

# The Access Improvement Report

November 2020 | Vol 5.3



*A Quarterly Newsletter from Alberta Health Services' Access Improvement Team*

## Program Updates

There is no doubt that 2020 has looked different for all of us, but we're happy to be moving forward with many Access Improvement initiatives, including new specialties added to eReferral, Alberta Surgical Initiative (ASI) work, QuRE promotion and Alberta Referral Pathway updates. Here's the latest information from this quarter:

### Alberta Netcare eReferral

September was a busy month as we made many changes to eReferral, including adding Advice Request to General Surgery in the North Zone, and Nephrology and Palliative Care in the Central Zone. For more about this Sept. update, watch our [video](#). Our next eReferral release will be later this month as we add a new specialty and a new reason for referral to an existing Advice Request specialty in the Calgary Zone. Head over to pg. 3 for the full summary.

Special thanks is also due to all of the eReferral users who completed our eReferral user experience survey. Overall, 54 per cent of participants had a *good* or *excellent* eReferral Advice Request experience, while 47 per cent had a *neutral*, *good* or *excellent* experience using Consult Request. Go to pg. 3 for more highlights.

Alberta Surgical Initiative (ASI) work is also ramping up. The Access Improvement and Netcare Operations teams are drafting what is needed to support surgical central access and triage across the province. In addition, clinical design sessions will occur with primary and specialty physicians and support staff later this month.

### QuRE

Promotion of the QuRE Patient & Caregiver Journal is underway and we're excited to be working with AHS' Patient Engagement team to promote this resource across Alberta. On Nov. 2, we participated in PixPerience, a picture-only presentation about the Journal that was attended by more than 90 AHS, healthcare professionals and patients across Alberta. Go to pg. 4 for more patient engagement information.

We are also continuing to promote the use of the QuRE referral template that is available in TELUS Health, QHR Accuro and Healthquest Electronic Medical Records (EMRs), and booking 2021 QuRE workshops for residents at the University of Calgary and the University of Alberta.

### Alberta Referral Pathways

We are currently working with Edmonton Zone Gastroenterology and Urology and primary care to form and revise their referral pathways. Alberta Referral Pathways work is also a major initiative of ASI and we will be focusing on getting specialties ready for this important provincial-wide work. We'll report more about this work in the next *Access Improvement Report*.

As always, thank you for your continued support of Access Improvement. Stay healthy. Stay well.



### Get in Touch with Access Improvement

If you have questions, email us at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755

For 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)

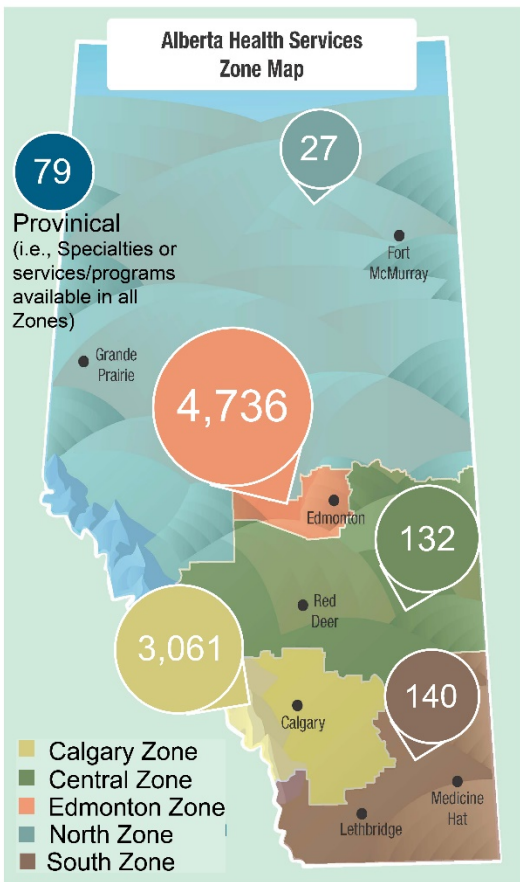
### Stay Tuned

The next edition of the *Access Improvement Report* will be released in winter 2021.

For questions about Access Improvement, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

# eReferral Snapshot

## Submitted Advice & Consult Requests by Zone



Receiving Specialists

589



Referring Providers

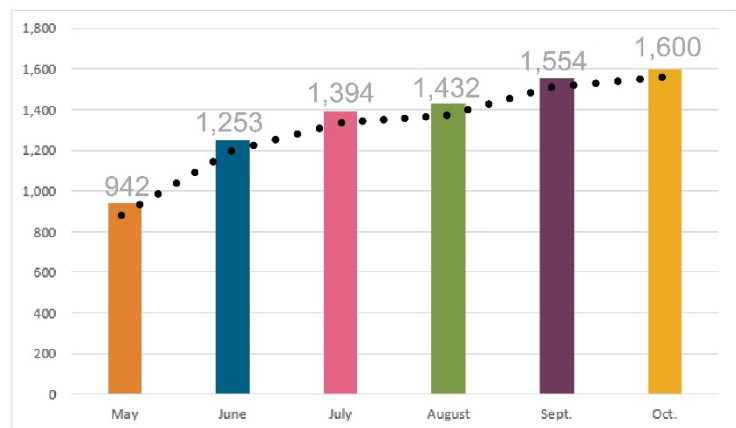
2,238



Support Staff

460 Referring  
~160 Receiving

## Total Monthly Requests (AR & CR)



173

Advice & Consult Request Reasons for Referral

97

Active Advice & Consult Request Facilities

39

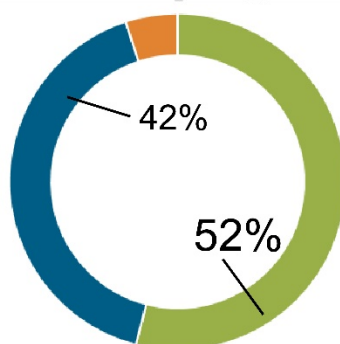
Advice Request Specialties to Answer Non-Urgent Clinical Questions

12

Consult Request Services/Programs to Track & Manage In-Person Appointments

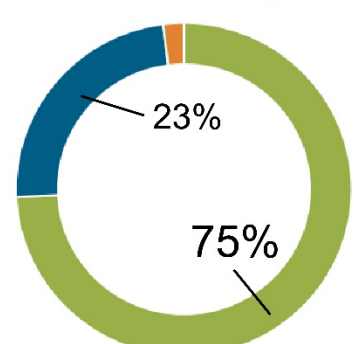
## Overall Advice Request Outcomes

With Urology



Continue Managing in Community  
Referral Required  
6% Information Not Provided or Emergent/Urgent Request

Without Urology



Continue Managing in Community  
Referral Required  
2% Information Not Provided or Emergent/Urgent Request

Data: May 1 – Oct. 31, 2020

# What's Next for eReferral?



November will be a busy month as we focus on onboarding a new Advice Request specialty, adding a new reason for referral to one Advice Request specialty and making important eReferral platform changes. Here's what's coming to an eReferral screen near you in late November:

- Internal Med – Infectious Disease– STI will be joining eReferral Advice Request province-wide.
- *Stroke management issue*, a new Advice Request reason for referral will be added to Neurology in the Calgary Zone.

Through November and December, we'll be making other changes like adding new providers, producing back-end enhancements and updating reasons for referral. We are also working with Clinical Pharmacology in the Calgary Zone to onboard them as a new Advice Request specialty in early 2021. Stay tuned for all of the eReferral news coming your way soon!

**AHS employees - New way of reaching Access Improvement coming soon!**

Aside from our email address and 1-800 number, we will also be available via Skype. We are finalizing the final details, but Skype will be available for any eReferral questions in the coming weeks.

For a complete list of specialties and reasons for referral, go [online](#). Call the eHealth Netcare Support Services team at 1-855-643-8649 or email [ehhealthsupport@cgi.com](mailto:ehhealthsupport@cgi.com) for additional training support, and visit the [Alberta Netcare Learning Centre](#) for quick references and training videos.

## eReferral User Experience Survey Summary

Earlier this year, we released our annual eReferral user experience survey to ask current eReferral users about the platform's effectiveness, efficiency, flexibility and user-friendliness. Since then, we've calculated the data and found:

- 58% of users found Advice Request, and 46% of users found Consult Request to have *neutral*, *easy* or *very easy* user-friendliness.
- 75% found Advice Request, and 68% found Consult Request to have *neutral*, *good* or *excellent* flexibility.
- 67% of users found Advice Request, and 54% found Consult Request to be *neutral*, *efficient* or *very efficient*.
- 81% of Advice Request users, and 76% of Consult Request users found the platform to be *neutral*, *effective* or *very effective*.
- 54% of Advice Request users, and 37% of Consult Request users had a *good* or *excellent* experience using eReferral.

So what does this data tell us? There is room for growth and additional changes are needed. We appreciate everyone who participated in the survey and will be using this information for future updates.

In December, we'll also be releasing our 2020 eReferral evaluation summary and video that highlights this survey and other important usage data, onboarding information and engagements made between Oct. 1, 2019 and Sept. 30, 2020. To read our 2019 eReferral evaluation report, head over to [eReferral online](#).

### Research Manuscripts Underway

Access Improvement's research team has been busy developing manuscripts based on research conducted with patients and caregivers. The first manuscript reports on whether patients and caregivers are satisfied with the current referral process, and the second manuscript reports on patients' perception of physicians using non-urgent advice in their care. Both manuscripts are being worked on and will be sent to various journals across Canada for publication.

**Questions? Email** [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755 (M – F)



# CII/CPAR Check-In



In an earlier edition of the *Access Improvement Report*, we did an introduction to Community Information Integration (CII) and the Central Patient Attachment Registry (CPAR).

CII/CPAR creates and updates a Monthly Statistics document that you should check out (see to the left). Major highlights include 102 live clinics and 31 PCNs (out of 41) participating in CII/CPAR initiatives as of Nov. 10, 2020.

CII/CPAR also has great resources for physicians and health professionals, including physician experience testimonials, primary care tools, practice facilitator resources and a section for specialists.

For more information about CII/CPAR, head over to their [website](#) or email [Chris Diamant](#) for more information.

## The Importance of Patient Safety

When it comes to patient care, nothing can be more important than safety. From Oct. 26 – Oct. 30, 2020, the Canadian Patient Safety Institute (CPSI) ran their [Canadian Patient Safety Week](#). This year's theme was focused around virtual care and how it's new to Canadians. According to CPSI, only 10 per cent of Canadians have experience with virtual care, but 41 per cent would like to have virtual health visits with their providers in the future. The #ConquerSilence campaign aimed to give patients a voice and ensure they feel empowered to ask their providers questions about their health.

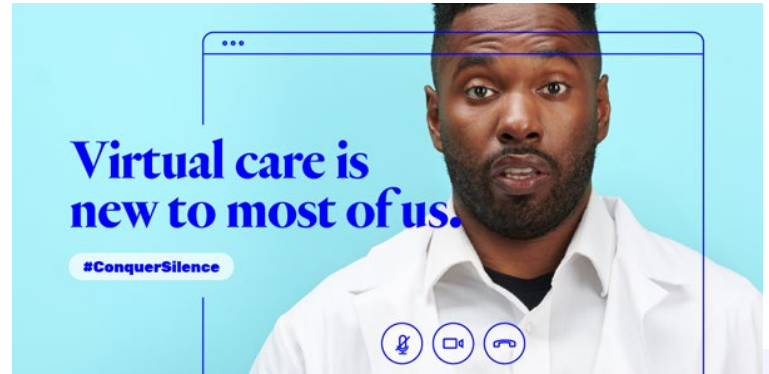


Image from Canadian Patient Safety Institute

CPSI has a slew of resources available to patients including [checklists](#) on how to prepare for a virtual visit and what to do during a virtual visit, a [PATIENT podcast series](#) and [virtual care guide](#) developed in part with the Canadian Medical Association. Resources for health care providers are also available like their [WEBSide manner](#) infographic and provider webinars. For more information about CPSI and the #ConquerSilence campaign, go [online](#).

AHS is also an advocate for patient safety and held their own patient safety week Nov. 2 – 6, 2020. We were excited to be a part of this wonderful week as we presented and shared our [QuRE Patient & Caregiver Journal](#) through PixPerience, a photo presentation and promoted the Journal on the [Together4Health website](#).

We are also planning a future webinar about the Journal and are working on scheduling this event in the new year.

# Who's Who — Access Improvement



Get to know the hardworking team behind eReferral, QuRE and Alberta Referral Pathways with the *Who's Who* employee segment!

This quarter we speak with **Johnny Aikpitanyi**, our Business Analyst in Edmonton.

## What do you do on the Access Improvement team?

I work closely with clients and end-users to identify and document both for the business (i.e. eReferral) and Alberta Netcare system requirements, and also facilitate with Alberta Netcare solutions delivery.

## How is your role helping transform Alberta's referral experience?

My role is to help translate business/user requirements to system/technical requirements. This helps bridge the gap between IT management and our vendors to ensure effective communication and integration of project issues and deliverables, and clear articulations of business requirements.

## What's a fun fact about yourself?

I love volunteering (I'm a Chaplain), I love watching soccer (die-hard Manchester United fan), and I love reading autobiographies.

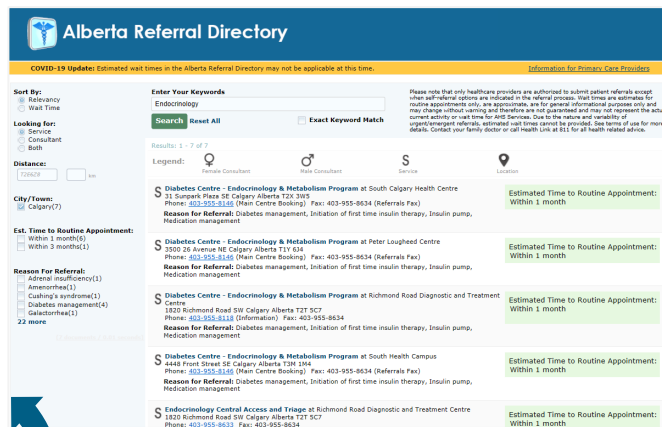
## What's your favourite quote, song & place?

My favourite quote is "Givers never lack," my favourite song is *We Are the World* by Michael Jackson, and my favourite place is my new home of Edmonton.

## Alberta Referral Directory Corner

### Facts & Stats

- The [Alberta Referral Directory](#) (ARD) is comprised of service and consultant demographics, referral guidelines, referral forms and detailed instructions to help you facilitate referral acceptance without delay.
- The ARD is accessible without a login and had 7,963 views in Sept. 2020. People are using it!
- There are more than 3,900 searchable services in the ARD with an average completion rate of 96%.
- Consultants can link to the services where they practice. It's easy and quick to do.
- You can contact the ARD at [ard@ahs.ca](mailto:ard@ahs.ca) or phone 1-855-889-8899 if you have questions or need assistance.



Take a look and try it out!  
[AlbertaReferralDirectory.ca](https://albertareferraldirectory.ca)

