

Integrated Primary Care Centres

As the foundation of Canada's health care system, primary care provides a critical entry point of contact to the health care system and serves as the vehicle for ensuring continuity of care across the system. In British Columbia, primary and community care delivers over thirty million health care services each year to the province's 4.5 million residents, with a total expenditure of approximately \$5.4 billion.

For the past twelve years, B.C.'s health care system has been working collaboratively to address individual patient and population demands, both in the present and for the future. Multiple strategies have provided a platform, learnings and opportunities to improve patient quality care and direction for needed system wide improvements.

Part of these improvements include integrated primary care centres, bringing multiple disciplines and services under one roof to provide vulnerable British Columbians and their families with the care they need close to home. The following pages highlight a few examples of centres available in the regional health authorities.

Fraser Health

Chilliwack Primary Care Seniors Clinic – The Chilliwack Primary Care Seniors Clinic aims to improve patient care by assisting GPs and nurse practitioners with the assessment, diagnosis and management of patients who have dementia concerns or multiple chronic conditions and complex health issues. The clinic makes it easier for seniors to get focused care by providing access to a team of health care professionals, including primary care doctors, a nurse specializing in seniors care, a geriatrician and a geriatric psychiatrist. Working together, the team partners with patients, their family members and family doctors to ensure seniors are well prepared and supported in their ongoing health needs.

Jim Pattison Primary Care Clinic, Surrey – Provides primary care to unattached Surrey patients with complex care needs, and supports vulnerable chronic disease management patients to reduce the number of emergency room visits through attachment to the clinic. The interdisciplinary care team includes physicians, nurse practitioners, and allied and mental health professionals.

Mission Community Health Centre – The 27,000-square-foot facility will provide programs such as public health, home health, mental health and substance use, an older adult clinic and a diabetes clinic.

Surrey New Canadian Primary Care Clinic – Provides transitional primary care for government-assisted refugees, with particular focus on building capacity and health literacy. The clinic is supported by nurse practitioners, a social worker, Provincial Language Services and GPs in the community.

White Rock Primary Care Clinic Partnership – Provides primary care services to unattached patients, with a focus on those with complex chronic disease, mental health issues and frail seniors, in addition to some who are seeking a nurse practitioner as a primary care provider. Family physicians and nurse practitioners work in collaboration and the clinic has a dedicated medical office assistant. Specialists are available to assist with patients with mental health and addictions concerns. There is an on-site meeting room, which will also be used for group patient education and for physician continuing education.

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Interior Health

Enderby Primary Care Centre – The centre provides primary care services to residents of Enderby and area. It includes two full time GPs and a full-time nurse practitioner. It has lab services; prevention and promotion; speech language programs; diabetic care; community care nursing and home support; mental health and substance use services; and seniors mental health. Clinicians from other programs also provide services from the centre (e.g., Ministry of Children and Family Development, GPs with focus on seniors mental health)

King Street Centre, Kamloops – The centre integrates mental health and substance use services with primary health care by co-locating psychiatrists and family physicians with Interior Health mental health and substance use staff, registered nurses, outreach nurses, dietitians and pharmacy services.

Rutland Aurora Health Centre – This new primary care centre provides comprehensive primary care and specialist services to support unattached, marginalized and/or vulnerable residents living with complex chronic diseases and/or unique needs who do not access the traditional fee-for-service system. Primary care is provided by nurse practitioners and family physicians, Monday to Friday, by appointment. Primary care providers work collaboratively with other members of the health care team, including: mental health and substance use, diabetes program, outreach urban health, home health, and the integrated primary and community care team. Enhanced services include HIV care.

Sparwood Health Centre – A full primary care centre with a medical clinic, emergency department, public health, home support services, mental health and substance use services, and outpatient physiotherapy. The centre is home to contracted physicians, a nurse practitioner, a dietitian, a chronic disease physiotherapist and two primary health care nurses. Additional services include East Kootenay Addictions outpatient services and dialysis for Crowsnest Pass (Alberta), Elkford, Fernie and Sparwood. Full laboratory and X-ray services are provided by laboratory technicians and combined laboratory and X-ray technicians.

Island Health

Cool Aid Clinic, Victoria – Through an innovative, team-based approach, services are designed to reduce the significant barriers that can affect basic access to health services. In 2001, Cool Aid received provincial funding to develop the clinic into a comprehensive community health centre. Serving over 4,000 patients per year, Cool Aid provides holistic primary health care for people who live in need in the downtown core, many of whom are homeless, suffer from mental health and addiction illnesses and/or other chronic health problems.

Ladysmith Community Health Centre – The goal of the centre is to provide integrated and collaborative team care to patients by the appropriate provider, in the appropriate setting, at an appropriate time, and in an appropriate type and format of intervention for their needs. It provides urgent care/clinical day care; physiotherapy and occupational therapy; falls prevention; diabetes education; outpatient programs; family practice clinics; youth clinics; child health clinics; and mental health and addictions services.

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Island Health cont'd.

UVic Student Health Services – A team of health care practitioners provides comprehensive care for UVic students and limited services to members of the campus community. They offer appointments with physicians, nurses and other health practitioners; limited urgent care and first aid services; specialist referrals; telephone advice and a doctor-on-call service for students (after hours, weekends, holidays).

Northern Health

Blue Pine Clinic, Prince George – The Blue Pine Clinic provides a primary care home to some of the most vulnerable patients in our community. It is also able to provide primary care to any patients who do not yet have a family physician. They have a team of health professionals that include: family physicians, nurse practitioners, a mental health clinician and a social worker who work together to support the diverse care needs of their patients. If it is determined the Blue Pine Clinic is not the most appropriate place for them, they work to connect the patient to a family physician in the community.

Central Interior Native Health Society Clinic, Prince George – The clinic serves to restore balance through a holistic approach to health care that promotes physical, spiritual, emotional and cultural harmony within all Aboriginal Peoples who reside in North Central British Columbia. The team includes four physicians, two nurse practitioners, five nurses, a physiotherapist, a pharmacist, a social worker, two outreach support workers, an addictions councillor and an Elder. Support is also provided by a primary health care co-ordinator, medical director, medical office assistants and other support workers.

Northern Health Community Primary Care Clinic, Fort St. John – Northern Health and the North Peace Division of Family Practice have collaborated to open an unattached patient clinic in Fort St. John to provide on-going services to patients without a family physician. The patient clinic allows for timely follow up care for patients with chronic disease, acute care, or other needs. The clinic includes a full-time permanent physician, a full-time permanent nurse practitioner, nurses, mental health and addiction clinicians, and clinic staff. It is also supported by visiting physicians and nurse practitioners.

Prince Rupert Prenatal Clinic – The clinic provides ante-natal care from an interdisciplinary team to all pregnant patients from the North Coast. This includes patients who do not have family physicians and those whose family physicians do not provide maternity and delivery services. The clinic enables the provision of timely, high quality, comprehensive, multi-disciplinary care and centralizes records, testing and teaching. It also provides patients with the opportunity to meet the caregivers who might be attending their delivery.

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Vancouver Coastal Health

Central Community Health Centre, North Vancouver – This centre is the base for the North and South community health teams that work together with a wide range of community partners to support the health needs of residents living in North Vancouver. Community health centres provide a range of health care services in a single location, including access to public and community health nurses, mental health and addiction counsellors, dental clinics for children, speech therapists, nutritionists, youth drop-in health clinics and more.

Gibsons Community Health Centre – This community health centre provides a range of health care services in a single location, including access to public and community health nurses, mental health and addiction counsellors, dental clinics for children, speech therapists, nutritionists, youth drop-in health clinics and more.

Ravensong Community Health Centre – The Primary Care High Needs and Stabilization Clinic at Raven Song supports clients with complex care needs, such as addiction and chronic disease. A health care team of doctors, nurse practitioners, social workers and nurses is available to work with clients to address their health issues.

Richmond Community Health Centre – Richmond Public Health is a community health centre that oversees health promotion and nutrition, hearing, speech and language therapy, environmental health, community care facilities licensing, control of communicable diseases, and primary care for child, youth and families.