work to balance patient loads between all teams and ensure patients have access to the professionals they need. Any impacted individuals would be notified directly if this is the case.
- **If you were previously assigned to a team but not to a family doctor**, you have been reassigned to one of the 4 new integrated care teams. The next time that you need to see someone in Primary Care, you can ask what team you have been assigned to. All appointments other than same-day appointments will be booked with your integrated care team.

- **If you are currently on a waitlist to be assigned to a family doctor**, the NTHSSA is excited to tell you that you will soon be assigned to one of the 4 integrated care teams. The change to 4 integrated care teams will – over time – help eliminate this waitlist. The process to bring each new person into care is being actively developed and will become the same mechanism for all new patients requesting to be added as a patient in the future. We appreciate your patience and understanding as we work within our current capacity to complete this work. As each waitlisted individual is assigned to a team, they will be notified directly.
- **If you are not on a waitlist for a family physician but are a resident of Yellowknife**, similar to the bullet above, over time, we will be working to develop a process that assigns people as they present for care. In the meantime, you can continue to book appointments by calling the central line for either same-day appointments or to book a future appointment and you will be seen by the most appropriate provider at the soonest availability when you call.

You will be informed of your team assignment when you call to book or at your next visit. You do not have to wait to be assigned to a team to book an appointment with primary care. If you require an appointment, please call 867-767-9294 or request a call-back by visiting www.nthssa.ca/callback.

Over time, these changes will mean that when you call to book an appointment, who you see may change based on your appointment needs, but it will be with the same team – ensuring the health care provider you see already knows about you, and your individual needs. This also means that the time you must wait for the next appointment may be shortened because there are more options available to you and more people who are able to provide the care you need.

On the following pages, recent frequently asked questions have been provided. I hope that you will take the time to review this information and share with your family members as needed.

If you have additional questions, please visit our website at www.nthssa.ca or email nthssafeedback@gov.nt.ca.

Sincerely,



Dr. Claudia Kraft
Territorial Medical Director



Jennifer Torode
Chief Operating Officer, Yellowknife Region

Frequently Asked Questions

1. When did this change take effect?

In May 2024, the Łiwegòati building opened in Yellowknife. As part of the move to this new building, the change was implemented to allow the 4 new integrated care teams to get familiar with the new way of working, at the same time they were familiarizing themselves with the new building they'd be working in.

2. Why did this change take effect?

The decision to shift from 10 teams to 4 integrated care teams was made after a review of the model's service delivery outcomes and ongoing difficulty maintaining appropriate resource allocation across all teams. This caused some teams to be well-resourced while others did not have the personnel required to provide similar levels of service to their assigned patients. The move to 4 teams will change this by assigning a full complement of staff and physicians, as a first step to ensuring equitable access to care for all.

3. What is an integrated care team?

An integrated care team is a team comprised of health providers such as a physician, nurse practitioner, community health nurse, licensed practical nurse, holistic wellness advisor and program assistant, who can provide you the right care, depending on your needs. What this means is that when you call to book an appointment, who you see may change based on your appointment needs, but it will be with the same team – ensuring the health care provider you see, already knows about you, and your individual needs.

4. How can I book an appointment for same-day services with primary care?

You have 3 ways to book a same-day appointment with a primary care provider:

- **Option 1:** Call (867) 767-9294 starting at 8:05 a.m., Monday – Friday and Saturdays starting at 8:35 a.m. This is the recommended option.
- **Option 2:** Visit the Yellowknife Primary Care Clinic in-person starting at 8:05 a.m., Monday – Friday, and Saturdays starting at 10:00 a.m. Please look for signage indicating whether you need to go to the pod A or pod B reception area.
- **Option 3:** Visit the Primary Care Reception desk at the Łiwegòati building in person between 8:00 a.m. and 4:30 p.m., Monday -Friday.

Same day appointments fill quickly as there are limited number of appointments available each day. Please note the online callback form on the NTHSSA website cannot be used for same day appointments.

5. How do I book an appointment for a future date with primary care?

You have 3 ways to book an appointment with primary care:

- **Option 1:** Call the Łiwegòatì building main switchboard at (867) 767-9400 or Primary Care directly at (867) 767-9294. Please note call volumes may be high and if your call is not immediately answered, please try again, or use one of the other options.
- **Option 2:** Visit one of our primary care sites in person. At the Yellowknife Primary Care Centre look for signage indicating which reception area: Pod A or B. At the Łiwegòatì Building, go to the Primary Care Reception desk.
- **Option 3:** Request a call-back by visiting: www.nthssa.ca/callback.

6. Where is the Łiwegòatì building located?

The Łiwegòatì building is located next to the Stanton Territorial Hospital at 550 Byrne Road in Yellowknife (the former Stanton Territorial Hospital building).

7. What services are available in the Łiwegòatì building?

The following services are now available in the Łiwegòatì building:

- Primary Care Services
- Outpatient Services & Rehabilitation:
 - Audiology Services
 - Child Development Team
 - Occupational Therapy
 - Physiotherapy
 - Speech Language Pathology
- Extended Care

Long-term care is also planned to move into the building. It is expected this will occur later in 2024.

Services provided at the Yellowknife Primary Care Centre:

- Same-Day Primary Care Services
- Diabetes Program
- Outpatient Psychiatry
- Public Health - STI Program
- Community Mental Health and Adult Services
- Diagnostic Imaging and Lab Services