

It's About Time: Rapid Implementation of a Hub-and-Spoke Care Delivery Model for Tertiary-Integrated Complex Care Services in a Northern Ontario Community

Nathalie Major, Marie Rouleau, Chantal Krantz, Karen Morris, François Séguin, Megan Allard, Jia Lu Lilian Lin, Mary Ellen Salenieks, Roxana Sultan and W. Gary Smith

Appendix A: Complex Care Ambulatory Clinic Guiding Principles, from *CCKO Functions of a Complex Care Clinic and Program Standard* by Provincial Council for Maternal and Child Health, 2017

Objectives of a Complex Care Clinic

1. Integrated Care
2. Care Coordination
3. Communication and Information Sharing
4. Proactive Care versus (only) Reactive Care
5. Advocate, Mentor and Support for Child/Youth and Family Strengths
6. Establishing Clear Goals of Care with the Family
7. Caring for the Whole Family

Complex Care Model

- CCKO Complex Care Ambulatory Clinics provide team-based care in partnership with the child/youth and family. In the best circumstances, the community service and specialist provider partners attend scheduled clinic visits.
- The clinic is ideally led by a nurse practitioner (NP) and delivers inter/multi/transdisciplinary, integrated collaborative care and care coordination by a Key Clinical Worker, who is the primary point of contact for the child/youth and family
- Every child/youth and family has a primary care physician (PCP) within the CCKO Complex Care team
- The NP works to full scope of practice, with knowledge of

the medical and social circumstances of the family

- The NP role is a clinical and leadership function for the coordination of care within the complex care team
- The NP leads the coordination of integrated care with other specialities within the hospital and with other organizations and sectors; this is a relationship-based process facilitated by a shared commitment held across all involved with the clinical and service requirements of the child/youth and family.
- The NP oversees the scheduling of ambulatory care to minimize the number of visits to the hospital
- The NP is supported in coordination work by non-clinical staff
- The NP leads (facilitates and coordinates) the development and management of the care plan with the family, other team members and specialists

Full standard: www.pcmch.on.ca