

# OPERATION CPAR CONFLICTS

## THE FINAL PANEL FRONTIER

Now at **90% adoption\***, the final step of the CPAR journey is to reduce the **11.9% provincial CPAR Conflict Rate!**

\*by eligible PCN physicians

### Conflict Definition

When a patient is paneled to more than one primary care provider.

Suggested  
Clinic Target  
Rate

**5%**  
GOAL

## Why Lower Your Conflict Rate?

- Improve accuracy & speed of information sharing
- Limit duplicate referrals, diagnostics & screenings
- Reduce unnecessary phone calls & e-notifications
- Improve panel accuracy
- Stabilize revenue & improve system efficiency

## Check out these Essential Tools & Resources

- Phone Scripts & Fax Templates
- Physician & Team To-do Lists
- Training & How-to Resources
- PCPCM & Conflicts Resources



### Questions?

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### Develop Your Clinic's Conflict Management Process

What's your Conflict Rate?

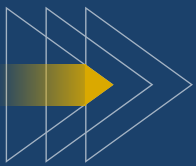
ASK  
CPAR  
PANEL  
ADMIN

#### Physician To-Do List

- Develop Clinic Policies
- Approve Scripts & Fax Templates
- Review Conflict Rate Monthly

#### Team To-Do List

- Download CPAR Conflict Report
- Prioritize Patients & Call using Approved Scripts
- Fax Conflicting Clinics



## Clinic Teams - Start Managing Conflicts Today



- ✓ How to Unpanel Resource
- ✓ CII/CPAR Go-Live & Beyond  
Sign up via Learn@AMA

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