

### eREFERRAL RECOGNIZED WITH NATIONAL AWARD

**eReferral, along with** sister programs Path to Care and Alberta Referral Pathways, is the recipient of the Canada Health Infoway and Accreditation Canada 2015 award for LEADing Practice Initiative. The LEADing Practice Initiative is part of a larger Clinician Education Campaign, designed to raise awareness and understanding of the clinical benefits of digital health.

The award was accepted by Allison Bichel and Grace Bole-Campbell in Toronto on February 20th, where the duo presented their LEADing Practices at the 2015 Peer Leader Symposium. The event was well attended by representatives from across Canada, and much interest was expressed at Alberta's provincial initiatives to improve access to healthcare.

As a province, we all own Alberta's referral experience, and there are many groups



and programs working towards this common agenda.

At eReferral, we would like to highlight some of this important work over the next few newsletter issues by featuring the services and people that have taken a dedicated step towards improving access to care.

## quick updates

- Breast cancer and lung cancer referral guidelines have had a provincial review and standardization. The eReferral forms have been updated to reflect those changes and you can check them out yourself [HERE](#) and [HERE](#)
- The Provincial Access Team has developed a generic referral form that can be used to refer to any AHS service or clinic as long as the relevant requirements are attached and the referral is complete. It is available [HERE](#)
- Lethbridge is participating in eReferral! Their information can now be found in the Health Services Catalogue, and Alberta Netcare users are now able to send an eReferral for hip/knee arthroplasty to the **CHINOOK BONE AND JOINT CLINIC** in Lethbridge.
- Our new video shows an eReferral in real time [WATCH](#)

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Ready to take a step towards improving access to care? Take a Path to Care workshop and get started!

Jackie Honey sends more eReferrals than anyone!

Jabulani Health Centre looks to the future of referrals in Alberta

Tips and Tricks

If you want eReferral, you need Alberta Netcare.

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### HEALTH QUALITY COUNCIL OF ALBERTA



**The Health Quality Council of Alberta (HQCA)** gathers and analyzes information and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to translate that knowledge into practical improvements to health service quality and patient safety in the healthcare system.

The HQCA works to promote and improve patient safety and health service quality on a province-wide basis through a variety of initiatives. Its responsibilities, as set forth in the [Health Quality Council of Alberta Act](#), are to:

- Measure, monitor, and assess patient safety and health service quality.
- Identify effective practices and make recommendations for the improvement of patient safety and health service quality.
- Assist in the implementation and evaluation of activities, strategies, and mechanisms designed to improve patient safety and health service quality.
- Survey Albertans on their experience and satisfaction with patient safety and health service quality.

As part of this work, Albertans identified continuity of care as

an issue in the HQCA's [patient experience survey](#). Subsequently, the HQCA released the *Continuity of Patient Care Study* in December 2013. The study analyzed many aspects of referral management in the healthcare system as well as the role radiologists play in prioritizing and coordinating advanced diagnostic imaging studies for patients with time-sensitive conditions. The study's focus was not to find fault with individuals, but to identify factors in the system that can compromise patient safety and health service quality.

A full discussion of the issues, analysis, and recommendations appears in the main report that can be found at [www.hqca.ca](http://www.hqca.ca). The HQCA identified 10 recommendations to address the issues highlighted in the report and an additional three recommendations to address a supplementary issue that was identified while reviewing this case.

In addition to the *Continuity of Patient Care Study*, the HQCA's recent initiatives include:

#### EDUCATION INITIATIVES:

- Systematic Systems Analysis: A Practical Approach to Patient Safety Reviews
- Certificate in Patient Safety and Quality Management course
- Certificate in Investigating and Managing Patient Safety Events course

- Medication Management Checklist for Supportive Living
- Managing Disruptive Behaviour in the Healthcare Workplace – Framework & Tool Kit

#### QUALITY AND SAFETY REVIEWS:

- *Chart Review of Fixed-Wing Medevac Patients who Landed at the EIA* – January 2015
- *Total Parenteral Nutrition Review* – June 2014
- *Review of Quality Assurance in Continuing Care Health Services in Alberta* – April 2014
- *Review of Alberta Health Services' Continuing Care Wait List: First Available Appropriate Living Option Policy* – March 2014

#### PATIENT EXPERIENCE SURVEYS:

- Primary Care Measurement Initiative
- 2014 Alberta Population Norms for EQ-5D-5L
- Supportive Living Family & Resident Experience Survey Reports
- Satisfaction & Experience with Healthcare Services Survey: A Survey of Albertans 2014
- Urban and Regional Emergency Department Patient Experience Report (2010-2013)

To review these initiatives and for more information visit [www.hqca.ca](http://www.hqca.ca) or contact the HQCA at [info@hqca.ca](mailto:info@hqca.ca) or by phone at 403.297.8162.

## PATH TO CARE

# Path to Care

The goal of Path to Care is to improve system navigation and patient access to scheduled services. In early 2014, the Path to Care team launched a series of workshops designed for scheduled AHS services to improve wait time measurement and management, referral management and closed loop communications. Since that date, over 1350 participants have taken part in over 45 workshops across Alberta.

Following the first workshop, which was introductory, the second in the series is titled **Referral Management: Communication Standards**. It builds upon the information presented in the first session, and is a pre-cursor to **Referral Management: Developing Guidelines**.

One of the key highlights in the

**Referral Management: Communication Standards** is the introduction of timestamps. The timestamp illustration below outlines the patient's journey through scheduled service and provides timelines to help optimize the referral and wait time measurement and management.

The Path to Care team is very excited with the direction of the continuing education and with the number of AHS employees who have attended.

"The lasting impact and the full benefit from the workshop will come from the engagement and collaboration with our stakeholders and how well the tools and knowledge provided from these workshops will be adapted in to the everyday lives within their clinic/services" says Grace Bole-Campbell, Di-

rector Path to Care.

Path to Care also offers an online learning resource! If you are an AHS scheduled service/clinic and want to learn more about how to improve access to your service, visit the **ONLINE LEARNING RESOURCE** (OLR). The recently enhanced OLR is an interactive platform designed to help

**Right Care**  
**Right Place**  
**Right Time**

scheduled services improve patient access to care. The OLR includes templates, summary documents and tools to help support service improvement, and is a one-stop shop for complete access to Path to Care.

**WORKSHOPS** are being offered now and filling up quickly. For more information please contact a Path to Care representative in your zone or email us at [pathtocare@albertahealthservices.ca](mailto:pathtocare@albertahealthservices.ca) for more info.



*“...when I send an eReferral the whole process is just so much smoother...”*

## JABULANI HEALTH CENTRE

**T**ucked just off of Athabasca Avenue in Sherwood Park, **JABULANI HEALTH CENTRE** has been busy providing top-notch care to patients young and old.

The nine-year old practice moved to their new location four years ago, and is shared by Dr Peter Cloete, Dr Richard Hatfield and Dr Rona Ribeiro, with a support staff that includes two receptionists and two registered nurses.

Vicki Sanford and Connie Cadger share responsibility for referral management for the team. “I spend about five hours a week managing referrals, and Connie spends about the same,” says Vicky, who has been using eReferral since its launch in July 2014.

“All the processes and rules and forms can be incredibly frustrating – but when I send an eReferral, the experience is just so



*Vicky Sanford and Connie Cadger*  
much smoother. I know where the referral is; I can track it and see its progress. I can't wait until every referral is sent electronically!”

## SHERWOOD PARK STRATHCONA COUNTY PCN



**J**ackie Honey is one of six referral coordinators sending referrals on behalf of over 90 physicians at the Sherwood Park Strathcona County PCN.

Jackie has been a part of the team for just over a year and a half, and is responsible for sending all orthopedic referrals.

In fact, Jackie has sent more hip/knee arthroplasty eReferrals than any other person in Alberta – and is happy to endorse it, saying “I just love it! It's easy to use, it's in real time, you can see all the information and you don't

have to worry about the referral getting lost”.

When Jackie recently left for vacation, her colleague took on her work and needed to send an eReferral – her first. “It's always a bit tricky the very first time,” says Jackie, “but eReferral is so easy to use – and I could easily review the referral once I returned to work”.

Find more information about Sherwood Park Strathcona County PCN **HERE**.



**T**his is a friendly reminder that it is important to go back into eReferral and note the patient's appointment date once it has been booked. When you are changing the status to 'appointment booked', please also add the appointment date.

1. Open the referral that is being booked and click on **ADD EVENT**:
2. A drop-down menu will appear. Choose **APPOINTMENT DATE**.
3. Enter the date and time and click **ADD EVENT**
4. Go to **WORKFLOW** and Select **APPOINTMENT BOOKED**
5. Now the referring site can see the appointment date on their **IN PROGRESS** list

The screenshots illustrate the steps: 1. Clicking 'Add Event' in the top toolbar. 2. Selecting 'Appointment Date' from the event type dropdown. 3. Entering the date '27-Mar-2015' and time '10:45'. 4. Selecting 'Appointment Booked' from the 'Workflow' menu. 5. The 'Appointment Booked' status is reflected in the patient's referral details.

| Patient Name    | DOB/Age                | PHN/ULI   | Received Date | Referral Reason | Referring Provider | Appointment | Triage                          | Elapsed Time | Approximate Wait Time | Request Type | Service Provider | Status             | Status Reason | Last Modified   |
|-----------------|------------------------|-----------|---------------|-----------------|--------------------|-------------|---------------------------------|--------------|-----------------------|--------------|------------------|--------------------|---------------|-----------------|
| SIMPSON, George | 22-Jun-1930 (84 years) | 425346114 | 30-Sep-2014   | Hip pain        | Dr. Dennis K. WONG | 27-Mar-2015 | Edmonton Musculoskeletal Centre | 22 weeks     | 35 calendar days      | Consult      |                  | Appointment Booked |               | < 5 minutes ago |

### Did you know?

The Provincial Access Team has developed a generic referral form that can be used for referrals to any AHS service or clinic. Check it out [HERE](#)