

TO: Chair and Members of the Board of Health

FROM: Christopher Mackie, Medical Officer of Health

DATE: 2015 March 19

STI CLINIC REVIEW RESULTS

Recommendation

It is recommended that Report No. 023-15 re STI Clinic Review Results be received for information.

Key Points

- Overall, the consultant found that the STI Clinic is a well-functioning, focused clinic, providing a limited range of services, delivered efficiently, and with reportedly high patient/client satisfaction.
- Final recommendations in the STI Clinic Review report ([Appendix A](#)) validate areas of strength in the STI Clinic, and highlight areas where administration and implementation of services could be enhanced.

Background

In September 2014, the Board of Health was advised that the Health Unit would be undertaking an independent review of how the STI Clinic operates with the view of ensuring services provided are client centered, based on evidence and performed as efficiently and effectively as possible. The Health Unit engaged the services of Epirus Consulting Inc. to conduct the review (see *Finance and Facilities Committee Report No. 036-14FFC*). This review is now complete, and recommendations have been identified.

Elements included in the review process included 1) interviews with STI Clinic physicians, the Sexual Health Team program manager, Public Health Nurses, and Clinical Team Assistants; 2) information-gathering from key informants at a small number of other health units; and 3) an STI Clinic chart review.

Key Findings

The consultant completing the review concluded that the STI Clinic is a well-functioning, focused clinic, efficiently providing a limited range of services, and with reportedly high patient/client satisfaction.

Health care providers working in the Clinic report high satisfaction, although they would welcome increased space. Medical directives are comprehensive and no risk concerns were identified by providers. The current quasi-contractor relationship between MLHU and the physicians working in the Clinic appears to be mutually beneficial when viewed in operational terms. Although no students were present in the Clinic at the time of the review, the STI clinic has played an important role for health care professional trainees. The chart review did not identify any areas where care provided failed to meet current practice guidelines. However, due to the small sample size, it was not possible to ascertain the degree to which treatment provided to persons diagnosed with STI's in the MLHU STI Clinic is consistent with treatment guidelines and/or recommendations of Health Canada or the MOHLTC.

Recommendations

Final recommendations in the STI Clinic Review report ([Appendix A](#)) validate areas of strength in the STI Clinic, and highlight areas where administration and implementation of services could be enhanced. In brief, the consultant recommends the following:

- 1) Continue with the efficient STI Clinic model, and complete analyses to determine any unmet needs and/or benefits to expansion of clinic hours /locations
- 2) Review overall workflow related to the management of clinic client files and reportable disease case files
- 3) Complete ongoing client satisfaction surveys and consider involvement of clients in quality improvement efforts
- 4) Regularize documentation and supervision processes for health care professional trainees, jointly with their educational institutions, and issue photo identification cards for all contracted physicians and trainees
- 5) Review the existing contract documentation for physicians working in the clinic and ensure relevant licensure and malpractice insurance documentation is provided to the health unit annually, and explicitly document responsibilities for the medical director managing the physician workforce
- 6) Examine clinic billing practices to ensure alignment with MOHLTC guidelines
- 7) Consider offering a workshop for staff from STI clinics in different public health units to exchange learnings and support innovation

Conclusion/Next Steps

The STI Clinic review conducted by Epirus Consulting Inc. has been completed and recommendations have been identified. The consultant completing the review concluded that the STI Clinic is a well-functioning, focused clinic, providing a limited range of services, delivered efficiently, and with reportedly high patient/client satisfaction. Final recommendations in the STI Clinic Review report ([Appendix A](#)) validate areas of strength in the STI Clinic, and highlight areas where administration and implementation of services could be enhanced. Steps will be taken to consider and address each of the recommendations included in this review.

This report was prepared by Ms. Heather Lokko, Associate Director, OHCDSh and Ms. Shaya Dhinsa, Manager, Sexual Health Team, OHCDSh.



Christopher Mackie, MD, MHSc, CCFP, FRCPC
Medical Officer of Health