

Practical Solutions for Community Specialists Today and Tomorrow

Welcome! Thank you for joining early

Start Time: 12:00 PM promptly

- Your **mic** and **camera** are enabled by default
- Please **mute** yourself
- **To ask questions:**
 - Click **'raise hand'** during presentation; moderator will invite you to unmute during the question period
 - At any time, type questions in the **'chat box'**

Practical Solutions for Community Specialists Today and Tomorrow

Webinar Series:
Maintaining and Optimizing Your Practice
During Times of Rapid Change

We will be starting the
session promptly at 12:00 PM

Practical Solutions for Community Specialists Today and Tomorrow

May 8, 2020

Zoom Instructions



Zoom technical support
(+1.888.799.9666 ext 2)

viewing Anthonia Taiwo's screen View Options ▾

Zoom Ratio	Fit to Window ▸	✓ Fit to Window
		50%
Request Remote Control		100% (Original Size)
Annotate		150%
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Zoom Instructions

- Zoom technical support **(+1.888.799.9666 ext 2)**

Live Recording

- Privacy Statement: Please note that the webinar you are participating in is being recorded. By participating, you understand and consent to the webinar being made publicly available via a link on the AMA website for an undetermined length of time.
- By participating in the chat and live Q&A, your name entered into the Zoom sign-in may be visible to other participants during the webinar and/or in the recording.

Land Acknowledgment

We would like to recognize that we are webcasting from, and to, many different parts of Alberta today. The province of Alberta is located on Treaty 6, Treaty 7 and Treaty 8 territory and is a traditional meeting ground and home for many Indigenous Peoples.

Disclosure of Financial Support

This program has not received any financial or in-kind support.

Mitigation of Bias

- The planning committee has reviewed the content of the presentations and ensured that content presented is evidence-based and free of undue influence.
- Presenters have been instructed to speak to the usefulness of technologies, including secure mail, in general and not to specific apps or commercial products.

Presenters:

Dr. Graham Campbell

Radiologist, Deputy Chair, Specialty
Care Alliance

Dr. Neil Cooper

Pediatrician, Sports Medicine Physician
Past President of the AMA

Dr. Scott Wilson

Neurologist, President of AMA Section
of Neurology

Dr. Steve Tilley (recorded)

Cardiologist, President of AMA Section
of Cardiology

Q/A Chat Moderators:

Andrea Atkins

Moderator

Lori Choma

Q&A Moderator

Dr. Sidd Thakore

Specialty SME

Caroline Garland

Privacy/Technology SME

Barbra McCaffrey

CII-CPAR/EMR SME

Jillian Bates

CII-Specialty SME

Norma Shipley

Billing SME

Arvelle Balon-Lyon

Primary Care, PMH SME

Eileen Patterson

Transitions SME

Bonnie Lakusta

Referrals SME

Presenter Disclosure

- Graham Campbell: honoraria: AMA
- Neil Cooper: honoraria: AMA
- Scott Wilson: honoraria: AMA;
Brightsquid-shareholder
- Steve Tilley: honoraria: AMA, Bayer, BMS, Servier,
Novartis

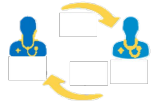
Moderator Disclosure

- Andrea Atkins: AMA-employee
- Arvelle Balon-Lyon: AMA-employee; Health Innovation Group-contractor; Vermont-Oxford Network-contractor
- Jillian Bates: AMA-contractor
- Lori Choma: AMA-employee
- Caroline Garland: AMA-employee
- Bonnie Lakusta: AMA-employee
- Barbra McCaffrey: AMA-contractor
- Eileen Patterson: AMA-employee; Nupraxis-Director
- Norma Shipley: AMA-employee; AHS-employee
- Dr. Sidd Thakore: honoraria-AMA; AHS-physician contractor

Session Overview



Specialty Care Alliance



Informational Continuity in the Health Neighborhood



Know Your Practice



Technical Tools for Communication



Upcoming Webinars



Questions and Wrap-Up

Learning Objectives

At the end of this session participants will be able to:

- Outline the different technologies available to address challenges and opportunities for community specialists: CII, virtual care options, secure messaging.
- Describe how to optimize and standardize clinic processes to enhance patient care related to new referrals, follow-ups and managing the wait list.
- Assess practical examples, tools and resources and choose areas to incorporate into my practice.

Today's Speakers



Dr. Graham Campbell
Radiologist
Deputy Chair, Specialty Care
Alliance



Dr Steve Tilley
Cardiologist
President of Section of
Cardiology
SCA Executive Member



Dr. Neil Cooper
Pediatrician, Sports
Medicine Physician
Past President of the AMA



Dr. Scott Wilson
Neurologist
President of Section of
Neurology



Specialty Care Alliance

Dr. Graham Campbell

Radiologist
SCA Deputy Chair



The SCA was formed at the fall inaugural Specialty Care Forum 2017 with a mandate to provide a forum for the unified voice of specialty care physicians in Alberta.

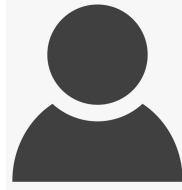
SCA Executive Membership



Dr. Luc Berthiaume
Chair
Intensive Care



Dr. Graham Campbell
Deputy Chair
Diagnostic Imaging



Dr. Duncan McCubbin
Obstetrics and
Gynecology



Dr. Earl Campbell
Plastic Surgery



Dr. Geoffrey
Hawboldt
Anesthesia



Dr. Sidd Thakore
Pediatrics



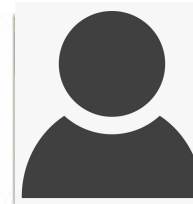
Dr. Jessica Abraham
General Surgery



Dr. Laurie Parsons
Dermatology &
Dermatologic Surgery



Dr. Tyler Pirlot
Child & Adolescent
Psychiatry



Dr. Michel Sauve
Internal Medicine



Dr. Stephen Tilley
Cardiology



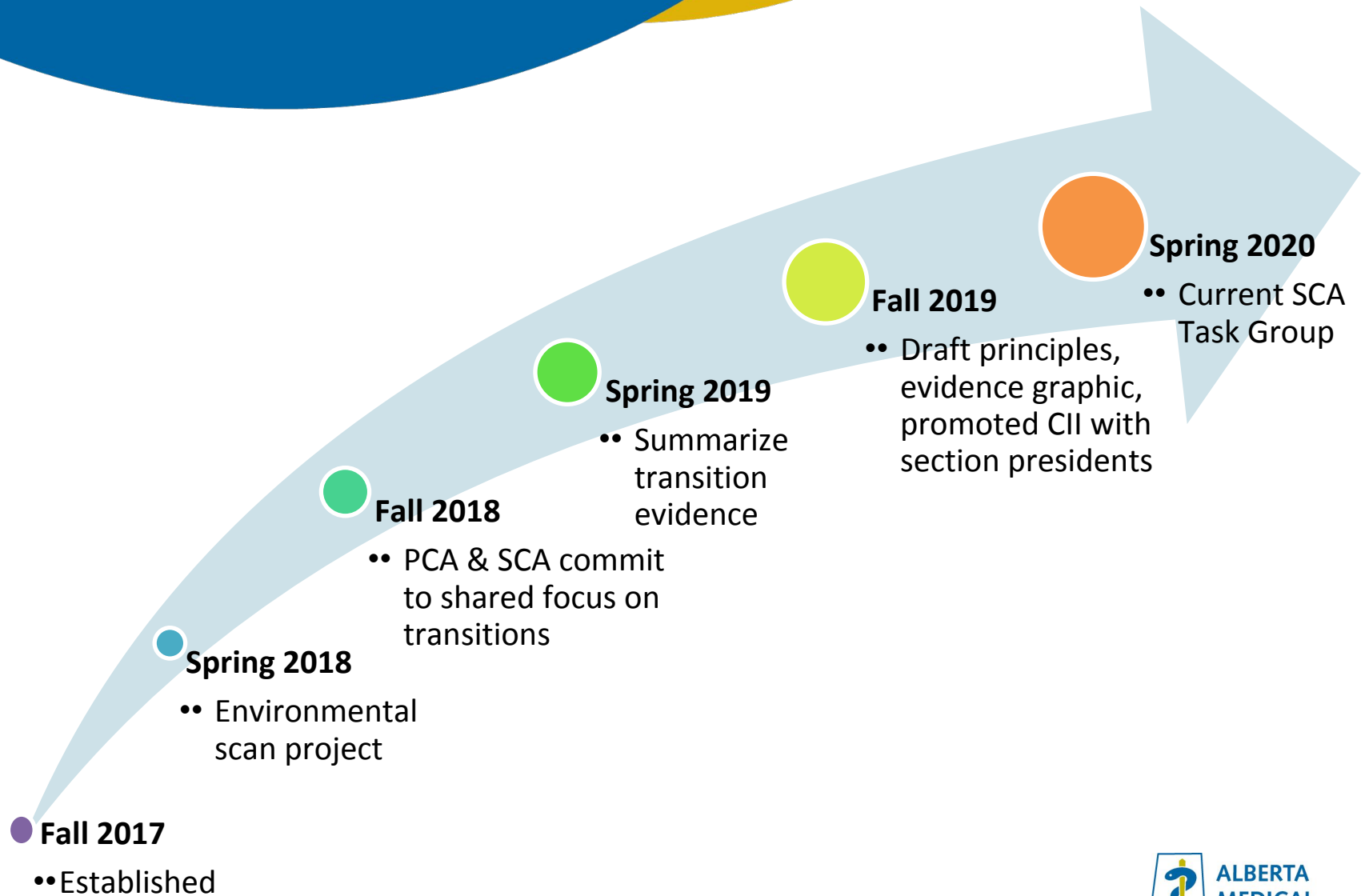
Dr. Howard Evans
AMA Board
Urology



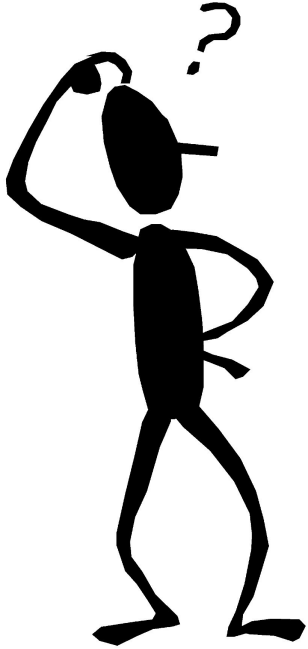
Dr. Tobias Gelber
AMA Board
Family Medicine

AMA Staff
Doug Stich
Eileen Patterson
Dr. Lyle Mittelsteadt
Michelle Hawgood
Michelle Tobias-Pawl

Timeline of SCA



What is the Data Telling Us?



The average primary care physician in Alberta coordinates with **229** other physicians in one year

30% of Canadians see a specialist in a given year

42% of patients surveyed in Alberta report the wait time to see a specialist as “longer than expected”

In Alberta, average wait times from referral to a specialist to treatment is **28 weeks**

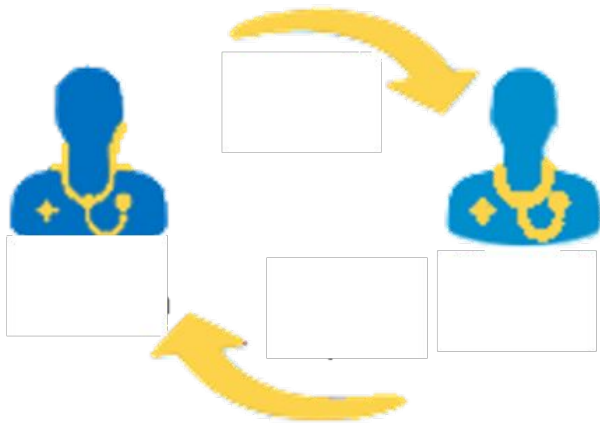
Challenges with Referrals



Draft Principles for Referrals

REFERRAL PRINCIPLES FOR PHYSICIAN SPECIALISTS

- **Timely:** All touchpoints in a referral are responded to in an appropriately timely way.
- **Safe:** Patient safety and health outcomes are at the forefront of the referral process outcomes are at the forefront of the referral process
- **Effective:** Physicians and teams use information and evidence for the highest quality, effective patient consultation.
- **Patient-centred:** Care is patient-centred.
- **Equitable:** Patients receive care based on their health needs; care service is equitable.
- **Comprehensive:** Each patient encounter is an opportunity to offer comprehensive care.



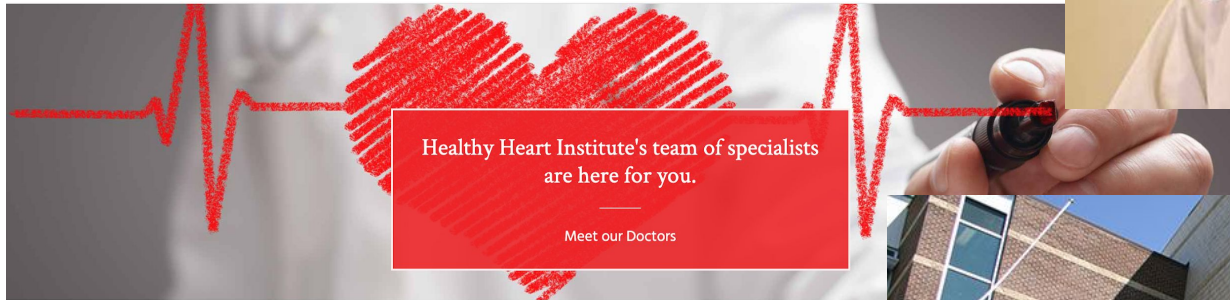
Dr. Steve Tilley

Cardiologist

**Informational Continuity
in the Health Neighborhood**

Community Information Integration (CII)

Steve Tilley, Cardiologist



Healthy Heart Institute's team of specialists
are here for you.

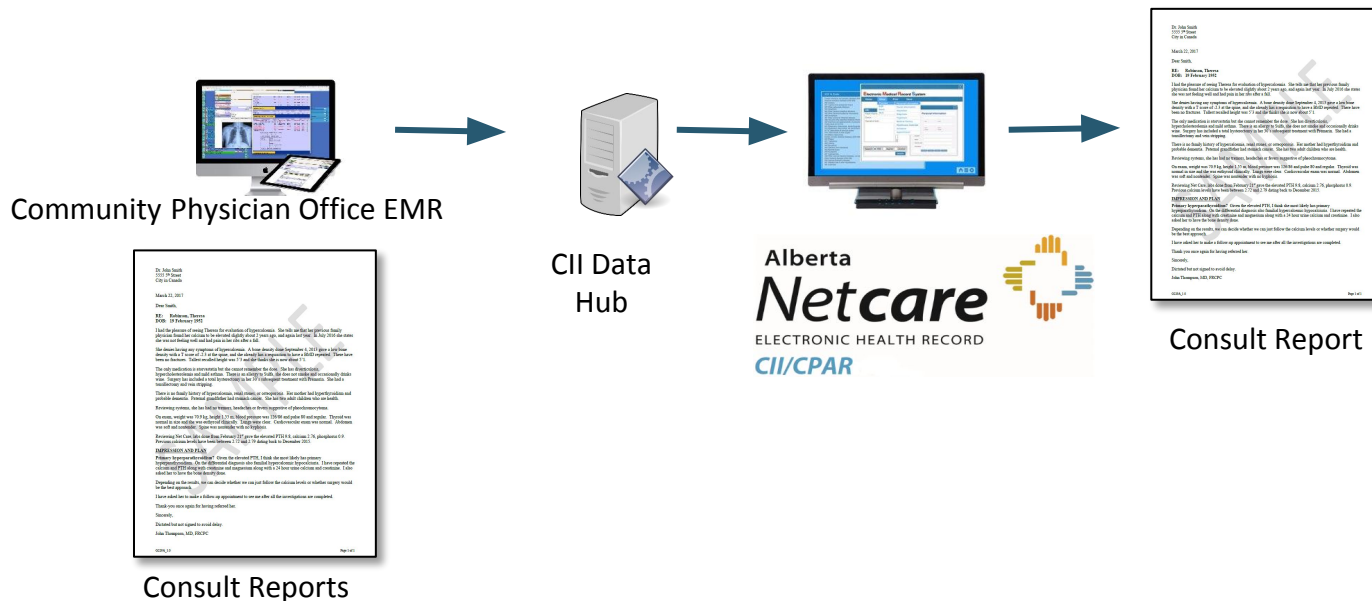
Meet our Doctors



Steve's Tip:

- Sign-up for CII (Community Information Integration)

For more information on CII: actt.albertadoctors.org/cii-specialty
 or contact: cii-specialty@albertadoctors.org





Dr. Neil Cooper

Pediatrician, Sports Medicine Physician
Past President of the AMA

Know Your Practice

Know Your Practice

KNOW YOUR PATIENTS

Knowing your patients provides you an opportunity to ensure your processes are aligned with your highest needs

KNOW YOUR PROFESSIONALS

Knowing your professionals (staff, and other care providers) allows you to optimize team-based care and to build trusting relationships with other care providers to optimize care coordination and quality transitions

KNOW YOUR PROCESS

Knowing your processes can identify opportunities to make small cycles of change to test improvements, leading to higher quality, safe care

Know Your Practice



Know your referring providers
and reach out!



Optimizing your practice also
impacts your business.

Working Together



CalgaryPaeds.org
Section of Community Paediatrics (Calgary)

Home Resources for Paediatricians Member Resources Paediatric Clinics

Community Pediatric C... 🔍

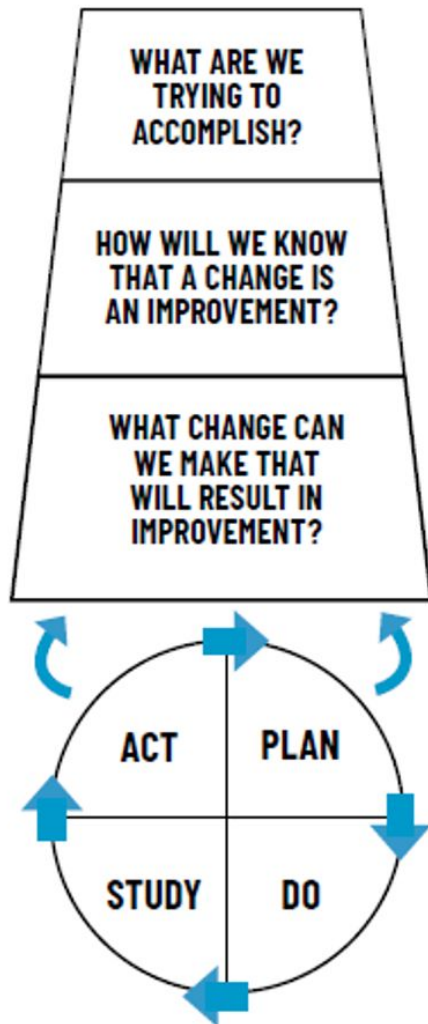
480 views ☆
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Outpatient Community Pediatric Clinics

- Alberta Pediatric Consultant Clinic
- Asian Medical Centre
- Associate Clinic
- Children's Health Clinic
- CUPS (Calgary Urban Project Society)
- Family Health Clinic
- Hegde Pediatrician Clinic
- Hygieia Medical Clinic
- Infinity Pediatrics
- Kaleidoscope Pediatric Consultants
- Kiwi Pediatrics
- Ladybug Pediatrics
- MacEwan Medical Clinic
- Okotoks Paediatric Clinic
- Panda Pediatrics
- Properties Medical Clinic
- Railside Medical Specialists
- Southport Pediatrics
- Sunnyhill Pediatric Clinic

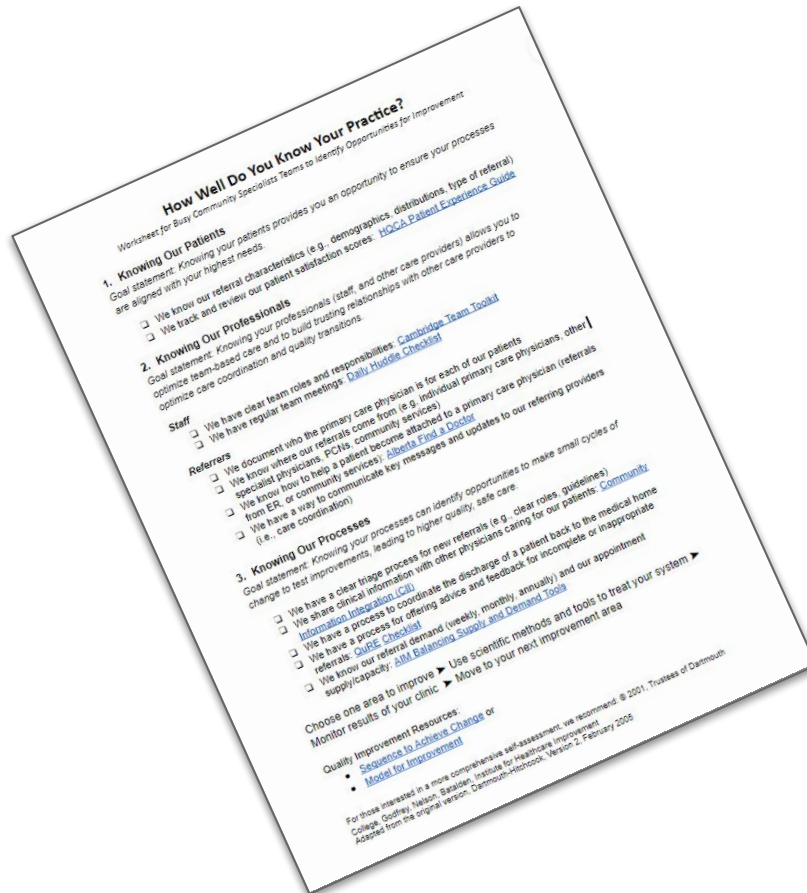
The map displays various pediatric clinics across Calgary, including locations like Nose Hill Park, Calgary Zoo, and Fish Creek Provincial Park. Major roads such as 1A, 201, and 220 are visible.

Quality Improvement



MOC PROGRAM
enhancing learning, advancing care

Tools: Know Your Practice Checklist



- ✓ Checklist to identify how well you know your practice
- ✓ Offers some starting points, with embedded tools

Neil's Tips

- Know where your referrals come from
- Reach out!
- Learn from others

**Don't be
afraid to try
something
new!**

Dr. Scott Wilson

Neurologist



Technical Tools for Communication with Patients and Providers

Secure Mail Experience



Patient is asked to complete form by secure mail



Patient completes and sends back to clinic where it is reviewed

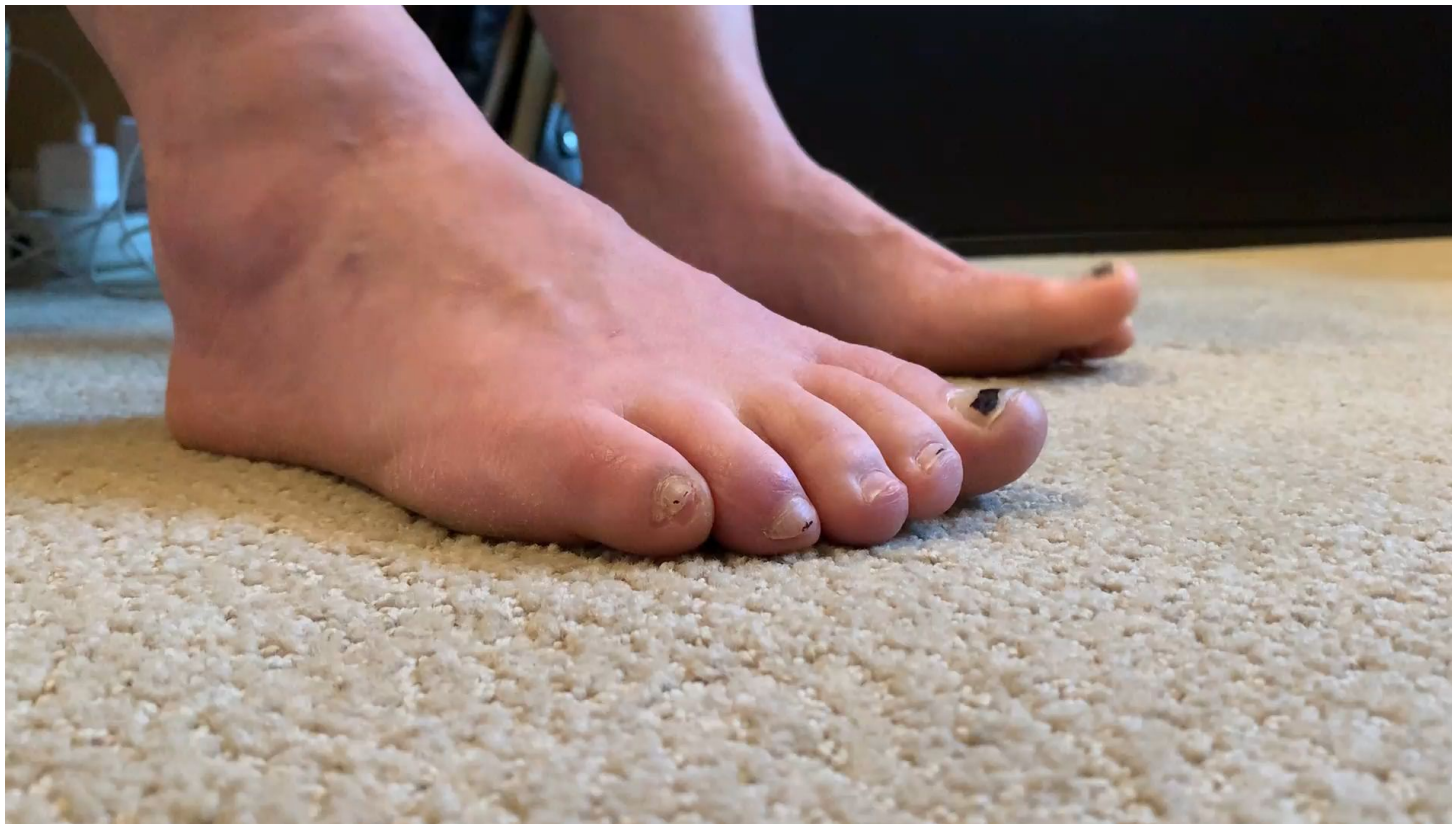


Information is available **BEFORE** and re-frames the visit

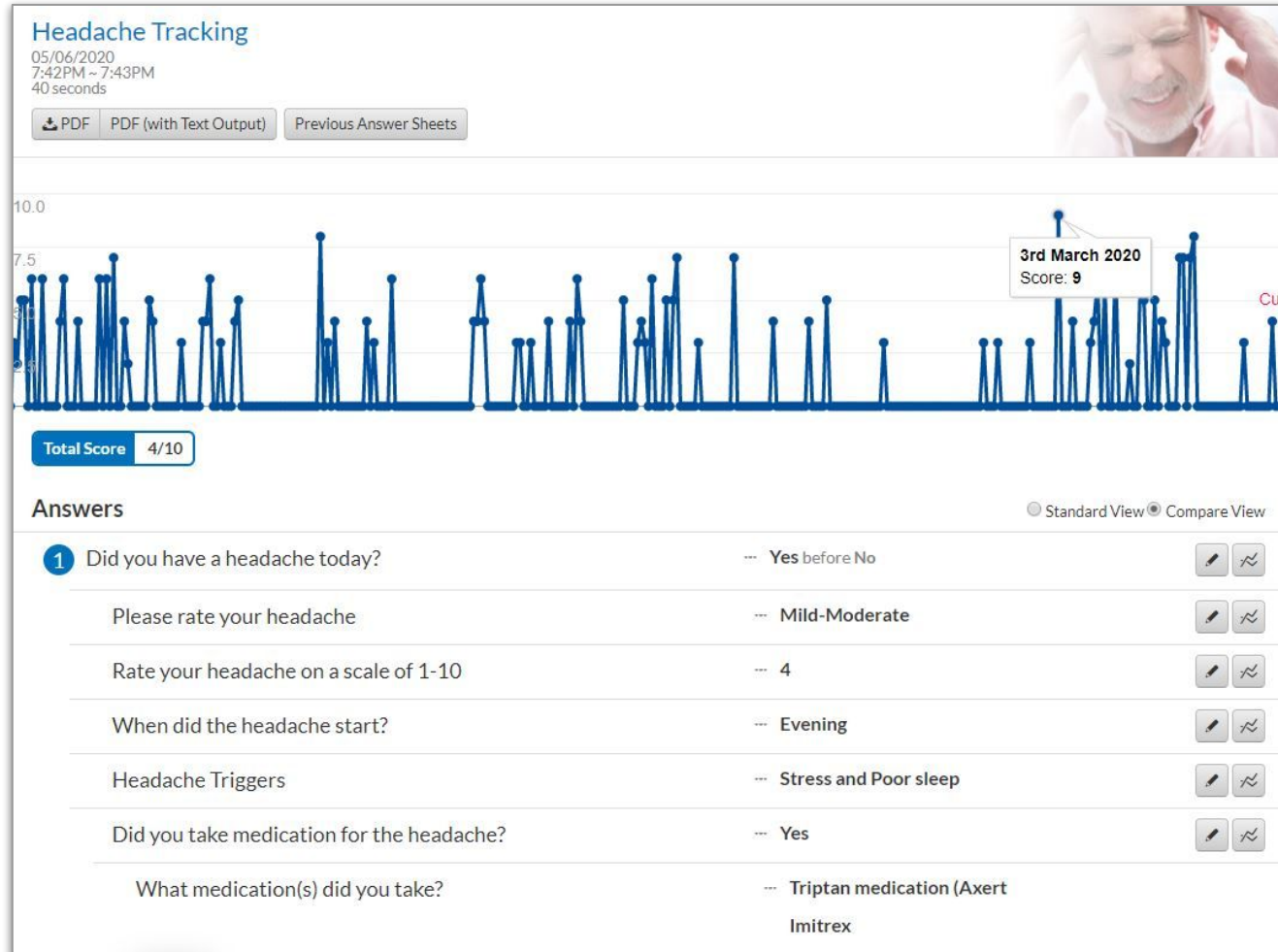


Visit time is used differently and more efficiently

Asynchronous Sharing



Headache Tracking



Tools on the AMA Virtual Care Page



Virtual Care
Toolkit



EMR Tool
Table



Getting
Started
Checklist



EMR Charting
Tips
(by EMR)

Virtual Care Delivery



Occasionally, the most convenient method of care delivery is **secure messaging**.



The majority of virtual care can be successfully delivered by **phone**.



In some instances, having the visual component of a **video call** is preferable.

<https://actt.albertadoctors.org/file/Virtual-Appointment-Guide-COVID.pdf>

New Privacy and Security Checklist for virtual care during pandemic



Source: AMA Virtual Care Webpage

<https://www.albertadoctors.org/leaders-partners/ehealth/virtual-care#privacy>

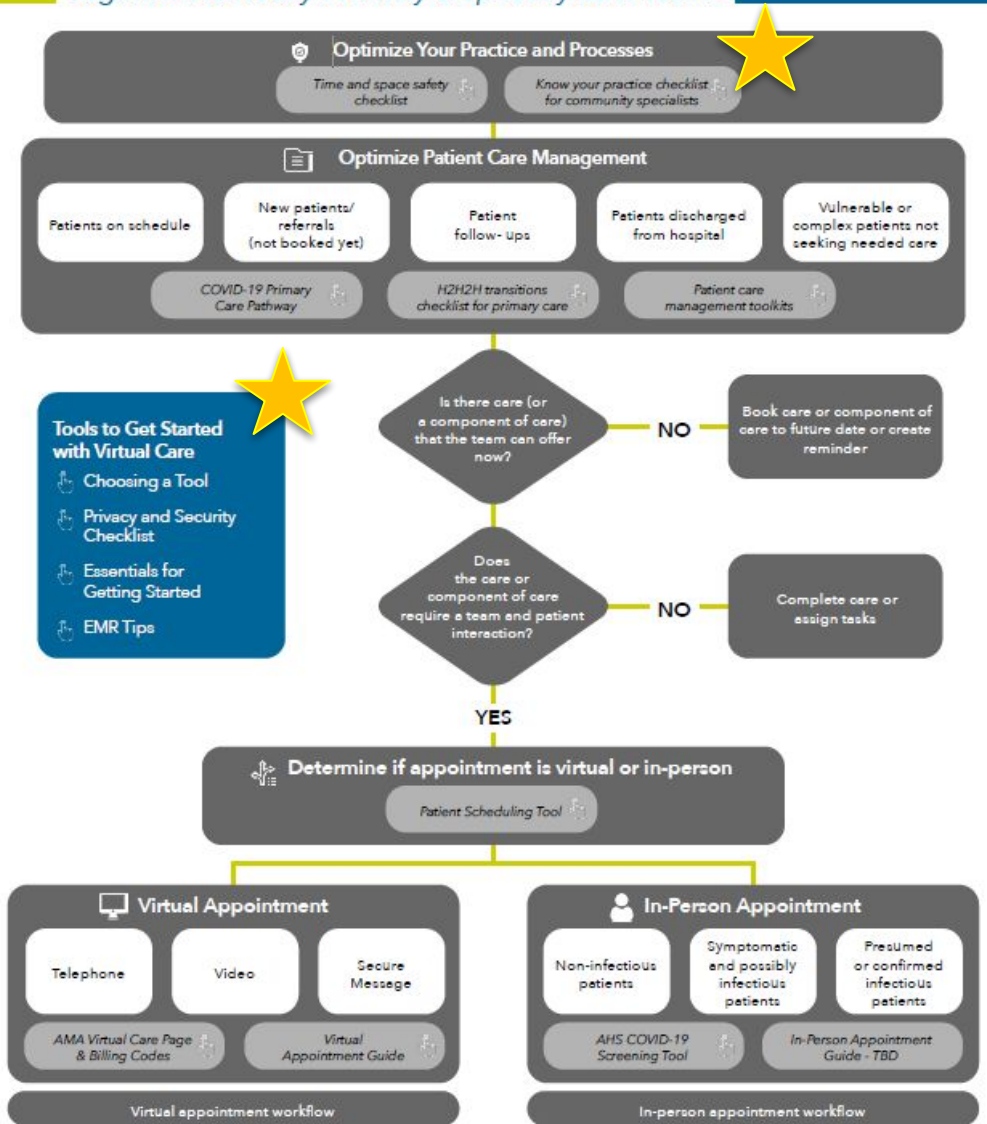
Scott's Tips

- The technology is easy
- You'll be surprised at how useful it is
- You'll wish you started earlier

Algorithm

Meeting Patient's Needs

Algorithm for Today's Primary & Specialty Care Teams



Know your practice checklist for community specialists

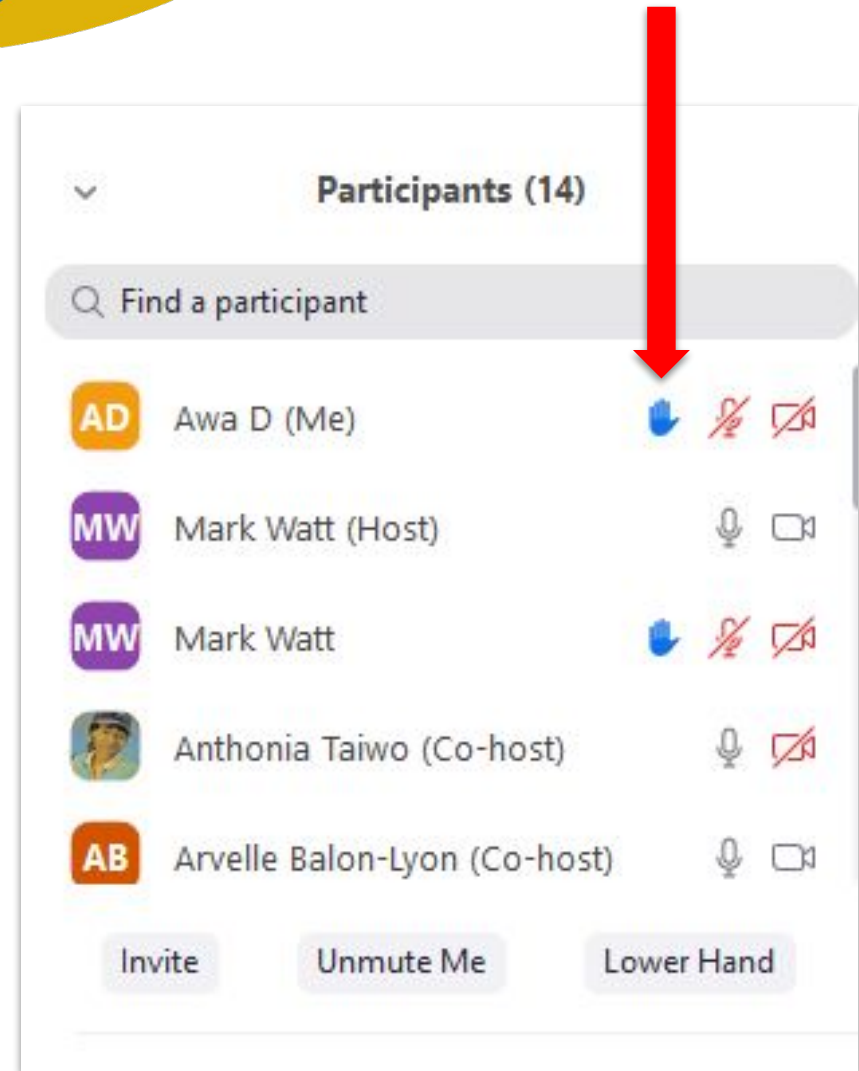
Tools to get started with virtual care:

- 1) Choosing a tool
- 2) Privacy and security checklist
- 3) Essentials for getting started
- 4) EMR Tips

<https://actt.albertadoctors.org/MPN-Algorithm>

Live Q&A and Polling

- Please put your virtual hand up by using the raise hand function under the 'participant' menu
- If using the phone, open the participant menu and scroll down to find the raise hand feature



Upcoming Webinars & Information



- Alberta's COVID-19 Relaunch Plan: What We Know Today - Information for Community Physicians
May 11, 2020 12:00-1:15pm
- Shaping Demand (Primary Care)
May 22, 2020 12:00-1:00pm
- Podcast: **Teamwork in the Time of COVID-19**
<https://www.buzzsprout.com/259847/3464701>

**Thank you and please
complete the
post-session evaluation!**

Evaluation

<https://interceptum.com/s/en/RC05082020>

