

# Primary Care Day Conference

<b>Name of Project/Initiative</b>	Enhancing Periodic Health Checks (PHC) for Adults with Intellectual and Developmental Disabilities (IDD)
<b>Goal</b>	To improve the quality, frequency, and effectiveness of periodic health checks for adults (>18 years) with intellectual and developmental disabilities, leading to better health outcomes, increased patient satisfaction and improved care team experience.
<b>Critical Success Factors</b>	<ol style="list-style-type: none"> <li>1. <b>Awareness:</b> Waiting room and office posters/pamphlets were critical in ensuring staff and the public were aware of the project and their role in enhancing care for the IDD population</li> <li>2. <b>Data-driven decision-making:</b> Collected and analyzed survey data from staff to identify needs, trends, and areas for improvement.</li> <li>3. <b>Training and Education:</b> Provided comprehensive training and resources for healthcare providers and Medical Office Assistants on the specific needs of individuals with IDD, including communication techniques and disability awareness</li> <li>4. <b>Customized Health Check Protocols:</b> Developed health check protocols adapted to the unique needs and challenges adults with IDD encounter.</li> <li>5. <b>Teamwork:</b> There were regular team meetings, collaborative problem-solving, and clear communication channels among team members</li> <li>6. <b>Feedback Mechanism:</b> Established a continuous informal feedback loop with healthcare providers to gauge the effectiveness of IDD health check tools and protocols</li> </ol>
<b>Lessons Learned</b>	<ol style="list-style-type: none"> <li>1. <b>The Power of Awareness:</b> <ul style="list-style-type: none"> <li>• Improved awareness among healthcare providers has resulted in more appointment bookings for primary care, which has led to better patient care.</li> <li>• Public awareness campaigns resulted in higher engagement from patients and caregivers.</li> </ul> </li> <li>2. <b>The power of Education:</b> continuous education and support for healthcare providers helped enhance practitioners' comfort in caring for the IDD population.</li> <li>3. <b>The Power of Technology Integration:</b> leveraging digital tools and health information systems facilitated data collection and analysis, enabling data-driven decision-making.</li> <li>4. <b>The Power of One-on-one Interaction with Staff:</b> <ul style="list-style-type: none"> <li>• Face-to-face meetings fostered stronger relationships and increased staff engagement</li> <li>• Direct communication allowed for immediate clarification, feedback and problem-solving</li> </ul> </li> </ol>
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