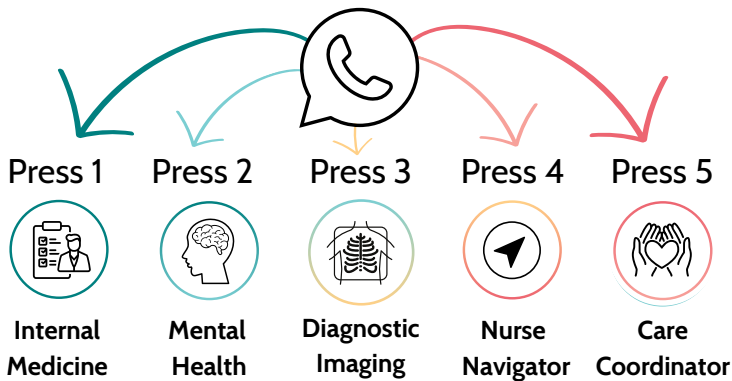


WHAT IS IT?

SCOPE is a virtual, interdisciplinary program connecting primary care providers (PCPs) in the community to real-time supports when they need it most. Through a single point of access, SCOPE quickly connects PCPs to local providers who can help with urgent consultations, diagnostic imaging, curated home and community care, mental health, and navigating other services available in acute care or in the community.

Single point of access to resources and system navigation via a centralized phone number.



- Enhanced co-managed care between local hospital specialists and primary care physicians.
- Diversion of less seriously ill people from EDs.
- Timely access to acute care services through facilitated pathways.
- PCPs with teams now have real-time access to a shared virtual interprofessional team.
- Development of specialty pathways in partnership with OHT's, based on PCP identified needs.
- 16 SCOPE sites in the province are connected to a community of practice that shares knowledge, resources and facilitates cross-regional navigation.

WHY IS IT NEEDED?

In Ontario, there are roughly 7,800 PCPs that do not have access to a multidisciplinary team. Often PCPs face difficulty navigating and connecting their patients with complex chronic conditions to the resources they require. Time spent navigating the system means that PCPs with teams have less support to provide direct clinical care and patients wait longer for the resources they need.

SCOPE IN ACTION

SCOPE has resulted in the creation of many facilitated clinical pathways to meet local needs:



Acute Surgery Clinic



Mental Health



Early Pregnancy Clinic

1000+

calls since launching the program in October 2020.

93%

of SCOPE users are satisfied with the SCOPE program.

145+

physicians across the Central West region are supported by the SCOPE expansion.

~91%

ED diversion rate of calls that would have otherwise warranted an ED visit.

