



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-based Honour Roll

The Inter-professional Spine Assessment and Education Clinics (ISAEC)

The ISAEC program was launched in November 2012 and was designed to support and facilitate a model of care that brings together care providers from across the continuum in order to improve hospital services and community care for people experiencing back pain. Many patients who experience low back pain (LBP) are unnecessarily referred to LBP specialists, encountering long wait times and increased morbidity. Often, these patients would benefit more from interventions that focus on lifestyle management and education. ISAEC seeks to address this issue by targeting three specific objectives: improve health outcomes and satisfaction with healthcare delivery for patients with persistent or recurrent LBP; reduce unnecessary referrals to LBP-related specialists; and reduce orders for lumbar spine MRIs.

ISAEC's model of care and its processes were deployed in 20 community clinics, where the program has been able to accomplish all three of its objectives as well as achieve high rates of patient satisfaction. ISAEC has supported clinically significant reductions in patient disability, has facilitated surgically appropriate referrals, and has helped to reduce LBP-related imaging test orders by primary care providers.

Primary contact:

Dr. Andrew Birdos, University Health Network, andrew.bidos@uhn.ca

*The information provided above is taken directly from 2016 Minister's Medal applications –
Facts and information herein have been updated in 2016 but have not been verified for accuracy.*