

Primary care survey findings

Eastern York Region North Durham (EYRND) Ontario Health Team (OHT) Primary Care Advisory Council surveyed primary care providers within the catchment area. The purpose of the survey was to conduct a needs assessment of the gaps/barriers that primary care providers experience when managing patients with mental health, addictions-related or dementia issues. The survey results are below.

Who was surveyed?



49
respondents

of which

- 46 were medical doctors
- 3 were nurse practitioners

- 57% of respondents are practicing in groups settings and family health organizations

What do we know about their practice when it comes to MHA/dementia?

43%

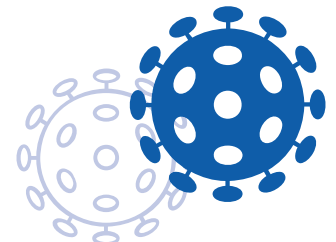
of those in group practice do not have access to mental health or navigation supports in their practice

- Addictions and dementia patients are concentrated in a small number of practices

Top three barriers expressed by primary care providers

- 1 Waitlists and referral process is too lengthy
- 2 Lack of knowledge of services available in client/patient's geographical area
- 3 Services not offered in client/patient's primary language




COVID-19 impact on patients?



- Most respondents report an increase in the frequency and severity of mental health conditions
 - They expressed concerns that patients are/have:
 - increasing anxiety/ depression
 - worsening of existing conditions, or cognitive impairment related to impacts of social isolation
 - under-reporting (patients not seeking care)
 - increasing mental health issues with the burden falling on Primary Care

Services that best help support management of care

Sub-populations that should be priorities

| | Mental Health  | Addictions  | Dementia  |
|--|---|---|--|
| Services that best help support management of care | <ol style="list-style-type: none"> 1: Counselling 2: Crisis management 3: Child and youth services 4: Clarification of diagnosis 5: System navigation | <ol style="list-style-type: none"> 1: Counselling 2: Withdrawal management 3: Crisis management 4: System navigation 5: Medical treatment | <ol style="list-style-type: none"> 1: Caregiver supports 2: Respite care 3: Behavioural supports 4: Case management 5: System navigation |
| Sub-populations that should be priorities | <ul style="list-style-type: none"> Severe mental health needs Youth (teen & young adults) Social determinants of health Culturally appropriate care Mild to moderate health needs (due to long waits) Geriatric mental health | <ul style="list-style-type: none"> Youth (teen & young adults) Social determinants of health, particularly housing Alcohol treatment Individual with chronic pain | <ul style="list-style-type: none"> Social determinants of health, particularly housing Late stage/severe dementia Caregiver supports Early intervention Culturally appropriate care |

What does this mean?

There are many challenges in primary care and the further implications from COVID-19. This has created an opportunity for the EYRND OHT to focus on centralizing and streamlining the intake process, virtual care delivery options and improving access to multi-disciplinary care including psychiatry, social work and counselling.