



Practice Support Program

ANNUAL REVIEW 2015/16

In 2015/16, the Practice Support Program team spent much of its time determining what the collective physician quality improvement needs are and how they should be met in BC – while still delivering a full program of offerings.

“We examined how QI was being delivered around the province and then evaluated how well PSP was supporting those working with physicians,” said Alana Godin, Executive Lead, Joint Clinical Committees & Practice Support. “Our re-evaluation caused some flux in our offerings last year but we also made some notable and innovative achievements.”

HIGHLIGHTS

The following is a look at PSP improvements and achievements during the year.

LEARNING MODULES

The mainstay of PSP, the learning modules are for clinical care topics chosen and developed based on areas of significant need and priority populations for care. More than 80 learning modules were attended by:

1,250+
FAMILY
DOCTORS

25+
SPECIALISTS

500+
MEDICAL OFFICE
ASSISTANTS

EMR-ENABLED TOOLS

PSP partnered with six vendors to provide physicians with screening and diagnostic tools in their EMRs based on PSP content. The tools help to identify under-diagnosed conditions such as chronic pain, adult mental health, child and youth mental health, heart failure, and chronic obstructive pulmonary disorder. They also improve office administration by linking to patient registries and tracking patient information.



Clinical



Patient



Community

REGIONAL SUPPORT TEAM TRAINING SESSIONS

PSP provided a series of targeted training sessions to help the Regional Support Teams (RSTs) upgrade skills such as: A3 process mapping; brief action planning; applied training on motivational interviewing; stakeholder engagement and change management.

PRACTICE SUPPORT TRAINING DAYS

PSP held a three-day learning session for doctors, RSTs, Provincial Divisions Office, and EMR vendors for skills training and to share new program input and success stories.

GPSC LEADERSHIP AND MANAGEMENT DEVELOPMENT PROGRAM

Supported by the PSP, the Leadership and Development Program is designed to build or boost leadership and management capacity for physicians interested in helping to shape the future of primary care in BC. At the sixth cohort, nearly 30 participants attended the program offered through SFU's Beedie School of Business.

IN-PRACTICE COACHING

The 188 in-practice coaching sessions held in the regions varied in delivery and length depending on the quality improvement project. Topics have included:

- EMR-enabled tools support
- Office & practice efficiency
- QI coaching on topics chosen by GPs.

SMALL GROUP LEARNING SESSIONS

Introduced in 2015, Small Group Learning Sessions are meetings of doctors to discuss, discover and share learnings about locally and clinically relevant quality improvement work. There were more than 170 sessions hosting 1,831 GPs, 678 MOAs, 24 specialist physicians and 93 allied health professionals.

PEER SUPPORT NETWORK

Composed of physician and MOA peer mentors, this network directly supports physician learning, practice enhancement, and other quality improvement activities including the development and delivery of new clinical modules to cohorts of their peers. It also supports EMR optimization. More than 100 peer mentors offered 142 support sessions.

EVALUATION FRAMEWORK

Together with the Joint Collaborative Committee evaluation team, PSP developed a framework for both assessing its programs as well as providing input on areas that need improvement.



LOOKING AHEAD

Some future developments to watch out for:

- Re-design of all service offerings to align with the Patient Medical Home and Primary Care Home
- Release of EMR-enabled tools for Chronic Disease Management and End-of-Life