



**DR. SAVOIA CLINIC
CALGARY FOOTHILLS
PCN**

The Nominees (L to R)
Dr Kathy Savoia – Physician,
Barb Strother - Clinic Manager/
Panel Coordinator

ABOUT

When we first decided - or more accurately were talked into panel work - all we could think was that the very last thing we needed was more work. We quickly realized that we had numerous patients in our EMR who were not our patients or who had not been seen for years. We further realized that if we were going to utilize the tools of our EMR in implementing TOP ASaP guidelines, we needed to “clean up” our panel. Ultimately, we hoped panel work would improve patient care and work flow.

It meant a lot to be nominated for the panel award - and the trophy was especially special! Particularly for staff members, the public accolades are few and far between and this public acknowledgment of Barb’s hard work was definitely appreciated.

BEING NOMINATED

Viva Las Vegas! We joke that I motivated Barb by taking her to Vegas for a weekend. We did, in fact, go to Vegas, but to overcome challenges and stay motivated mainly we talked over issues and supported each other through the process.

ENGAGE & MOTIVATE

Look for more Panel Award Winner Highlights featured on the TOP website:
<http://www.topalbertadoctors.org/tools--resources/newslettersstoriesvideos/>

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TOP TIPS

Our main advice to anyone getting started is to take it slowly, tackle cleaning up your panel before implementing guidelines and rules and implement one rule at a time. This will make the process much more palatable.

We overcame the challenge by tackling the rules for over 3000 patients by taking the process one patient at a time, double checking their demographics and dealing with rules as patients presented for any complaint.

We were surprised by how easy the process was utilizing the EMR functionality. We also realized that we bit off more than we could chew by implementing too many rules at one time. We appreciated the assistance of our PCN liason in setting up rules as some of these rules were tricky to input into the EMR.

WHAT’S NEXT?

We have tackled, with the assistance of our PCN pharmacist, poorly controlled diabetics in order to reach out to them to achieve better control or to encourage them to have up to date HbA1c if not done recently. In light of recent changes in TOP guidelines, we will now be updating these rules.

In addition to being able to quickly check what screening investigations patients are due for, and obviously provide better patient care, patients have been very appreciative of the clinic being so proactive and “on top of” prevention. We have discovered some early cancers which would likely not have been detected without the discussion and ordering of screening investigations. That is how I define success!