Ontario Health Teams Planning and Delivery of Integrated Care Program:

A Toolkit to Guide Family Physicians in Meeting Mainpro+® Requirements

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Ontario College of
Family Physicians

This Ontario Health Teams Planning and Delivery of Integrated Care Program has been designed by the Ontario College of Family Physicians (OCFP) to provide family physicians who are participating in Ontario Health Team (OHT) activities with the opportunity to earn Mainpro+® certified credits for this work.

This Toolkit will guide family physicians in meeting certification requirements so that they will be able to earn Mainpro+ credits, and also includes related requirements of OHTs.

This document will be updated as necessary. We encourage you to visit the Ontario College of Family Physicians' online OHT Repository regularly for the most up-to-date information on this evolving topic.

OCFP OHT Repository
ontariofamilyphysicians.ca/ohts

Please email the OCFP for more information and with your feedback about this Toolkit:
ocfpcme@ocfp.on.ca

OHT Planning and Delivery of Integrated Care Program

In This Toolkit

The OCFP's **OHT Planning and Delivery of Integrated Care Program** allows family physicians to earn up to **60 Group Learning Mainpro+® certified credits** for their OHT work. This Toolkit provides a step-by-step guide on the associated Mainpro+ requirements.

Program at a Glance

The OCFP's **OHT Planning and Delivery of Integrated Care Program** enables family physicians to earn Mainpro+® credits for engagement, at any stage, in their work with an Ontario Health Team (OHT) – from participation in an early information session to being fully immersed in the implementation of the plans of the OHT.

Family physicians may claim up to 60 Group Learning Mainpro+ certified credits for their OHT work to plan and deliver integrated care; this Toolkit provides a step-by-step guide on the associated Mainpro+ requirements.

The OCFP undertook certification of OHT activities with the recognition that primary care is the foundation of the health system and family physician leadership is essential to the success of transformation.

Each OHT team is independently developing an approach to successfully and effectively serve its constituents. The activities that are eligible for Mainpro+ credits reflect this individuality.

Learning Objectives

The OCFP developed the *OHT Planning and Delivery of Integrated Care Program* to reflect the contributions of Family Physicians in building their Patient Medical Neighbourhoods (OHT attribution areas) through the OHT planning and delivery processes.

Participants will be able to:

- Define the vision of their local OHT within the context of their local priority populations in their attribution area. Planned measures will be developed consistent with the quadruple aim, defined as:

    1) Patient and Caregiver Experience – People can get the care they need, when and where they need it

    2) Patient and Population Health Outcomes – Effective and appropriate care is provided to patients and health outcomes are improved

    3) Value and Efficiency – Use of system resources is optimized

    4) Provider Experience – Providers have high levels of confidence in the system and provider health is supported

- Interpret their practice and community level data to define and create plans around integrated care for the priority patient populations within their OHT

- Analyze their patient-level data to proactively identify those who have the greatest needs and establish a plan for coordinating services from multiple sectors to ensure these needs are met through a Patient Medical Home/Neighbourhood lens

- Develop an approach to the OHT implementation based on analysis of the gaps between population needs and local resources and reflecting the OHT building blocks that their local team will be designing with their input, and the general timelines for any changes that are likely to affect them

- Describe the priority populations identified for focus by their local team

> *The Learning Objectives represent the overall goals of the program. Learning objectives must be shared by OHT Leads at all meetings.*

Eligibility for Credits

In this program family physicians earn Mainpro+ credits based on the time they spend on work associated with an OHT.

Given that each OHT is addressing the specific needs of their environment, this program is structured for flexibility – family physicians may earn credits for engagement with the work of any OHT at any stage. One Mainpro+ Group Learning credit will be earned for each hour spent in OHT planning and delivery, to a maximum of 60 credits in one year.

Timeframes

While OHT work is continuous, this program has been divided into two six-month periods (timeframes) for purposes of recording hours of participation and claiming credits:

- o January 1 to June 30, 2020
- o July 1 to December 31, 2020

These timeframes align with the Mainpro+ credit cycle and help facilitate credits being claimed via the Cert+ reporting platform.

Hours of participation | Credits

Family physicians are responsible for tracking their own hours of participation. Credits are earned on a 1:1 basis – one credit for each hour. A family physician may claim up to 30 credits in each six-month timeframe.

Examples of eligible activities

Family physicians may claim credits for participation in a range of OHT activities, such as:

- "one-off" information sessions or presentations
- regular planning meetings
- implementation efforts
- sessions by allied health professionals

Interactivity

A session must be 25 per cent interactive to be eligible for Mainpro+ credits. "Interaction" includes discussion with the OHT team and/or colleagues.

OHT Leads: Roles and Responsibilities

This program has been certified for up to 60 Group Learning Mainpro+ credits. Based on Mainpro+ Quality Criteria and national standards, OHT Leads must:

☐ Be familiar with the content of the Toolkit and follow the requirements.

☐ Share the program Learning Objectives.

☐ Complete and sign a Conflict of Interest (COI) Form and email the completed form to the OCFP at mailto:ocfpcme@ocfp.on.ca. Please include your OHT name in the subject line. *Where to find it: Access a COI form to print and complete in Appendix 2 of this Toolkit.*

☐ Present your Three-step Disclosure information on a slide, verbally and in writing at each meeting. *Where to find it: Access slide templates you can customize for your Three-step Disclosure in Appendix 2 of this Toolkit.*

☐ Ensure guest speakers complete the COI form and fulfil the disclosure requirements.

☐ Work with OHT administrators to ensure speakers' COI forms are forwarded to the OCFP.

☐ Provide family physicians with information on how access the online evaluation form, a short four-question survey. Information provided by participants helps inform planning of future programs. We ask that each participant complete the evaluation at least once in each six-month timeframe. *Helpful hint: A reminder to complete the evaluation can be embedded in your regular communications to OHT members.*

OCFP supports the
OHT Planning and Delivery of Integrated Care Program by applying for, and maintaining Mainpro+ certification, including:

- Retaining copies of completed evaluation forms and COI forms
- Analyzing evaluation results to inform future Mainpro+ certification applications
- Summarizing and sharing participant feedback with stakeholders, including Ontario Health Team members
- Providing strategies for Mitigating Potential Bias as required
- Collecting details of participation from family physicians and issuing Certificates of Attendance for each timeframe of the program.

Steps for Family Physicians to Claim Mainpro+ Credits

Family physicians may claim Mainpro+ credits for their OHT work in a few steps:

- ☐ **Track your hours of participation**. Credits are allocated on a 1:1 basis – each hour of participation in OHT activities earns one credit. You may claim up to up to 30 Mainpro+ credits for each six-month timeframe of this program, January 1 to June 30, and July 1 to December 31 (up to 60 in the year).

- ☐ **Submit your hours of participation**. Complete the online Summary of OHT Activities at least *once* for each six-month timeframe. The information you provide will be used to generate your "Certificate of Attendance". The Certificate documents the number of hours you spent in OHT activities in the timeframe and provides a session identifier unique to the timeframe. The OCFP will email your Certificate to the address you provide. You will receive your Certificate by July 15 and January 15 for the respective timeframes.

- ☐ **Claim your Mainpro+ credits**. Once you receive your personalized Certificate of Attendance you may apply for your credits for OHT activities via the Cert+ platform.

- ☐ **Complete your evaluation**. You are asked to complete the short survey (four questions, fewer than five minutes) at least once for each six-month timeframe. Your responses will help inform planning of future programs.

Coming soon! OCFP plans to offer direct credit entry starting in Spring 2020.

> *There are two six-month timeframes for claiming credits in this program:*
>
> - *January 1 to June 30, 2020*
> - *July 1 to December 31, 2020*
>
> *These periods align with the Mainpro+ credit cycle which runs from July 1 to June 30.*

Frequently Asked Questions

1. How are records of attendance maintained for OHT meetings?

Family physicians are responsible for tracking their own hours of participation in OHT work. Records of attendance are not required.

2. Do I have to complete the Evaluation Survey?

The OCFP asks that you complete the Evaluation Survey once during every six-month timeframe. The Evaluation Survey comprises four questions and can be completed in fewer than five minutes.

3. Why do I need a Certificate of Attendance and how do I get one?

The Certificate of Attendance includes a nine-digit session ID number that's required to claim your Mainpro+ credits. You must have a Certificate to claim your Mainpro+ credits on Cert+ for participation in OHT activities.

Complete the Summary of OHT Activities form to get your Certificate. The OCFP issues Certificates of Attendance in July and January, following each six-month timeframe.

4. What if I spend more than 60 hours engaged in the work of my OHT?

You have a couple of options for claiming credits beyond the maximum 60 for OHT-related work: Linking Learning and non-certified Mainpro+ credits.

Linking Learning: You may earn additional Mainpro+ certified credits at your own pace and at no cost by completing a Linking Learning exercise. Linking Learning is a self-administered and semi-structured reflective exercise that enables participants to earn up to five additional Mainpro+ certified credits *per exercise*, with no limit on the number of exercises completed in a cycle. *See Appendix 1 of this Toolkit for more details and examples of Linking Learning exercises.*

Non-certified Mainpro+ credits: If you spend more than 60 hours engaged in OHT work, you may claim non-certified credits.

> *We will add FAQs to this document as questions arise.*
> *Please check back for updates.*

Appendix 1: Examples of Linking Learning Exercises

There are five categories of Linking Learning exercises:

- Linking Learning to Practice
- Linking Learning to Research
- Linking Learning to Teaching
- Linking Learning to Assessment
- Linking Learning to Administration

You can access and complete Linking Learning forms on the Mainpro+ portal. Once you have formulated a question to ask or a scenario to describe, you can start the online form. At any point during the process you may save your form to complete later. After some time (typically six to 12 weeks) assessing the impact of your decision, you can return to the portal and your holding area to complete and submit the form.

Here are some examples of Linking Learning scenarios within OHT Planning and Delivery:

1. You read an article that was referenced during an OHT session and you have noted ways it could affect your current practice. Document how you perceived the information in the article affecting your practice, the subsequent impact on your practice and any changes you have made in response in a Linking Learning to Practice exercise.

2. Your learned in a recent OHT meeting that there is a new program for facilitating access to screening for patients who are at high risk for lung cancer. You ask yourself: how can this program be applied to ensure all eligible patients have access to proper screening? Document the process and resources you use to answer this question in a Linking Learning to Research form.

3. Your OHT Implementation Team has been discussing a new resource that would be beneficial for patient care in your clinic. You develop and conduct a 'Lunch and Learn' for your colleagues to introduce the features of the new resource. Use a Linking Learning to Teaching exercise to document how you created the learning objectives for the Lunch and Learn and how it was implemented into your practice.

4. The clinical priorities of your OHT have led you to review the Clinical Standard for non-cancer pain. You decide to implement a change in your clinic. Document and describe the outcome of this activity in a Linking Learning to Assessment exercise.

5. After comparing your practice data to that of other family doctors in your Patient Medical Neighbourhood (OHT "attribution area"), you would like to adopt a new method of screening for your clinic. You decide to lead your colleagues and staff through the transition. Outline your plan to adopt this new screening method in a Linking Learning to Administration exercise. [Learn more about Linking Learning (CFPC website)](#)

Appendix 2: Forms and Slides for OHTs

- [Certification Information Slide](#) (PowerPoint)

- [Conflict of Interest Form](#) (PDF)

- [Three-step Disclosure Slides](#) (PowerPoint)