

An Interdisciplinary Approach to Increasing Awareness of RD Medical Nutrition Therapy Services



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Background

Identification of Opportunity to Enhance Medical Nutrition Therapy Services

The Guelph Family Healthy Team (GFHT) Registered Dietitian (RD) team determined there were several barriers to optimizing the quality and quantity of Medical Nutrition Therapy (MNT) services provided to FHT patients.

Specifically, three primary issues were identified:

1. Lack of Referrals

- Limited breadth of MNT being provided by some GFHT RD's due to lack of referrals

2. Limited Patient Awareness

- Limited patients awareness of GFHT Registered Dietitians (RDs) services

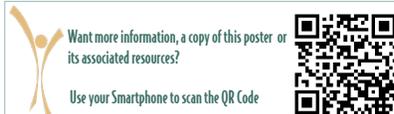
3. Insufficient Communication

- Insufficient communication to FHT Allied Health Professionals (AHPs) and Physicians about breadth and depth of MNT services FHT RDs can provide, especially due to the addition of new practices.

In addition the Primary Care Nurse Clinicians team requested a tool for MNT Services to patients.

In order to address these barriers, four activities were undertaken:

- RD Patient Brochure
- IMPACT RD Referral Tool for GFHT Providers
- Survey to GFHT Providers
- Survey to FHT RD's at FHT RD Annual Conference



System Leadership

Process

RD Patient Brochure

Value-add of designing RD patient brochure:

- Enhances patient awareness of scope of RD services and educates patients on what to expect in the sessions
- Fills a current information gap as there is limited information currently available on the Guelph FHT website and it is easy to share among locations

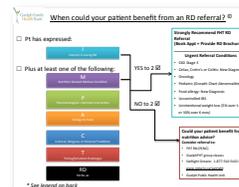
Brochure created using feedback gathered at from RD, admin and management teams



IMPACT RD Tool

Initial presentation of tool to providers: positive feedback received from 80% of AHP's at 4 discipline team meetings

- Qualitative feedback recorded by note taker and reviewed by authors; re: use of tool, layout ease, clear messaging re: when to refer to RD, where to access
 - Limited specific data prompted team to investigate further
- Several versions of tool were created based on feedback from initial presentations and after consultation with the Clinical Manager and Health Promoter
 - Major change was adopting a 'decision tree model' and inclusion of specific examples of broad medical categories for which RDs could provide nutrition counselling



GFHT Provider Survey

Aug 2013: All Guelph FHT staff received via e-mail a GFHT Provider Survey.

Purpose:

- To collect final feedback on IMPACT RD tool
- To Explore opportunities to strengthen interdisciplinary relationships in order to enhance MNT services offered

Organizational Capacity

FHT RD Survey

Sept 2013: FHT RD's Received Paper Survey at FHT RD Conference

Purpose:

- To gain feedback on IMPACT RD Tool from a larger population of FHT RD's
- To understand if a similar tool may be beneficial in other FHT practices

System Navigation

Outcomes

RD Patient Brochure

- Since March 2013: 1750 printed & 1200 distributed
- Distributed to 18 different GFHT sites with 52 MD's
- Other GFHT AHP's interested in creating their own brochure similar to RD brochure
- Sept 2013: Presented brochure at FHT RD ON conference: received positive feedback from FHT RD's
- Request from 1 FHT to use brochure as a guide to create their own RD Patient Brochure

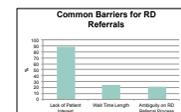
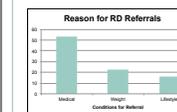
IMPACT RD Tool Review: GFHT & FHT RD Surveys

Used FluidSurveys to collect responses and analyzed data in Excel

Question	GFHT Staff	FHT RD's
Number of Surveys Completed & Population Breakdown	N=30; 90% of total staff, 90% providers & 47% RN's	N=35; 81.8% FHT RD's, 15.1% Non-FHT RD's, 3% RD Students
Layout is easy to read	87% strongly agreed/agreed	91.4% strongly agreed/agreed
Clear indication of when to refer to RD vs. other AHP	93.3% agreed/strongly agreed	89% strongly agreed/agreed
Clear indication for new AHP's of when to refer to RD:	90% agreed/strongly agree	91% strongly agreed/agreed
Other:	Suggestions: provide online access to tool, include acronym definitions	78.7% noted a tool similar to this would be beneficial at their practice

Survey to GFHT Staff

N=30; 90% of total staff, 90% providers & 47% RN's



Interest in specific collaboration options with RDs to Enhance MNT: Very Positive: co-design patient education classes with RDs (63.9%); breakfast/lunch and learns (58.7%); RD's share more about individual RD counselling (59.3%)

Feedback to maximize MNT: 1 access to RD services; enhance RD & Mental Health collaborations; joint appointments; share successes; and automatic referrals for HTN, dyslipidemia & DM

Future Directions

Tool

- Finalize tool
- Put IMPACT RD Tool on intranet
- Share tool with Guelph FHT physicians

Collaborations To Explore

- Explore ways to reduce/overcome patient lack of interest
- Investigate the creation of joint appointments
- Explore collaboration ideas: lunch and learns, and co-developing a patient education class, joint appointments & info session on RD individual nutrition counseling sessions.

Sustainability