

ACCESS IMPROVEMENT

CONVERSATIONS • CONNECTIONS • RESOURCES



Since our last newsletter, the Access Improvement team has been busy working with patients, physicians and administration. With the funding of the Access Improvement program in 2017, we have been able to expand our team and also enable more specialty groups to receive advice requests and improve the functionality of the eReferral platform.

We are learning from our users and are sharing this here with you.



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WE ARE GROWING

The Access Improvement team has been busy implementing Advice Request for seven new specialties. Take a look at our path to success and see what the future holds. [READ MORE](#)



WHAT WE HEARD FROM PRIMARY CARE

In November 2017, the Access Improvement team surveyed primary care in an effort to understand current issues regarding the referral of patients to specialty clinics and the results are in. [READ MORE](#)



UROLOGY IS IMPROVING ACCESS, ONE ADVICE REQUEST AT A TIME

Access Improvement sat down with Dr. Trevor Schuler, Urologic Surgeon, to discuss how Advice Request has helped this high volume-high demand specialty manage referrals. [HERE'S HOW](#)



HERE IS WHAT THE ACCESS IMPROVEMENT TEAM IS READING

Access Improvement endeavors to share news and views from across the globe. Here are our latest finds.

[READ MORE](#)

access IMPROVEMENT 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.



What We Are Reading

AHS 2017-2020 Health Plan & Business Plan

eReferral Advice Request has targets under Goal 1: Improve Patients' & Families' Experiences. We have achieved our target of 10 specialty groups responding to advice requests for 2017-2018.

<https://www.albertahealthservices.ca/about/page13365.aspx>

College of Physicians and Surgeons of Alberta (CPSA) Roadmap “*Toward an Integrated Electronic Patient Record*” – September 2016.

<http://www.cpsa.ca/wp-content/uploads/2016/11/Toward-IEPR-Roadmap-September-2016.pdf>

Canadian Medical Protective Association (CMPA) Is that eConsultation or eReferral Service Right for your Medical Practice

<https://www.cmpa-acpm.ca/en/advice-publications/browse-articles/2017/is-that-econsultation-or-ereferral-service-right-for-your-medical-practice>

Ontario MD: CMPA Assessment of eConsult

http://nlma.nl.ca/FileManager/eConsult/docs/2017/2017.01.27_cmpa-assessment-econsult.pdf

Find Your Why: A Practical Guide for Discovering Purpose for You and Your Team – Sep 5 2017

<https://www.amazon.ca/Find-Your-Why-Practical-Discovering/dp/0143111728>

The Deep Change Field Guide from Robert E. Quinn

<https://www.amazon.ca/Deep-Change-Field-Guide-Discovering/dp/0470902167>

Video

Remote Patient Monitoring: Keeping Patients at Home

<https://infoway-inforoute.ca/en/what-we-do/news-events/webinars/resources/videos/3396-remote-patient-monitoring-keeping-patients-at-home>