



## Inter-professional Spine Assessment and Education Clinics (ISAEC) Pilot

### ISAEC Quick Stats...

Pilot days remaining: ? (see below)

Patient referrals to date: **3,061**

Average wait time: **10 days**

Patients needing Imaging/Specialist: **241**

### Pilot Participation Survey

**ISAEC's Pilot Participation Survey** was sent out recently to all ISAEC primary care providers via email. This survey is particularly important as your survey responses will enable us to continue to make improvements to ISAEC program as we move forward in our developmental process. Your input and feedback is invaluable and will allow us to better understand ISAEC's impact on Ontario's healthcare system.

Please click on the link to the online survey that was sent to your email. The survey will take approximately 10 minutes to complete and is divided into two sets of questions. The first set of questions will gauge changes in your overall comfort in assessing and managing low back pain patients while the second set of questions will focus on identifying process enablers and barriers as well as improvement opportunities to ISAEC. **Remember that there are no wrong answers—we just want your honest feedback!**



Your feedback is important.  
Let us know your thoughts in the  
ISAEC Pilot Participation Survey

### Preparing your Patient for Success



By Barry Young, DC  
Practice Leader – Hamilton  
Questions?  
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**A crucial step** in the successful execution of ISAEC is identifying those patients, in accordance with ISAEC's inclusion and exclusion criteria, who would benefit from the program. Once an eligible patient has been identified, it is important to inform the patient about what ISAEC entails.

ISAEC provides Low Back Pain (LBP) patients with rapid access, thorough assessment and education with an emphasis on self-management. As with managing patients, consistent messaging should be utilised when screening patients for an ISAEC referral. Here is an example: "Hi Bob, it seems like you're having difficulty managing your back/leg pain. I'd like to refer you to a new government funded LBP program called ISAEC. You will undergo a thorough examination conducted by a highly trained advanced practice clinician to determine possible causes of your pain. Based on their findings, you will be provided with a personalized self-management plan and shown exercises to help you manage your pain more

effectively. If indicated, additional types of therapy or streamlined specialist referrals may be recommended. Does that sound like something you would be interested in?"

Discussing your reasons for referring to ISAEC and setting expectations at the outset with your patient will ensure that they understand how ISAEC works and have the necessary information to decide if they are interested in what this innovative model of care can offer them.

Once a patient accepts a referral to ISAEC, it is strongly encouraged that you point them to the ISAEC website ([www.isaec.org](http://www.isaec.org)). The Patient Section, in particular, provides important information for patients about the ISAEC process (e.g., Intake form, What to expect, Tips for LBP, Positions of Comfort, Stretches, Exercises and FAQ). It is our experience that patients who are equipped with a basic understanding of their appointment respond more favourably to their plan of management. We look forward to working with your patients in the future as we continue to grow the ISAEC program.

### Did you know?

Discussions with the Ministry of Health and Long Term Care are going well.

**PLEASE KEEP THOSE REFERRALS COMING!**