

# YPCC Expanded Same Day Access

Expanded Same Day Access is being implemented under the Primary Health Care Reform initiative.

NWT residents have told us they want better access to our services, more continuity of care, and opportunities to be involved in the design of health services based on individual and community priorities.

Working together, the Health and Social Services Authorities and the Department of Health and Social Services have launched a Primary Health Care Reform initiative that will allow us to respond to these priorities by changing the way we work with individuals and communities. Six demonstration projects, targeting key areas of challenge and opportunity within our system, are modeling new approaches to the design and delivery of services to improve access, relationship-based care, and health outcomes. Expanded Same Day Access is the first of these projects to launch.

## Expanded Same Day Access

In Yellowknife there are often wait times of several weeks for the next available appointment in primary care. This needs to be reduced. We also know that we have people presenting at Stanton ER for issues that would be more appropriately addressed in a primary care setting. By expanding access with the addition of a walk-in to the same-day appointments we will increase the number of available appointments each week. This should reduce pressure for booked appointments as it provides more options for patients to get access to care and services in a way that is convenient for them, and will keep options available for people who need to see a provider quickly.

## New Yellowknife Primary Care Clinic Hours

The new clinic hours will be operational for July 2, 2019. We are currently planning for clinic hours as follows:

<i>Monday-Friday</i>	<i>Saturday</i>
<b>Walk-In:</b> 8:05 AM - 12:00 PM	10:00 AM - 4:00 PM
<b>Same Day:</b> 12:00 - 4:30 PM	<b>Walk-In Access</b>
<b>Walk-In:</b> 4:30 PM - 8:00 PM	<b>Only</b>

## What is Primary Health Care Reform?

The Primary Health Care Reform initiative is intended to shift the system to be truly centered on the client, their family, and community, through a community development approach that enables participation in priority-setting, planning and design, and integrates the social determinants of health. These projects will be foundational work that contributes to the broader vision of a culturally safe health and social system that provides relationship based care for each and every resident of the Northwest Territories. All of the demonstration projects will be developed in keeping with the principles of cultural safety and the recently released cultural safety action plan. This will include priority training for all staff who are involved in these projects and the gathering and sharing of feedback as the changes we are hoping to test are being implemented.

## Being Informed and Engaged

Each project will include opportunities for public feedback and community engagement. As projects are implemented

feedback opportunities will be sought to inform progress. Regular communication about the progress of the projects will be shared with staff and stakeholders. Individuals and communities targeted by each project will be engaged in the planning process. Public information about each project will be released as details become available with the aim of issuing information early and often.

### **What are the other projects?**

**Yellowknife Integrated Care Teams.** We will start with two multidisciplinary integrated care teams that will operate within the Frame Lake Primary Care Clinic. These teams will include the right mix of providers, with mental health support built-in, working at the right scope to ensure patients have quick access to their care team and will help patients/clients build relationships with each member of that team to enhance continuity. This project will inform the eventual territory-wide implementation of team and relationship-based care models.

**Yellowknife Outreach Community Care.** We will work with community partners, clients and stakeholders, to conduct engagement and outreach activities. Together we will explore possibilities and co-develop approaches to providing non-traditional access methods for care and services within our community.

**Fort Smith Integrated Care Teams.** Expanding the scope of practice in the Fort Smith region by implementing Community Health Nurse roles in the clinic, as we will build integrated care teams with these roles in mind. These teams will include the right mix of providers, with mental health support built-in, working at the right scope to ensure patients have quick access to their care team and will help patients/clients build relationships with each member of that team to enhance continuity. This project will inform the eventual territory-wide implementation of team and relationship based-care models.

**Dehcho Chronic Disease Management.** We will work directly with clients and communities in the Dehcho region to enhance existing supports and explore new approaches that build on individual and community strengths and respond to local priorities. This work will be supported by building relationships, increasing the use of groups to support individuals to manage chronic conditions, and increasing use of telehealth within our system to provide services that are not available locally.

**Tłıchq Chronic Disease Management.** We will work directly with clients and communities in the Tłıchq region to enhance existing supports and explore new approaches that build on individual and community strengths and respond to local priorities. Additionally, TCSA and NTHSSA will examine current supports provided through service agreements and how they may be improved.



For more information  
on Expanded Access  
at YPCC, as well as  
Primary Health Care  
Reform, please visit  
[NTHSSA.ca/PHCR](http://NTHSSA.ca/PHCR)