



FAMILY HEALTH CLINIC CALGARY FOOTHILLS PCN

The Nominees (middle):
Nicole McAuley - Clinic Manager/ Panel
Coordinator
Dr. Elaine Bland - Physician

ABOUT

In a 10 physician clinic, Dr. Bland was willing to be the “guinea pig” for the work of panel and Alberta Screening and Prevention (ASaP). For Dr. Bland and Nicole, it was really about improving patient screening within the clinic: standardization and consistency in patient screening. When they began the chart review process, they realized some individual had not been in for any type of screening for years. The process made them realize it would be hard to determine who needed to be screened if they didn’t know who was on the panel. Read on about what they have to say about their experience.

STAYING MOTIVATED

We have a great team here and each person that works here really cares about the patients. If you do this than a patient is less likely to miss a test that could potentially save them from cancer. Things as simple as knowing a patients phone number is important – especially when it comes to a critical test – and they want to get a hold of the patient.

A-HA!

We realized how many people haven’t been into the clinic for a number of years. There are a lot of glitches along the way with our EMR, but you make adjustments. With ASaP you realize how important it is to standardize the data and to check it every few months. There is a plan to roll this out to all physicians, but we want to iron things out first before doing that.

The idea is to be able to take things a little bit further as we are able (e.g., colorectal cancer screening). We were able to print off and review a manual list of patients that need screening and realizing that about 90% had been done was really reassuring. We generated an information letter to patients about screening needed and got good feedback on it. Patient feedback motivates us – we’re helping people that may not have been helped if they didn’t come into the clinic.

We were quite proud. It was nice to get recognition for that extra work and that our extra efforts were acknowledged. In clinic, while you are doing the work, it seems like a lot of work but things like this are exciting because preventive care is so important.

BEING NOMINATED

Reminding others about the improvement that changes can make to patient care helps to engage others. Even though some tasks may seem menial, it’s actually quite important.

ENGAGING OTHERS

Start Small: Realizing you can’t do everything at once. It needs to be gradual. The EMR is one of the biggest challenges since setting up the searches isn’t working as we had hoped. There are glitches in the system, not in the searches themselves. PS Suite offers some workarounds, but they aren’t great. Alberta EMR Peer to Peer meetings were useful to hear that other users experience similar challenges with using the EMR too.

TOP TIPS

Standardize and Adapt: We put things in different places now. We have more consistency in how things are entered into the EMR. Showing people how useful the tool is from a clinical perspective is very helpful. You need to go slowly with implementing changes otherwise people aren’t interested in participating. Most of this work is done on the fly and that is how it works best.

WHAT’S NEXT?

Getting everyone using the EMR correctly to help with standardizing the data.

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