

First Edition Launch

What We Hope To Accomplish

Welcome to the first edition of the Impact BC newsletter! It's been designed to share and celebrate health improvement action in BC and aims to:

- Share stories and resources about system improvement among regional support teams and Impact BC website users
- Provide links to useful tools
- Recognize and celebrate system improvement work being implemented across BC

For more information about Impact BC, click [here](#).

Quick Links

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The Patient Experience Video Series

Impact BC - in partnership with the Ministry of Health, has produced a series of 6 short patient videos designed to provide supportive multi-media materials regarding the patient experience in primary care. The series was released at the Integrated Health Networks Learning Session 3.

Nothing About Me Without Me - one of the videos featured in the series - exemplifies the theme of Patients as Partners. Have you thought of including a patient on your improvement team? Click [here](#) to watch the videos and hear the patient's perspective.

Also at the Integrated Health Network Learning Session, David Ford from Care Oregon presented on their experience in system transformation. Click [here](#) for his presentation. [\[back to top\]](#)



Bruce Bennett, Mackenzie, BC

Chronic Disease Management+

Vancouver Coastal Health (VCH) and Fraser Health have both started the Chronic Disease+ modules for the Practice Support Program (PSP). VCH's cohort is called the Integrated Community Collaborative and moves beyond the Practice Support Program and physician's offices to connect physician practices with community resources. The VCH PSP team did **Practice Self Assessments** with the physicians prior to the learning session.

Results showed:

What is your current work satisfaction?

On a scale of 1 (very low) - 6 (very high)

- 29% chose 3 or lower
- 44% chose 4
- 27% chose 5

How satisfied are you with the quality of care you can provide given the supports you currently have?

On a scale of 1 (very low) - 6 (very high)

- 44% chose 3 or lower
- 45% chose 4
- 11% chose 5

It will be interesting to see if these numbers improve over the course of the module.

The VCH PSP team provided a real time opportunity at the Chronic Disease Management+ (CDM) Learning Session to apply for the CDM toolkit certificates - this was a highlight with the physicians and most were busy signing up during the break!

The Fraser Health PSP team has started an online community forum on the Impact BC website for participants in the PSP program - access it [here](#). Impact BC provides coaching support to all community forums as they get up and running. [\[back to top\]](#)

Improvement Results

PSP Advanced Access Evaluation Results

The end of module evaluation is showing:

Length of time for third next available appointment

- Before Module 4.5 days
- After Module 1.8 days

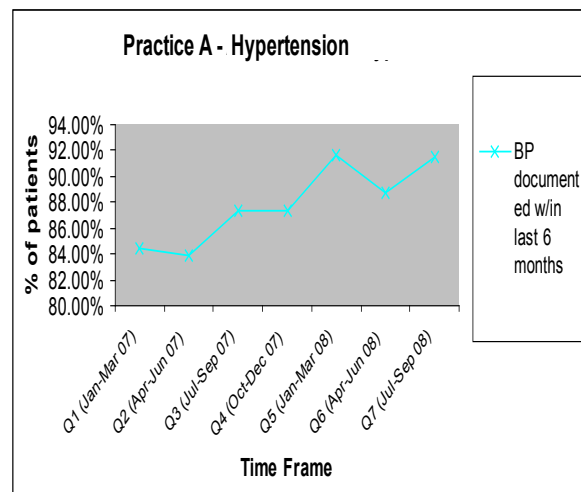
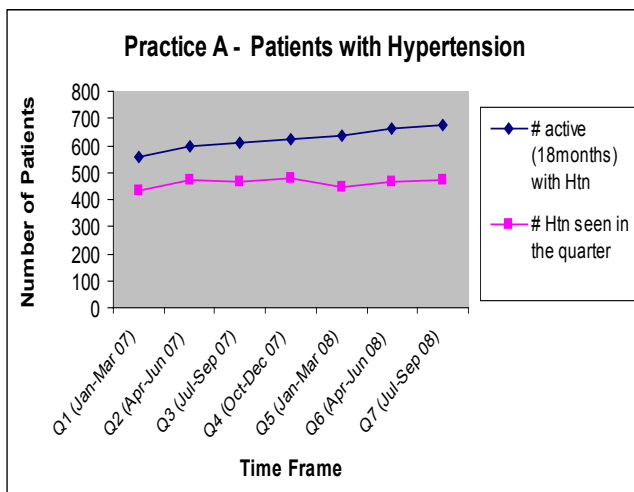
Percent of family practice physicians who were able to:

- Reduce backlog 60.5% (avg. decrease of 69.4%)
- Increase in panel size 38.8%
- Take more time off 13.0%
- Start and end their day on time 60.6%

For midterm evaluation results of PSP, click [here](#).

Fraser Health Enhanced Family Practices Results

One of the Fraser Health enhanced family practices is showing 92% of the patients with hypertension have had their blood pressure's documented in the last 6 months. [\[back to top\]](#)



Did You Know?

GPSC Incentive Fees



Recent General Practice Services Committee (GPSC) data shows that a total of 3,323 family practice physicians billed incentive fee items providing services - including CDM, complex care, mental health care and maternity care - to 352,654 patients in BC! Click [here](#) to connect to GPSC the billing guide. [\[back to top\]](#)

Lions Gate Hospital - Medical Day Centre
North Vancouver, BC

Notes From The Field

“ I had my first group medical visit recently with CKD patients. Did all the patients want to come back - YES - do they want more time with me - NO - they want more time with the dietician! ”

- Dr Jack Kliman

What's Coming Up?

The Institute for Healthcare Improvement (IHI) 10th Annual Summit on Redesigning the Clinical Office Practice

The Summit will showcase and provide opportunities to share best practices for improving outpatient and ambulatory care. To register for the Summit, please visit the [IHI website](#).

Canadian Health Improvement Forum

Impact BC is hosting a pre-summit Canadian Health Improvement Forum in Vancouver - in support of the International Healthcare Improvement (IHI) Summit - that will allow participants to showcase the best of clinical office redesign in Canada. Find out more information [here](#).

Supporting Innovation and Improvement Learning Series

The Supporting Innovation and Improvement Learning Series is designed to build capacity for innovation and improvement in BC's healthcare system. Please click [here](#) for more information and to register.

New Mental Health Practice Support Program (PSP) Module

The new mental health PSP module is under development with family practice physicians, Ministry of Health, and Health Authority (HA) champions being trained in March and April. Stay tuned for further information on general roll out of this module. Approximately 800 doctors have expressed interest to date - how many can we handle? [\[back to top\]](#)

We Need Your Input

Please let us know your thoughts on the first edition of our newsletter by answering a [short survey](#):

- Please rate how useful you found this enewsletter (on a rating scale)
- What can be improved?
- What content would you like to see included in the next editon?

Take the survey [now](#).

If you have a story to contribute, please send it to info@impactbc.ca. [\[back to top\]](#)

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