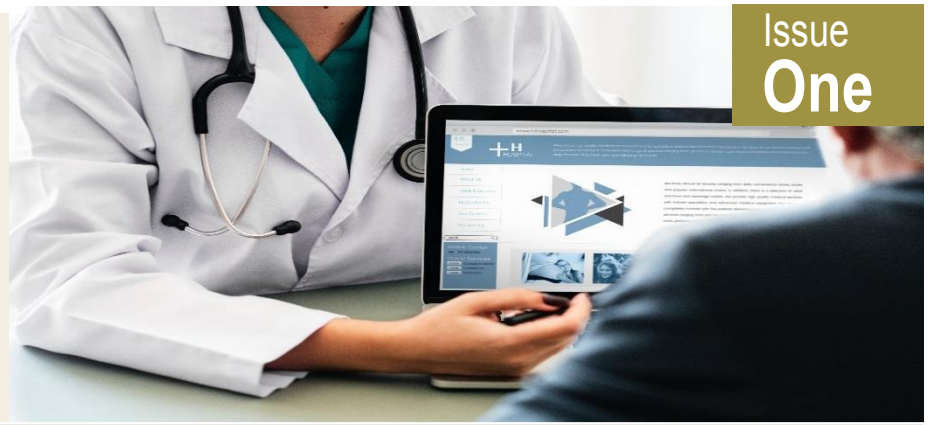


- Practice Support Coaching
- Professional Development Learning Modules
- Small Group Learning Sessions (SGLS)
- Panel Management
- Panel Development Incentive
- EMR Small Group Learning Sessions



QI Practice Support Coaching in the North

current topics >>>

Professional Development Learning Modules

(Physician Led Group Training Sessions)

(Physicians can earn CME Credits and Sessional Payments for Action Planning)

- **Adult Mental Health**
- **Advanced Access/Office Efficiency**
- **Child and Youth Mental Health**
- **Chronic Disease Management**
- **COPD/Heart Failure**
- **End-of-Life**
- **Group Medical Visits**
- **Musculoskeletal**
- **Pain Management**



QI Practice Support Coaching Mandate and Delivery Approaches

The Practice Support Program (PSP) in partnership with Northern Health is a Quality Improvement (QI) focused initiative that provides a suite of flexible, evidence-based educational services and in practice supports to improve patient care and Physician experience.

The mandate of the Practice Support Coach is to support Physicians and IPTs to work towards an integrated system of care via the patient medical home and primary care home model. This can be achieved by

implementing quality and practice improvements at the practice, community and systems level through a provincial and regional approach. PSP partners with local Divisions of Family Practice and regional support teams throughout the Province to achieve these goals.

Some of the services offered through PSP include;

- Support EMR optimization and functionality
- Support the PMH Assessment and subsequent action planning
- Support panel management
- Office efficiency support
- Time management strategies
- Provide at the elbow QI capability with Physicians and IPTs
- Support the delivery of provincially developed, accredited, and paid modules (clinical and non-clinical)
- Support the delivery of Small Group Learning Sessions (Clinical QI, TBC, Dementia & Substance Abuse)
- Peer Mentorship Program

Flexible, evidenced-based educational services and in practice supports to improve patient care and Physician experience

Learn from and with Peers>>>

Small Group Learning Sessions (SGLS)

Small group learning sessions are opportunities for Doctors along with Allied Health Professionals to discuss, discover, and share learnings.



Clinical & Practice Management SGLS

The clinical SGLS include;

- Dementia management
- Substance use



Action Planning

After participating in a small group learning session, Physicians and Allied Health Professionals can earn sessional payment for working through an action plan together that connects learnings to a practice improvement activity. Practice Support Coaches can assist Physicians and Allied Health Professionals through this process.

Peer Mentors

Our peer support provincial network assists in the development of and the delivery of clinical modules and EMR optimization to both individuals and cohorts of peers. This network has been developed to directly support physician learning, practice enhancement and other quality improvement activities.

The practice management SGLS include;

- Practice Improvement: Making QI work for you
- Team Based Care; Foundations of team based care, patient centered care, and interprofessional communication



Q&A: What is PMH & PCN?

A patient medical home (PMH) is a family practice supported to operate at its full potential. The core of the model is longitudinal, patient-centred care, with the doctor's office at the centre of primary care. A primary care network (PCN) is formed when PMHs are networked together and linked with primary care services delivered by a health authority and other community-based organization and services.

Panel Management & the Panel Development Incentive

In September the GPSC released the Panel Development Incentive which recognizes the time and commitment that family doctors and their practice teams take to understand their patient data, develop patient registries, and establish new processes for ongoing Panel Management.

Improved panel management enables family doctors to understand the patients they are taking care of, and what those patients need. The Practice Support Program has developed a phased approach which includes;

- Empanelment
- Initial Panel Clean-up
- Panel Optimization

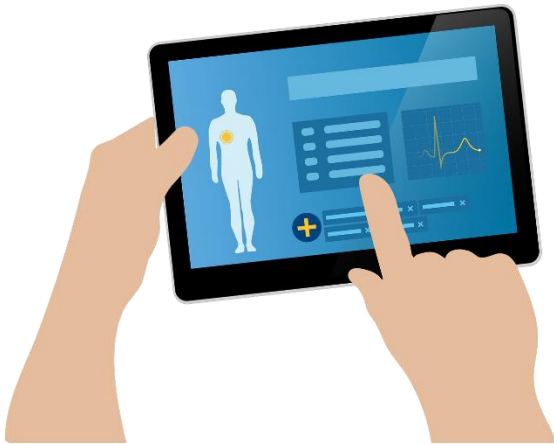
The total value for completing all three phases of the panel development incentive is \$6000.00. The Panel Management Manual and Workbook has been certified by the College of Family Physicians of Canada for up to 75 Mainpro+ credits. Please contact your coach if you'd like support in this process.



BC family doctors tell us that higher quality EMR data helps them understand their patient population as a whole, rather than only focusing on individual patients. This deeper understanding of their patient population empowers doctors to advocate for resources their patients need in the community.

EMR Small Group Learning Sessions

As part of their move towards the patient medical homes, doctors are making improvements to their practices to better provide data informed care.



Doctors can now participate in the Practice Support Program's new EMR Small Group Learning Sessions to learn how to get the most from their EMR's. In these Coach and Peer mentor/vendor led group sessions, Physicians and MOAs who use the same EMR can support each other by focusing on EMR workflow, functionality and quality improvement.

These group sessions are based on local needs and act as a powerful education mechanism to help users get the most from their EMR with support from vendors and peer mentors in a collaborative environment.

Reach out to your coach for this opportunity to optimize and make improvements in your EMR's. The following topic areas have been designed to help physicians and MOAs utilize their EMR's in a meaningful way;

- EMR Functionality
- Panel Management
- Data Informed Quality Improvement
- Advance Access and Office Efficiency

Following the group sessions participants can also receive support from the Practice Support Coach to help make practice improvements.



PS Coaching HIGHLIGHTS

Hear from other Physicians how Practice Support Coaching has made a positive difference

Panel Management Support...

"You have helped me so much in understanding who my chronic disease patients are and I am so grateful that you introduced me to the frailty tools. I wish I could take you with me to my new practice. I also wish I would have started working with you sooner on CDM. Is it okay if I text you if I have questions at my new practice?"
– Terrace Physician

Patient Medical Home Assessment...

"I participated in the PMH assessment with our practice coach and it was a very educational experience for me. What I found most helpful was in the review process looking at where I did not score high and how to help me achieve the objectives of that specific question. Doing this assessment helped me tremendously with these aspects. I would highly recommend it, the time constraint to do this is very minimal and you get a lot in return for your efforts."
– Quesnel Physician

final thoughts...

"Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishments towards organizational objectives. It is the fuel that allows common people to attain uncommon results" – Andrew Carnegie



For further information on our resources or how your QI Practice Support Coach can support you, please find our Northern coaching team email information below:

Liana Doherty, Regional Lead:

Liana.Doherty@northernhealth.ca

Jody Johanson, Regional EMR Specialist:

Jody.Johanson@northernhealth.ca

Jodi Busche, Ft St John Coach:

jbusche@divisionsbc.ca

Charleigh Rudy, Dawson Creek/Ft Nelson Coach:

Charleigh.Rudy@northernhealth.ca

Robbin Worthington, Mackenzie Coach:

Robbin.Worthington@northernhealth.ca

Laura Parmar, Prince George Coach:

Laura.Parmar@northernhealth.ca

Karen Gill, Prince George Coach:

Karen.Gill@northernhealth.ca

Tammy Bristowe, Prince George Coach:

Tammy.Bristowe@gmail.com

Margie Wiebe, Quesnel Coach:

Margie.Wiebe@northernhealth.ca

Christine McCann, Quesnel Coach:

Christine.McCann2@northernhealth.ca

Kim Nordli, Valemount Coach:

Kim.Nordli@northernhealth.ca

Judy Shawara, McBride Coach:

Judy.Shawara@northernhealth.ca

Ellen Foster, Queen Charlotte Coach:

Ellen.Foster@northernhealth.ca

Denise Cerqueira-Pages, Masset Coach:

Denise.Cerqueira-Pages@northernhealth.ca

Michelle Pele, Prince Rupert Coach:

Michelle.Pele@northernhealth.ca

Danielle Richey, Kitimat/Stewart Coach:

Danielle.Richey@northernhealth.ca

Tamara Stephens, Terrace Coach:

Tamara.Stephens@northernhealth.ca

Ed Boonstra, Smithers Coach:

Eduard.Boonstra@northernhealth.ca

Tara Murphy, Fraser Lake Coach:

Tara.Murphy@northernhealth.ca

Heather Goretzky, Vanderhoof Coach:

Heather.Goretzky@northernhealth.ca

Susan Schienbein, Burns Lake Coach:

Susan.Schienbein@northernhealth.ca

Currently looking for a Coach in Ft St James

Currently looking for a Coach in Hazelton

Currently looking for a Coach in Chetwynd/Tumbler Ridge