

AMA Supporting Primary Care Practice Improvement

To support the capacity for Primary Care Network (PCN) practices to improve the care for patients using opioids the Alberta Medical Association (AMA) will work with PCNs to provide training, tools and supports to improvement facilitators, physician leaders and change agents. The AMA will also work to support Zone PCN Committees and PCNs through service planning strategies that identify and invest in change supports. Many PCNs have already committed to investing in Change Agents who have been key to advancing many provincial initiatives including ASaP, panel, etc. Continued and strengthened investment will ensure care and primary care providers are supported to make change that will result in positive patient outcomes and healthy Albertans.

What is the value of supporting practice change?

In the *Primary Health Care Opioid Response Initiative* the AMA will work alongside Zones, PCNs and practices to provide training, tools and support for practice change.

- Primary care practices are 2.76 times more likely to adopt evidence-based guidelines through practice facilitation (Baskerville 2012)
- Practice facilitators increase service delivery rates (Nagykaldi 2005, Meropol 2014, Hogg 2008)
- Facilitation leads to improved practice processes (Nagykaldi 2005, Parchman 2013)
- Facilitation leads to improved patient care outcomes (Nagykaldi 2005, Parchman 2013)
- Facilitation improves delivery of chronic disease care (Parchman 2013)
- Practice facilitation helps increase practices' capacity for change (Nutting 2010)

What is the process for supporting practice improvement?

The AMA will work with PCNs, physician leaders and change supports in the following areas:

1. Identifying practice changes: several key behaviours are identified through consultation of primary care providers and their teams to improve care of patients using opioids.
2. Develop change management and capacity building tools: change management strategies and tools are packaged to train and equip PCN change agents in supporting their PCNs and practices.
3. Implementing and measuring change: PCNs and practices are supported in implementing relevant changes for adoption of best practice and are supported with the capacity to measure their improvements.

What about the other Alberta Medical Association services?

The AMA will build on existing efforts in areas such as physician leaders, governance, capacity building, business planning. For the purposes of the *Primary Health Care Opioid Response Initiative* the focus of our efforts will be in supporting Zone PCN Committees and Practice Improvement. We will work with Zone supports to help PCN Boards in prioritizing and investing in this population and work with PCN improvement facilitators and change agents to support practices in adopting best practice.

