



## Patient's Medical Neighbourhood Best Advice Guide: Quick Reference

Within a Patient's Medical Neighbourhood (Neighbourhood), family practices coordinate and share responsibility for patient care with other health care providers and community services. Strong links and sharing information results in multiple benefits including improved patient outcomes, safety, and experience; lower costs through reduced duplication of services; improved delivery of prevention services; and more evidence-based patient care. The following practical tips will help practices incorporate elements of this vision to deliver better care for patients in collaboration with other providers.

### Consider the following tips for your practice:



**Identify your Neighbourhood:** Consider other specialist practices, health care providers, and social services that would meet the needs of your patients.



**Develop collaborative care agreements with partners:** These outline the roles of each provider and should include expectations for pre-consultation exchange, consultation with the patient, and the responsibilities of each provider when co-managing care.



**Leverage information technology:** Electronic medical records (EMRs) and virtual care tools can improve communication between providers. Aim to align health information technologies with partners for seamless interaction.



**Agree on what constitutes an effective referral:** Establish guidelines with partners, standardize communication processes, and agree on resources to facilitate effective referrals and information sharing.



**Partner with patients:** Work with patients and communities to design and evaluate the Neighbourhood by seeking their views through surveys and other engagement opportunities.



**Recognize that developing a Neighbourhood is iterative:** Performance evaluations, reporting on their findings, and implementing changes will help to constantly improve the quality of care delivered by a Neighbourhood. This can be achieved using available practice resources such as EMR data, self-assessments, practice-based research networks, and others.

For more information about developing a Neighbourhood, download the **Best Advice guide: Patient's Medical Neighbourhood** from the **Patient's Medical Home website**. Provincial and territorial implementation kits, with specific resources, will be available to CFPC Members in Fall 2020.

<https://patientsmedicalhome.ca>

<https://patientsmedicalhome.ca/neighbourhood>