Vol. 2.2 SUMMER 2016

After the devastating fires of Alberta's spring, we're not hearing many complaints about the wet thunder of a summer that we've been having! Hopefully mother nature will allow for a bit more sun so that we can all enjoy long evenings out of doors before September starts to loom on the horizon.

This season has also brought reflection and renewal. At Access Improvement we're happy to announce the debut of QuRE Foundations Workshop. eReferral continues to demonstrate success and adoption while we shift our focus to the advice request function and then onwards to the 3 year rollout plan.

Look for our next newsletter in the fall, where we highlight the evolution of RAAPID, announce the next specialties for eReferral, and more!

QUICK LINKS

GET STARTED with eReferral: tips, tricks, demos and other news

DOWNLOAD provincial referral guidelines: Urology, Pediatric GI, Adult GI and more

ORDER QuRE Referral & Consult Pocket Checklists - FREE!

CONTACT US

AWARDS ABOUND FOR eREFERRAL

eReferral continues to win awards on the national stage, the latest awarded at the Canadian Health Informatics Awards (CHIA) Gala in Vancouver on June 7th. With 500 people in attendance, Jodi Glassford, Director of Access Improvement, accepted the Award for Innovation in the Adoption of Health Informatics on behalf of all the teams that make up eReferral: Orion Health, Alberta Netcare, and Access Improvement.

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CHIA AWARD CONT...

The CHIA Gala is a yearly event held to recognize leadership and innovation in eHealth. The event is hosted by COACH: Canada's Health Informatics Association. COACH is the voice of health informatics (HI) in Canada, promoting the adoption, practice and professionalism of HI. COACH represents a diverse community of accomplished, influential professionals who work passionately to make a difference in advancing healthcare through information technology.

NEPHROLOGY ADVICE REQUEST DELAYED

After review of user acceptance testing and feedback, Nephrology Leadership have chosen to delay participation in eReferral until further notice. Alberta Netcare eReferral continues to provide referral capability for hip and knee joint replacement surgery and routine medical/radiation oncology for breast and lung cancer.

A June release of enhancements includes a shorter re-organized referral forms to improve workflow and usability.

In Fall 2016, eReferral will announce details of the provincial 3 year rollout, including specialty onboarding timelines and version upgrades.

Questions or concerns with regards to eReferral specialty implementation may be directed to Jodi.Glassford@ahs.ca

QuRE FUNDAMENTALS WORKSHOP DEBUTS AT UCALGARY DEPT OF FAMILY MEDICINE

Quality Referral Evolution (QuRE) is now in its second year of development and is scheduling resident workshops for all medical education programs in Alberta throughout the summer and into the fall.

The workshop focuses on the importance of quality physician referral communication, the elements required for referral composition and local/provincial resources to find specialty specific referral information. Participants will

QURE FUNDAMENTALS...

leave with a solid review of referral basics: how to write the referral, who to send it to, what to include, and where to find that information.

The foundation of the workshop is the QuRE Pocket Checklist, which details the minimum requirements for a quality referral or consult letter. QuRE has received much positive feedback about the checklist and have distributed over 3000 to medical practitioners since last summer.

Recently, the checklists were brought to Gothenburg, Sweden for the International Forum on Quality and Safety in Healthcare and caught the attention of the British Royal Society of Medicine; discussions are now in play to have QuRE present in London, England at the International Forum on Quality & Safety in Health Care in 2017.

In general, the checklist is appreciated for being a physical tool that can be easily carried around and conveniently referenced without access to a computer or smart phone; commenters also valued that the checklist includes points for both referral letters and consult notes, which is seen to support reciprocal communication.

If you would like to receive free copies of the checklist, or would like to schedule a referral workshop for your program, contact erin.rohl@ahs.ca.

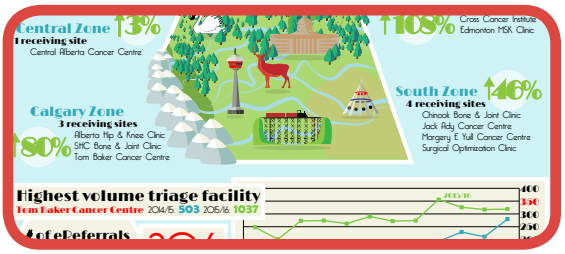
Hey Clinical Educators!

The QuRE Workshop series isn't just for residents. Our interactive presentations are suitable for anyone who wants to improve referral communication in Alberta.

If you're looking to learn more about quality referral evolution, resources available in your zone, tools to improve referral practice and more, then you'll want to attend one of our Fall sessions.

Click here to bring QuRE Fundamentals to your PCN

eREFERRAL BY THE NUMBERS



Our summer infographic explores how eReferral use has increased in each zone by comparing the first 350 days since go-live to the last 350 days (ending June 2016). **CLICK TO SEE**

accessIMPROVEMENT aims to start the conversations, make the connections and share the resources that improve Alberta's referral experience. If you'd like to share your access improvement story, we'd like to spread the word. **GET IN TOUCH** with us to learn how.