

# Enhancing Care Through Practice Facilitation: A Journey and Future Outlook

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May 3, 2025



**Primary Care  
Strategic Forum**

*The Path Ahead*

# Presenters



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# Disclosure of Financial Support

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



# Mitigating Potential Bias

- Scientific Planning Committee

Contributed to the consideration of:

- learning needs
- the determination of learning objectives
- the development of program content
- choice of speakers or presenters

- No Sponsorship

No funds received

- Content Reviewed

The scientific planning committee has reviewed presentations and ensured it's evidence-based and free of undue influence.



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Krishna Kasireddy  
Michelle Pretty

Relationships with financial sponsors:

- Grants/research support
- Speakers Bureau/Honoraria
- Consulting Fees
- Other: AMA-ACTT employees

## Presenter Disclosure



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# Learning Objectives

1

Participants will understand how enhancing quality in medical homes and integrating health neighbourhoods can lead to improved patient care and outcomes.

2

Participants will explore the evolution and future of practice facilitation by analyzing the key roles and relationships between physicians and quality improvement teams in healthcare settings.

# Today's Agenda

- 1 Welcome & Housekeeping
- 2 Practice Facilitation Timeline
- 3 Enhanced Patient Care and Integration
- 4 Closing

Put your hand up and  
give us a wave *(maybe even cheer)*



when we say a  
category that applies  
to you

Help us get to  
know you

Practice Facilitator

Physician

Work in an urban setting

Allied Health Providers

Like chocolate ice cream

Office/Clinic Managers

Prefer vanilla

Work for a Primary Care Network

Strawberry

Traveled to attend this conference

Ready for Lunch

Work in a rural setting

Passionate about Quality  
Improvement in Health Care

A message from..

# ACTT Physician Leadership



# Role of the PF: Past, Present and Future

# The Journey of Practice Facilitation



Patients Medical  
Home



Framework of the Patient's Medical Home:  
The Pillars

Patient-Centered

Personal Family Physician

Team-Based Care

Timely Access

Comprehensive Care

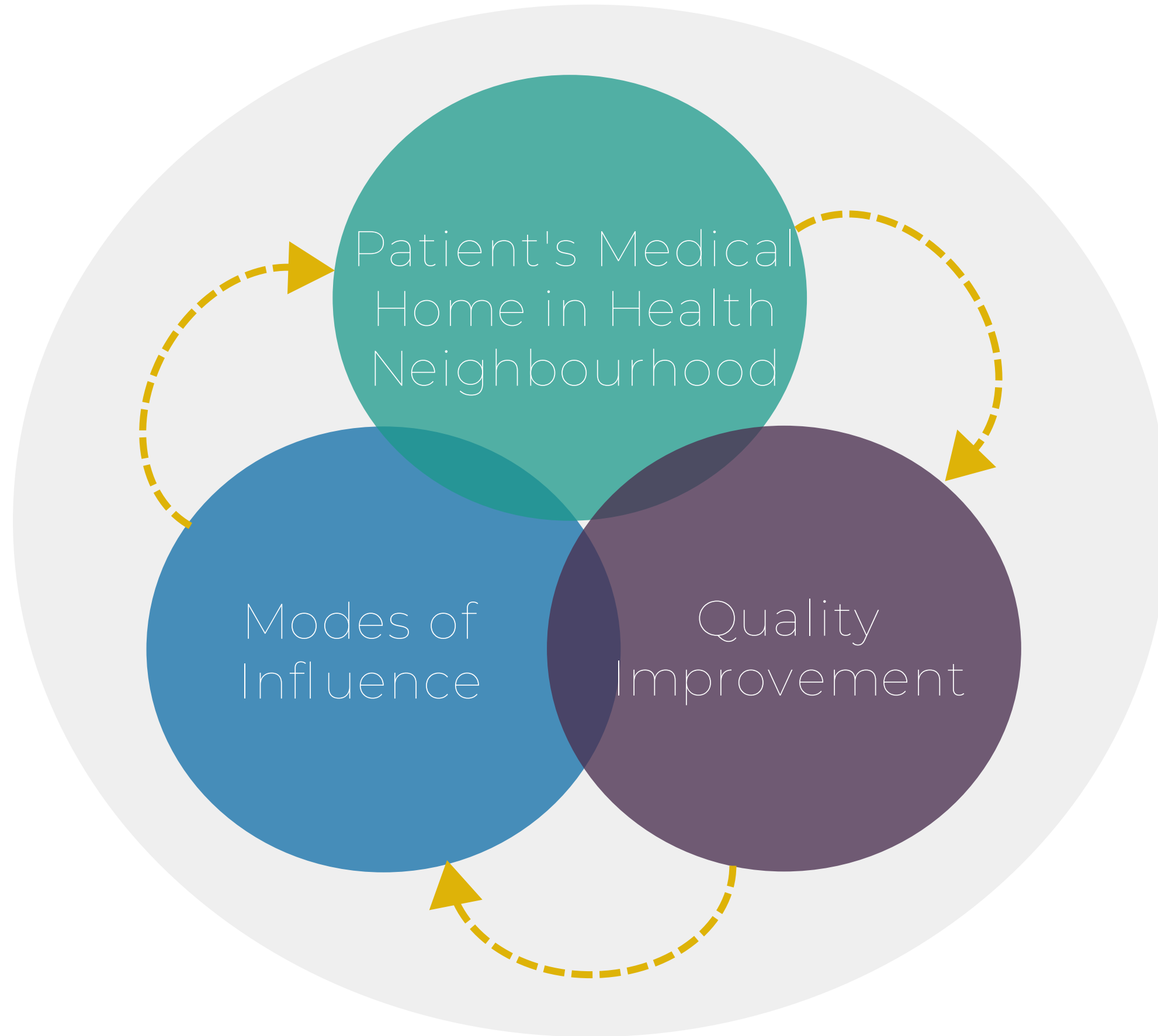
Continuity

Electronic Medical Records

Education, Training & Research

System Supports

Evaluation

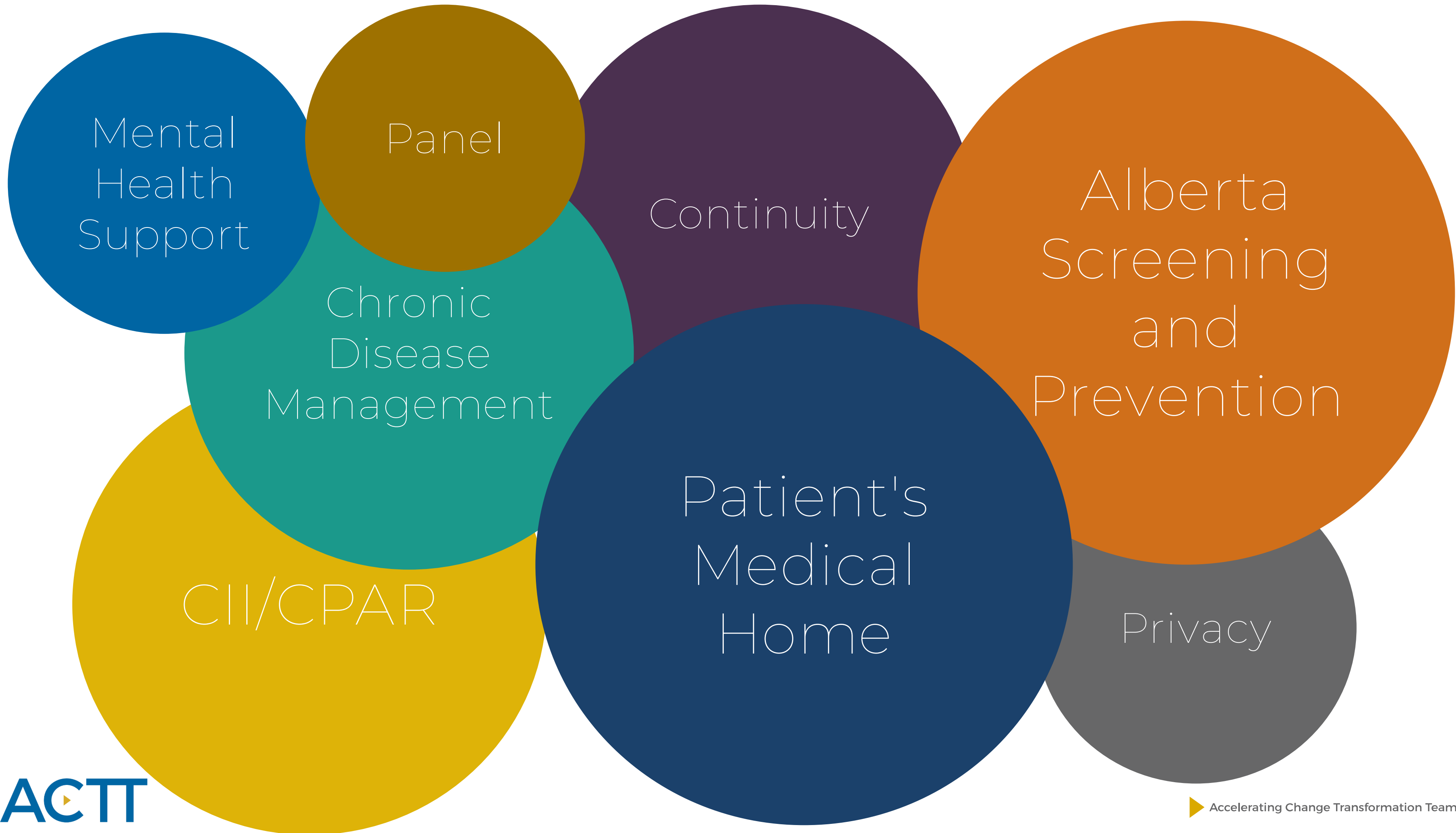


Context of  
Primary Care

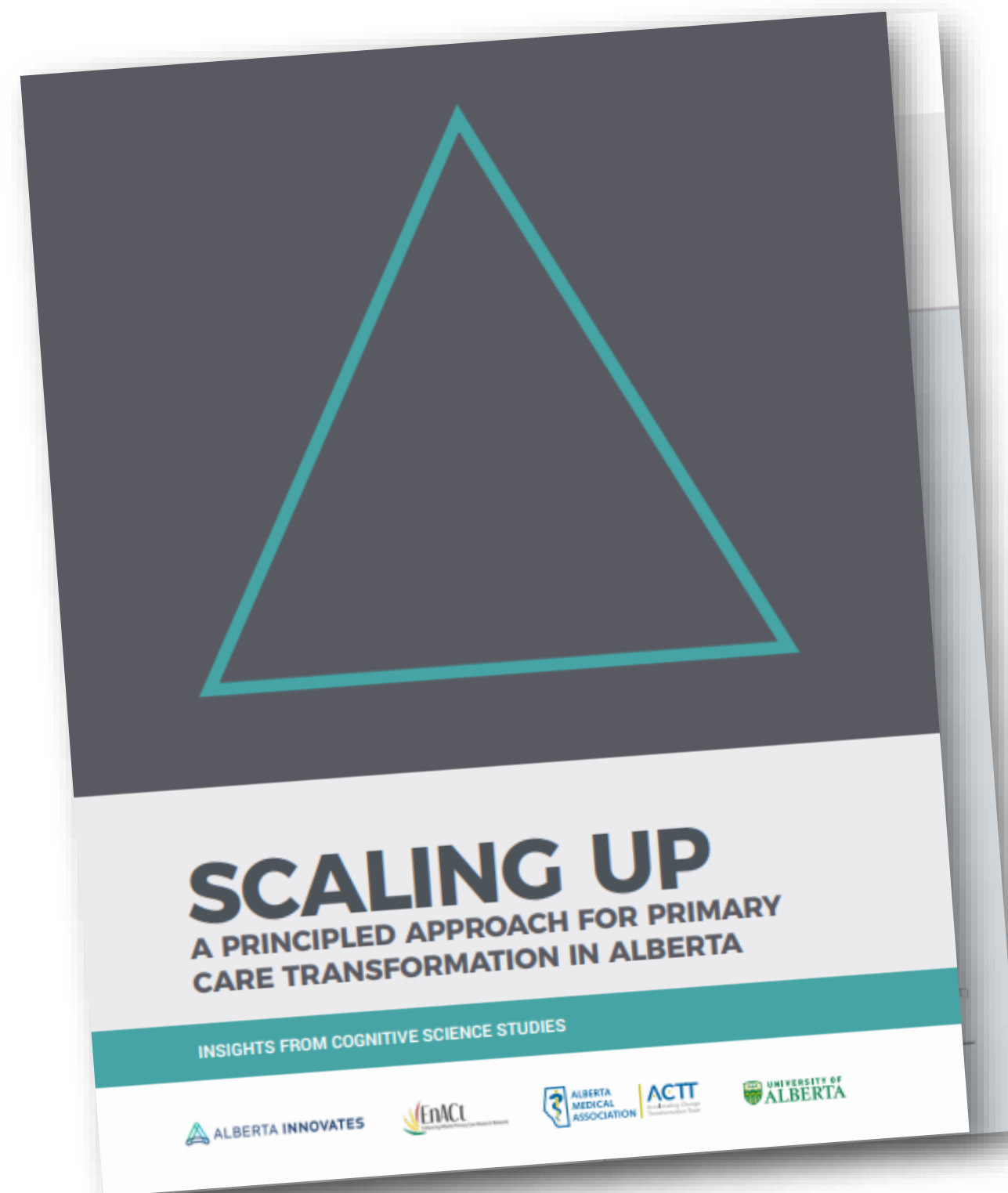
# The Journey of Practice Facilitation

Support broader health initiatives and improve primary care practices



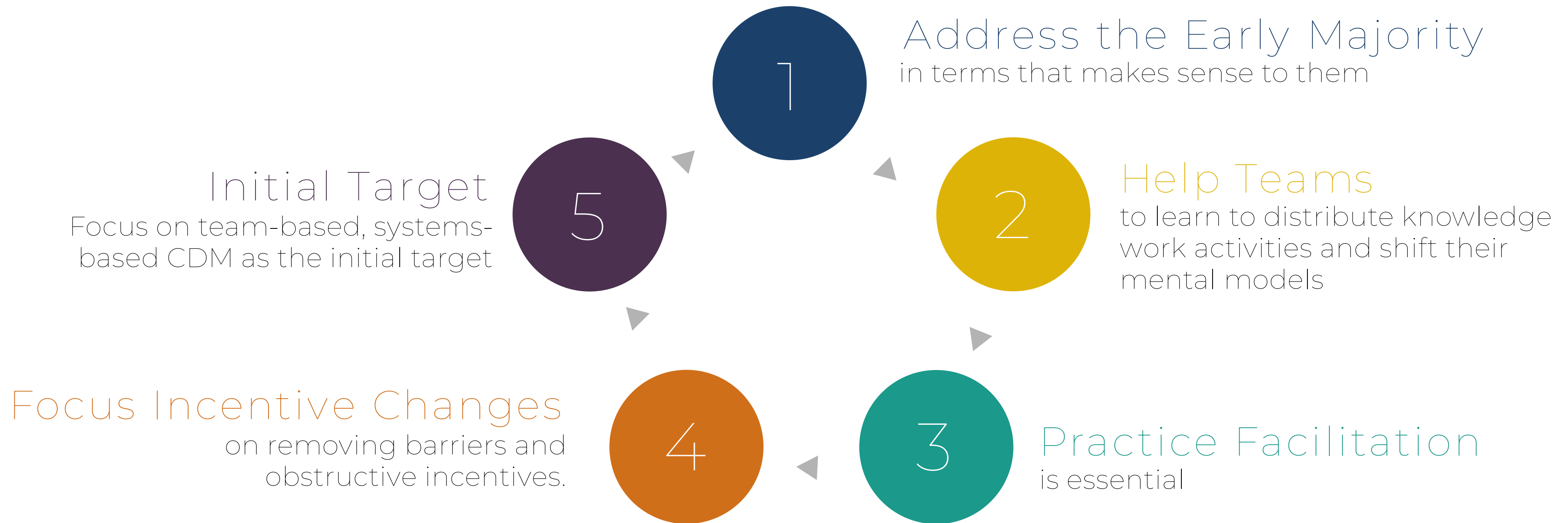


# A local 2018 research study



# Five Principles

## to Scale Up Primary Care Transformation in Alberta



# The Journey of Practice Facilitation

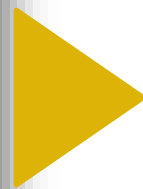
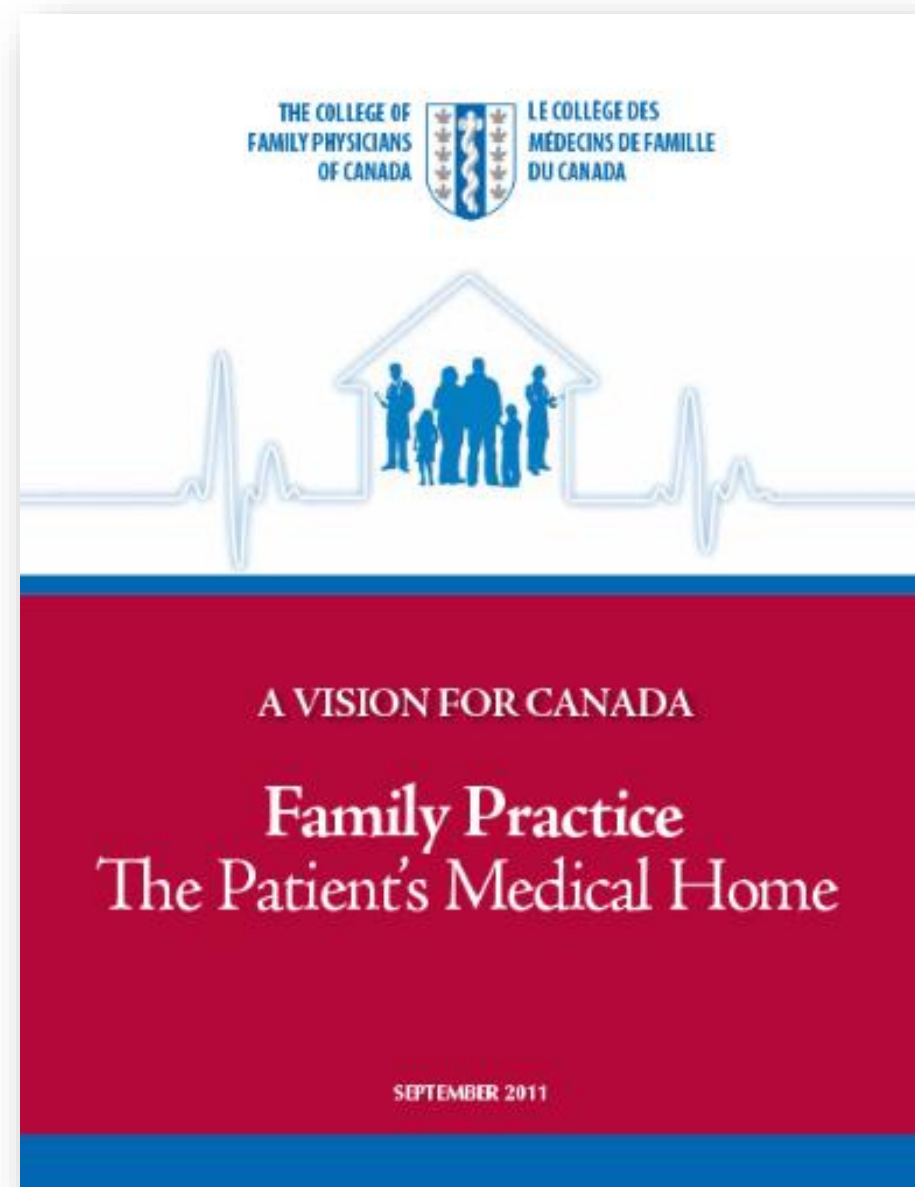


Increased  
recognition

# Patient's Medical Home

A Vision by the College of Family Physicians of Canada

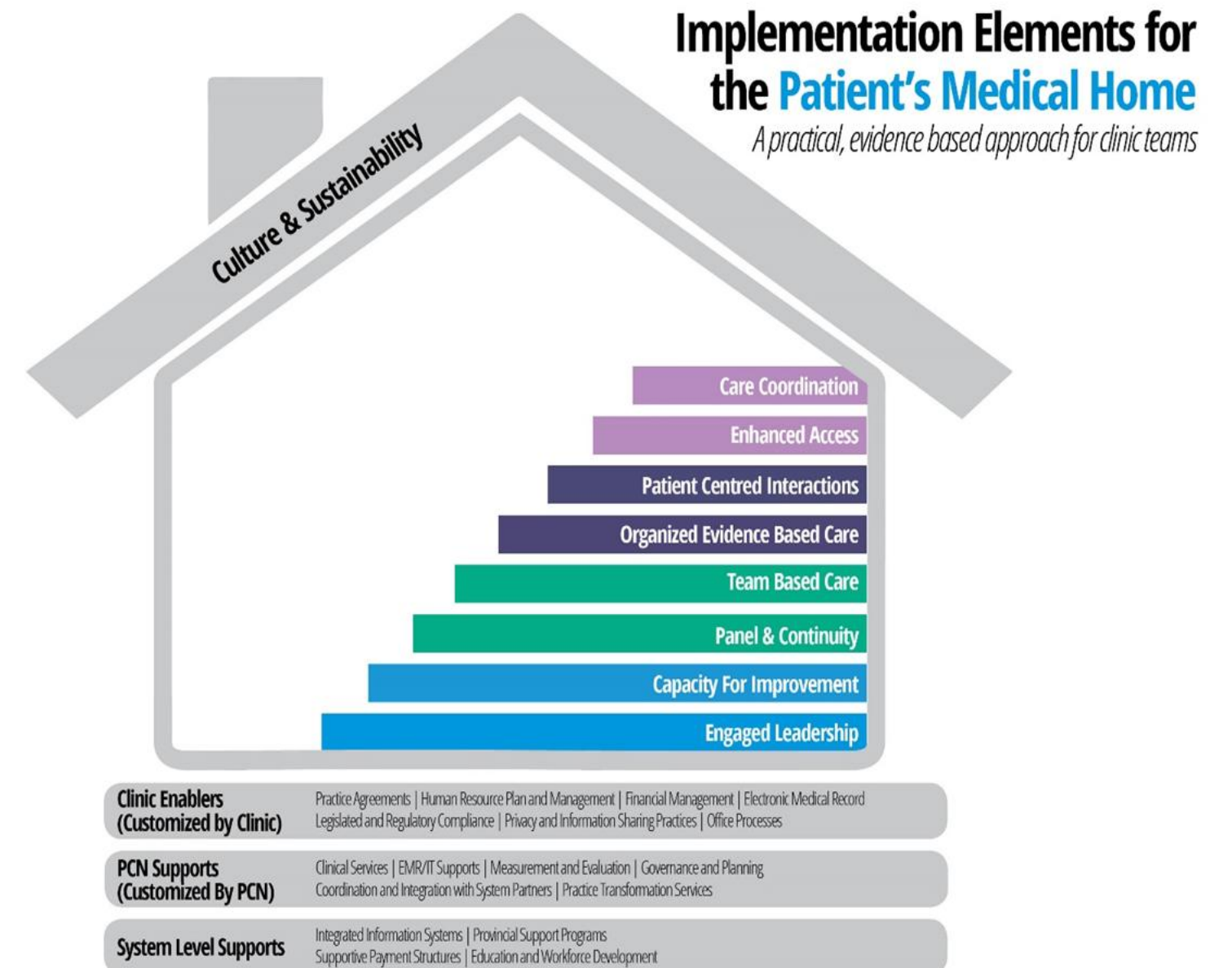
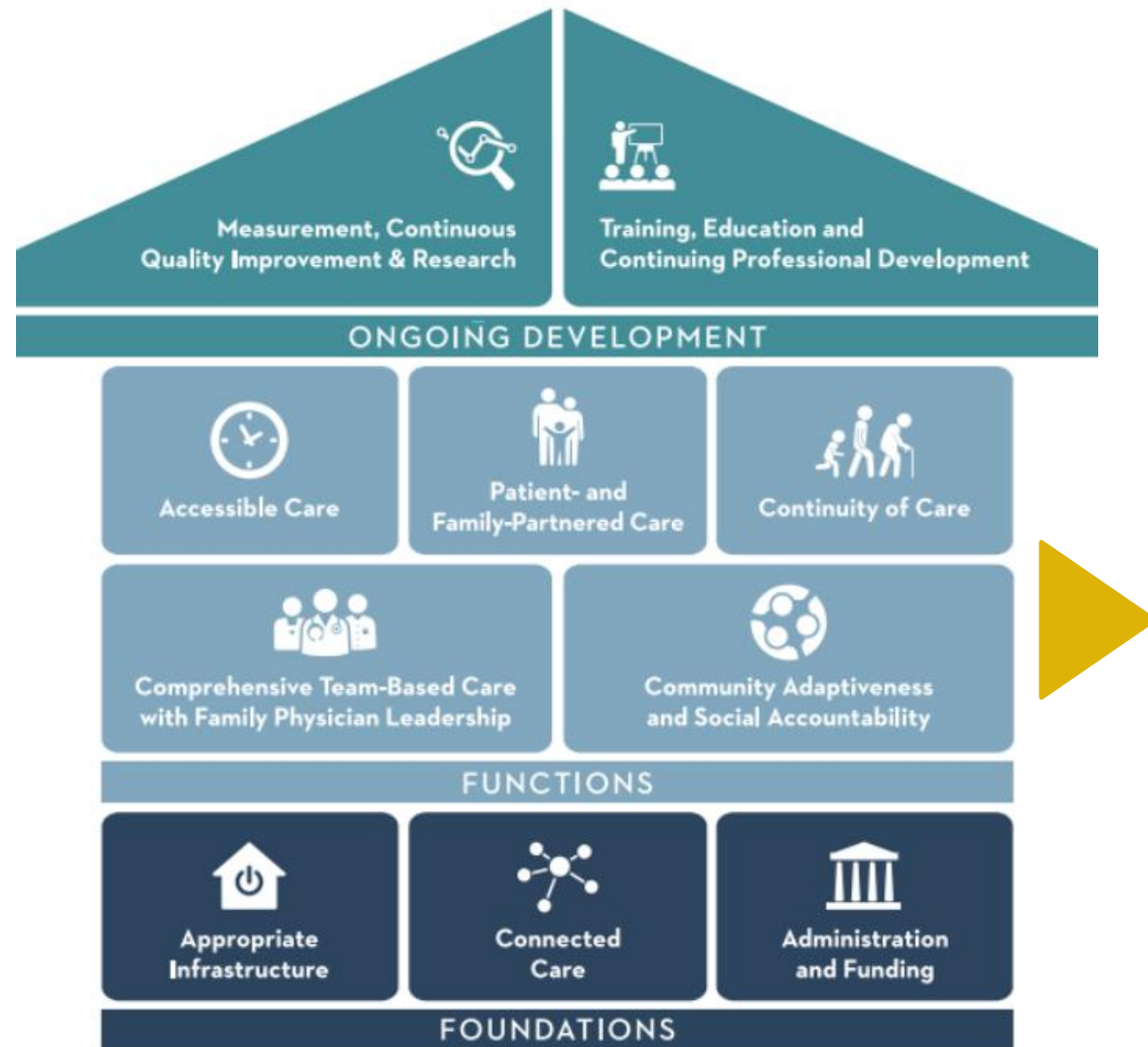
2011



2019



# The Patient's Medical Home 2019



Adapted from Safety Net Medical Home Initiative (2013)

# Overcoming Barriers

- ✓ Fostering a Positive Culture
- ✓ Pacing the Changes
- ✓ Celebrating Successes

Change Fatigue

- ✓ Training Staff
- ✓ Standardizing Processes
- ✓ Support Implementation of Robust EMR Systems

Data Management

- ✓ Collaborative Partnerships
- ✓ Leveraging Existing Resources
- ✓ Prioritizing Changes

Resource Constraints

- ✓ Building Trust
- ✓ Effective Communication
- ✓ Demonstrating Quick Wins

Resistance to Change

# The Journey of Practice Facilitation

Practice Facilitators are integral to many healthcare improvement efforts.



Alberta  
Screening  
and  
Prevention

Opioids

MAPS

Funding  
Models  
(PCPCM)

Mental  
Health  
Support

Home to  
Hospital  
to Home

Privacy

CII/CPAR

Chronic  
Disease  
Management

Patients  
Medical  
Home

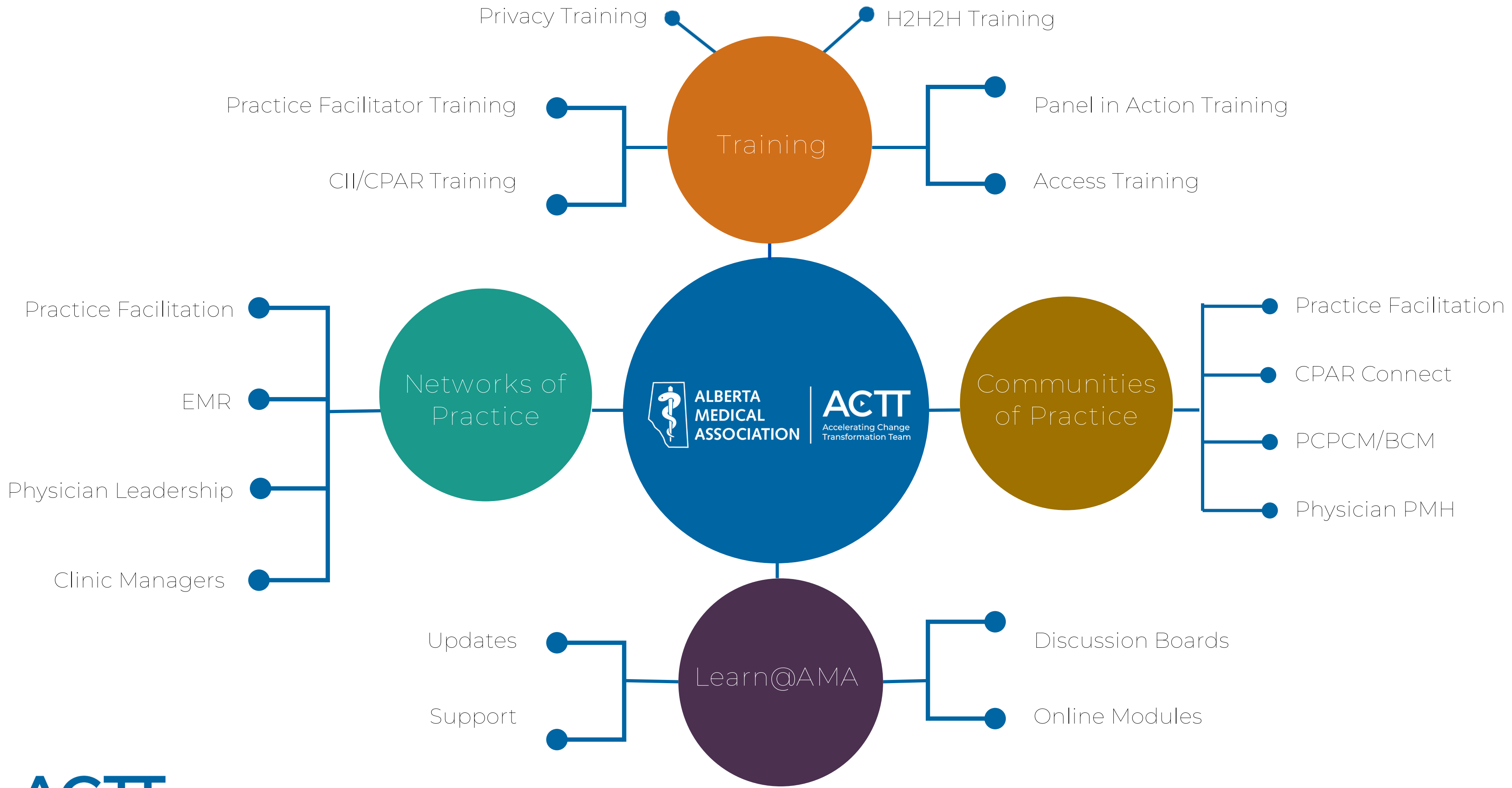
PPIP

Reducing  
The Impact  
of Financial  
Strain

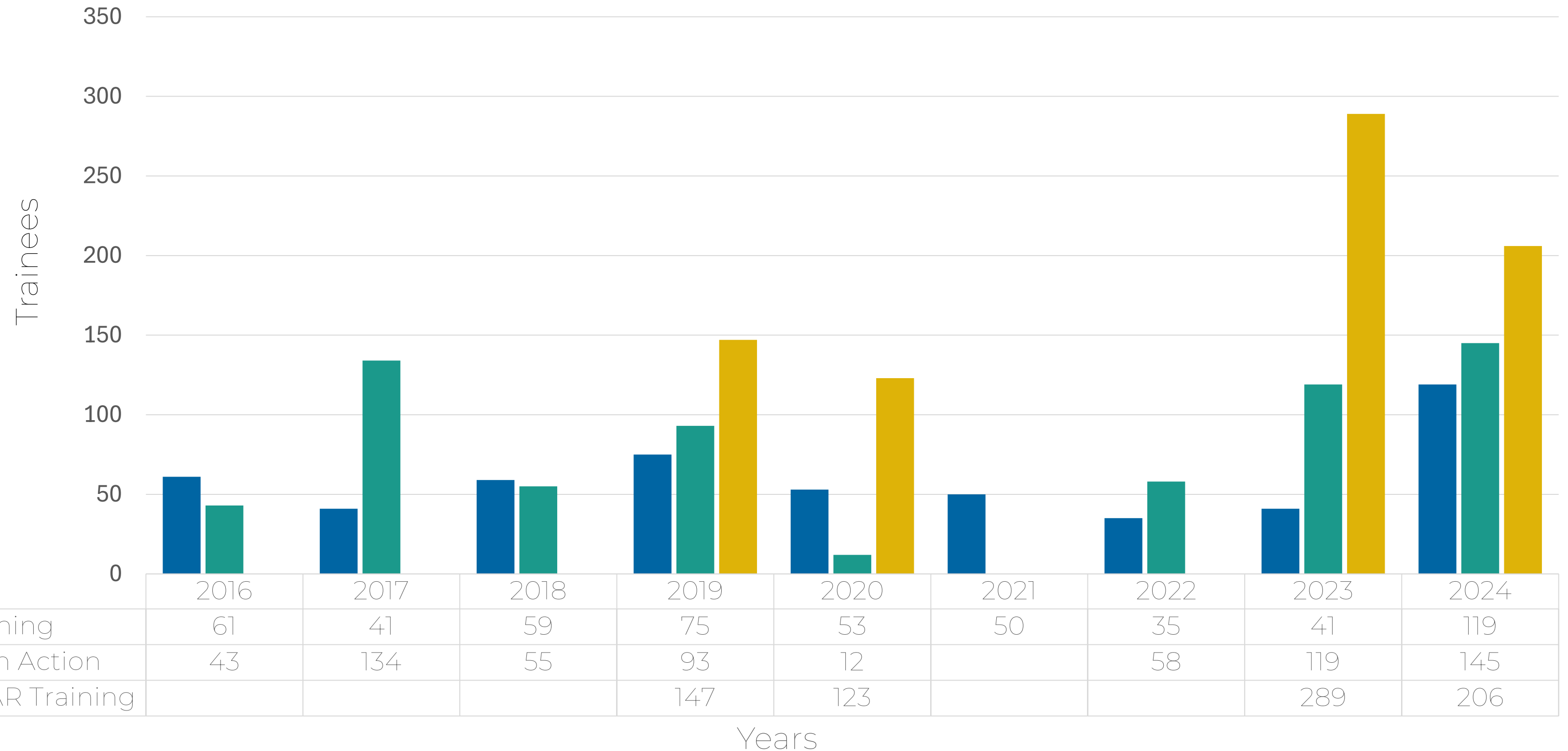
Continuity

Access

Panel



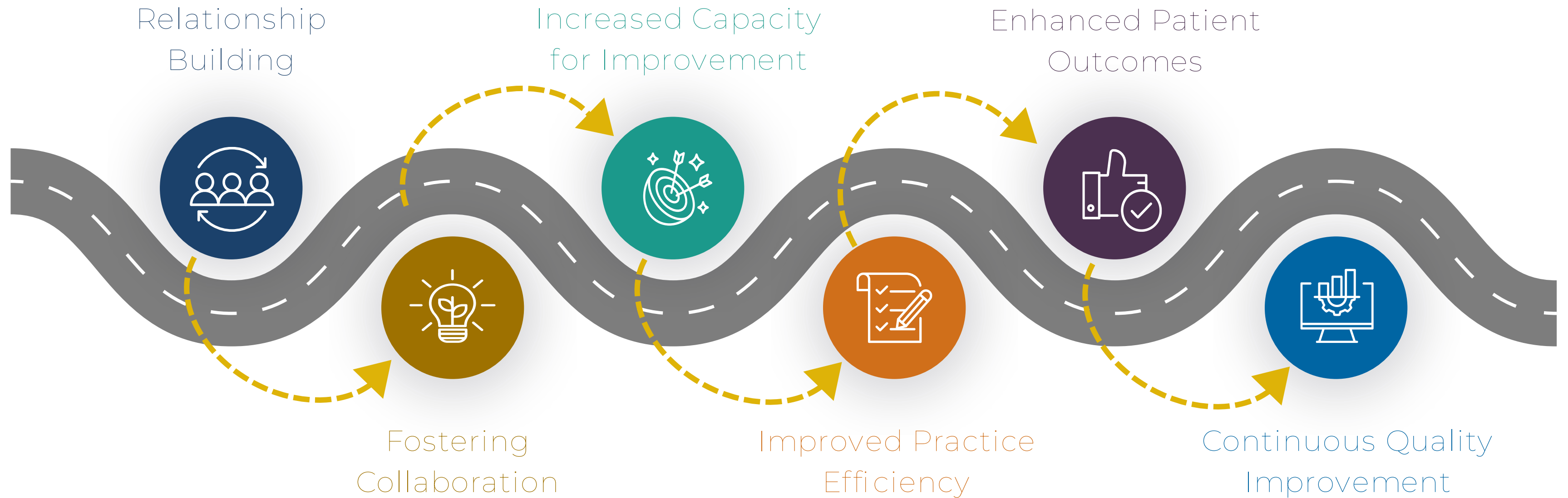
# Training Data Trends



# The Journey of Practice Facilitation



# The Path Ahead



“Good or bad, change is inevitable. How we benefit from it is what matters”

Quote by: Dr. Rithesh Ram  
Riverside Medical, Drumheller, AB

Clinic Success Story

Riverside Medical

Drumheller, AB



# Enhanced Patient Care & Integration

# The Path to Comprehensive Care & Health System Integration

**ACTT**



# Patient Summary via CII



## ANP Quick Reference How to View Patient Summary Reports

### Viewing a Patient Summary

The Patient Summary report is a standardized collection of clinical patient data curated by the provider and uploaded to ANP from their EMR to enhance care. The PDF report is available for display in ANP.

The most important patient data is available at the point of care, enabling providers with a snapshot of relevant health information. This allows more time to focus on direct care and not having to rely on patients to remember or repeat their medical information and history.

Types of clinical data that may be curated and uploaded by the provider:

- Medications
- Allergies
- Problems
- Procedures
- Vitals
- Social History
- Family History

To view a Patient Summary report:

- 1 Select the patient's Electronic Health Record.
- 2 In the Clinical Document Viewer (CDV) Tree, select the Patient Summary folder.



Tip: Hover your mouse over the document to display more information in a tooltip.

Patient Summary (1)	
19-Sep-2024 Patient Summary - Edm	Patient Summary - Edm
Source date	19-Sep-2024
Category	Patient Summary
Subcategory	TEXTUAL
Status	Transcribed Reports
Author	BONNIE CLARK
Facility	CII TEST SITE 5
Mark As	Insert Upload

- 3 Click/choose the desired report.

**Note:** Provided learning and training materials contain mock-up data for reference and presentation purposes.



**Alberta Patient Summary** as of 2024-Oct-18  
Patient Name: [REDACTED] PHN/ULI: [REDACTED]  
DOB: [REDACTED] Gender: [REDACTED]

Submitting Provider: Clark Bonner  
Clinic: CII TEST SITE 5  
Clinic Address: 4246 97 Street, Suite # 201, EDMONTON, AB, T6E 5Z9  
Clinic Phone: (780) 434-6008  
Clinic Fax: (454) 545-4542  
Height: 172.72 cm (2024-Oct-15) Weight: 77.11 kg (2024-Oct-15) BMI: 25.85 Head Circ: 28 cm

#### Problem List:

Onset Date	Problem	Notes
2023-Dec-31	Essential hypertensi on	Hypertension notes
2019-May-13	Asthma	Uses an inhaler

#### Allergy/ Adverse Reactions:

Onset Date	Allergy/Adverse Reaction	Reaction	Notes
2023-Jun-07	Grass	Rash	
Birth	Penicillin	Anaphylaxis	

#### Prescribed Medications:

For information on dispensed medications, see patient's chart in Alberta Netcare.

Date	Name/ Details	Notes
2024-Oct-15	New medication Solution 1 to 2 injections Q7D for 10 weeks	
2024-Oct-15	Advil	
2009-Jul-31	Old medication 5 to 10 Tablet(s) Two times daily for 90 days	

#### Lifestyle/ Risk Factors:

Date Identified	Lifestyle/ Risk Factor	Description
2024-Oct-15	Social_Alert	Grades have declined
2024-Oct-15	Smoking	E-cigarettes
2024-Oct-15	Alcohol	6 pack of beer per week
2020-Jan-15	Social_Alert	Does well in school
2020-Jan-15	Smoking	None
2020-Jan-15	Alcohol	No drinking noted

#### Measured Observations:

Date	Height	Weight	BMI	Head Circ
2024-Oct-15	172.72 cm	77.11 kg	25.85	
2015-Mar-12	139.7 cm	45.35 kg		
2006-Jan-02				28 cm

#### Procedure History:

2022-02-08 Appendectomy - Status: completed - Followup: 2024-02-10 - Results: Went well

This summary contains patient information as of the date above, as received from the provider(s) listed. The reader is responsible for verifying the accuracy and completeness of the information shown on this report.

Classification: Protected A



# CII/CPAR

An Epic Journey!

Jan 2021

VS

Jan 2025

Clinics Live

79



855

Family Physicians Live

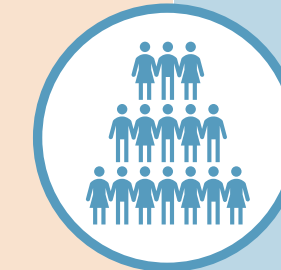
496 (15%)



2,561 (86%)

CPAR Patients

276K



2.7M

Encounters

882K



25M

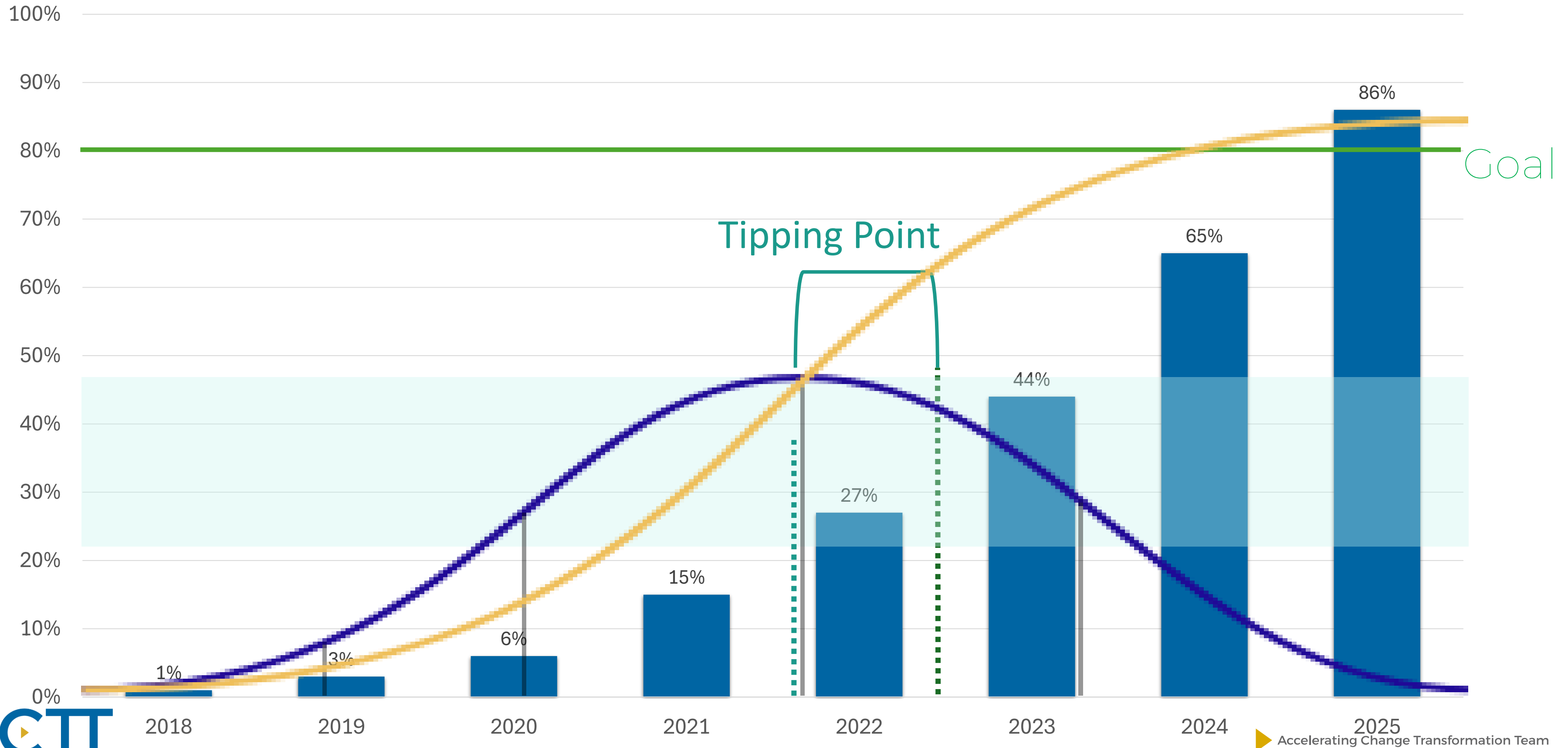
Consults

82K



1.7M

# CII/CPAR Family Physician Adoption



# Practice Facilitation Role in this Achievement

Training and Education

Technical Assistance

Continuous Improvement

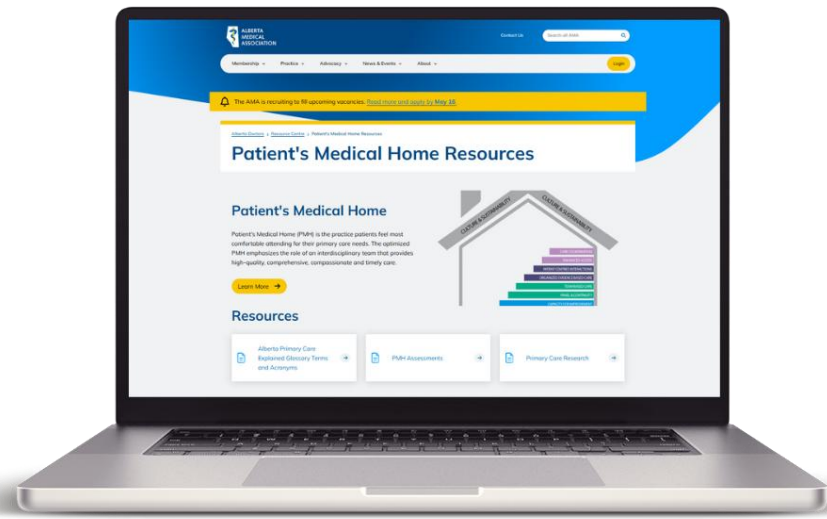
Collaboration and Networking

**THANK  
YOU!**

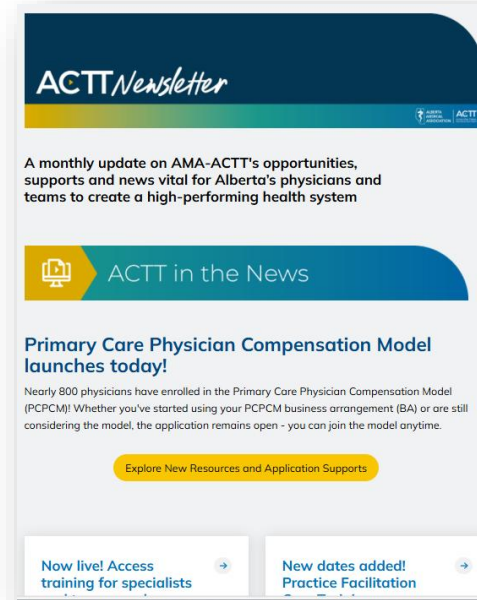
# Key Takeaways

Share your unforgettable moments with  
Practice Facilitation

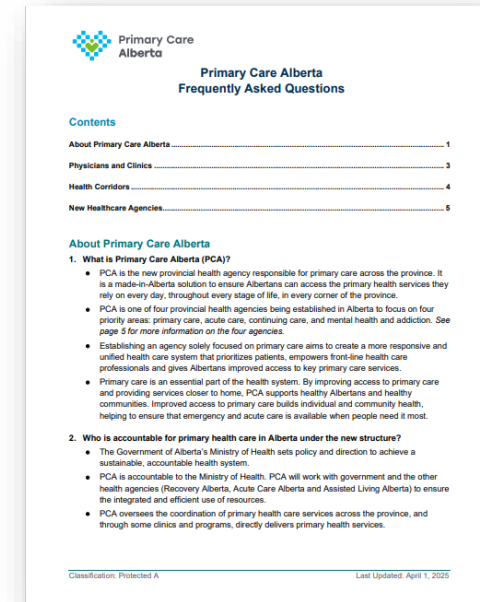
# Resources



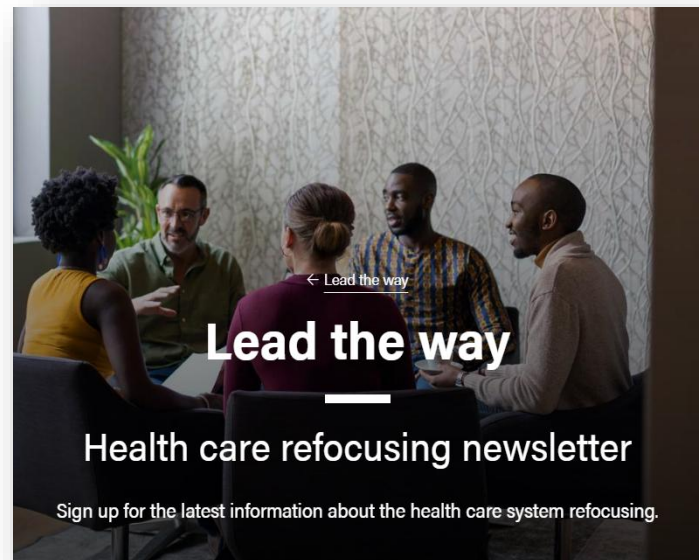
[AMA-ACCTT Patient's Medical Home Resources](#)



[AMA-ACCTT Newsletter](#)



[Primary Care Alberta FAQ](#)



[Alberta Health Newsletter](#)

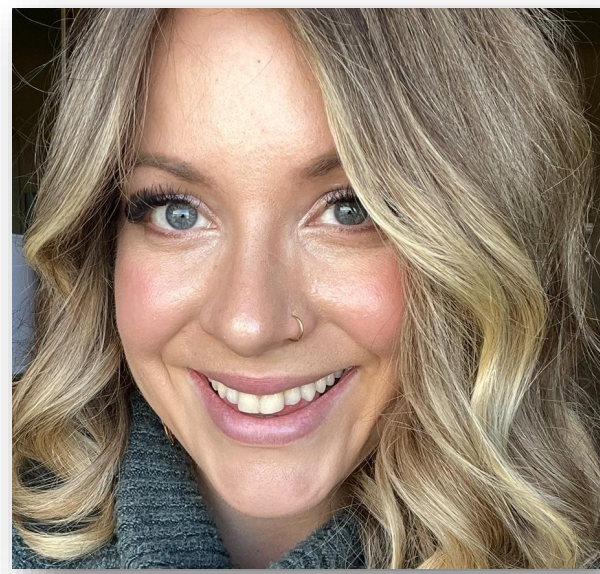


[Modernizing Alberta's Primary Health Care System Implementation Newsletter](#)

# AMA-ACTT Contacts



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Thank you  
for attending

Find out more at: [albertadoctors.org/actt](http://albertadoctors.org/actt)



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