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)
• 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.
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
● 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
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

- **Fall 2017**
  - Established

- **Spring 2018**
  - Environmental scan project

- **Fall 2018**
  - PCA & SCA commit to shared focus on transitions

- **Spring 2018**
  - Summarize transition evidence

- **Fall 2019**
  - Draft principles, evidence graphic, promoted CII with section presidents

- **Spring 2019**
  - Current SCA Task Group

- **Spring 2020**
  - Current SCA Task Group
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

- Incomplete referrals
- Inappropriate referrals
- Waitlist and access challenges
- Opportunities to build relationships with referring providers
- Inconsistent process for feedback to referring providers
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.
- **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: [acct.albertadoctors.org/cii-specialty](acct.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 referring providers and reach out!

Optimizing your practice also impacts your business.
Quality Improvement

WHAT ARE WE TRYING TO ACCOMPLISH?

HOW WILL WE KNOW THAT A CHANGE IS AN IMPROVEMENT?

WHAT CHANGE CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?

ACT PLAN

STUDY DO

PLAN

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

03/06/2020
7:42PM – 7:43PM
40 seconds

Answers

1. Did you have a headache today?  
   - Yes

2. Please rate your headache
   - Mild-Moderate

3. Rate your headache on a scale of 1-10
   - 4

4. When did the headache start?
   - Evening

5. Headache Triggers
   - Stress and Poor sleep

6. Did you take medication for the headache?
   - Yes

7. What medication(s) did you take?
   - Triptan medication (Axert, Imitrex)
Virtual Technologies: Getting Started

Tools on the AMA Virtual Care Page

- Virtual Care Toolkit
- EMR Tool Table
- Getting Started Checklist
- EMR Charting Tips (by EMR)

https://www.albertadoctors.org/leaders-partners/ehealth/virtual-care
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.

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
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](https://www.buzzsprout.com/259847/3464701)
Thank you and please complete the post-session evaluation!
Evaluation