

Proposed After-hours Model for Orcas Family Health Center

The Orcas Island Health Care District (OIHCD) Commissioners believe that island appropriate Acute/Urgent care services are an essential element of a well-functioning health care system. Having access to a physically available provider who will come into the clinic after-hours, when it is determined to be medically appropriate, is important due to the rurality and remoteness of the island. Unlike people on the mainland, islanders do not have access to 24/7 walk-in clinic or ER's in hospitals in the middle of the night.

While the number of times the need for Acute/Urgent care after-hours is presently not fully known, it is very similar to Fire, Sheriff and EMS services. While each member of our community may not use the service very often, when it *is* needed, people want it to be there.

The OIHCD's desired model for the Orcas Family Health Center after-hours coverage consists of the following elements:

A) OFHC will continue to utilize its after-hours on-call system where patients can call the clinic number and the on-call provider will return the call as quickly as possible (preferably within 20 minutes). After speaking with the caller, the provider will recommend a next step from the following options: a) call 911, b) home health care suggestions, c) treat the caller at the clinic when determined to be medically appropriate, d) recommend making an appointment during regular clinic hours.

c) The OIHCD is willing to incentivize providers to come into the clinic for treatment by compensating providers with a flat fee of \$250 per visit, possibly provided quarterly or semi-annually. (NOTE: That number is based on a rough calculation that physician salaries are approximately $\$220,000 \div 2080$ hours for a 40-hour week for 52 weeks = \$105 per hour and an after-hours visit might average 2.5 hours.)

d) The proposed model will be put in place for a trial period (length TBD). Data will be collected to determine if, and how well, the model is working to meet the need. To enable assessment of the effectiveness of the model, OFHC will agree to report on:

- 1) the number of calls made to the clinic after hours
- 2) the number of times the patient was: a) advised to call 911, b) provided with home health care options, c) treated at the clinic by the on-call provider, d) other.

e) It is also very important that all callers, except UW Clinic patients, have access to all the various options cited above including the on-call provider treating the patient at the clinic when medically appropriate.

f) It is also expected that an OFHC provider will participate in a regularly scheduled review of after-hours cases with EMS, UW Clinic and PHD representatives to determine what is working, what is not and solutions.

The OIHCD believes that the model, as described above, will serve the unique needs of our island community.