



Practice Support Program



northern health
the northern way of caring

Practice Support Program

Practice Support Coaching in the North

Fall 2020

Practice Support Program (PSP) Menu of Services

PSP has evolved over the years since its inception and offers many services to support physicians and practices. Coaches have tailored 'menus' for their physicians to keep them apprised of the services that they can provide and how to contact them. Some of the larger communities have a team of coaches who have collaborated to create one standardized menu, while many smaller communities have a solo coach who has created their own menu. No matter the community, or the menu, the services offered by PSP are available to any physician, their practice and their resident physicians. Have a look at the innovative and fun Prince George team coaching menu below. Reach out to your coach to request your menu selection!

Prince George
Division of Family Practice
NORFOLK ISLAND

The Prince George Coaching Menu

APPETIZERS (Just a taste)

Our Rolodex:
We know emails, phone numbers and people with a bigger Rolodex than ours. We can help connect you to who or what you need to know.

Division Initiatives:
Practice Coverage, IDOW, Pathways, RCI, Up-to-Date, Members Meetings, PCN etc.: we can field any question.

Scorecard:
There is no better place to start making your goals than to know where you are now. Don't worry, we won't judge.

BEVERAGES (Small or big gulp)

CME:
Quench your thirst for your annual 25 credits with a variety of educational offerings. We offer Members Meetings, modules, and other CME accredited events throughout the year.

MAINS (Bring your roomy scrubs)

House Special: Ask us anything! If we don't know we will ask someone who does. The Prince George Practice Coaches are available to all GPs, their MOAs, and residents.

1-1 Coaching: You tell us how you want it cooked. MOIS help, audits, office processes, holding you accountable to your goals. This can be rare, medium or well-done.

QI Meetings: Monthly, weekly, however you want this served up we are game. We can talk about everything from QI projects to complex care forecasts to office scheduling.

PSP Modules: An evening out with your colleagues, dinner, tip money, and learning. We have completed chronic pain, adult mental health, end-of-life, child & youth mental health, and COPD. Ask us for these resources if you missed them and stay tuned for the next offering. Any requests?

Panel Development Incentive Workbooks: GPSC offers \$6000.00 for this intensive quality improvement initiative. We are here to help get you through that book with ease.

Facilitation Cycle: New PSP language where you can get paid up to 15 hours per goal to work on quality improvement in your clinic.

HDC: Look at your progress with your Coach using The Health Data Coalition app. Don't have your username? Don't worry, we've got you covered.

MOIS: We can help with audits, workflow, and care plans, to name a few things. If we don't know it, we have a direct line to AIHS! On that note, how are you doing with uploading care plans to PowerChart?



DESSERTS (All the fun)

Physician Social:
Sometimes family, sometimes adults only. Join us for fun social events offered twice per year and enjoy a chance to eat, laugh, and mingle with other docs and community members.

Data Parties:
Get your geek on with your Coaches & colleagues and dive deep into your data.

Walk with your Doc:
Challenge our 2019 winner Dr. Satish Mann by inviting the most patients to join you at this annual walk at Masich Place Stadium.

Facebook Page:
Join us at Prince George Division of Family Practice—Doctors Forum to get all the latest information.

Who takes your order:

Tammy Bristowe
Karen Gill
Bonnie Mercedes
Charlene Miller
Laura Sapergia

Patient Experience Tool

Doctors and practice teams can now hear from their patients about their experiences and interactions with a family practice using the new GPSC Patient Experience Tool.

Developed in partnership between physicians and PSP, the tool, initially developed as a tablet-based survey, is now available online and asks patients about topics such as wait times, office hours, and coordination of care. Survey responses are accessible to practice team members in real-time using an easy-to-use, web-based dashboard.

Doctors can use the data to inform practice quality improvement activities that aim to improve access to care, encourage longitudinal care, and support interdisciplinary teams. Doctors can also opt to share aggregated data with their local division to help support community planning, identify local population needs, and understand the impact of local initiatives.

For example, using the Patient Experience Tool, one practice learned how their patients felt about their access to care and wait times. Patients felt the wait time was too long and there was room for improvement. The practice team worked to change this by undertaking quality improvement activities such as completing forms, educating patients about what to expect at an appointment, and how to plan for effective appointments. Through these activities the practice team was able to reduce patient wait times by 60%.

GET INVOLVED

Practices interested in participating are encouraged to complete the online form here:

<https://gpscp.ca/RequestNewAccount.aspx>

A PSP Regional Support Team (RST) member will be in contact to coordinate a time to set up the survey. RST members can also support practices to:

- Determine readiness and get started.
- Select meaningful and relevant survey questions.
- Incorporate the survey into clinic workflow, including determining team roles and responsibilities.
- Review results and use data to identify, plan, implement and measure QI activities.
- Help facilitate compensation and certification requirements.

If you have questions or would like more information, please contact

GPSCPatientExperience@doctorsofbc.ca

Early results: 6,130+ patient surveys have been completed across 71 practices, participated by 113 GPs and Nurse Practitioners

Contact Us

Want to share your QI story?
Do you have questions?

Email Team Lead:

Liana.Doherty@northernhealth.ca

or

Heather.Goretzky@northernhealth.ca

Feedback...

In order to keep our newsletter of utmost value to you, we need your feedback. Please complete this brief survey to let us know how we can improve future PSP newsletters and capture content that is important to you.

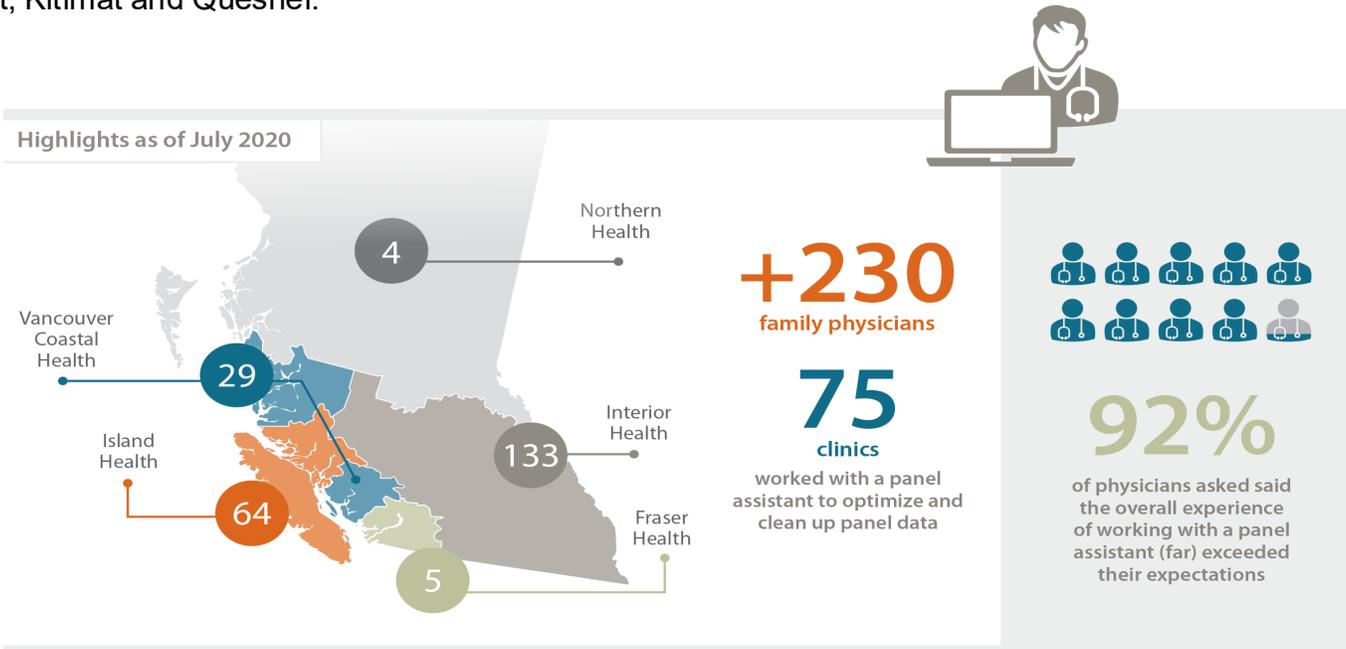
<https://www.surveymonkey.com/r/36YNRSZ>

Panel Assistants In The North

Manage patient panels with panel assistants

PA's work within your practice to clean up your EMR data and integrate sustainable processes.

Panel assistants are Doctors of BC's provincially trained experts, deployed within communities that are planning and developing Primary Care Networks. Each panel assistant works as a member of a practice team for a pre-determined period of time, laying the ground-work and building capacity in a family practice for ongoing panel management. Provincially, there have been 230 Physicians (75 clinics) supported by a panel assistant. In the North, panel assistants have supported Dawson Creek, Chetwynd, Prince George, Masset, Kitimat and Quesnel.



Knowing your patient panel can help you manage chronic and preventative care needs for patients who are attached to your practice. Better information about patients supports better care for patients.

Panel assistants work within your practice to clean up your EMR (electronic medical record) data and integrate sustainable practices by creating workflow processes for each of the GPSC's phases of panel management. Each panel assistant works as a member of your practice team for a set period of time, laying the groundwork and building capacity in the family practice for ongoing panel management.

Get started or learn more by contacting a local division or psp@doctorsofbc.ca.

gpscbc.ca

For further information regarding panel assistants supporting your practice, please contact the Northern Practice Support manager: Liana.Doherty@northernhealth.ca or your local Practice Support Coach.

Smithers - Adult Mental Health Modules

SPOTLIGHT
ON



Last winter, physicians from Smithers completed PSP Adult Mental Health (AMH) modules supported by their Practice Support Coach. Physician Peer Mentor, Dr. Andre van Wyk, a family physician from Langley who has embedded the learnings of the AMH modules into his own practice, travelled to Smithers to facilitate the sessions.

The focus of the modules included components of mental health and the CBIS (Cognitive Behavioural Interpersonal Skills) manual and the vast resources and assessments it provides, as well as community partners collaboration.

Dr. van Wyk led physicians through a series of activities focusing on Adult Mental Health supports. In the last module, many local mental health partners presented with the intent to build knowledge of resources for all health providers. The interprofessional team shared information on processes, resources, and programs available. Specialized services teams, including both the Elderly Services consultant and the Mental Health Substance Use Outreach team, presented how they support clients.

Highlights from the sessions included the lively interaction between physicians and their community partners. Participants expressed a high level satisfaction with the sessions including:

- Putting faces to names;
- Improved relationships through networking; and
- Building knowledge about existing services in the community.

Subsequently, a local physician attended the interprofessional team huddle and collaboratively created care plans for their mutual patients; an impressive example of team-based care happening in the North! The sessions helped physicians streamline appointments by proactively flagging charts for individuals who require longer appointments, ensuring necessary tools and assessments are at the ready, and booking appropriate appointment times, keeping them on schedule. The CBIS manual has since been loaded into many EMRs and onto desktops for easy access.

An exciting new change: Physicians and family practice teams can now take advantage of PSP clinical and practice management learning opportunities in new accessible, flexible, and practical formats. Interested physicians and teams can participate in group learning sessions (either virtually or in-person) and individual online learning sessions. These sessions can now be accessed based on immediate practice needs, including combining topic areas, helping to enable improvements that can benefit both patients and providers.

For available topics visit:

<https://gpscbc.ca/news/news/improve-your-practice-new-flexible-learning-opportunities>

If any of these topics pique your interest, contact your coach for more details.

Practice Support Coach - Shar McCrory

Shar McCrory is new to coaching and has been in her role as Practice Support Coach for Smithers, Houston and Dease Lake since the fall of 2019. Prior to working in Smithers, Shar worked in physician support and administration at Wrinch Memorial Hospital in Hazelton. Although new to coaching, Shar “hit the ground running” supporting the quality improvement goals in her communities. She supports several physicians with panel management work, provides physicians with practice improvement learning opportunities and works with community partners. She spends time supporting the Stikine Health Centre physicians in Dease Lake, Iskut and Telegraph Creek. She enjoys the collaborative work supporting her team in providing better healthcare to patients. Her latest project is working with a team to facilitate cultural learning to physicians.



Shar has a background in quality improvement and completed her LEAN Green Belt training in 2016. She also completed her BC Patient Safety and Quality Academy certification and looks forward to continuing her quality improvement learning journey. She continues to mentor other LEAN green belt students and likes to keep up on quality improvement projects happening throughout the Northwest.

As a long time resident of the Northwest, Shar continues to raise her family and feels so blessed to do so in the rich cultures of the North. Shar likes to spend her spare time with her children, whether it is watching her kids play sporting events or exploring the many rivers, lakes, and trails with family and her dogs. She has such an appreciation for the natural beauty of the area and being able to enjoy that every single day!

Virtual Group Medical Visits - Dr. van Schalkwyk in Kitimat



COVID-19 has changed the way we connect with patients. Have you thought about connecting with your patients in groups over a virtual platform?

Dr. van Schalkwyk, or Dr. Skully as he is known to his patients, reached out to his local PSP Coach, Jannine, with an idea: “A morning with Dr. Skully and special guests” over ZOOM. He commented that he’d like to do something “exciting and fun” and “deliver an age old and well-trodden message through the voice of others.” He invited a pharmacist, dietitian, ER head nurse, and physiotherapist to support the discussion. The instruction proved to be of great value to the 13 patients that attended.

What planning and preparation was involved? Dr. Skully determined the content, his MOA, Sue, called and prepped patients for the ZOOM visit. The coach provided practical support with ZOOM instruction and invitation document design, along with hands-on facilitation of the ZOOM platform at the actual session.

Dr. Skully commented on the success of the group medical visit saying, “We were able to reach a patient population that is at risk during the pandemic and deliver a meaningful message safely.” They are looking forward to doing another session soon!

Do you have ideas for a virtual group medical visit? Contact your local practice support coach!

QI Facilitation Cycles to Support Practice Improvement the North

Since launching PSP's new [QI Facilitation Cycle](#) last November, there have been **269** new QI Facilitation Cycles created in the north, with growing uptake daily! These QI cycles are a means of supporting physicians to make practice improvements that are most meaningful to them. Physicians work with their teams and coach to outline an action plan that will identify each activity step and the measures they will use to track improvements throughout the cycle.

The action plans to date cover a wide range of practice improvement areas such as:

- **Appointment cycle time improvements**
- **Targeted patient care improvements**
- **Preventative patient care initiatives**
- **Virtual care implementations**
- **Team based care initiatives**

The action plan example below shows how one practice utilized huddles to improve cycle time, and includes some of the information captured at each of the facilitation cycle phases. An improvement of 9 minutes per patient in cycle time was achieved by this practice with just one action plan!

Are there practice improvements you are interested in? Meet with your Practice Support Coach for details!

 <p>ENGAGE</p>	<p>Review facilitation cycle, gain commitment from the team to work through the QI process, and determine GP leadership for the project.</p>
 <p>ASSESS & LEARN</p>	<p>Understand roles & processes, assess needs, commit to change, build knowledge & skills from AAOE module & literature on huddles.</p> <p>Problem statement: No communication forum to take daily proactive approach to avert potential issues and delays on daily roster of patients.</p>
 <p>ACTION PLAN</p>	<p>Plan scope, decide QI approach, reflect on guidelines, define a measurement plan, and formalize the project.</p> <p>Aim statement: Starting Nov 22, 2019 through Jan 30, 2020, we will implement daily huddles with GP & MOA to improve cycle times using proactive team problem solving.</p> <p>Intended improvement: Daily huddles about scheduled patients will improve communication between GP & MOA, decrease office inefficiency, decrease interruptions, decrease cycle times, improve team planning for scheduling patients and improve provider satisfaction.</p> <p>Measures: # of daily huddles/week. Identified patients requiring more time. Decreased cycle times. Provider satisfaction. # issues resolved in huddle per day.</p>
 <p>TEST & MEASURE</p>	<p>Test a change idea (huddles), monitor and analyze results. Hold touch down meetings with coach, and review cycle times weekly.</p> <p>Outcomes: The practice was able to implement and tested twice daily huddles with GP & MOA. They were also able to meet their aim & improve cycle times by 9 minutes per patient</p> <p>Additional outcomes / learnings: Increased teamwork & communication. Important to include scheduling clerk in huddles. Able to capture no shows (13 on average/week) and address by sending practice policy for no shows to these patients. Created registry of patients who required longer visits.</p>
 <p>IMPLEMENT</p>	<p>Support implementation of change and support standards of practice: GP created standard of practice with MOA to have 2 daily huddles. Team to review additional learnings. Celebrate!</p>
 <p>SUSTAIN</p>	<p>Monitor adherence and initiate spread: Coach check in for sustainment and share learnings. Submit invoice and activity summary for MainPro+ credits and sessional.</p>

PSP Physician & MOA Peer Mentors

DID YOU KNOW?

PSP has experienced physician and Medical Office Assistant (MOA) peer mentors to help support practices in BC. They deliver PSP learning opportunity content, as well as providing in-practice support for a variety of competencies including Electronic Medical Record (EMR) optimization. Peer Mentors support physicians and their teams to practice more efficiently and apply greater focus on clinical care and patient relationships.

SOME EXAMPLES IN THE NORTH:

Dr. Paul Murray from PG is actively supporting team-based care (TBC) learning units, panel management (data quality), care plans, and care coordination in TBC. He works to assess the current state of a team in practice and brings an objective lens of improvement by sharing some of the strategies that are supporting teams elsewhere in the province.

Dr. Robert Tower from PG is our most recent physician peer mentor and currently training to support team-based care learning units, panel management, care plans and care coordination throughout the North and province.

Dr. Bruce Hobson from North Cowichan has done some work in the North – WebEx sessions with individual and group practices specifically related to Med Access; offering tips and tricks, templates and workflow improvement suggestions. This February he visited the Pacific Northwest and held an EMR small group learning session in three communities.

There are also numerous MOA peer mentors across the province that excel in using specific EMRs and have clinical workflow tips and best practices they are willing to share.

They are compensated for their time by the current sessional rates for preparing and delivering supports.

DO YOU HAVE AN INTEREST IN MEETING WITH A PEER MENTOR?

Contact your Practice Support Coach and they will connect you with someone.

WOULD YOU LIKE TO BE A PEER MENTOR?

PSP is always looking for more!

“If you enjoy giving back to your community, are really passionate about clinical or workflow topics and tools, and want to share how to improve your colleagues practices - you are a great fit!”

Trusted Partners

You are valued; we are here to help.

Doctors of BC, home of the Practice Support Program, has a number of trusted partners that can help you with issues keeping you awake at night as COVID-19 continues to shape the delivery of healthcare.

Need help with technology as virtual care continues to be the primary channel of patient care? Check out [Doctors Technology Office](#). You can email them for assistance on any aspect of technology – virtual care to EMR optimization – they are here to help. Email: dtinfo@doctorsofbc.ca

Did you know Doctors of BC has [Regional Advisors and Advocates](#) that can help you with local and provincial issues, including supporting you during a complaint or discipline process. Contact the northern advocate here: hpastoral@doctorsofbc.ca

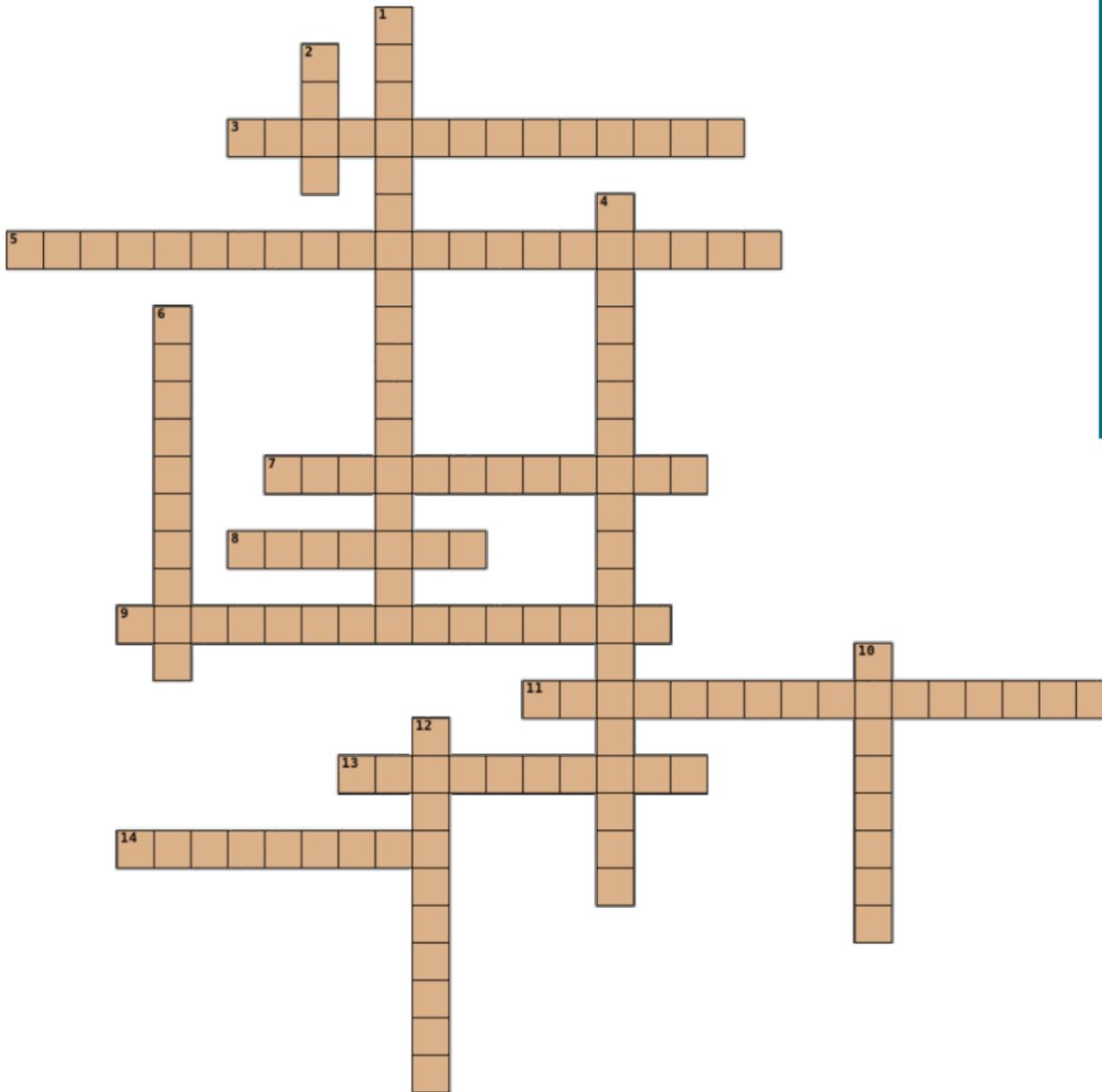
Most importantly, your well-being is important to us. The [Physician Health Program](#) offers 24 hour a day, 7 days a week assistance for personal matters, burnout, collegiality – any pressures that are impacting your wellness. Contact them at 1-800-663-6729.

**Feel free to reach out to your trusted Practice Support Coach
who can point you in the right direction for the right help.**

Scavenger Hunt!

Are you a GP, MOA, Nurse or other staff member? Complete and email to anyone in the 'Contact Us' section.

You will be entered into a draw for a **prize!** One prize awarded for a GP and one for a staff member!



Find the words in the newsletter articles!

Down

1. Physicians in Smithers recently completed what PSP Module (3 words)?
2. "By how many minutes did the practice reduce their cycle time per patient" in the Facilitation Cycle example?
4. What does HDC stand for (3 words)?
6. Who is an expert TBC (team based care) peer mentor in the north (2 words)?
10. What box contains the link to our newsletter survey, where you can share your comments?
12. How many practices have used the Patient Experience tool in their practices?

Across

3. Who can help you with panel clean-up (2 words)?
5. What can help me identify local population needs (3 words)?
7. Using the Patient experience tool, one practice learned how their patients felt about (3 words) and wait times.
8. In the facilitation cycle, what change idea did the practice come up with?
9. What DOBC (Doctors of BC) event happens every May (4 words)?
11. Shar McCrory's latest project is "working with a team to provide (2 words) to physicians in the Smithers area?
13. I'm invited by PSP to become a (2 words) if I have skill and desire to share.
14. How many Mainpro + credits does a GP get for using the GPSC Patient Experience Tool?