



Practice Support Program



Practice Support Coaching in the North

Quarterly Coaching Newsletter

Winter 2020

This is a collaborative project that highlights coaching and quality improvement stories shared by our regional coaching team. Our team is dedicated to our colleagues and the important work we do each day to support physicians, their practices, and ultimately, patients.

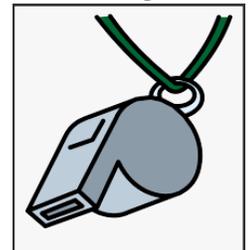


Panel Maintenance Review Cycle

PSP provincial office has utilized facilitation cycles as a process for panel maintenance. These cycles allow for the review of data for accuracy, ensuring the sustainment of the important work completed through the panel management (PM) workbook.

The main goals of panel maintenance are:

- **Re-engage** a clinic after completion of the three phases of panel management;
- **Reinforce** processes and data entry standards;
- **Re-introduce** concepts of quality improvement and pro-active care; and
- **Re-educate** on improved use of the EMR.



Practices can participate in two panel maintenance cycles per year. Physicians are eligible to receive compensation for a total of up to 15 hours (combined physician and PCA/MOA) per facilitation cycle at the current sessional rates, and up to 45 Mainpro+ credits per facilitation cycle.

For example, your PM workbook, completed two years ago, identified certain processes for the clinic to follow. During a panel maintenance review cycle, you observe that some processes are in fact, not being followed (perhaps there have been changes in staffing or the COVID-19 pandemic restrictions have impacted workflow), this is a good opportunity for everyone to get back on track. The practice team will have the opportunity through the PM facilitation cycle to:

- **Review** empanelment: active, inactive, and unassigned patients and their contact information;
- **Review** of registries: minimum 10 (previously identified); and
- **Review** your completed workbook and reinforce data entry standards and update your workbook or other manual to reflect any changes to processes.

To learn more about the panel maintenance facilitation cycle, please contact your practice support coach.

Lean Green Belt: A Foundation for Quality Improvement

One of the significant learning opportunities provided to coaches in the North is the Lean Healthcare program for improvement. This seven-month course, offered through Northern Health's Quality and Improvement team in collaboration with the Leading Edge Group, focusses on providing maximum value to the patient with the least, or zero amount of waste.

Each learner has the opportunity to collaborate with their practice teams to choose a project, focused on an area that they would like to improve. The course provides the background and methodology to get to the root of the issue, understand the gaps, utilize proven tools to problem solve and eliminate waste, test, and finally, produce an outcome process that is efficient and sustainable.

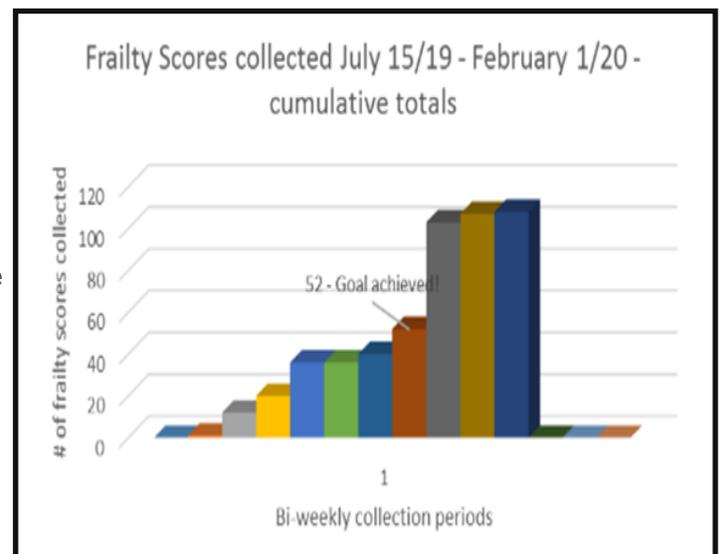
This year, four coaches in the North were able to complete the program bringing our total to ten Lean Green Belt Certified coaches. Judy Shawara, coach from McBride, is one of this year's graduates.

The interprofessional team in McBride chose to focus on frailty, as 30% of their community population is over the age of 60. The number of the population over the age of 60 is higher than other rural communities in the North, and the team identified the need to improve data to support additional community resources.

They were able to use their EMR to determine that frailty scores were not entered in measures and were a root cause requiring attention.

The team utilized the validated standardized Clinical Frailty Scale (CFS) to screen the overall fitness and degree of frailty of the individual. The CFS uses a scale of one (very fit) to nine (terminally ill), and physicians and primary care nurses enter this number in the EMR. Screening occurs routinely in both the clinic setting as well as other community events such as health and seniors fairs to maximize opportunities to understand their senior population's care needs.

The process is sustainable (shared with new team members) and reports are generated regularly for review in their team's Shared Client meetings. The team reviews all scores five and greater and are able to initiate and provide proactive, early interventions to individuals to maintain or improve their current state of health and independence.



Feedback...

Please complete this brief survey to let us know how we can improve future PSP newsletters and include stories that are important to you.

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

Contact us!

Want to share your QI story?
Have ideas for upcoming issues?

Liana.Doherty@northernhealth.ca
Tamara.Stephens@northernhealth.ca

HDC: A Visual Tool for Practice Improvement

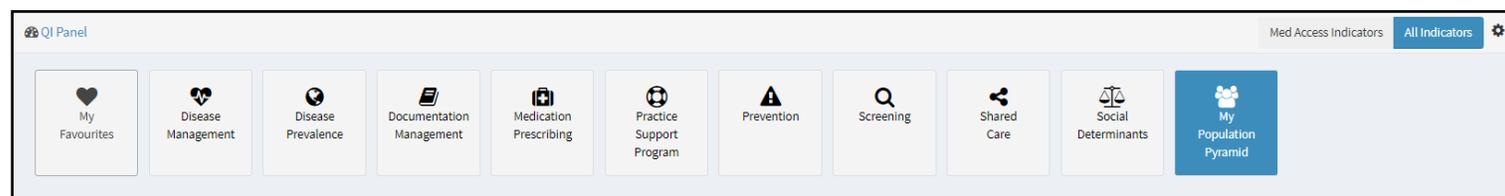
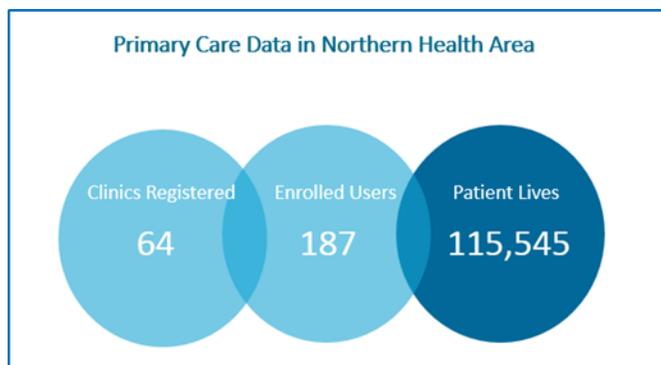
The Health Data Coalition (HDC) is a physician-led data sharing application that enables self-reflection on one's own clinical practice, encouraging quality improvement in the practice setting, ultimately leading to better patient care. Currently in use by primary care physicians across BC, the application provides secure access to aggregated clinical data while maintaining both patient and physician confidentiality.

What sets HDC apart is the ability to share, compare and collaborate with peers between EMRs and across communities on common interests and initiatives.

HDC provides appealing and intuitive visuals of meaningful clinical measures that are easier to access and often simpler to understand than the reporting features of some EMRs.

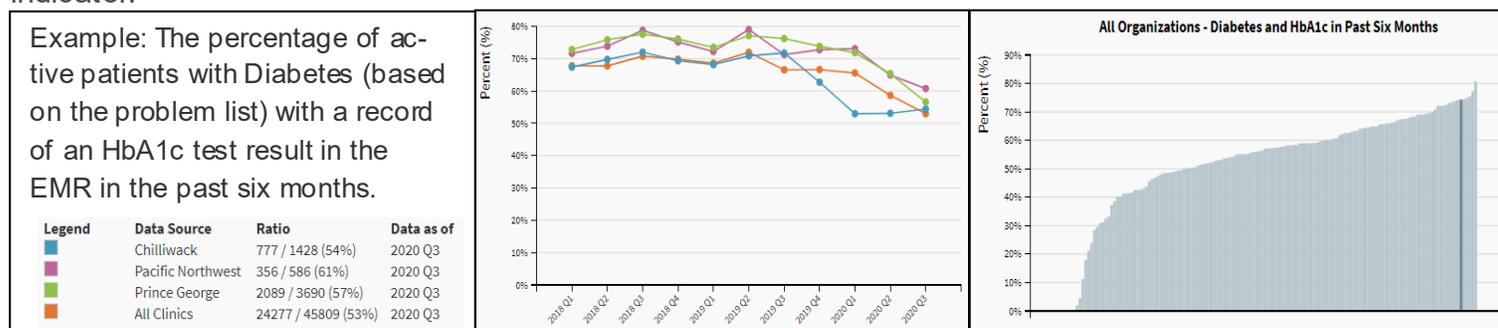
Here is a peek at what it can do:

ACROSS THE TOP measures for prevalence, disease management, document management, prevention, screening, and a new domain, social determinants of health (poverty indicator only - more to come).



RUN CHART allows tracking of progress over time, comparison with other clinics in the network and comparison between data sources (e.g. your journal club buddies, different clinics within a chain or PCN or between different providers within a single clinic – whomever you consent to share with).

DISTRIBUTION CHART where you are at in comparison with all clinics in HDC on a particular indicator.



HDC is to be used for quality improvement NOT quality assessment.

“As more physicians enrol, the Health Data Coalition will be able to generate a more robust picture of population health that will help physicians to identify and develop ways to improve patient care.” - Dr. Kathleen Ross. President of Doctors of BC.

Contact your practice support coach to help with enrollment and support to use the application.

COACH SPOTLIGHT

Practice Support Coach: Kim Nordli

Ask Kim what a perfect day is, and she will likely tell you, "I live it!"

Kim leads and collaborates alongside a dedicated team of health professionals, in the enchanting community of Valemount, at the junction of three spectacular mountain ranges.

You may find Kim out in those mountain ranges daily where running, cycling, and hiking are grounding routines for physical and mental wellness. You will not find Kim wishing she were somewhere else; she is dedicated to her community and the team she works with. Conversely, you may find Kim happily volunteering at a medical clinic in Zimbabwe, side by side with Dr. Ray Markham whenever the opportunity presents.

If Kim could have lunch with anyone, you would see her dining with Oprah, having a thought-provoking conversation, bolstering Kim's positive and optimistic view of the world. This positive outlook has made Kim a great parent and grandparent and she is incredibly proud of her children and grandchildren.

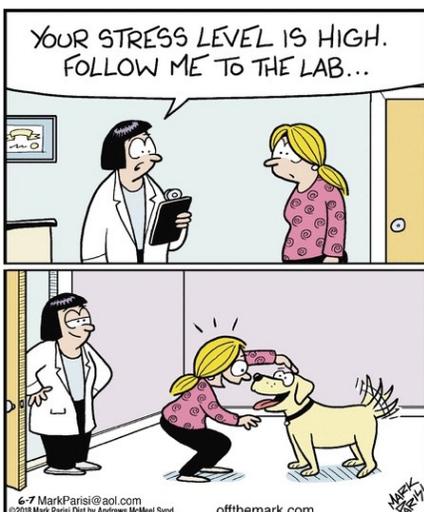
Always active, new adventures with her family are invariably on the horizon. One day, we'll celebrate Kim's achievement of cycling across Canada. We will also look forward to the day when we get postcards from her "bucket list trip" to Finland.

Finland, renowned for its fine silver jewelry, may have influenced Kim's unique taste. Those of us fortunate enough to work with Kim admire her fashion-forward style, especially the lovely silver she designs, makes, and wears with the grace of a fashion icon. When Kim retires from the day job she excels at, we know she will embark on a new career designing jewelry, and coaches will line up to support her, as she has supported many of us!

We thank Kim for setting a great example of a tireless supporter of her team and her community!



Joy in Work



Lately, joy in the work place has been elusive for many of us. We're experiencing the stress of daily life, and the COVID-19 pandemic has brought with it changes to life and work.

The benefits of joy in work for you and your colleagues can be so remarkable and far-reaching. When you enjoy going to work everyday, you notice an increase in teamwork, morale, and positive energy. This often goes beyond the workplace. When we have a bad day at work, it's hard not to bring it home with us, the same goes for a great day at work; imagine all of that positive energy filling your home!

What brings you joy at work? Being appreciated and valued, having a sense of accomplishment, or the friendships with your team members? For most of us, it is all of the above.

COMMUNITY SPOTLIGHT

Valemount: A Unique Service Solution

In April of this year, the federal government agreed to transfer funds to provinces to help address the unique challenges that the COVID-19 pandemic placed on communities. The Northern Interior Rural Division (NIRD) sent out an expression of interest to their members to consider new and unique ideas that would allow communities to continue to provide high levels of primary care during these unprecedented times.

Valemount, another Northern practice leading with best practice primary care, recognized immediately that long-term challenges would include managing the needs of seeing patients face-to face for assessments and swabbing, yet keeping these patients, and potential contagion, at minimum risk to other patients and staff in their health centre.

The unique solution identified (and endorsed/adopted by the communities of McBride and Mackenzie as well) was to install a shelter that will serve as their new Cold and Flu Clinic.

This Cold and Flu Clinic will allow patients, including those who may exhibit respiratory symptoms, to continue to receive care from a primary care nurse for screening and swabbing. Subsequent to the nursing staff's initial assessment, two physicians are able, if deemed necessary to conduct further assessment and treatment.

This allows patients to receive timely and comprehensive care that eliminates any risk to patients and staff at the Valemount Diagnostic and Treatment Centre.



This unique, made-in-the-north solution, is just one of the reasons that Valemount has such a reputation as being a leader in primary care.

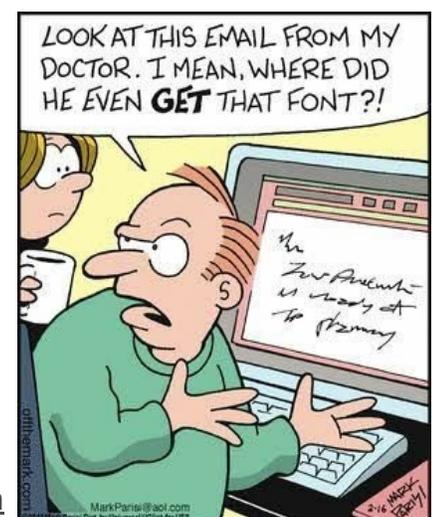
Here are some ideas that may interest you to help bring joy back:

Hype individual: Try doing things to promote positivity and boost morale in the workplace. Examples: employee of the month or recognition, huddles, kudos tree, etc.

Gratitude Tree: A wall mural with leaf post-its where people can write a message of gratitude to one another and pop it up on the tree. This is a way of recognizing one another as well as reflecting on what we are grateful for.

Thank You Thursday: For someone looking for a small thing, give one or two thank you cards to staff members every Thursday just to share appreciation.

<http://www.ihl.org/resources/Pages/Tools/psychological-PPE-promote-health-care-workforce-mental-health-and-well-being.aspx>



Patient Registries and COVID-19

At the onset of the pandemic, patients were leery just to leave the house. Leave the house to see their physician . . . NO WAY! Physicians, needing to balance the safety of their patients and staff, postponed face to face (F2F) visits and quickly, with the help of the Practice Support Program and Doctors Technology Office, transitioned to virtual care. Physician practices were faced with the unique challenge of continuing to provide proactive care for their most vulnerable patients. What enabled them to support this? Accurate patient registries!

Patient panel registries enable you to track information about the health status of patients and the care they receive for a specific disease or condition. Patient registries bring together data to evaluate longitudinal outcomes, best practices, treatment guidelines, and to support research and therapeutic development.

Here is what one practice experienced:

“At the start of the pandemic we were concerned about our vulnerable patients so we wanted to reach out to them. This wasn’t too difficult as we had spent a great deal of time in recent months doing panel clean-up which ensured our patient panel was accurate and up to date. We were able to pull an accurate list of patients that we wanted to check in on and were able to proactively provide instructions on dealing with the pandemic with their health issue. Many of our patients expressed sincere gratitude that our practice took the time to call out of concern and appreciated the support. One patient expressed how he was shocked that his physician’s nurse called to check up on him and that he had never experienced such concern. He felt very supported. Proactively reaching out to patients is really important during this uncertain time.”

- LPN in Terrace

As we move forward with these new ways to provide care, we are confident that physicians and their teams will rise to the challenge and continue to care for their vulnerable patients. The use of patient registries plays a critical role.

Need help ensuring your patient registries are current and accurate?

Your practice support coach can help!

COMET: A Quality Improvement Tool

The Collaborative Online Measurement and Engagement Toolkit (COMET) was chosen by Doctors of BC as the secure reporting platform for PSP. COMET allows coaches to capture the work they support throughout the province including: office/virtual visits, action plans, QI projects and more. Reporting functionality is in a QI format, enabling coaches to track and share work with their local colleagues. COMET is a protected database that is only visible to coaches, leads and PSP; this data is used for accountability and reporting for PSP to Doctors of BC and the GPSC. Entries in the platform also trigger PSP to issue Mainpro+ credits and sessional fees for physicians engaged in qualifying PSP services.

Here is what some PSP team members have to say about COMET:



*COMET is a **brilliant tool** that helps physicians stay on track with their QI, it has a built-in system of maintenance for sustaining the work. Using COMET can help track different projects and support physicians to glean from other provincial projects that meet their community QI needs without having the arduous task of inventing something on their own. –Liana Doherty, PSP Lead*

Team Mapping – What is it?

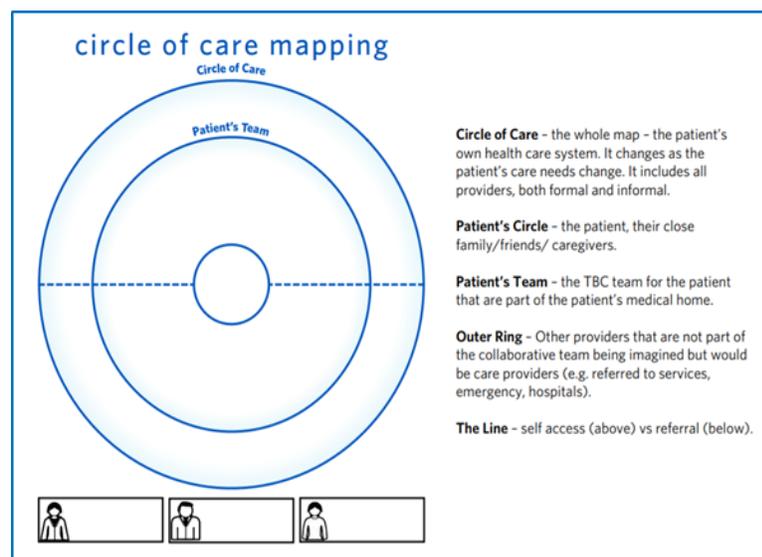
Team Mapping helps teams to visualize the roles and relationships of diverse members and enables a clear picture of the circle of care for patients. It quickly enables team members and stakeholders to align their actions and goals for a patient. Team-based care (TBC) is complex and creating an appropriate and effective team is a continuous process. The benefits of Team Mapping vary depending on the stage the team is at (conceptual, forming, established). Participating in Team Mapping helps build relationships as well as core interprofessional competencies and attributes of team-based care among team members.

UBC's Innovation and Support Unit developed a library of personas (simulated cases) that facilitators select from as most representative of the local community data and needs. A pre-designed mapping tool allows participants to visualize the circle of care for personas and identify potential opportunities.

What can you expect from a team mapping session?

- A safe space to explore team structure and function
- Highly interactive and patient focused
- Explore assumptions and options for working together
- Understand each other's roles/skills/capacity
- A rich discussion that can help synthesize planning of the Patient Medical Home or PCN
- Capture gaps that will guide future planning

Aggregated information collected during the session and specific, actionable steps will be provided to the community or clinic to improve patient care and team function processes.



It makes me smile when I log into COMET and see a list of all the visits and projects our team is working on. The number of physicians engaged in QI projects is remarkable! It shows me how valuable the role of the Practice Support Coach is.

-Jody Johanson, PSP Coach and EMR Specialist

As a coach, my favourite thing about COMET is that I can show my work to my regional and provincial team.

- Denise Cerqueira-Pages, PSP Coach

I use COMET for reporting – both regular reporting for GPSC and the Physician Services Committee but also ad hoc reporting to help inform how we write briefing notes for the GPSC, or determine where we might need to focus supports or reporting.

- Alia Leslie, PSP Manager Doctors of BC

COMET TOP 5

- 1** Supports quality improvement work, helps coaches track each step of the work
- 2** Enables consistent reporting on PSP activities across the province to program leadership and the GPSC.
- 3** Helps coaches prepare for visits with physicians and teams
- 4** Supports new coaches to get up to speed on projects quickly
- 5** Allows project data to lend credibility to quality improvement work

WORD SEARCH

U C Q K Y D R T R G R E E N B E L T S U
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Facilitation Cycle

Collaboration

Improvement

Communities

Efficiency

Registries

Physician

Leadership

Valemount

Contract

Teamwork

Coaches

Green Belt

Frailty

Support

IHI

Panel

Covid

COMET

HDC

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and email:**

jannine.wulff@northernhealth.ca

to be entered into a draw for a
PRIZE!!

**Thank you
for your continued
devotion to the well being
of our communities!
-the PSP coaches**