

What is it?

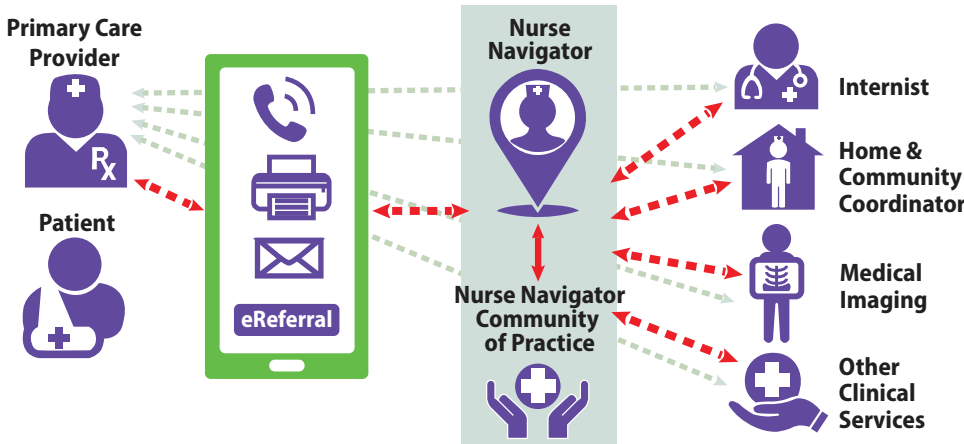
SCOPE is a virtual, interdisciplinary program connecting primary care providers (PCPs) in the community to real-time supports when they need it most. Through a single point of access, SCOPE quickly connects PCPs to local providers who can help with urgent consultations, diagnostic imaging, curated home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

Why is it needed?

In Ontario, there are roughly 7,800 unaffiliated 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 unaffiliated with teams have less support to provide direct clinical care and patients wait longer for the resources they need.

What SCOPE looks like

Single point of access to resources and system navigation via a dedicated Nurse Navigator



- 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 unaffiliated with teams now have real-time access to a shared virtual interprofessional team
- Development of specialty pathways including mental health resources in partnership with the local OHT, based on PCP identified needs

16 SCOPE sites in the province, connected community of practice shares knowledge, resources and facilitates cross-regional navigation

SCOPE in Action

SCOPE services

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

The Collaborative Mental Health program under SCOPE has become a model of **Excellence**

Expansion to support over 1900 PCPs across Ontario



91% were satisfied with SCOPE's ability to improve timing of consults when compared to usual practice.

≈ 82% ED diversion rate of calls that would have otherwise warranted an ED visit

82% of PCPs reported feeling better equipped to support their patients with mental health issues