

The Access Improvement Report

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A Quarterly Newsletter from Alberta Health Services' Access Improvement Team

Special Update – eReferral Evaluation Report

We interrupt your regular programming for an important message...

Earlier this month, we released our 2019 eReferral Evaluation Report. It provides a comprehensive review of the progress made on the recommendations listed within the 2015 eReferral Evaluation Report, introduces the new evaluation framework based on AHS' Organizational Goals (Quadruple Aim) and presents key findings of the recent eReferral evaluation. Semi-structured interviews and surveys were conducted to study the level of awareness and satisfaction of Advice Request between primary care physicians and specialists, as well as eReferral user experience amongst referring providers, receiving providers and clinical support staff. This report's results and recommendations can inform positive changes for further eReferral implementations, clinical practice and other clinical information systems.

Some key highlights include:

- 40,480 requests submitted by 3,429 referring providers either on their own or by support staff on their behalf
- 25,808 Consult Requests (64%) submitted to 12 specialized services/programs
- 14,672 Advice Requests (36%) submitted to 26 specialties
- 474 specialists responded to Advice and/or Consult Requests at 72 facilities
- The majority of primary care physicians surveyed (91%) were aware of Advice Request
- After using Advice Request, 68% of the primary care physicians indicated that they had more confidence in managing their patient's condition, or sending an appropriate consultation request
- The recent eReferral evaluation concluded with 16 recommendations from participants, including:
 - Introducing patient notifications
 - Integrating eReferral into primary care's electronic medical record (EMR) systems
 - Increasing the number of eReferral specialty services in the Central, North & South Zones
 - Reducing the response time for Advice Requests from five calendar days to two calendar days.

To view the full report, visit [eReferral online](#). If you have any questions, email access.ereferral@ahs.ca and make sure to sign up for a webinar in Jan. 2020 for more information.

Want to learn more about our 2019 eReferral Evaluation Report?

Join us for an informative webinar:

- Wed., Jan. 22, 2020 - 12 – 1 p.m. (MST)
- Fri., Jan. 24, 2020 - 12 – 1 p.m. (MST)

Sign-up Required by Jan. 20

Email access.ereferral@ahs.ca to reserve a spot. Presentation materials and call-in information will be sent to you prior to the webinar.



Happy Holidays from Access Improvement

It feels like 2019 flew by! On behalf of the Access Improvement team, we wish you and your family a happy holiday and a prosperous New Year. We thank you for your continued support of our eReferral, QuRE and Alberta Referral Pathways initiatives and look forward to an exciting 2020.



Get in Touch with Access Improvement

For more about, eReferral, QuRE and the Alberta Referral Pathways, visit [Access Improvement](https://www.accessimprovement.ca)

Unsubscribe

If you'd like to unsubscribe from this newsletter, email access.ereferral@ahs.ca

Stay Tuned

The next (full) edition of this newsletter will be released in early 2020.

Quality Referral Evolution (QuRE) Referral Templates Now Available for TELUS Health & Accuro EMRs

Earlier this year, we announced that our QuRE working group had created four new referral templates that would allow referring providers to submit high-quality referrals online through their own EMRs. Providers can now access the templates on TELUS Med Access, TELUS PS Suite, TELUS Wolf and QHR Accuro.

After a referral letter has been created, providers can attach them as a PDF to an eReferral Advice or Consult Request, or they can print and fax/mail them to specialty clinics.

The templates live on our [QuRE](https://www.ahs.ca/qure) website (and will be on our eReferral website soon), but for your convenience, we've included the links below:

- [TELUS Med Access](#)
- [TELUS PS Suite](#)
- [TELUS Wolf](#)
- [QHR Accuro](#)



For more information about these templates, please email access.ereferral@ahs.ca

eReferral specialties/programs released in 2019

We've had a busy year releasing new specialties to eReferral [Advice Request](#) and programs/services for [Consult Request](#). Here's the 2019 roundup:

Specialty	Zone(s)	Request
Paediatrics – Community Paediatrics	Calgary	Advice
Neurology	Calgary	Advice
Psychiatry – Child and Adolescent	Calgary, Central (patients in Red Deer and south), South	Advice
Internal Med – Pulmonary Medicine (Interventional Pulmonary Medicine)	Calgary	Consult
Internal Med – Sleep Medicine	Calgary	Consult
Internal Med (Tuberculosis Services)	Calgary	Consult
Family Medicine – Transgender Care	Provincial	Advice
Surgery – General Surgery	Edmonton	Advice

New Contact Number Available

In addition to our email address (access.ereferral@ahs.ca), you can now contact Access Improvement by phone. For general inquiries about eReferral, QuRE & the Alberta Referral Pathways, call us at **1-888-733-3755 (Mon. – Fri.)**.

Important note: As always, if you need eReferral training support, please contact eHealth Netcare Support Services at **1-855-643-8649** or email ehealthsupport@cgi.com

