

UNIVERSAL TRUTHS | Key Learnings from the GP/SP Consults Project

The “GP/SP Consults to Advance Implementation of the PCN in Kootenay Boundary” ran May 2018 through June 2019 with the goal of improving relationships and developing better referral and consult practices, communication protocols, and approaches to sharing care for complex patients.



01 / COLLECTIVE INTELLIGENCE

The thoughts, ideas and voices of **98 Kootenay Boundary physicians** contributed to the project and informed solutions.

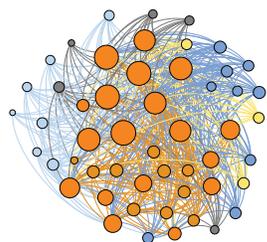
This project created a unique opportunity for a self-formed physician network. The network emerged from collaboration between a core group of GPs and SPs committed to better understanding themselves and one another, and who utilized their collective intelligence to resolve consultative, relationship and care coordination issues flagged as problematic by their peers across the region.



02 / COMMUNICATION & CIVILITY

“There has been a change in the ‘background feel’ of the region because people are more self-reflective regarding their own actions”

We learned a great deal about relationships between GPs and Specialists, physician culture, and how it informs the GP/SP relationship. This collection of knowledge is not commonly discussed, but of fundamental importance as physicians constantly make use of it to generate behaviour and interpret experience. A major theme was communication and civility; how physicians speak to one another, mutual respect, trust, compassion, and self-awareness as critical factors in reducing relationship stress and fostering excellence in clinical care.



03 / CONNECTED KB MEDICAL STAFF

“Patient care has improved as a result of knowing the person on the other end of the phone”

In the initial interview phase of the project, family physicians practicing closer to KBRH reported stronger connections to Specialists, while GPs in more remote communities shared they had never met many of the Specialists whom they refer to. An important focus throughout this project was to engage in deliberate relationship building among those who are least likely to have day to day in-person interactions. Fostering a regional medical staff identity was an important outcome of this project, with a third of all medical staff in KB attending a GP/SP Doctor’s Lounge event focused on relationship.

04 / COORDINATED CARE

The GP/SP Consults Checklist, a key project output, is available to download at: bit.ly/gpsp-checklist

The ultimate goal of the project was to improve collaborative care for complex patients. This was accomplished with key outputs including communicating clear guidelines of who to call, agreeing on a checklist for excellent referral and consult letters, and understanding relationships patterns between GPs and SPs.

The full project report is available at: bit.ly/gpsp-2019



Special thanks to the GP/SP Consults project physician working group:
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