

# Primary Care Renewal Activities

PIN Day VI

September 11, 2009



# Manitoba Vision

“Primary Care is the foundation of the health system...”

“Quality Primary Care will be accessible to all Manitobans.”





# Overview of Primary Care Renewal Activities

- Advanced Access
- Access Tools for Family Physicians
  - Bridging Generalist and Specialist Care (BGSC)
  - Catalogue of Specialist Services
  - Booking Ahead
- Manitoba eHealth Strategic Update
- Primary Care Information System (PCIS) Update



# Advanced Access

Barb Wasilewski  
Director, Primary Care  
Manitoba Health and Healthy Living



# Advanced Access

## Goal

- Manitobans will have access to their primary care services as they need
- Improved worklife for providers



# Approach

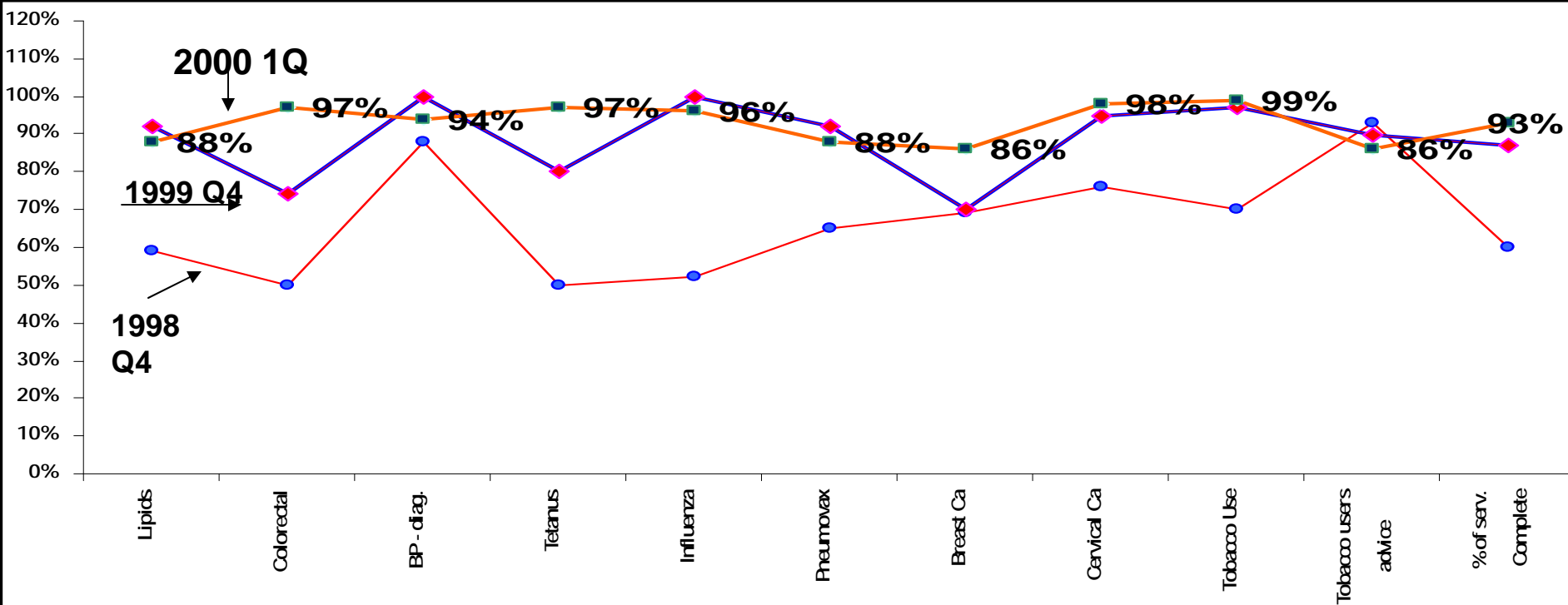
- Improve office efficiency and work flow
- Optimize the care team to provide the best care in the best way
- Handle today's demand today / this week's demand this week.
- Balance patient demand and provider supply



# Promising Results

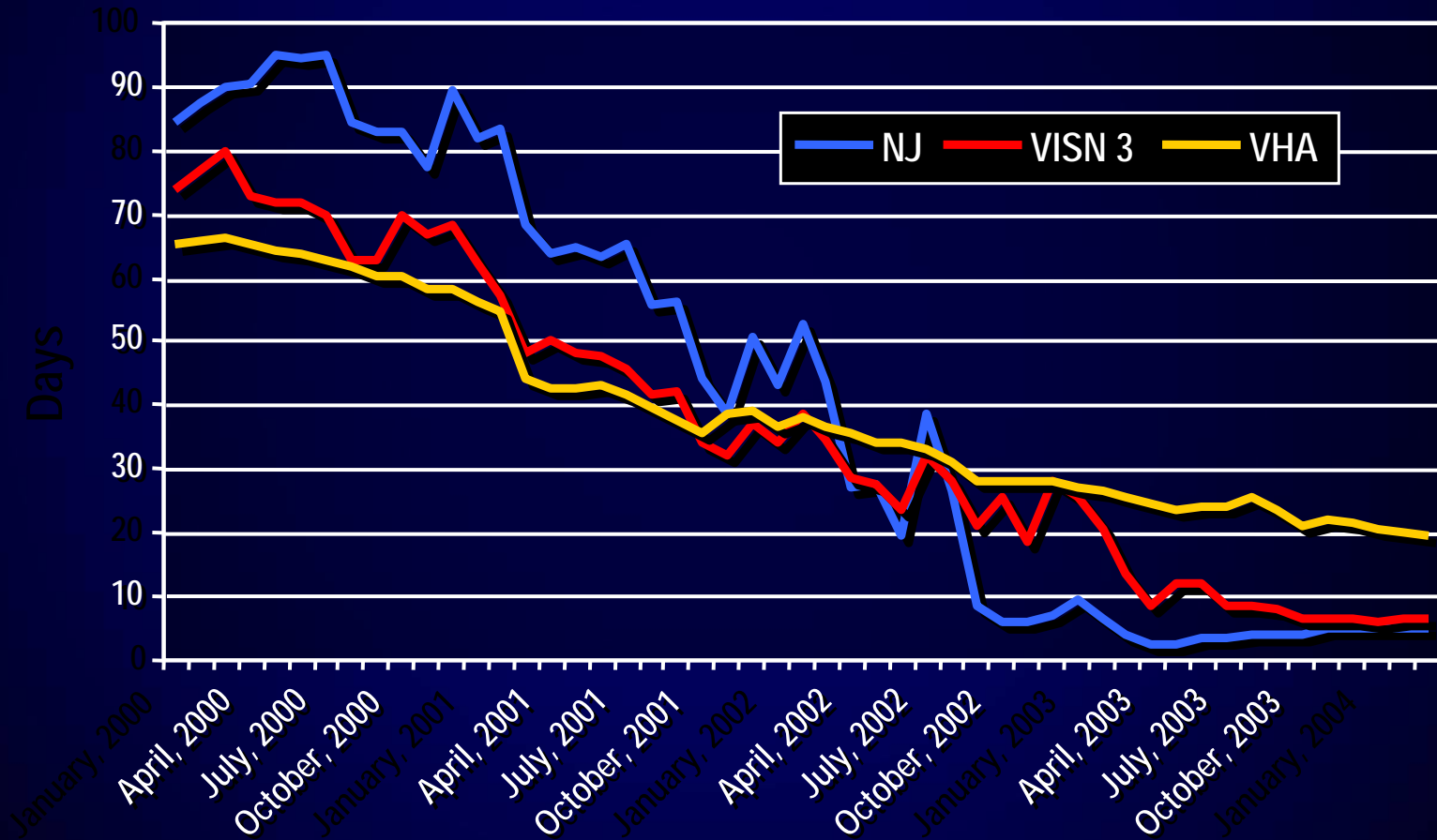
- Timely & increased access to Primary & Specialty Care providers
- Delays for & at appointments eliminated
- Better clinical outcomes – illness / diseases diagnosed earlier
- Provider & patient satisfaction high
- Major results with minimal input of resources (high impact, low risk)

# Improved Clinical Outcomes

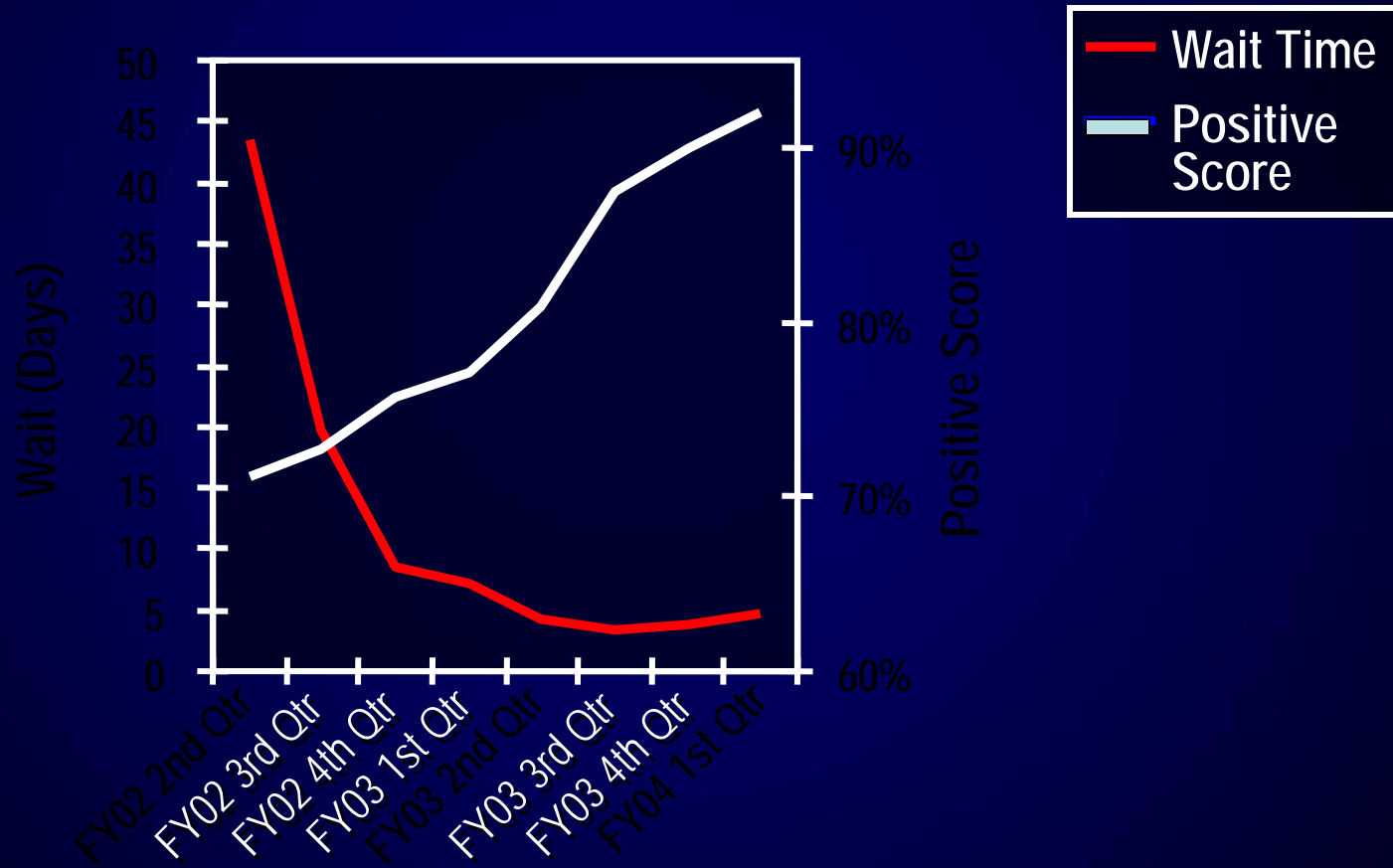


	1998 Q 4	1999 Q4	2000 Q1
Lipids	59%	92%	88%
Colorectal	50%	74%	97%
BP - diag.	88%	100%	94%
Tetanus	50%	80%	97%
Influenza	52%	100%	96%
Pneumovax	65%	92%	88%
Breast Ca	69%	70%	86%
Cervical Ca	76%	95%	98%
Tobacco Use	70%	97%	99%
Tobacco users advice	93%	90%	86%
% of serv. Complete	60%	87%	93%

# Average Primary Care Waiting Time

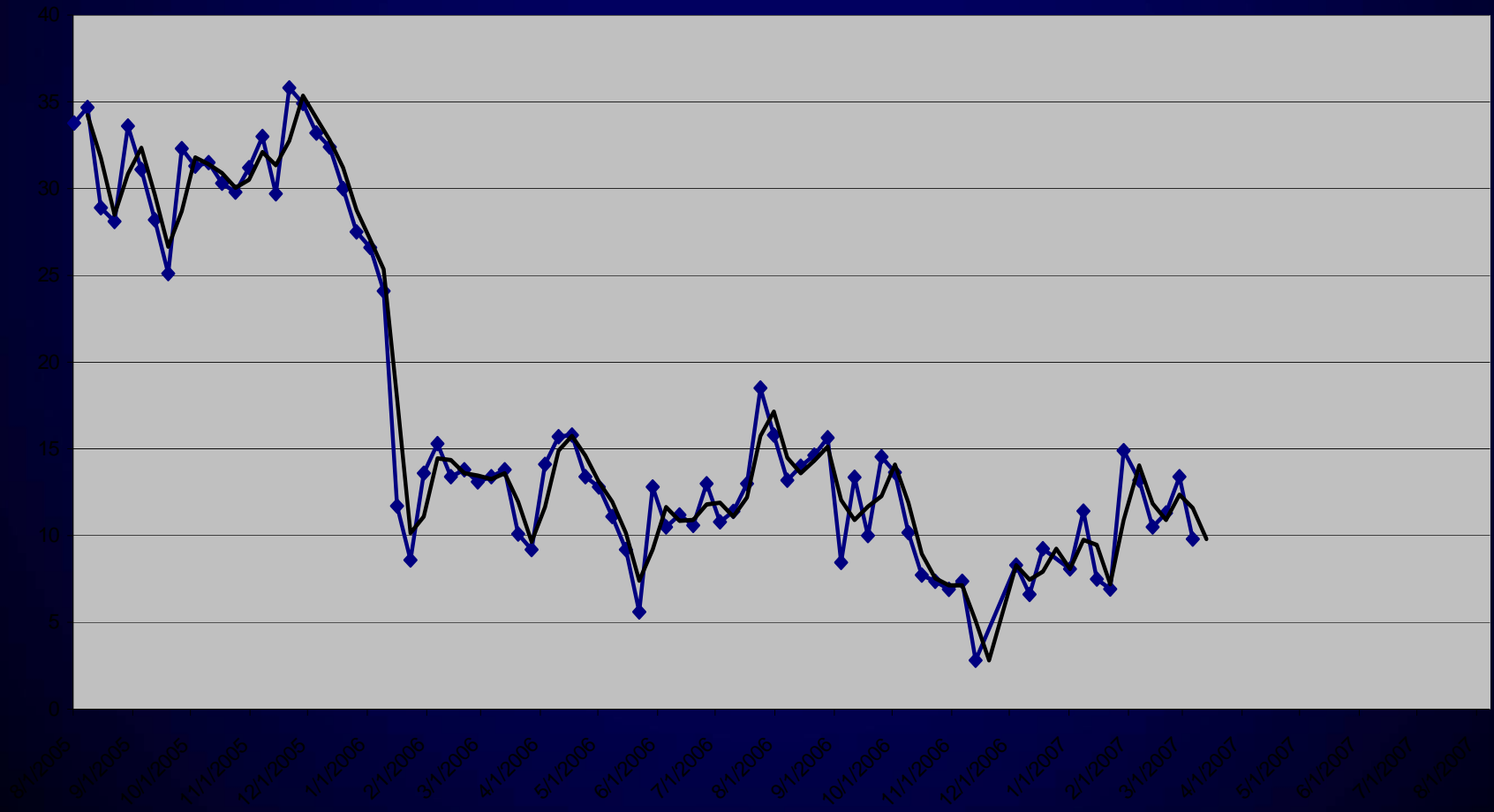


# Patient Satisfaction Survey:

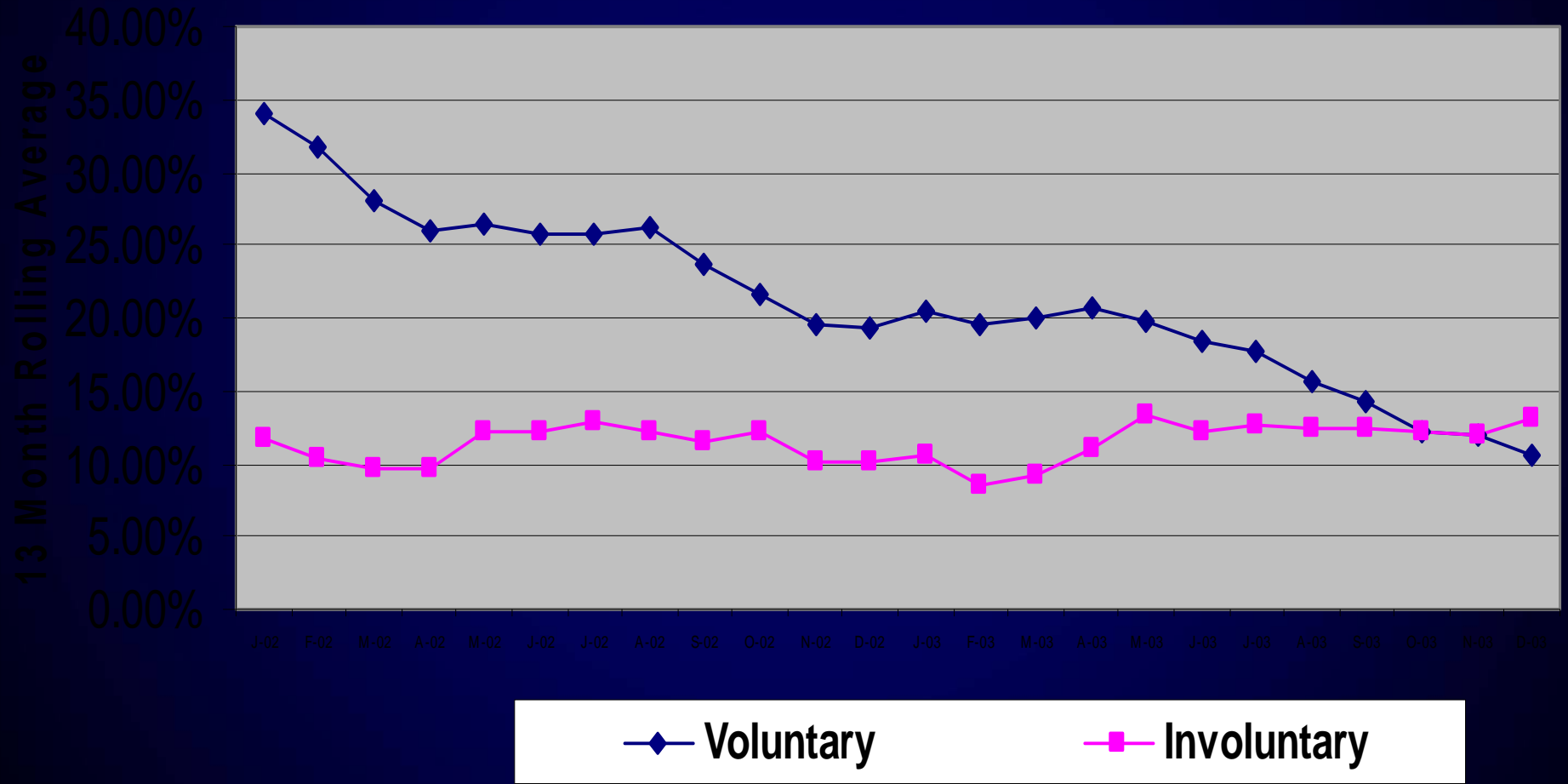


# Wait Times

Average Clinic Delay



# Staff Turnover 2002-2003





# Strategy

Primary Care providers in Manitoba will be supported in implementing Advanced Access through a continuous improvement approach including:

- access to subject matter experts (including creator of Advanced Access)
- hands on learning forums over the course of a year
- ongoing and individualized guidance and feedback
- useful, ready made tools
- access to local providers who have implemented AA



# What the staff have said...

- improvement in access for appointments for patients
- office processes that allow clinics to serve patients efficiently
- positive work environment
- providers functioning at full scope of practice
- improved communication & information sharing in clinic
- patients matched with the most appropriate provider



# Access Tools for Family Physicians

Brie DeMone  
Director, Wait Times Task Force  
Manitoba Health and Healthy Living

Dr. Luis Oppenheimer  
Provincial Director of Patient Access  
Winnipeg Regional Health Authority



# Vision

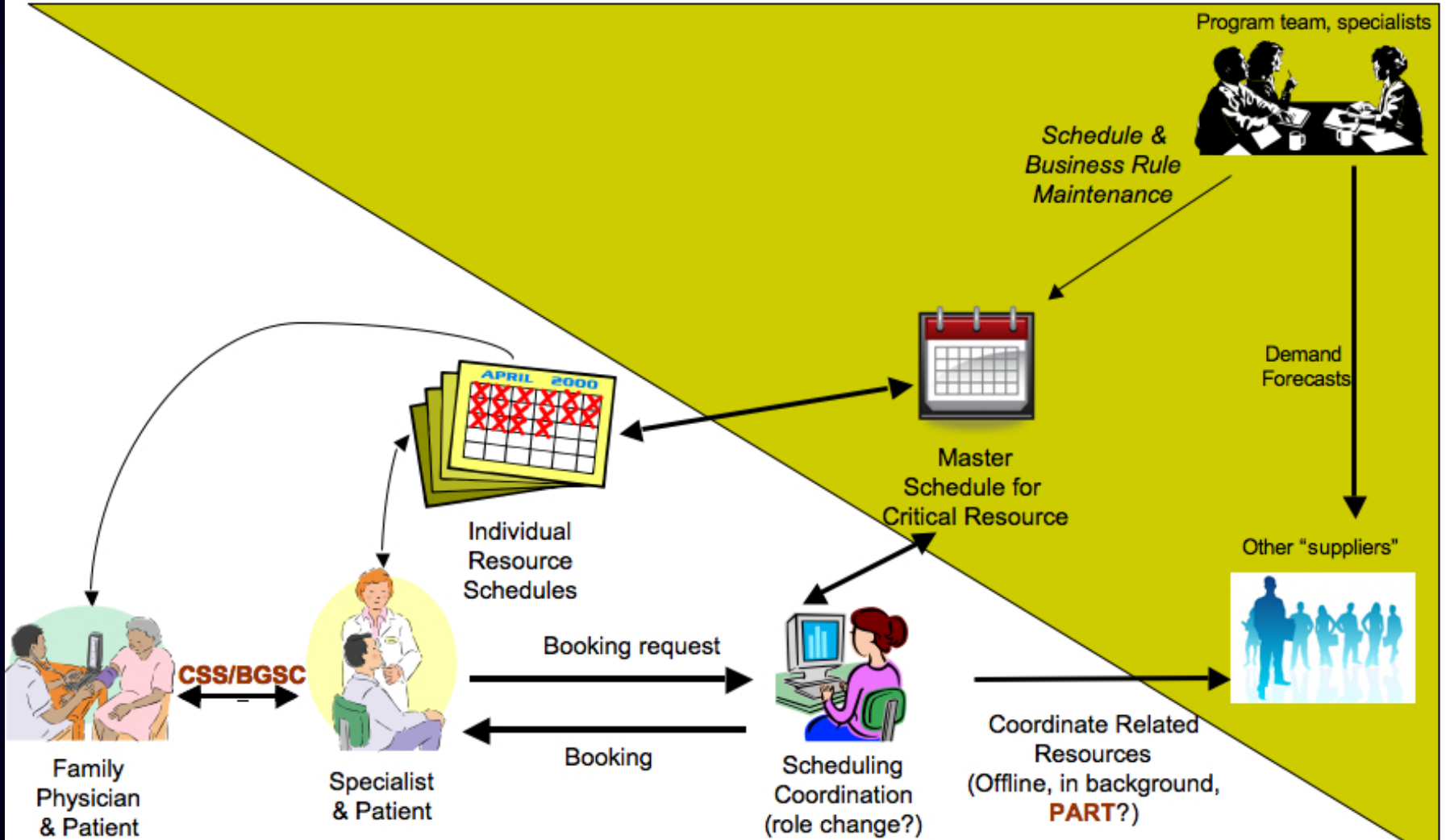
Based on lessons learned over the last 3 years, and with the ongoing input of providers, develop the “Building Blocks” for Patient Access, so it can become part of an Integrated Care System.



# Activities Being Investigated

- Catalogue of Specialized Services
- Bridging General to Specialist Care
- Booking Ahead

# Conceptual Scheduling Flow





# Vision

All family physicians, nurse practitioners and midwives accessing the Catalogue of Specialized Services for up to date, specialist-maintained information on who does which services in Manitoba



# Activities Being Investigated

- Inclusion of specialist consultation wait times
- Inclusion of languages spoken
- Inclusion of accessibility indicators
- Inclusion of downloadable referral forms
- Links out / links in from EMRs



# Activities in Progress

- Web version released and in use
- All FPs, NPs, midwives, and specialists in MB have user names and passwords assigned
- Review search logs to see searches which are not returning information
- Working with RHAs to increase knowledge of CSS and usage

**CATALOGUE**  
OF SPECIALIZED SERVICES

- Search
- User Maintenance
- Data Maintenance
- Reports
- Logout

Service Area:

Facility:

City/Town:

Physician Last Name:

Services Desired:

Name	Service Area	Services
<b>Adduri, Venkateswara Rao</b>	Orthopedic Surgery	Knee, Primary hip replacement, Shoulder surgery
<b>Balageorge, Dimitrios</b>	Orthopedic Surgery	Knee arthroscopy, Primary hip replacement
<b>Baria, Kaikhushroo</b>	Orthopedic Surgery	Carpal tunnel, Elective ankle problems, Elective foot problems, Foot surgery, Knee arthroscopy, Primary knee replacement, Wrist fractures
<b>Barron, Laurie W</b>	Orthopedic Surgery	Extremity trauma surgery, Primary hip replacement, Primary knee replacement
<b>Birt, Douglas</b>	Orthopedic Surgery	Carpal tunnel, Elective ankle problems, Foot surgery, Hands, Lower extremity sports injuries, Lumbar spine, Primary hip replacement, Primary knee replacement, Tendonitis, Wrist
<b>Black, George Brian</b>	Orthopedic Surgery	Angular deformities, Back pain, Foot surgery, Gait, Limb pain, Limp, Pediatric orthopedic surgery, Scoliosis, Torsional deformities
<b>Bohm, Eric R</b>	Orthopedic Surgery	Primary hip replacement, Primary knee replacement, Revision hip replacement, Revision knee replacement
<b>Burnell, Colin D C</b>	Orthopedic Surgery	Primary hip replacement, Primary knee replacement, Revision hip replacement, Revision knee replacement
<b>De Korompay, Victor</b>	Orthopedic Surgery	Knee surgery, Primary hip replacement

## search result details

First Name	Brent
Last Name	Anderson
Service Area	General Surgery
Certification	General Surgery
Tele-Health	Not Answered
Patient Contact Method	
Preferred Contact Method	
Children Only	<input type="checkbox"/>
Adults Only	<input type="checkbox"/>
Clinic	Winnipeg Clinic
Address 1	425 St. Mary Avenue
Address 2	
City	Winnipeg
Postal Code	R3C0N2
Phone Number	204-957-3266
Fax Number	204-942-2671
Last Updated	Thu Feb 19 13:04:09 CST 2009

### Services Provided

- Abdominal surgery
- Abdominal wall hernia repair
- Advanced minimally invasive surgery
- Benign breast disease
- Biliary tract disease
- Bowel surgery
- Breast
- Breast cancer surgery
- Breast Disease
- Breast surgery

### Services Not Provided

- Administration
- Adrenal
- All vascular surgery
- Aneurysm repair
- Anti-reflux surgery
- Bronchology
- Cutaneous lumps and bumps
- Endocrine
- ERCP
- Esophageal cancers

### Facilities

- Selkirk and District General Hospital
- Seven Oaks General Hospital (SOGH)
- Thompson General Hospital

### Profile Note

also accepts referral by fax to the Breat Health Centre at 204-231-3842



# Vision

An electronic referral system, imbedded into the day to day activity of clinicians, which results in the patient arriving at the right specialist, with the right information at the right time.



# Activities Being Investigated

- EMR integration
- Pathway expansions
- Modifications to IT interaction
- Inclusion of CSS and wait time information



# Activities in Progress

- Web based pathway and referral system active
- 159 family physician / nurse practitioner users
- 40 specialist users
- Hundreds of referrals sent and completed
- Revisions to web system being developed for early November
- Working to increase family physician / nurse practitioner usage (within the 159)
- Evaluation activities

# BRIDGING GENERAL & SPECIALIST CARE

» Referral Request

End Care Plan

Main Menu

▼ Patient Information

Larry E Mercer 254-694-7472

Patient Details

▼ Care Plan Information

**Depression / Anxiety**

Current Status: Referral Selection  
Start Date: 25-May-2009  
Initial Referral Date: 25-May-2009  
Target Date: 20-Jul-2009

patient has lost weight over the last year due to marked decreased appetite, nervousness, but lack of energy and general fatigue. Patient describes acute

Summary

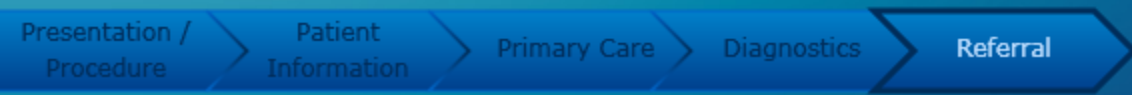
▼ Specialist Information

Edward Salas 204-555-5555  
1040 Liberty Street, Dauphin 204-555-6666 (Fax)  
Family physician notifies patient of appt

Select Specialist

▼ Outcome Information

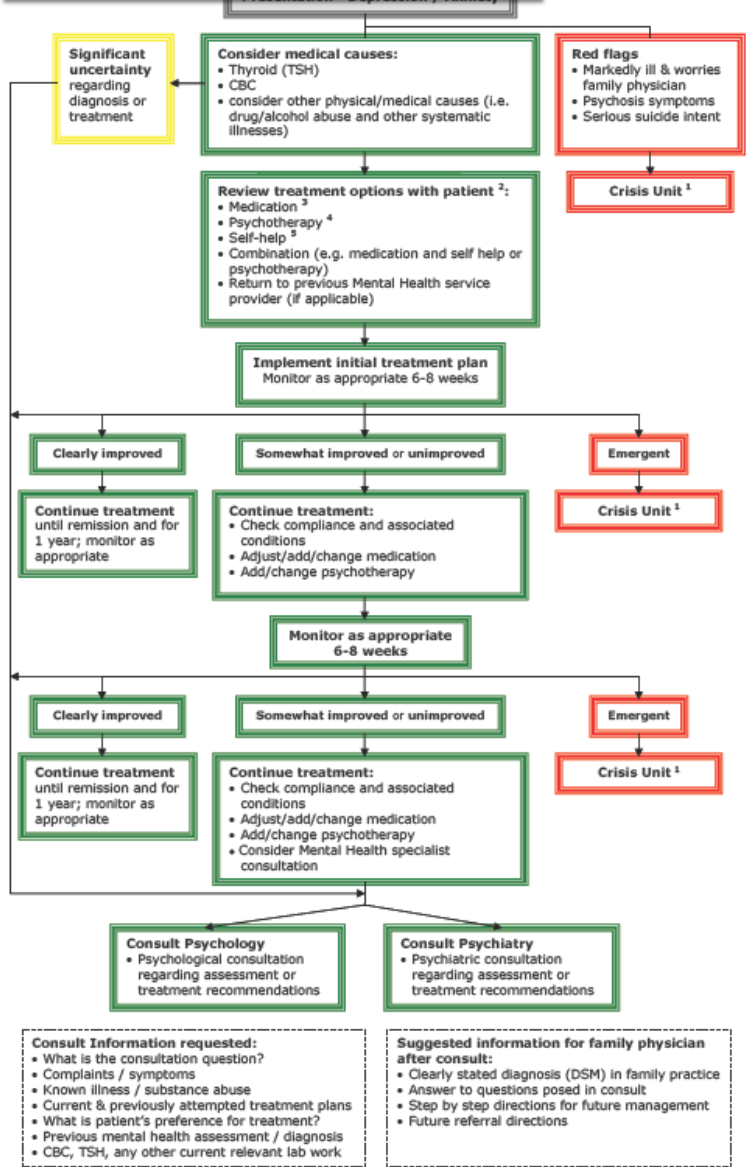
Appointment Date: Not Assigned  
No Outcome Information Available



Attachments (0)

Complete Referral

Select text and images for copying and pasting with the Select tool; hold Spacebar to change to Hand tool for scrolling



**Consult Information requested:**

- What is the consultation question?
- Complaints / symptoms
- Known illness / substance abuse
- Current & previously attempted treatment plans
- What is patient's preference for treatment?
- Previous mental health assessment / diagnosis
- CBC, TSH, any other current relevant lab work

**Suggested information for family physician after consult:**

- Clearly stated diagnosis (DSM) in family practice
- Answer to questions posed in consult
- Step by step directions for future management
- Future referral directions

### Referral Summary Report

#### Depression / Anxiety

Patient Information	
Name:	Larry Mercer
DOB:	08 Jul 1966
PHN:	628462775
Reg No:	628462
Address:	Winnipeg A1B2C3
Telephone:	254-694-7474
Patient History	

Case Notes
patient has lost weight over the last year duration a ried decreased appetite, over concern, but lack of energy and general fatigue. Patient describes acute anxiety when in social situations

Primary Care	
Primary Care Step 1 - 25 May 2009	Continue Primary Care Management
Self help - 25 May 2009	
Treatment Review 1 - 25 May 2009	Significant uncertainty

Referral Request Information	
Referring Clinician:	Parke, Vincent
Phone:	204-555-5555
Fax:	204-555-6666
Revisions Mental Health assessment / diagnosis - 25 May 2009	none
CR, TSH and any other relevant lab work - 25 May 2009	
What is the consult question? - 25 May 2009	Is it depression or anxiety?
Complaints / symptoms - 25 May 2009	anxious, nervous, lack of energy, decreased appetite
Known illness / substances abuse - 25 May 2009	none
Medications not previously noted - 25 May 2009	none
Patient's preference for treatment - 25 May 2009	Medication

# BRIDGING GENERAL & SPECIALIST CARE

>> Referral Confirmation

Main Menu

Patient Information

Larry E Mercer 254-694-7472 Patient Details

Care Plan Information

Depression / Anxiety

Current Status: Closed  
Start Date: 25-May-2009  
Initial Referral Date: 25-May-2009  
Target Date: 20-Jul-2009

patient has lost weight over the last year due to marked decreased appetite, nervousness, but lack of energy and general fatigue. Patient describes acute

Summary

Referring Clinician Information

Vincent Parker 1838 Washington Avenue, Winnipeg 204-555-5555

Outcome Information

Appointment Date: 28-May-2009 at 4:00 PM

Update Appointment

Outcome Details:

Yes Consultation was appropriate.  
Yes Patient was ready.  
Yes Necessary documentation provided.

patient has depression with possible bipolar disorder. Will continue to see in consultation for 6 months and then will contact fp to suggest ongoing treatment regime

Save Outcome

Help

Attachments (0)

Consultation Complete



# Vision

An integrated primary to secondary health system where coordination of care is key, communication between clinicians is easy and clear, and patients are provided more assurance on timeliness of steps in their specialist care provision



# Activities Being Investigated

- Feasibility of making OR booking information accessible across programs and to family physicians
- Regional slate viewers
- Feasibility of providing a patient a “guaranteed date”
- Training of office staff



# Activities in Progress

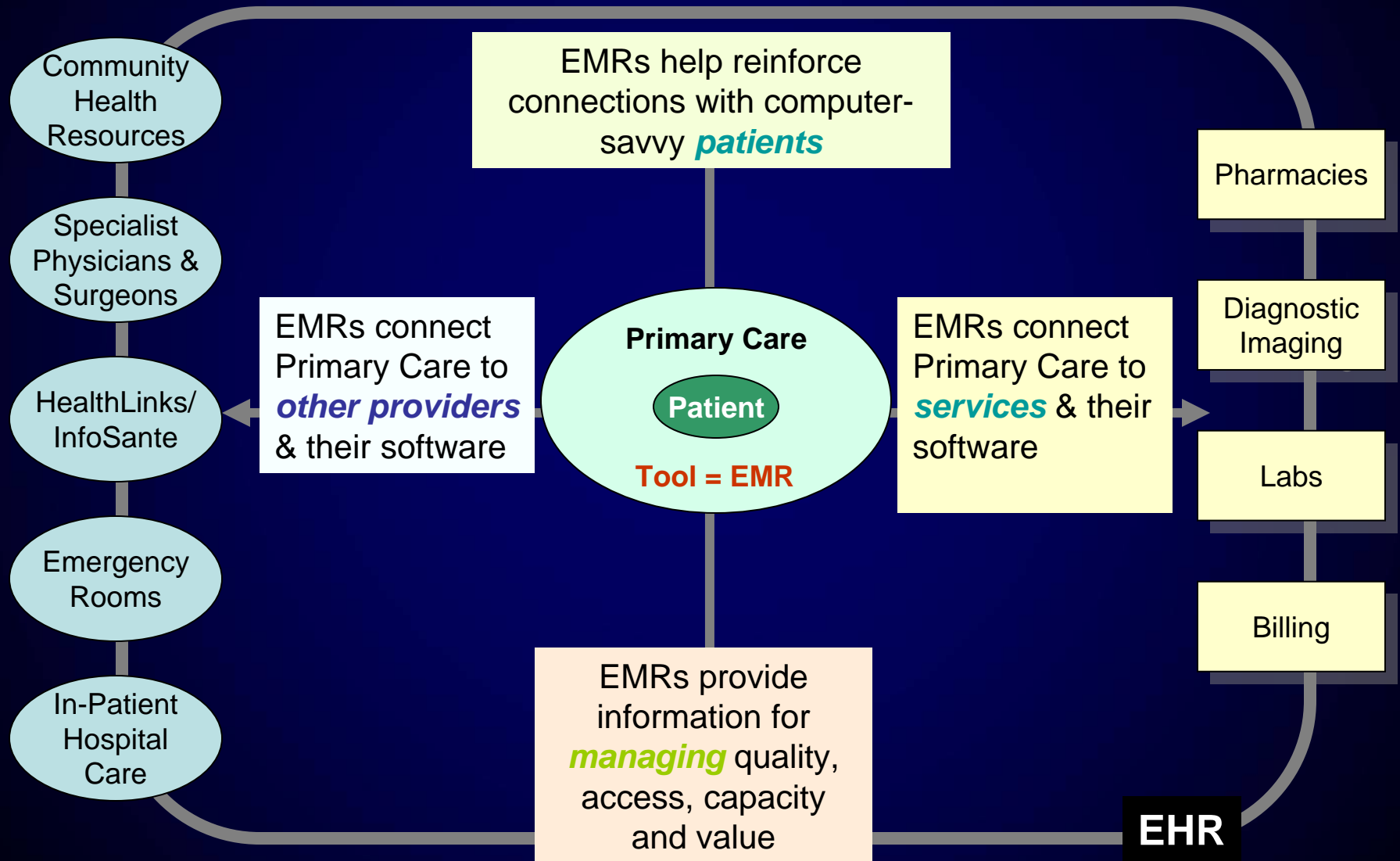
- OR information variations
- OR booking / information submission processes
- Clinic information variations
- Feasibility assessment of booking up to 6 months in advance in various elective service areas



# Manitoba eHealth Strategic Update

Tom Fogg  
Director Strategy, Planning & Research  
Manitoba eHealth

# eHealth Vision for Primary Care





# Investigation Activities

- Strategies in Development
  - Primary Care Strategy
  - Coordination of Care Strategy
  - Health System Management Strategy
  - Self Care Strategy
- Planning Activities, Pending Funding Approvals
  - Emergency Department link to primary care
  - EMR Adoption – potential program with Canada Health Infoway



# Activities in Progress

- iEHR Initiative
  - Release 1: December 2010
    - Access to most lab results, dispensed drugs, immunizations via web application
    - Demonstrate EMR to EHR integration in selected sites
  - Release 2: December 2011
    - Access to diagnostic imaging reports via web application
    - Some additional EMR to EHR integration
- CareLink After Hours Demonstration
- PCIS Office Activities



# Primary Care Information System (PCIS) Update

Liz Loewen  
Director, Telehealth and EHR Services  
Manitoba eHealth



# PCIS Vision

Support the adoption and effective use of Electronic Medical Record (EMR) systems by primary care clinics and physician offices throughout Manitoba.



# Activities in Progress

- Office established in Autumn 2008
- Relationship manager for Manitoba's Approved EMR Vendors
- Promoting EMR use and optimization
  - e.g. EMR Physician Forum – September 12, 2009
  - Peer to Peer Network
- Assistance to PIN for IT related issues including data extracts
- Assisting physicians and RHA's with issues related to EMR selection, use and optimization



# Activities Being Investigated

- PCIS Office Advisory Committee established
  - Met for the first time under new structure yesterday evening
- Process for identifying and prioritizing new EMR system requirements
  - e.g. Improved functionality, changes to support linkages to other systems (e.g. EHR)
- Tracking and reporting on EMR system Service Level commitments