

Post-COVID Practice Supports in Primary Health Care

Evaluation Summary | October 2021

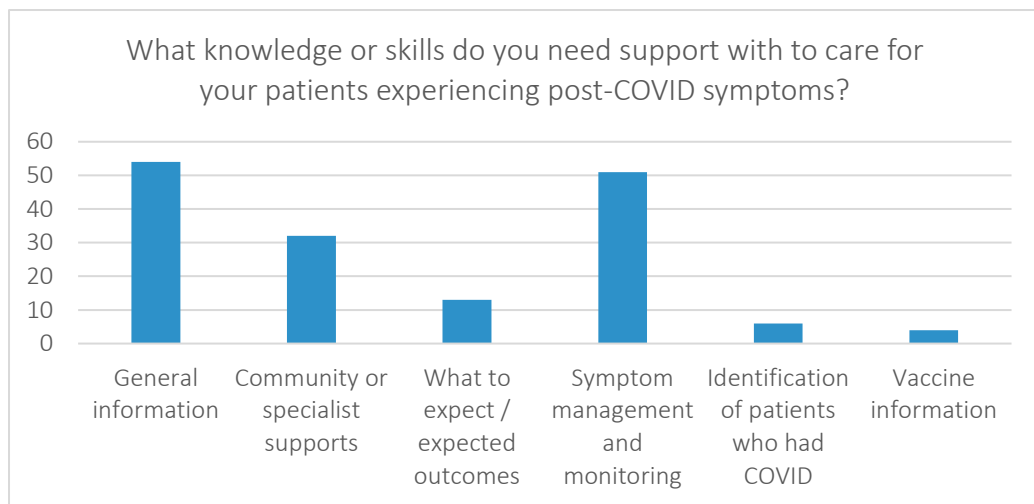
The Primary Health Care and Chronic Disease Management Network, in collaboration with the COVID Network, clinicians, patients, and partners, developed practice supports to build capacity of Nova Scotia primary health care providers and teams to care for patients experiencing post-COVID symptoms. This report is a summary of the supports developed and recommendations for avenues for further learning.

A **Needs Assessment Survey** was administered to primary care providers and teams in June 2021.

Demographics: (n = 149)

Zone: Central Zone = 85 | Eastern Zone = 29 | Northern Zone = 15 | Western Zone = 19

Role: Physician = 82 | Nurse Practitioner = 25 | RN/FPN = 33 | Social Worker = 5 | Dietitian = 3



Are you seeing individuals in your practice now who are experiencing post-COVID symptoms?
 Yes = 30
 No = 48
 No, but I expect to = 62
 Unsure = 5

Types of supports
 Respondents indicated webinar(s), material / resources, and a peer support forum would support their post-COVID learning needs.



Webinar Series

A two-part, CME accredited webinar series hosted by Doctors Nova Scotia will help participants understand Post-COVID, how to assess, manage and monitor Post-COVID symptoms, and increase awareness of local resources for patient and provider support.

Webinar 1: July 27, 2021

By the end of the webinar, participants will be able to:

- Describe post-COVID sequela, including prevalence and epidemiological trends, symptoms, and timeline
- Explain the role of the primary care provider in the management of post-COVID, including assessment, management, and monitoring of post-COVID symptoms
- Understand local resources to support patients experiencing post-COVID symptoms, including when and how to consult and/or refer
- Identify post-COVID self-management supports available for patients as well as pathways for referral to intensive or specialty services

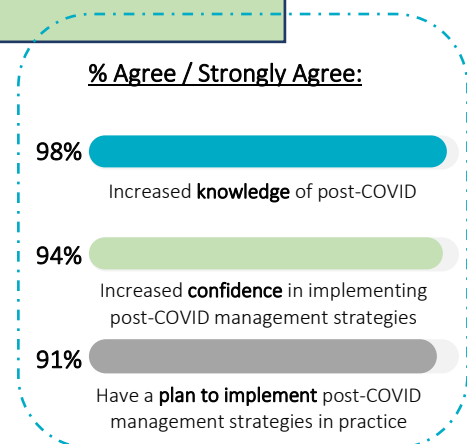
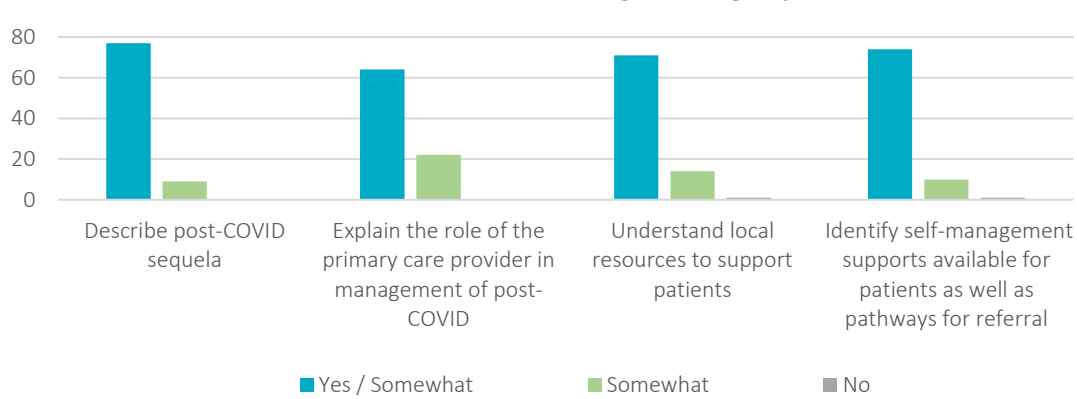
118 Participants | 86% completed post-webinar evaluations:

76 Physicians (GP/FP) | 5 Nurse Practitioners | 10 RN/FPN or LPN
 7 Allied Health | 2 Administrative Staff | 1 Clinic Manager | 1 Pharmacist

52 Central Zone | 9 Eastern Zone | 13 Northern Zone | 11 Western Zone

36 Collaborative Family Practice Team | 11 Co-Located Group Practice | 13 Solo Practice | 9 Acute Care |
 3 PHC Leadership | 2 Education | 1 Pharmacy | 1 Continuing Care

Did Webinar 1 meet the following learning objectives?



Webinar 2: September 14, 2021

By the end of the webinar, participants will be able to:

- Understand the role of the primary care provider in the management of post-COVID, including assessment, management, and monitoring of post-COVID symptoms through case-based learning
- Navigate and refer patients to the MyCOVIDRecoveryNS.ca post-COVID self-management support site

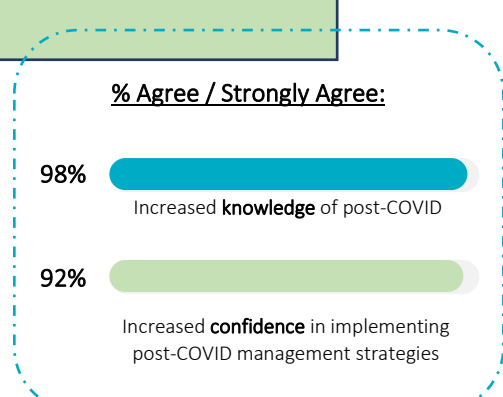
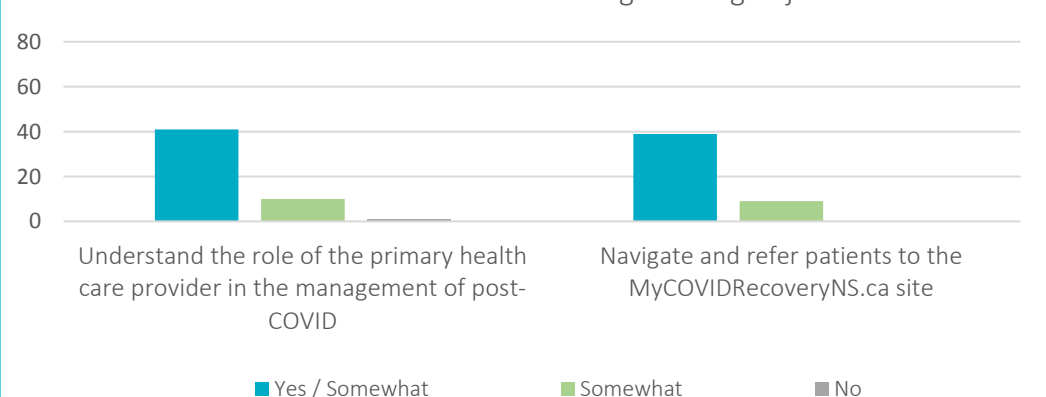
85 Participants | 73% completed post-webinar evaluations:

42 Physicians (GP/FP) | 1 Nurse Practitioner | 8 RN/FPN or LPN | 1 Medical Student
 7 Allied Health | 1 Paramedic | 1 Professional Practice Leader | 1 Researcher

22 Central Zone | 6 Eastern Zone | 9 Northern Zone | 13 Western Zone

15 Collaborative Family Practice Team | 6 Co-Located Group Practice | 10 Solo Practice
 11 Acute Care | 1 Walk-in | 2 Education | 1 Continuing Care

Did the Webinar 2 meet the following learning objectives?





Resource Hub: Self-Directed Resources and Tools

- Practice guidelines and resources
- Patient self-management resources
- Learning modules (CME accredited)
- Additional supports

In July 2021, a variety of resources curated by a team of clinician advisors were compiled and made accessible on [PHCQuality.ca](https://phcquality.ca) to support the treatment and management of patients experiencing post-COVID symptoms in primary care settings. Between Sep 1 – Sep 30, the Resource Hub was **viewed 237 times**.

- 24** Provider resources, include clinical practice guidelines, published and grey literature, NSH rapid reviews
- 9** Patient resources / tools to support patient self-management
- 5** Recorded learning opportunities, including PHC webinars with availability of self-directed CME credits
- 2** Additional avenues for continued support, including the Post-COVID Providers Forum

The Post-COVID in Primary Health Care webinar recordings were made available as CME-accredited self-learning modules. As of Oct 1, 2021, Webinar 1 was **viewed 420 times** and Webinar 2 was **viewed 10 times**.



Post-COVID Providers Forum

Moderated discussion platform for primary care providers to engage with peers, share evidence / best practice, and ask for expert advice, e.g. support patient self-management, primary medical management, when to refer to intensive or specialty services.

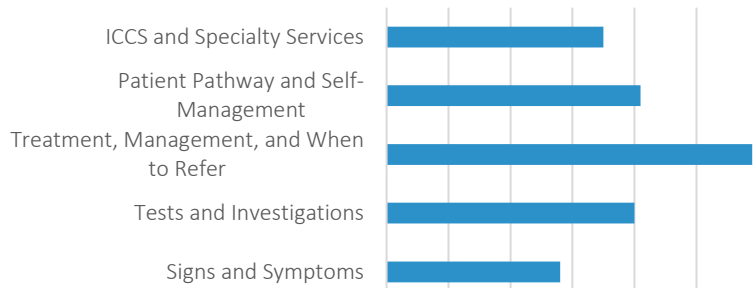
A moderated peer-support platform specifically for primary health care providers and teams was established through the TimedRight platform. Thirty-six members are currently engaged in the discussion forum.



Continued learning needs and recommendations for further support

Webinar participants had the opportunity to share any additional learning needs they may have around supporting patients with post-COVID.

Webinar 1: Additional Post-COVID Learning Needs



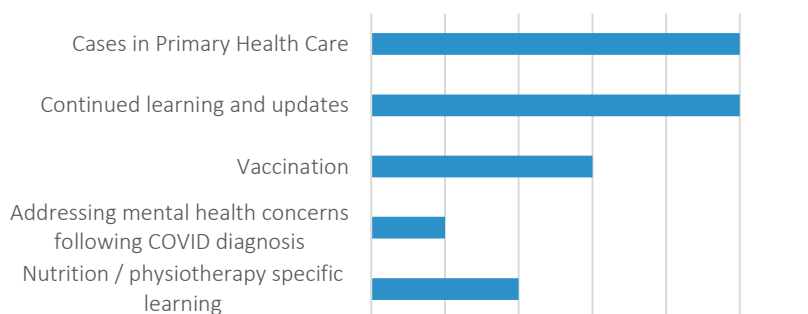
Webinar 1 comments:

- Wait times for services highlighted
- Access to physiotherapy, mental health services, rehab, spiritual care, and advance care planners
- Presentation in children
- Vaccine-related issues; adverse effects of vaccine in patients with auto-immune conditions
- Information on Delta and other variants
- Keeping community risks low as children return to school

Webinar 2 comments:

- Wait times for services highlighted
- Resources for patients who do not have internet access
- Fair compensation for excess time spent on patient education
- How to approach patients who oppose public health guidelines and vaccinations
- Consistent and clear public health recommendations

Webinar 2: Additional Post-COVID Learning Needs



Recommendations:

- Promote Post-COVID Provider's Forum as an avenue for on-demand learning and support regarding:
 - Post-COVID case-scenarios and case-based learning
 - Office-based counselling strategies
 - Evolving patient resources
- Promote webinar recordings to providers as self-directed learning with CME credits available for physicians
- Engage public health, infectious disease, and immunology partners regarding public health and vaccine-related education and support needs
- In partnership with NSH Research, Discovery and Innovation, review the literature base for updated post-COVID guidelines and assess for future webinar needs