

March 2014 Vol. 3.1

eREFERRAL RECOGNIZED WITH NATIONAL AWARD

Referral, along with sister eprograms 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, signed 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.

IN THIS ISSUE

eReferral was in Toronto to accept a national award

Quick Updates

What is the HQCA and how are they improving access to health services?

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

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



Alberta Health Services

Alberta's Paperless Referral Solution

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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 <u>Health Quality Council of Alberta</u> 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. 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 <u>www.hqca.ca</u> or contact the HQCA at <u>info@hqca.ca</u> or by phone at 403.297.8162.



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PATH TO CARE

PathtoCare

The goal of Path to Care is to improve system navigation and patient access scheduled services. In early 2014, the Path to Care team launched a series of workshops designed for scheduled AHS services improve to wait time measurement management, referral and 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 emplovees 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, Director 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 RE-SOURCE** (OLR). The recently enhanced OLR is an interactive platform designed to help

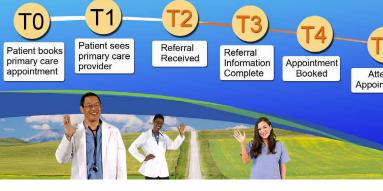
Right Care Right Place **Right Time**

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 for more info.

REFERRAL WAIT TIME

SERVICE WAIT TIME



Ready for

Service

Decide on

service

for Service

Attend Service

Communicate outcome to referral source

Right Care, Right Place, Right Time

December 2014 Vol. 2.7

"...when I send an eReferral the whole process is just so much smoother..."

JABULANI HEALTH CENTRE

Tucked 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



Jackie 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 arthropasty 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.

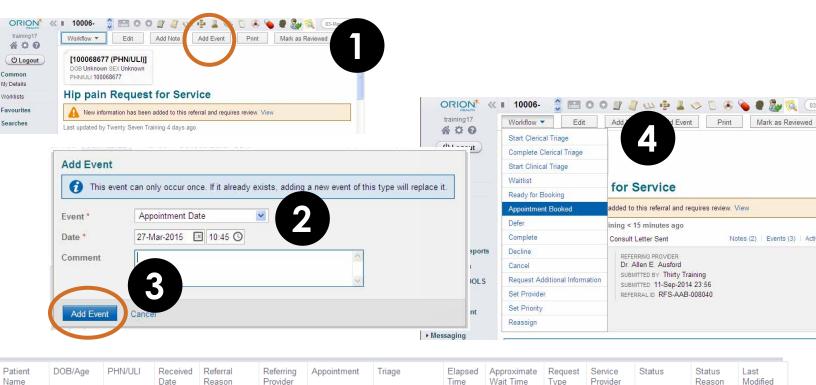


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This is a friendly reminder that it is important to go back into eReferral and note the patient's appointment date once it has been booked. When you are changing the status to 'appointment booked', please also add the appointment date.

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



Edmonton

Musculoskeletal

22

weeks

35 calendar

days

Consult

Did you know?

27-Mar-2015

Dr. Dennis

K. WONG

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

30-Sep-

Hip pain

SIMPSON.

George

22-Jun-1930 425346114

(84 years)

< 5

ago

minutes

Appointment

Booked