

# General Practice Solutions

A Quarterly Newsletter from the GPSC

## A year in the life of GPSC

In its drive to renew primary health care in British Columbia, the General Practice Services Committee (GPSC) has expanded existing initiatives and launched new ones over the past year. This issue of *General Practice Solutions* provides a report on the growth and development of GPSC's key programs

### Full-Service Incentive Program

This program focuses on adjusting fees for GPs to support guideline-based care in such areas as chronic disease management, maternity care and care for the frail and elderly.

In the area of chronic disease management, the program has achieved a significant level of engagement by physicians across the province, reflected in the number of GPs who are now offering guideline-based care and the number of patients benefiting from that care, as shown to the right.

The success of the program in increasing the level of care for complex care patients is reflected by the number of physicians billing under the new complex care and mental health fees.

### Practice Support Program

The Practice Support Program (PSP) offers change management support to help GPs improve the efficiency of their practice and the care of their patients. The interest of GPs in this program was shown right from its launch May 1, 2007, when approximately 3,500 physicians and Medical Office Assistants (MOAs) – many more than expected – showed up for training in the four modules: advanced access, CDM, group visits, and patient self-management. Enrolment to date in the four modules is shown to the right.

### Advanced Access Module Results

Physicians who participated in the advanced access module reduced the length of time for third next available appointment from an average of 4.5 days to 1.8 days.

Also, among GPs who completed the advanced access module:

- 60.5% reduced their backlog (by an average of 69.4%)
- 38.8% increased the size of their practice
- 13.0% were able to take more time off
- 60.6% were able to start and end their days on schedule

### Professional Satisfaction

A recent survey of BCMA members shows that the GPSC programs and fees have clearly improved professional satisfaction among GPs in the province.

The survey revealed that 84% of GPs have used some of the GPSC program offerings or fees, and 66% reported the new programs and fees have helped improve their professional satisfaction. The survey also showed that 62% of GPs strongly support and 22% somewhat support the overall GPSC approach of providing professional support and financial incentives for improving primary health care in BC.

Condition	Physicians	Patients
Diabetes	3,012	140,993
CHF	1,946	17,866
Hypertension	2,762	226,706

Fee	Physicians	Patients
Complex Care	2,104	75,131
Mental Health	1,102	17,201

Module	Physicians	MOAs
Advanced access	656	590
CDM	674	607
Patient self-management	327	294
Group visits	143	129
Total	1800	1620

## Physician Profile Analysis Reports Now Online

Physician Profile Analysis reports can now be loaded into the Chronic Disease Management (CDM) toolkit provided by the General Practice Services Committee's Practice Support Program (PSP) or used with electronic medical record software.

Practice Profiles summarize information regarding patient complexity and demography for family practitioners (FPs) for a five year period, and patient specific information for the 2006-2007 fiscal year for Major Source of Care (MSOC) patients with diabetes, congestive heart failure, hypertension, chronic obstructive pulmonary disease and/or chronic kidney disease.

The information is being provided as part of the PSP and is not related to any Ministry of Health Services or BCMA auditing functions. It comes as an xml file, which is usable for the CDM toolkit and electronic medical records.

For more information contact:  
Primary Health Care Branch,  
Ministry of Health Services;  
e-mail: [hlth.cdm@gov.bc.ca](mailto:hlth.cdm@gov.bc.ca)  
Telephone: (250) 952-3124;  
Fax: (250) 952-1417 or  
1-800-952-2895  
or visit [www.practicesupport.bc.ca](http://www.practicesupport.bc.ca)

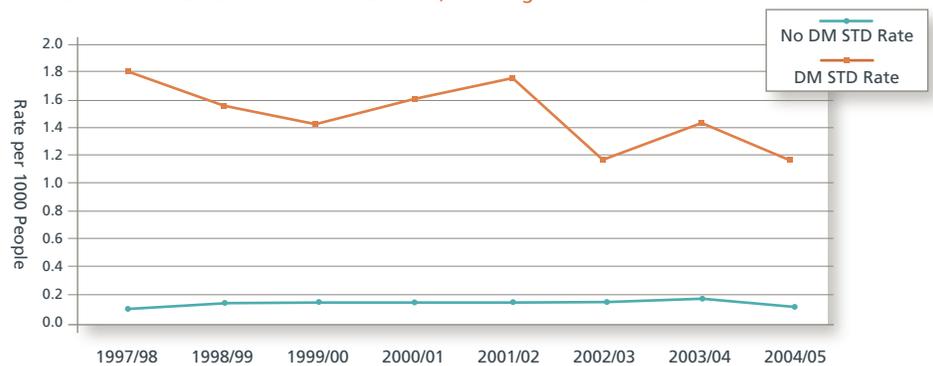
BCMA Communications  
Suite 115  
1665 West Broadway  
Vancouver, BC V6J 5A4  
T: 604.736.5551 F: 604.638.2917  
[www.bcma.org](http://www.bcma.org)

### Improving Health Care in BC

A number of indicators show that the efforts of the GPSC are helping to improve health care for people throughout the province in the following ways:

- To date, more than 92,000 British Columbians have received personal action plans to help reduce their cardiovascular risk, or to better manage their complex chronic disease or mental health problems.
- Through the FPs4BC initiative, 56 physicians have been recruited to join family practices in underserved communities across the province.
- In support of better management of diabetes care, GPSC incentives and other program measures resulted in a reduction of 54,600 hospital days related to diabetes care between 2002 and 2005, for a cost avoidance to the system of \$50 million.
- Improvements in diabetes care are also reflected by improved patient outcomes, as shown below.

End Stage Kidney Failure (Dialysis or Transplant) among People with and without Diabetes 1997/98 – 2004/05, BC | Age-Standardized Rates



\* First procedure defined as no procedure in previous five years

- Similar improvement in patient outcomes for people with CHF has also been achieved, in part through the GPSC's focus on support for guideline-based care for this condition.

In January 2008, GPSC reached another milestone with the launching of a new Community-based Mental Health Initiative, to support GPs in caring for patients with mental illness and addictions.

## GPSC Launches "Divisions of Family Practice" to support family physicians

The General Practice Services Committee (GPSC) is launching "Divisions of Family Practice", an initiative designed to bring together in a community groups of family physicians (FPs) for the purpose of improving their own clinical practices and, at the same time, gaining a stronger voice for better alignment between family practices and community-based health care services.

Additional information on Divisions of Family Practice is available at [www.bcma.org](http://www.bcma.org) and from: Brian Evoy, *Executive Lead, GP Divisions*  
Email: [bevoy@bcma.bc.ca](mailto:bevoy@bcma.bc.ca) Tel: 604-638-2880