

## Program Update

Access Improvement's work is ongoing, but over the past few months we've celebrated some exciting milestones! On March 21, we surpassed **30,000 submitted eReferral requests**. In just over eight months, we went from 20,000 to 30,000 eReferral submissions. Thank you for your support in reaching this exciting achievement!

Another milestone is that the **QuRE consultation/referral request and response template has been added to TELUS MedAccess and Accuro EMR systems**. Primary care physicians can use the template to generate high quality referral letters with auto-populated information from their EMR. This form is available to all MedAccess and Accuro users in the province. Once the form is completed, users can simply print as a PDF file and attach it to an eReferral Advice Request, Consult Request or mail/fax it to specialty clinics. TELUS Wolf and TELUS Practice Solutions will also add the template to their EMRs with a release date of later this month or early July.

Earlier in Q1, the Access Improvement team **moved from AHS Health Operations Northern Alberta to the AHS Chief Medical Officer (CMO) Portfolio**. Physician engagement and medical leadership support are critical to the success of Access Improvement initiatives, and the move to the CMO will help with achieving these next steps. Jodi Glassford will continue to lead the team as Provincial Director. Special thanks also goes to Deb Guerrette, who provided executive oversight to the Access Improvement team over the years.

Our eReferral team has also been working with **SHARPGI** in Edmonton, and is happy to share that three **new clinical pathways have been released** for practitioner use. (*For more information about the pathways, go to pg. 3.*)

On May 21, 2019, four specialties were added to eReferral. **Interventional Pulmonary Medicine, Sleep Medicine and Tuberculosis Services** are now available for Consult Requests in the Calgary Zone, while **Child and Adolescent Psychiatry** is now offering Advice Requests in the Calgary, Central (patients in Red Deer and south) and South AHS Zones.

Finally, **Provider Notifications was successfully released on May 30, 2019**. eReferral users are now able to receive email notifications when an activity occurs on an Advice or Consult Request. (*For more information about Provider Notifications, go to pg. 3*)

Stay tuned for our next newsletter that will be distributed this summer. Thank you for your continued support!



### Get in Touch with Access Improvement

If you have questions, email us at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

For more information about eReferral, including training support, visit [eReferral online](#)

For more about QuRE and the Alberta Referral Pathways, visit [Access Improvement](#)

### Unsubscribe

If you'd like to unsubscribe from this newsletter, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

### Stay Tuned

The next edition of the *Access Improvement Report* will be released in Summer 2019.

## Some Specialties Disabled from eReferral

As of May 14, 2019, the following specialties are no longer accepting eReferral Advice Requests:

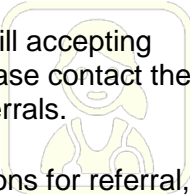
- Oncology – Breast Cancer (Province-wide)
- Oncology – Lung Cancer (Province-wide)
- Urology (Paeds) – Edmonton Zone

You will no longer be able to submit Advice Requests to these specialties.

Consult Requests are also no longer available at the following sites for Orthopaedic Surgery (Hip & Knee Joint Replacement):

- Camrose MSK Clinic
- Grande Prairie Orthopaedic Surgeons Clinic

**Important note:** These specialty clinics are still accepting referrals, but no longer through eReferral. Please contact these clinics directly to determine how to submit referrals.



For a list of Advice and Consult Request reasons for referral, go [online](#)

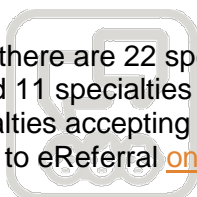
## New specialties added to eReferral on May 21, 2019

Physicians and clinical support staff can now submit Consult Requests (i.e. requests for in-person specialist appointments) in the Calgary Zone to:

- Internal Med - Pulmonary Medicine (IPM)
- Internal Med - Sleep Medicine (FMC Sleep Centre)
- Internal Med - Tuberculosis Services (Please search by reasons for referral or by facility (TB))

Child and Adolescent Psychiatry was also released on eReferral Advice Request (i.e. non-urgent questions answered by a specialist within five calendar days) and is available in the Calgary, Central (patients in Red Deer and south) and South AHS Zones.

As of May 21, 2019, there are 22 specialties accepting eReferral Advice Requests and 11 specialties accepting Consult Requests. For a list of all specialties accepting eReferral Advice and Consult Requests, please go to eReferral [online](#)



## eReferral Training Available

If you have questions about using eReferral, resources are available:

1. Call the eHealth Support Services team at 1-855-643-8649
2. [Email](#) the eHealth Support Services team
3. Visit the [Alberta Netcare Learning Centre](#)
4. Join a Wednesday Webinar. [Email](#) the eHealth Support Services team for more information
5. Visit eReferral [online](#)

**For an in-person eReferral training session, please email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)**

## Let's Work Together to Improve Your eReferral User Experience!

**We need you** – Your feedback as an active eReferral user is extremely important to inform positive changes that will benefit all eReferral users and our patients.

We invite you to complete the [eReferral User Experience Survey](#) by **July 5, 2019** to drive product decisions and help improve your user experience.

This annual user survey takes less than five (5) minutes to complete. All collected information is anonymous and will be used solely for evaluation purposes.

If you have questions about this survey, please email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

# Now Live: Provider Notifications

We are happy to announce that Provider Notifications successfully launched on May 30, 2019. eReferral users will now begin receiving email notifications when an activity has occurred on an Advice or Consult Request.

To ensure you are receiving Provider Notifications, please login to Alberta Netcare and confirm or enter your preferred email address (this is the address emails will be sent to). To change your email address in *My Details*, follow these steps:

1. Log into [Alberta Netcare](#)
2. On the left-hand side of your screen, click *Common* and then *My Details*
3. Scroll down to *Users* and confirm or enter your email address
4. Click *Update Preferences* to validate your changes

You are automatically subscribed by default to a notification list based on your role (i.e. referrer, receiver and/or triage user), but these subscriptions can be updated at any time.

eReferral users will receive an email with additional information and Provider Notifications instructions. If you did not receive this email, please log on to the [Provider Notifications Portal](#) for more information and view the [Quick References](#) for step-by-step instructions on how to manage your notifications.

Access Improvement is excited to see eReferral continue to grow and we are committed to further developing the platform. For more information on Provider Notifications, visit our [FAQ](#), or contact us directly at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

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## Edmonton Zone SHARPGI Releases Clinical Pathways

Single Hub Access Referral Program for Gastroenterology (SHARPGI) is an initiative to streamline access for patients who need gastrointestinal specialist care. In April 2019, SHARPGI released three new pathways - GERD, H.Pylori and Dyspepsia - and encourages physicians to download and use the pathways in their practice.

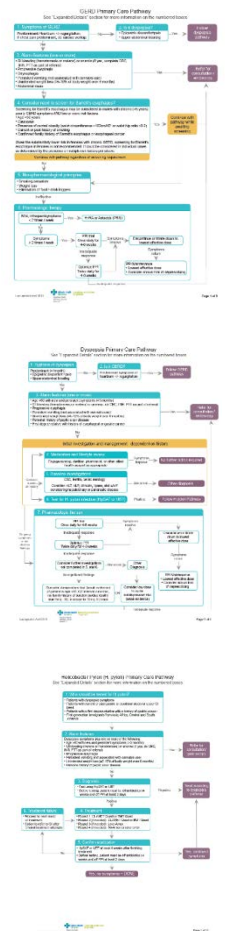
When referring to SHARPGI, referring providers are not required to complete a standardized form. The SHARPGI team will triage patients based on the history provided by the provider and all available Alberta Netcare reports and documents.

Physicians are encouraged to review the pathways and, specifically, the investigation/treatment boxes, and ensure that these steps have been finished prior to submission, including:

- [GERD](#) - Non pharmacological principles and pharmacologic therapy
- [H. Pylori](#) - Diagnosis and treatment
- [Dyspepsia](#) - Medication and lifestyle review, baselines investigations, test for H. Pylori infection (HpSAT or UBT), pharmacologic therapy. *(If medication and lifestyle review, baselines investigations and test for H.Pylori infection (HpSAT or UBT) are ruled as inappropriate, please state the same information).*

To ensure a successful referral, please provide evidence of pathway completion (to the best of your ability).

For more information about SHARPGI, go to [www.ahs.ca/SHARPGI](http://www.ahs.ca/SHARPGI) or email [sharp@ahs.ca](mailto:sharp@ahs.ca)





**865**

submitting users

**60%** are support staff

**40%** are physicians

**8,703**

eReferral requests submitted

### Top reasons for referral

1. Urology issue
2. Dyspnea (shortness of breath)
3. Node negative breast cancer
4. Hematuria microscopic (greater than 3 rbc/hpf)

**2,366**

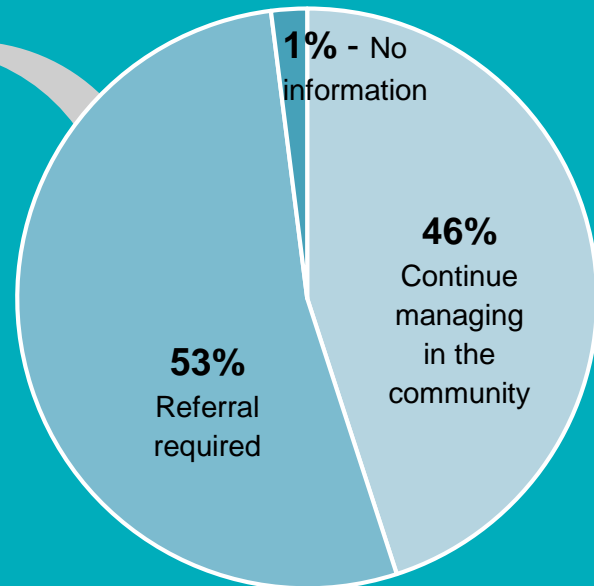
referring providers using eReferral



Median number of days to first response (for an Advice Request)

**2 days**

The general rule is **five days**, so that's **three days faster!**



**46%** of Advice Requests continued to be managed by primary care providers in the community. This can prevent unnecessary wait times for in-person appointments to see a specialist.



## in the News

In early June, QuRE will appear on the newly launched *Joule* website, a Canadian Medical Association subsidiary that is designed to help physicians with clinical excellence initiatives.

The article, which features QuRE and our drive to improve referral and consultation practices, is one of the first articles to be posted on the new website.

We'll post the article in the next edition of the *Access Improvement Report*, but we encourage you to visit the [website](#) for more information about Joule.

## Need Referral Information? Check Out the Alberta Referral Directory

### AlbertaReferralDirectory.ca



#### Authentication-free Access

Healthcare providers can now view referral information at **AlbertaReferralDirectory.ca** without logging in, making it easier to search and select the right services for patients. Try it out today!



Alberta Referral Directory  
Your online source for referral information

1-855-889-8399 | ard@ahs.ca | AlbertaReferralDirectory.ca

## Jodi Glassford wins AHS President's Excellence Award

A very special congratulations goes out to Access Improvement's Provincial Director, Jodi Glassford, for her win in the *Service Excellence* category.

"Jodi's leadership and contributions to Alberta Netcare eReferral, Alberta Referral Pathways and Quality Referral Evolution have improved communication and transparency in the referral process, resulting in better patient access to appropriate and timely care," says the award bio.

AHS President's Excellence Awards encourage AHS employees to nominate individuals and teams who demonstrate the highest level of commitment, innovation and dedication to Albertans. A record 153 groups were nominated for this year's awards, with Jodi and a handful of others taking the top honours.

On behalf of the entire Access Improvement team, we congratulate Jodi and cannot be more proud of her outstanding win!

The wonderful QuRE team members (see right) were also nominated in the *Innovation & Research Excellence* category, but did not place this year.

To see Jodi and QuRE's President's Excellence Awards bios, visit AHS [online](#)



Top right: Jodi Glassford

Bottom (from top left to bottom right): Dr. Bruce Fisher, Dr. Monica Sargious, Dr. David Topps, Michele Cowan, Jodi Glassford, Dr. David Moores, Annabelle Wong, Andrew Wong and Dr. Lynn Peterson.

# Who's Who - Access Improvement Edition

Who are the people working behind the scenes on eReferral, QuRE and the Alberta Referral Pathways? You'll soon find out! Over the next several editions, we'll highlight our team members so you can meet the people who are making Access Improvement initiatives possible.

In this inaugural article, we talk to Carrie Newman, Data Quality Analyst.

**What do you do on the Access Improvement team?** As the Data Quality Analyst, my role is primarily responsible for the data collection, validation and submission of information for the Health Services Catalogue (HSC). I work with our team to ensure that the data in the HSC is correct when we onboard new specialties, and also updated (as required) through our monthly maintenance cycles.

**How is your role helping transform Alberta's referral experience?** I am currently working on HSC stabilization, which is focused on ensuring that all of our specialties are on the most recent version of our spreadsheets. This will allow us to make timely updates for all specialties, as well as supporting our IT and Alberta Netcare teams in resolving some issues in the system as we work towards continuously improving the quality of the eReferral platform.

**What's your favourite hobby?** I am an avid reader and can often be found with my nose buried in a book over my lunch break. When I get into a particularly good book, I have been known to finish it in one sitting...sleep is overrated!



Carrie's favourite quote:

*"Be the change you wish to see in the world."*

*-Mahatma Gandhi*

The next *Who's Who* will feature a Change Management Analyst.

## What we're reading

Check out these fascinating reads the Access Improvement team have been into:

- [Saskatchewan Surgical Initiative](#)
- [Primary Care Clinician Adherence to Specialist Advice in Electronic Consultation](#)

Do you have an article we should read? Send it to [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) and we may feature it in the next edition.

## Story ideas?

Do you have a story idea? Email us at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) and we'd be happy to discuss adding your story into the *Access Improvement Report*.