

BURLINGTON

PRIMARY CARE LINKS



NEWSLETTER

APRIL 2025



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HealthPathways Launch Event

Burlington Family Health Team Programs

Discover how the Burlington Primary Care Network (PCN) is supporting its providers and preparing to assist with future proposals, following Ontario Health's recent announcement to expand primary care teams.

We're also excited to share the launch of HealthPathways Burlington — a new tool designed to provide locally relevant, evidence-based guidelines and resources.

In this issue, you'll also find an interview with Dr. Sameer Shaikh, who shares how AI medical scribes can help ease the administrative burden in primary care.

Plus, don't miss the CMPA's Physician Well-Being Index, a valuable resource to support physician wellness.



Member Benefits

Burlington *Primary Care Network*



Access to digital tools

Burlington PCN members can access digital tools and support at no cost to them. Some tools include:



Connection with colleagues

Networking opportunities include: community of practice, Community Rounds, PCN Newsletter, and more.



Inform primary care priorities

Participate in decision making through working groups, town halls, and surveys that inform primary care priorities and resources.

Confirm
Your
Membership

Online

OR

Email Us

Burlington Primary Care Links

 Have a question or something to add to the newsletter?
Contact primary care support at primarycare@burlingtonoht.ca



Ontario Health Calls to Expand Primary Care

Ontario Health has issued its first formal invitation for proposals to establish and expand up to 80 new interprofessional primary care teams across the province. This initiative is part of Ontario's broader Primary Care Action Plan, which aims to connect two million more people to publicly funded primary care services by 2029.

Round 1 focuses on communities—identified by postal code—with the highest number of residents not currently connected to a primary care provider or team, including those on the Health Care Connect waitlist. The list of eligible Forward Sortation Areas (FSA), which consists of the first three characters of a postal code, can be viewed [here](#).

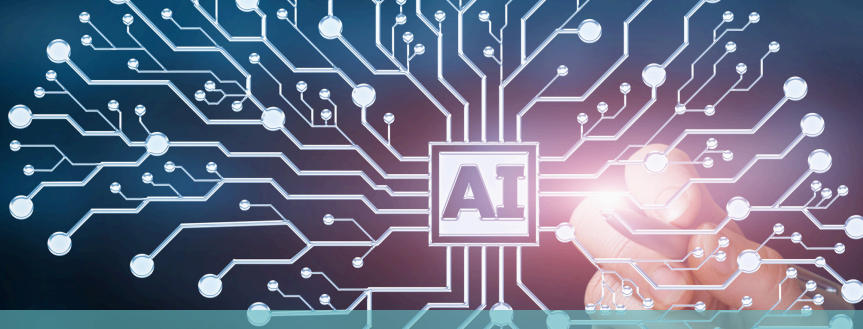
Primary care providers and organizations serving the identified priority areas and interested in expanding teams will be working closely with their local Ontario Health Team (OHT) and Primary Care Network (PCN) to submit proposals for funding consideration.

What does this mean for Burlington?

While no Burlington FSAs were selected in this first round, the Burlington OHT and PCN are actively working to ensure we are able to support our primary care providers and partners with expected future proposals.

In the coming weeks, we will be reaching out to better understand your practice experiences and priorities. Please share your insights and feedback with us as we work to align our support to reflect local needs and ensure readiness for proposals.

Stay tuned for our next **Town Hall on Wednesday June 18 from 7PM-8PM** where we will give a sneak peak of what is to come and you will have the opportunity to share with us what matters in Burlington!



Clinical Spotlight

Interview with Dr. Sameer Shaikh, CEO of Inflective AI

The Burlington Primary Care Network (PCN) launched its AI Scribe Pilot in April, supporting local primary care providers with AI Scribe access and adoption. Through this initiative, the PCN aims to help its primary care providers adopt the technology in a way that complements each provider's unique workflows and practice styles, easing administrative tasks, and enhancing patient care and experience.

To deepen our understanding of AI's potential in primary care, Burlington PCN spoke with Dr. Sameer Shaikh, a critical care and emergency physician and founder of Inflective AI, a team that specializes in supporting clinicians through the adoption and integration of AI technology into practice.

Dr. Shaikh's insights shed light on the transformative potential of AI and how he hopes to support his colleagues with ambient scribe adoption.

During the COVID-19 pandemic, like many clinicians, Dr. Sameer Shaikh spent long days at the hospital, splitting his time between the emergency department and the ICU. This intense period led to his own experience with burnout and highlighted the urgent need for innovative solutions to improve the well-being of both patients and providers.

As AI technology started to emerge across different markets, Dr. Shaikh decided to pursue his Master's in Artificial Intelligence where he saw the potential for the technology to address many administrative challenges clinicians face.



Dr. Sameer Shaikh

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Adopting AI in Primary Care

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“I thought there was a real opportunity to actually help clinicians bring this technology to the frontlines to combat that problem that we know a lot of us are facing, which is burnout,” he says.

AI Scribes, or ambient scribes, offer a myriad of benefits for primary care physicians, from automating clinical documentation, to generating referral letters, and completing forms. By reducing administrative burden, AI brings many clinicians closer to what brought them to practice medicine in the first place: the joy that comes from delivering quality patient care.

Dr. Shaikh is keen to share the benefits of AI technology with his colleagues, noting the extra time and mental space can open doors for more patient care, but also impact personal life.

“The physicians we work with in primary care have started to feel like they have more time in their life. They're not spending more time on

weekends or after-hours documenting,” he says.

This technology also shows significant improvements in patient experiences, as Dr. Shaikh finds providers can focus more on the patient during visits.

By automating note-taking, physicians can pay closer attention to nonverbal cues and provide more personalized care. Additionally, AI tools can generate real-time patient materials post-visit, ensuring patients leave with a clear understanding of their visit and follow-up instructions that make sense for them.

“It's very common for patients and families to maybe get only 50% of what a physician tells them during their visit,” he says. “Now you have a scribe that can actually make a note for them in real-time and say ‘Hey, this is what you and your doctor talked about, these are things that you need to watch out for,’ and it can even translate that into over 50 languages.”

These very benefits led Dr. Shaikh and like-minded colleagues to launch Inflective AI, a team of experts to support AI adoption in practices.

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By starting with a needs assessment, Inflective AI can identify the specific pain points of each clinician. Whether it's spending excessive time on notes or struggling with form completion, Inflective AI curates solutions tailored to individual workflows

"We understand their need, put together all the information, curate the information they need to know and then help them do a pilot and dry run before they make choices," Dr. Shaikh said.

He goes on to say that many providers need support to ensure outputs reflect providers unique voices and their preferred charting styles, stating that many providers try using a scribe for the first time, but find the notes too different from their own charting. This leads them back to old ways.

"You may have someone who has very personalized templates of how they like their notes, so you might need to spend some time creating those templates for them before they really start using their scribe," he says.

Despite the benefits, Dr. Shaikh recognizes the challenges and misconceptions surrounding its adoption, including disruption to workflow, data security, and regulatory uncertainties. Dr. Shaikh and his team address these concerns by providing comprehensive education on AI tools, their safety, and regulatory compliance. They also work to support physicians through the change management process, ensuring a smooth transition to AI integration.

"The truth is physicians are too busy to do this research themselves and look through a hundred different technologies to find out what the best one is for them. For us it's about doing that needs assessment, curating those technologies for you in a systematic way, and then providing that service to tell you what the options are," says Dr. Shaikh.

The potential of AI in primary care is vast with tools evolving by the month it seems. Dr. Shaikh's vision and work with AI in our healthcare system is a testament to the transformative power of the technology and his commitment to his colleagues. As AI continues to evolve, it holds the promise of reducing burnout, improving patient care, and creating a more efficient healthcare system.

Connect

If you are interested in learning more about digital tools through the Burlington PCN, please connect with us by emailing us at **primarycare@burlingtonoht.ca**.

Providers participating in the PCN AI Scribe Pilot are reminded to connect directly with the Inflective AI team by emailing **support@inflectiveai.co** for support.

Burlington Primary Care Links



Have a question or something to add to the newsletter?
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A collaboration with our
bURLINGTON
ONTARIO HEALTH TEAM

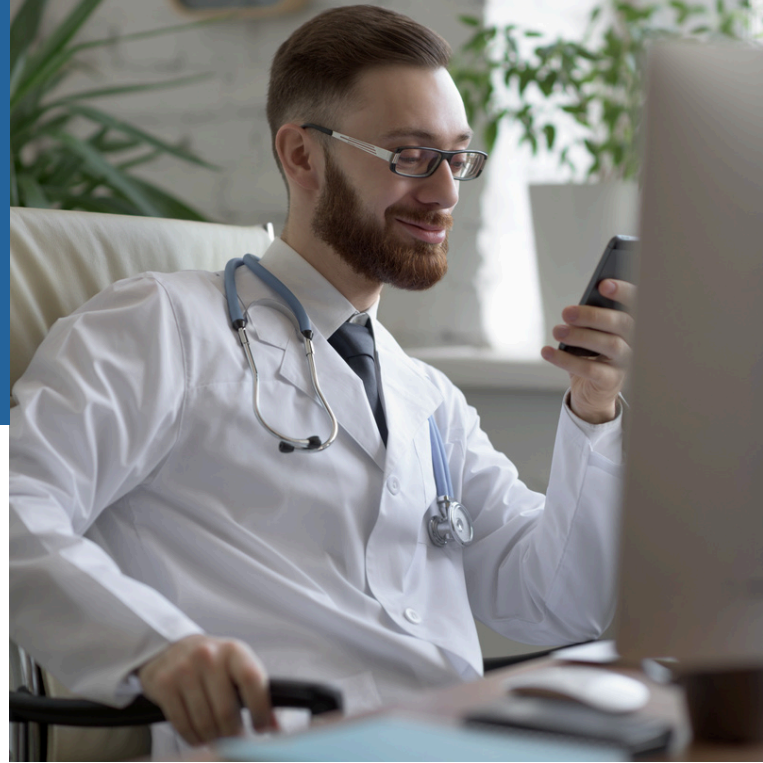
The Burlington OHT is supported by funding from the Government of Ontario. © Burlington Ontario Health Team 2024

CMPA Publishes *Physician Well-Being Index*

Over half of physicians and medical residents report experiencing burnout, which is nearly double that before the pandemic, according to the Canadian Medical Association 2021 National Physician Health Survey.

The survey results revealed that a majority (79%) of physicians and medical residents score low on the Professional Fulfillment Index (PFI), a scale that captures sentiments around contentment, satisfaction and meaning in one's work.

The Canadian Medical Protective Association (CMPA) is offering the Physician Well-Being Index (WBI) in both official languages to its members.



CMPA.

Empowering
better healthcare

**Physician Well-Being
Index**



**This anonymous, web-based tool has been validated
by the Mayo Clinic and is designed to:**

- Provide you with an effective way to assess your levels of distress in just a few questions.
- Provide you with province/territory specific wellness resources.
- Allow you to compare your scores to peers and track your progress over time.

YOU'RE INVITED TO

HEALTHPATHWAYS LAUNCH EVENT

Tuesday June 10, 2025
7-8pm EST

Virtual – Zoom link to be provided

Join us for the launch of HealthPathways, a free online resource designed to support primary care providers, specialists, and care navigators with evidence-based, region-specific clinical pathways.

**Now launching in Middlesex-London,
Burlington, and Hamilton!**

HealthPathways contains:

- ✓ Evidence-based clinical pathways
- ✓ Designed for point-of-care use
- ✓ Local service information and directories

Who Should Attend?

All are welcome, but this event is designed for:

- ✓ Primary Care Providers – Family physicians, nurse practitioners, and allied health professionals looking for streamlined clinical pathways.
- ✓ Specialists – Learn how HealthPathways improves referral processes and patient flow.
- ✓ Care Navigators – Support patient care coordination and optimize healthcare system navigation.

REGISTER HERE



EVENT OVERVIEW

- ➡ Introduction
- ➡ Demo & review of a localized pathway and associated request pages
- ➡ How to sign up for HealthPathways
- ➡ Q&A
- ➡ Next Steps

For more information, email
healthpathways@burlingtonoht.ca

Burlington FHT Services At A Glance

Some services provided by patient self-referral but physician referrals also accepted

Service	Description	Eligibility Criteria	Physician Referral Required?	How to Refer
Seniors Wellness Assessment (seniors)	Frailty assessment (functional strength, falls/balance, mental health and isolation), care plan and follow up	Seniors (70+)	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com NOTE: no negation to referring physicians
Footcare Services (adults)	1:1 Footcare services (at no cost for eligible patients) by specialized footcare nurse (from Acclaim Health)	Adults (18+) with ≥1: <ul style="list-style-type: none"> Dx of diabetes plus neuropathy, Periph Arterial Dx, chronic kidney dx or previous foot ulceration Blood thinners Foot condition limits mobility 	No	Self-referral: www.burlingtonfht.com or call Acclaim Health at 905-827-8800 or 1-800-387-7127 Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Community Remote Care Monitoring Program (adults)	1:1 Virtual monitoring of vital signs (BP, SpO2, HR, wt) 5x/wk (M-F) and self-management education; home visits as required	Adults (18+): <ul style="list-style-type: none"> with non-acute condition and medically stable at home 	No	Self-referral: www.burlingtonfht.com or call 289-861-5611 Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Memory Clinic (seniors)	1:1 Assesment, diagnosis, treatment plan and follow up	Seniors (55+) with memory issues	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com NOTE: no negation to referring physicians
Physiotherapy Services (adults)	Assessment 1:1 treatment plan (up to 7 sessions) or groups therapy for: <ul style="list-style-type: none"> chronic pain pulmonary rehab hips/knee OA balance/mobility 	Adults 20+ years of age (65+ who exhausted OHIP physiotherapy): <ul style="list-style-type: none"> no OHIP or extended health benefits for PT no active claim (or litigation) for WSIB, 	No	Self-referral: www.burlingtonfht.com or call 289-861-5611 Physician referral: online through Ocean or referral form at www.burlingtonfht.com

Service	Description	Eligibility Criteria	Physician Referral Required?	How to Refer
	<ul style="list-style-type: none"> shoulder pain 	MVA or personal injury		
Psychotherapy (adults)	Individual assessment Group and individual structured psychotherapy	Adults (18+): <ul style="list-style-type: none"> mild to moderate mental health issues *Eligibility subject to individual assessment by BFHT. If not suitable for BFHT services, recommendation will be provided	(self-referral coming May 2025)	Self-referral: www.burlingtonfht.com or call 289-962-1064 Physician referral: JBH Centralized MHA referral form OR BFHT referral form on Ocean/ www.burlingtonfht.com
System Navigation (adults)	Assistance to access community health and social services in the community	Adults (18+)	No	Self-referral: www.burlingtonfht.com or call 289-861-5611 Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Respiratory Therapist (adults)	Spirometry testing; education for COPD and Asthma	Adults (18+)	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Clinical Pharmacist (adults)	Med review to address adverse effects, simplify regimen, costs or deprescribing	Adults (25+) who: <ul style="list-style-type: none"> take ≥5 prescriptions 	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Registered Dietitian (adults)	Nutritional ax and strategies/ interventions to promote wellness	Adults (18+): <ul style="list-style-type: none"> nutrition/eating concerns related to illness or chronic disease no current eating disorder or not pre/post bariatric sx 	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com
Occupational Therapist (adults)	Assessment re: functional, mobility, cognitive, home safety or balance/falls, rehabilitative support and self-management education.	Adults: <ul style="list-style-type: none"> functional abilities decline or safety concerns/risks 	Yes	Physician referral: online through Ocean or referral form at www.burlingtonfht.com