

## REACH Niagara Provider Meeting Minutes

March 29, 2022

1. We're excited to welcome two Family Physicians to the REACH team: Ellen Robb and Josh Rempel (both family docs – Ellen is at YWCA; Josh at Salvation Army St. Catharines). They are great additions to our team and as demand is picking up, extra helping hands are certainly helpful!

2. Karl is creating a wish list for equipment/capital and is looking for suggestions. I believe this is for each of the clinics(correct me if i'm wrong Karl). Below are some suggestions. Please feel free to add to the list:

-crash cart equivalent' including ambu-bag, AED, nasal glucagon, epinephrine, condoms, splints to immobilize injury, tourniquet  
-concerns raised about the integrity of medications left in the mobile unit overnight, in the cold.. do they lose effectiveness? i.e epinephrine  
Should we think about a portable emergency kit stored offsite?

3. Vacation plans: If people could tell Karl their vacation plans earlier, he would try to fill in when they're gone. I'd like to suggest an easy document/ app where we can input our vacations instead of emailing Karl. Even a google doc spreadsheet/calendar may work? Open to suggestions!

4. Mobile Unit :

– please do not put table paper in biomedical waste. That's for non-sharp items that are contaminated with body fluids. Paper goes in the garbage.

-concerns raised about **ongoing heating problems** within the mobile unit that are negatively affecting patient care. David is aware and has been looking into this however it has been several weeks and there seems to be no concrete solution in sight. Can this be revisited?

5. A check on how busy each site is – particularly looking for any site that's getting too busy, with people being turned away at each clinic. If some sites are slow and not building volume, Karl would like to know that too.

- No particular mention of gross discrepancies between sites during the meeting. For those who did not attend the meeting, please let us know if there is a site too busy or too slow.

6. A New service offered by the hospital: Streamlined Access to Outpatient services (SCOPE)

- This is a Niagara Health initiative; emulated from a similar program in Toronto.
- It's a virtual referral program
- Via SCOPE, community primary care professionals(GPs and NPs) signed up with SCOPE would access support from GIM(internist) on call, diagnostics, a registered nurse and community care services.

- Upon referral, a nurse navigator typically does the intake and will attempt to connect us to the appropriate person.
- **Concerns raised:**
  - Our patients with no phones, fixed addresses or HCN: we are assured that those patients can be referred through their worker, they will still be cared for without valid HCN.
  - Even with commitment from Dr Jensen to dedicate 1 week a month to REACH, Niagara Health wants us to utilize SCOPE and assess degree of uptake. Dr Jensen is one of the internists enrolled in this program.
- <https://www.niagarahealth.on.ca/site/scope-niagara>
- 1. REACH provider in-person meeting!
  - I will be sending a doodle poll with dates for a possible in-person half day. May vs June>? Let's not forget that Greg is retiring however, he has agreed to be there if it's done in May!
  - This is a good opportunity to get to know each other. We would likely discuss business and continuing education.
- 8. Janice's request: Janice is asking anyone who is putting in a new patient to **include the following:** City in which the patient lives, worker or coach's name/number. She is having difficulties sometimes tracking these patients.
- 9. Our Next meeting Monday Apr 12 at 4pm