

Collaborative Community Teams in Newfoundland and Labrador

Objectives

To describe the implementation status of Collaborative Community Teams (CCTs) in Newfoundland and Labrador (NL).

Practice Points

1. A CCT is a multidisciplinary group of health care providers who provide longitudinal, comprehensive, person-centered community care to all individuals in a region.
 - a. CCTs are comprised of physicians, nurses, allied health (social workers, elder care, mental health, others) and have formal links with community organizations and programs.
 - b. Optimal catchment population of 6,000–7,000 and up.
 - c. Providers are digitally connected to each other and to patients.
 - d. Focused on health promotion, prevention, chronic disease, vulnerable children, and frail elderly persons.
 - e. Integration with 23 health centres and hospitals.
2. Approximately 35 CCTs are needed to cover all areas of the province and all residents, who so choose, will be rostered to a CCT.
3. The provider mix and rostering numbers are envisioned as follows:

Provider Mix and Rostering Numbers

Depending on team size, a provider mix within the community team may comprise:

- **1,250–1,500 patients/1.0 full time equivalent (FTE)** (family physician (FP),
- An additional **800 patients/1.0 FTE** nurse practitioner (NP), and
- An additional **300–500 patients/1.0 FTE** registered nurse (RN).

Thus, each group of **one FP, one NP, and one RN** would roster **2,350–2,800 patients/clients**.

4. Patients without a primary care provider may register with Patient Connect NL online or by phone to attach to a CCT when available.

Data

Data on Patient Connect NL registrations were obtained from the Data and Information Services Department, NL Centre for Health Information.

Data on CCTs were obtained from Regional Health Authorities (RHAs).

Results

Table 1. Patient Connect NL, 26 Sep 2022

| Eastern Health (EH) | Central Health (CH) | Western Health (WH) | Labrador-Grenfell Health (LGH) | Total Registrations |
|---------------------|---------------------|---------------------|--------------------------------|---------------------|
| 24,559 | 1,249 | 1,872 | 430 | 28,110 |
| Attached to Clinic | | | | 4,740 |

- There are 28,110 registrations on Patient Connect NL since it was first launched in EH in Dec 2021.
- It was available in other regions in Jun 2022.

Table 2. CCTs and Team-Based Clinics in NL, 6 Oct 2022

| Team | Date Opened | Annual Budget | Expected Patient/Provider Ratio with FTEs |
|-------------------------------------|-------------|---------------|---|
| St. John's City Centre | 29 Jun 2020 | \$2.2M | 9,000/11 |
| St. John's East | 17 Jan 2022 | \$1.3M | 7,750/8 |
| St. John's West | 24 Jan 2022 | \$1.5M | 7,750/8 |
| Community Walk-In Clinic Mundy Pond | 12 Jan 2022 | \$1.5M | NA |
| Coast of Bays | TBD | \$2.3M | 7,000/7.5 |
| Health Hubs in Central | May 2020 | \$1.8M | NA |
| Bay St. George | Jun 2022 | \$2.0M | 11,500/14 |
| Northern Peninsula | Early 2023 | \$0.5M | TBD |
| Happy Valley-Goose Bay | Early 2023 | \$1.2M | TBD |

- While CCTs were first established in St. John's metro, plans for CCTs are underway in other regions and rural EH.
- St. John's East and West CCTs currently avail of allied health providers at St. John's Center.

Table 3. Rostering in Current CCTs

| Teams | Current Patient to Provider Ratio | Patients Wait-Listed |
|------------------------|-----------------------------------|----------------------|
| St. John's City Centre | 3,325/9 | 5,052 |
| St. John's East | 2,110/7.5 | 2,461 |
| St. John's West | 1,807/7 | 3,205 |
| Bay St. George | 5,635/10 | 1,954 |

- The number of patients rostered to the teams above are not at the level indicated in Table 2 because the teams are new, providers have been hired over time, and patients have been gradually rostered. It will take a couple of years before teams roster the number of patients expected.

Additional initiatives in team-based care include:

- Primary Health Care redesign work in Southern Avalon, Burin Peninsula, Bonavista, Downtown Health Care Collaborative, and Botwood.
- CCTs planned for Clarenville, Conception Bay North, Corner Brook and Deer Lake.
- Primary Care Hub in Gander and Grand Falls-Windsor.
- Collaboration in Sheshatshiu with Innu First Nation.

Conclusions

1. The province continues to invest in team-based primary health care.
2. Patient Connect NL is a useful tool in planning and improving access to primary health care.
3. Funding announced for CCTs in 2021/22 and 2022/23 was \$14M and plans are underway for additional CCTs to open in the province in early 2023.
4. A comprehensive provincial framework currently under development is required to propel this work forward.
5. The process of building a team, adding providers, and rostering the expected number of patients takes time. As such, it will take time for teams to function at the expected level.