



**MOOSE & SQUIRREL
MEDICAL CLINIC
PEAKS TO PRAIRIES PCN**

Back Row (L to R): Dr. Carly Crewe, Leah Jensen, Leah Hayes, Dr. Simon Warwick, Jenn McKinstry, Cheryl Lindberg, Shayla MacDonald, Dr. Rob Warren
Front Row (L to R): Dr. Michelle Warren, Dr. Jena Smith, Stacey Johnson

ABOUT

When the clinic was founded in 2013, from the initial planning stages the vision of the clinic was to create a model of primary care that was highly patient centred using a team-based multidisciplinary approach.

When we first considered taking on the work of Panel, we thought this will

be hard work! The benefits we will reap once the panel work is done will truly be phenomenal.

Knowing precise panel sizes and demographics would not only help our efficiency, but allow us to improve screening as well. We saw panel taking us to an environment of efficiency and knowledge.

It was definitely a great honor to be nominated. To know that our peers and colleagues have recognized our journey towards an efficient and effective practice really reinforced our drive to continue to improve!

This is a highly motivated team that obviously takes pride in the service we provide to our community and the reputation we have built in a very short time. We are fortunate to be surrounded by a group of people who 'take ownership' in the service and take pride in seeing patients receive the highest level of care. We are told very often how our team seems to go 'above and beyond' and how much their care is appreciated by our community.

**A-HA
MOMENTS**

There were many A-HA moments whilst working within our EMR. Finding exactly how information is reported and searched led us to improve our standardization and gain the ability to completely trust our data once the panel work was done.

One challenge that stands out is ensuring proper recording in the EMR. To minimize errors, we have dedicated one person to do all panel demographic changes. (i.e., adding and removing patients) This way the consistency is assured. Also, we standardized and created protocol for recording values in the charts. As a team we discussed and agreed on reporting procedure to be sure that all data was being recorded consistently and correctly.

**OVERCOMING
CHALLENGES**

**TOP
TIPS**

We held team meetings to communicate and keep everyone in the clinic up to date with our progress. We continually stressed the importance of our work and strived to show the benefit of the end results.

We celebrated successes as a team to foster a positive environment and boost the team's drive to continue!

Break the tasks down into manageable pieces. Work through it precisely and accurately. Panel work is a slow process and can feel overwhelming. By working towards more frequent goals and successes, the process becomes easier to manage.

**WHAT'S
NEXT?**

Next steps include utilizing our EMR to facilitate further outreach and opportunistic screening. Maintaining a clean panel is also a continuous process.