

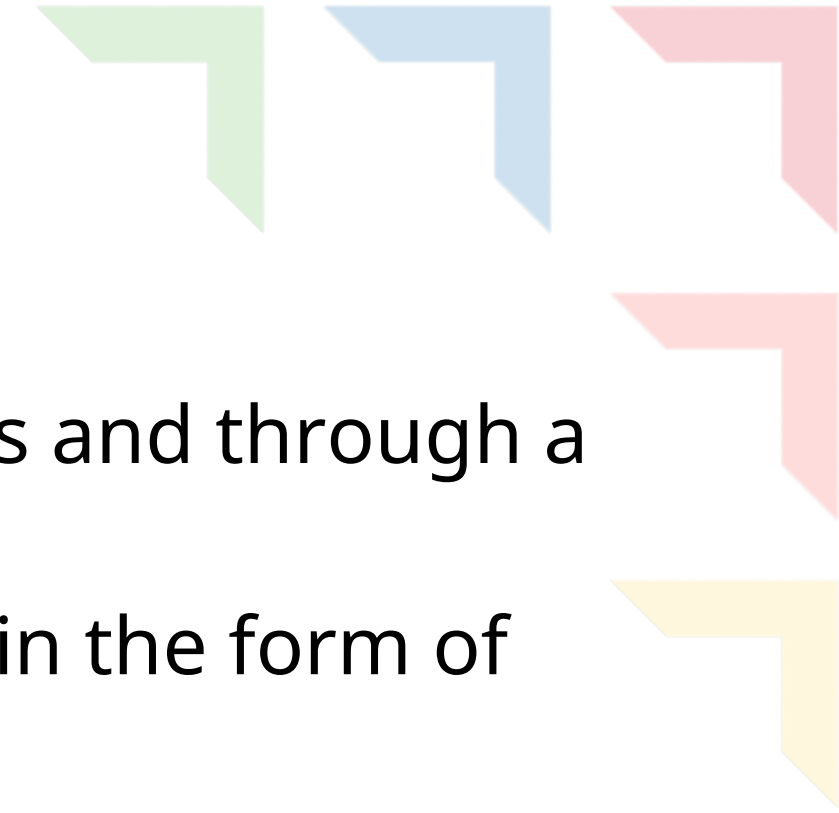
With & For The Team: The Path Forward in Specialty Access

Dr. Julia Carter & Dr. Linda Slocombe

November 3, 2023



Disclosure of Financial Support

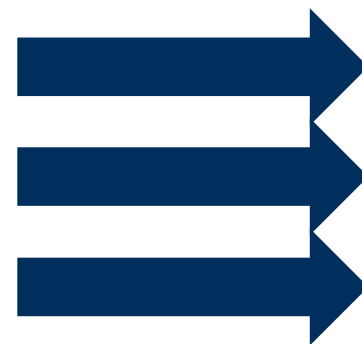
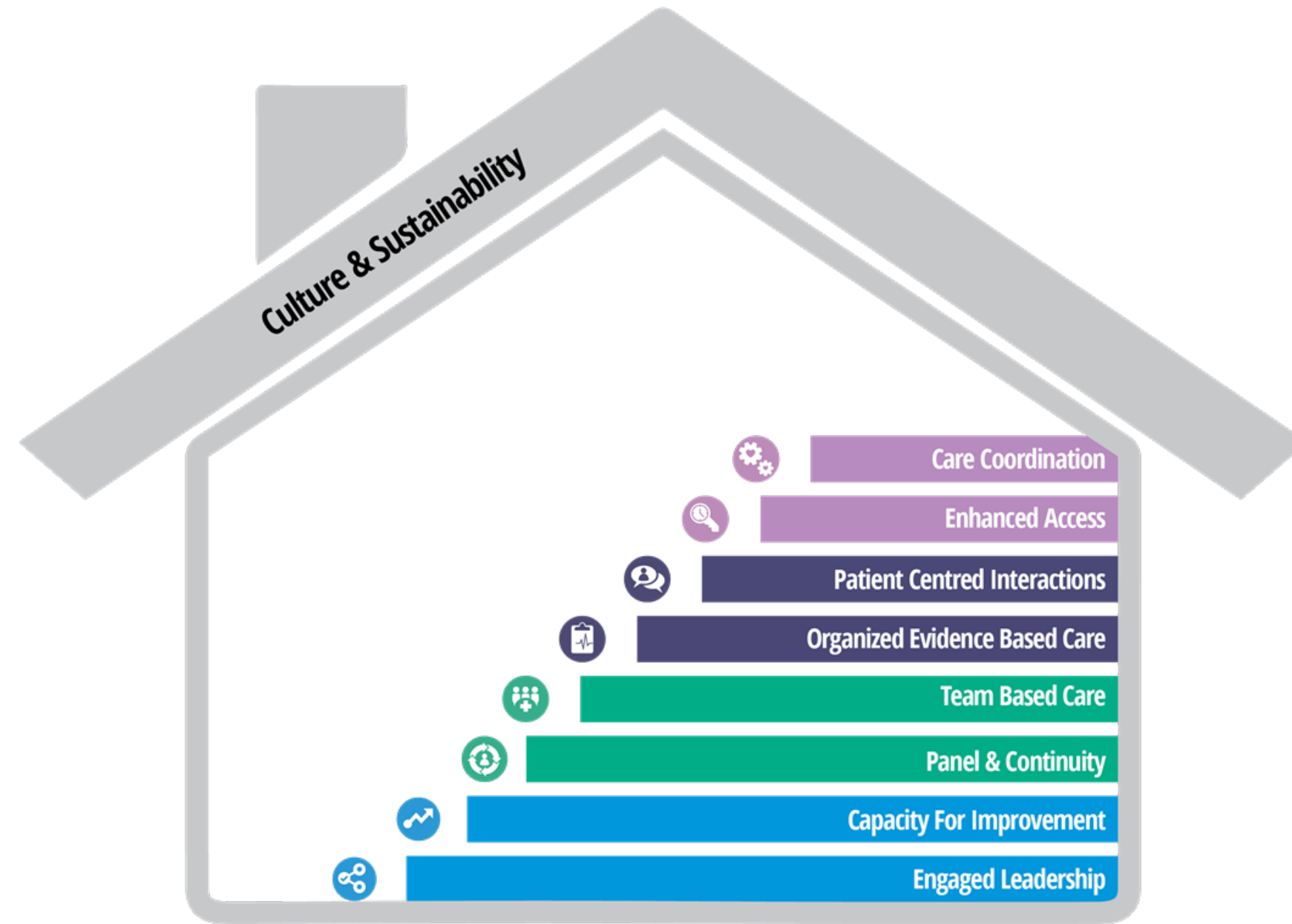


- This program has received financial support from Alberta Health Services and through a Health Innovation Implementation Spread fund.
- This program has received in-kind support from Alberta Health Services in the form of resourcing for project teams members.
- **Potential for conflict(s) of interest:**
 - Dr. Julia Carter has received payment from AHS and AMA to support the Speciality Access program.

Mitigating Potential Bias

- The scientific planning committee has contributed to the consideration of learning needs, the determination of learning objectives, the development of program content, and the choice of speakers or presenters.
- No sponsorship funds have been received.
- The scientific planning committee has reviewed the content of the presentations and ensured that content presented is evidence-based and free of undue influence.

Patient's Medical Home



Clinic Enablers (Customized by Clinic)

Practice Agreements | Human Resource Plan and Management | Financial Management | Electronic Medical Record Legislated and Regulatory Compliance | Privacy and Information Sharing Practices | Office Processes

PCN Supports (Customized By PCN)

Clinical Services | EMR/IT Supports | Measurement and Evaluation | Governance and Planning
Coordination and Integration with System Partners | Practice Transformation Services

System Level Supports

Integrated Information Systems | Provincial Support Programs
Supportive Payment Structures | Education and Workforce Development



Speaker & Facilitator Introduction



Dr. Julia Carter
Family Physician,
Primary Health



Dr. Linda Slocombe
Senior Medical Director,
Primary Health

Who Are We?



Today's Objectives

Establish understanding of Specialty Access and how this work can improve care for patients, providers, and for the health system overall.

Instill the importance of co-design & partnership as a core principle for innovation in primary care.

Gather key insights from participants on the enablers for implementation of Specialty Access with providers, clinics, PCNs and our system.

Why Are We Here?



What's The Bottom Line?



**ALBERTA'S
PATHWAY
HUB**

Pathways that provide guidance on what to do and when.



**SPECIALTY
ADVICE**

Advice that's quick, friendly and helpful.



**FAST:
FACILITATED
ACCESS TO
SPECIALIZED
TREATMENT**

Make it **easy** and **simple** to send referrals in and get patients seen fast.

Transforming Healthcare: Improving Specialty Access for Primary Care

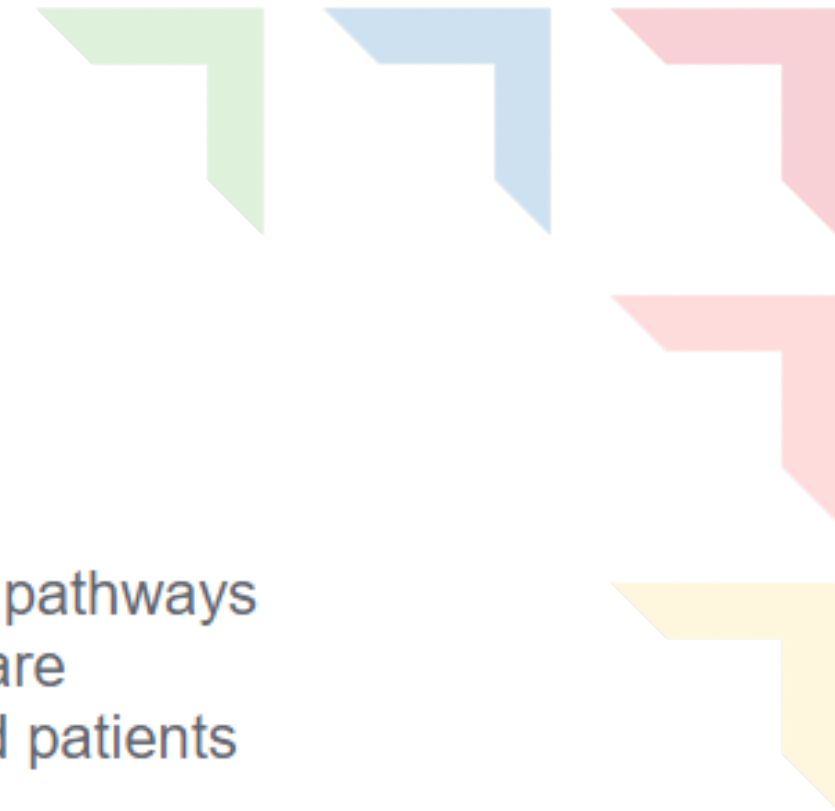
Clear pathways, helpful advice and better referrals.

Co-designed with primary care, specialty care and patients to continuously improve processes and services.

Support for all points of a patient's specialty care journey.



Meet the Provincial Pathways Unit



Transforming Healthcare: One Pathway at a Time

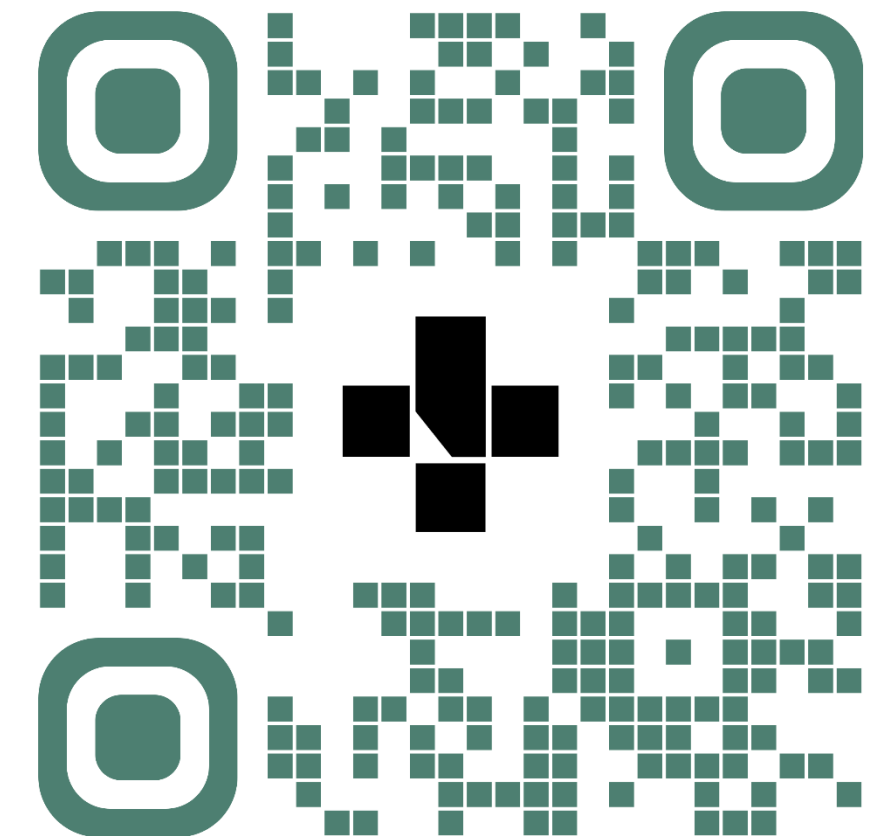
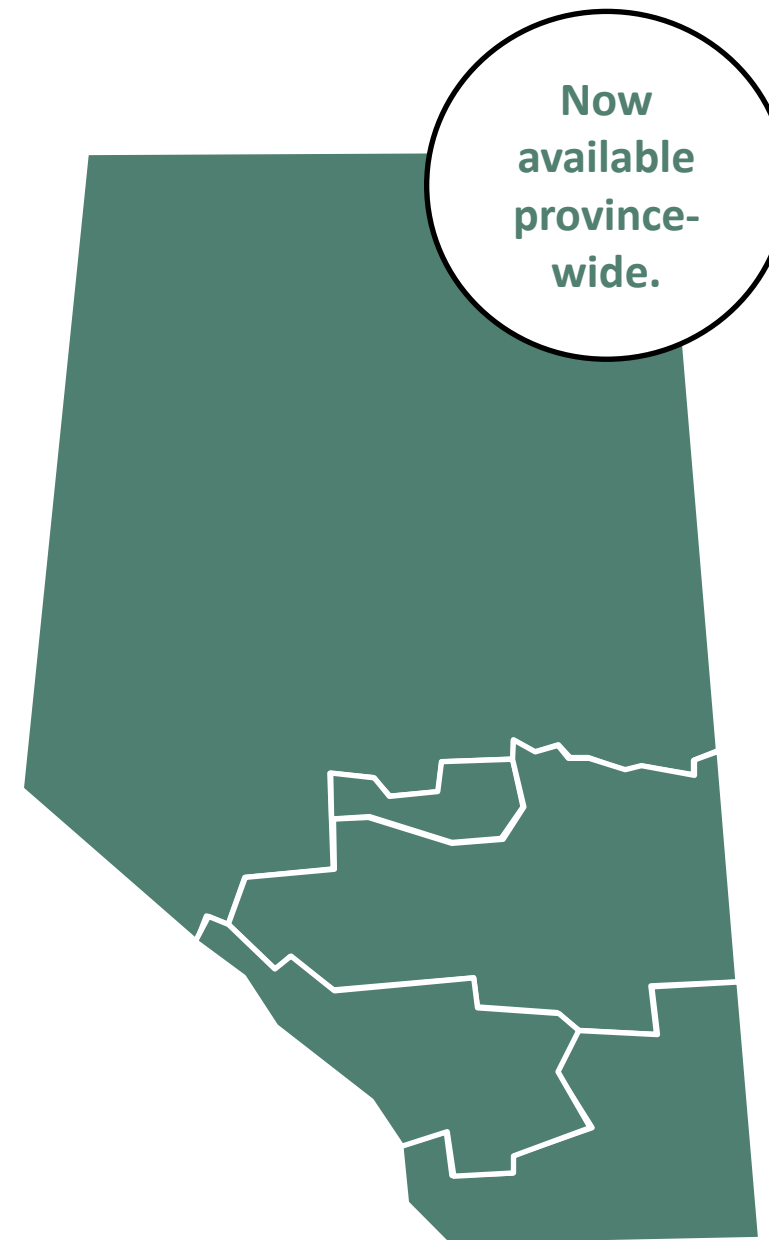
The Hub is the provincial central location for trusted, evidence-informed clinical, patient and referral pathways.

Pathways found on The Hub are co-designed with patients, primary and specialty care providers to provide information and guidance on management, diagnosis, and referral of patients for a specific specialty.

Clinical Pathways - Helping providers manage care in the community.

Referral Pathways - Clear processes for seamless referrals.

Patient Pathways - Informing patient self-management.



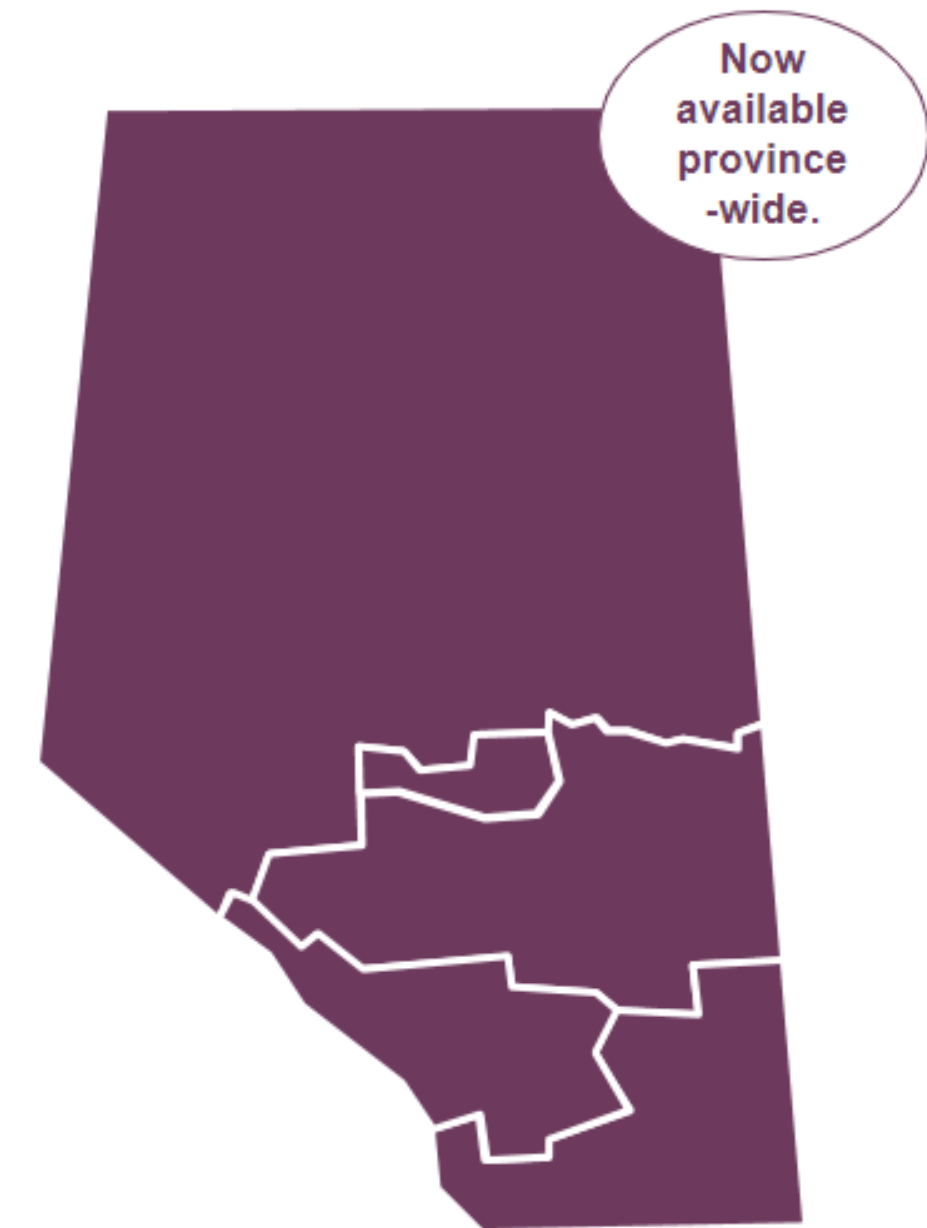
Transforming Healthcare: One Conversation at a Time

- A provincially aligned model with PCN and AHS operated non-urgent advice programs working towards:
 - Leveraging existing programs, coordination supported by a shared service model.
 - Provincial coverage.
 - Consistent access and experience.
 - Learn more at AHS.ca/SpecialtyAccess



Transforming Healthcare: One Referral at a Time

- Provide timely access for surgical consultation using shortest wait times.
- Standardizes referral flows and practices across the province.
- Capture data along the journey to provide transparency around wait times for surgical consultation.
- Orthopedics and Urology launched in 2022.
- All other surgical specialties to be launched soon, including Vascular Surgery on November 27.



What Does Research Tell Us?

- Evidence supporting specialty access.



Specialty Access can help!



Work Already Underway



ALBERTA'S PATHWAY HUB

- Launched in September 2023
- Provincial, central location for trusted, evidence-informed clinical, patient and referral pathways
- Supported by the Provincial Pathways Unit



SPECIALTY ADVICE

- Various services available provincially
- Non-urgent telephone and electronic advice to support equitable access, reducing wait times, and supporting relationships
- Supported by Connect MD, eReferral, RAAPID non urgent, and Specialist Link



FAST: FACILITATED ACCESS TO SPECIALIZED TREATMENT

- Launched provincially in 2022
- Central intake and distribution program for referrals to surgeons for consultation
- Supported by Zonal FAST teams

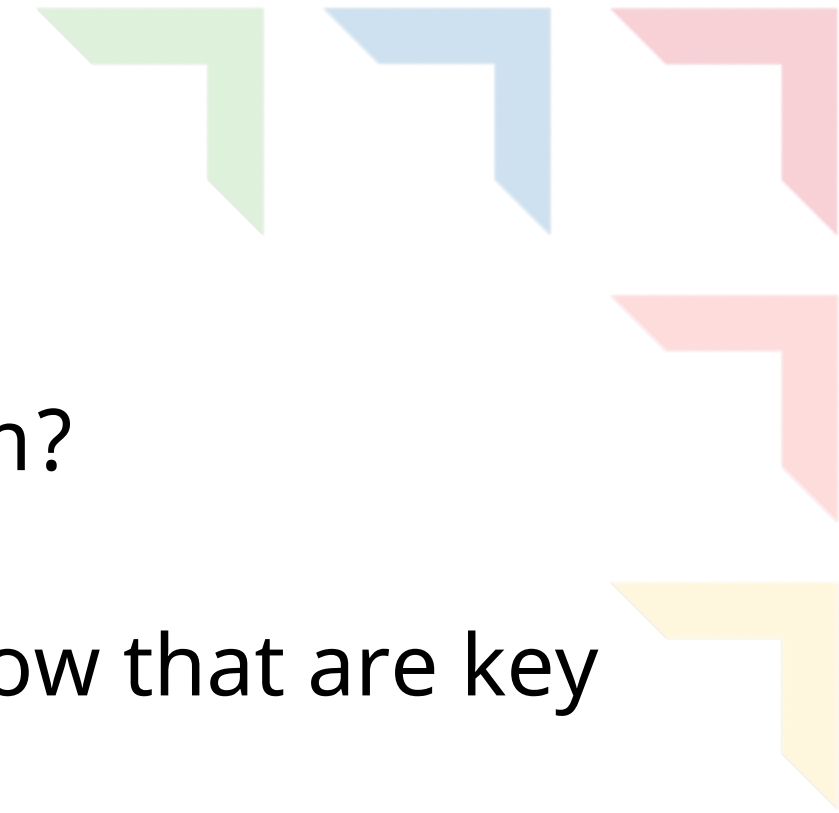
Specialty Access Simulation



Interactive Opportunity: Enablers for Implementation



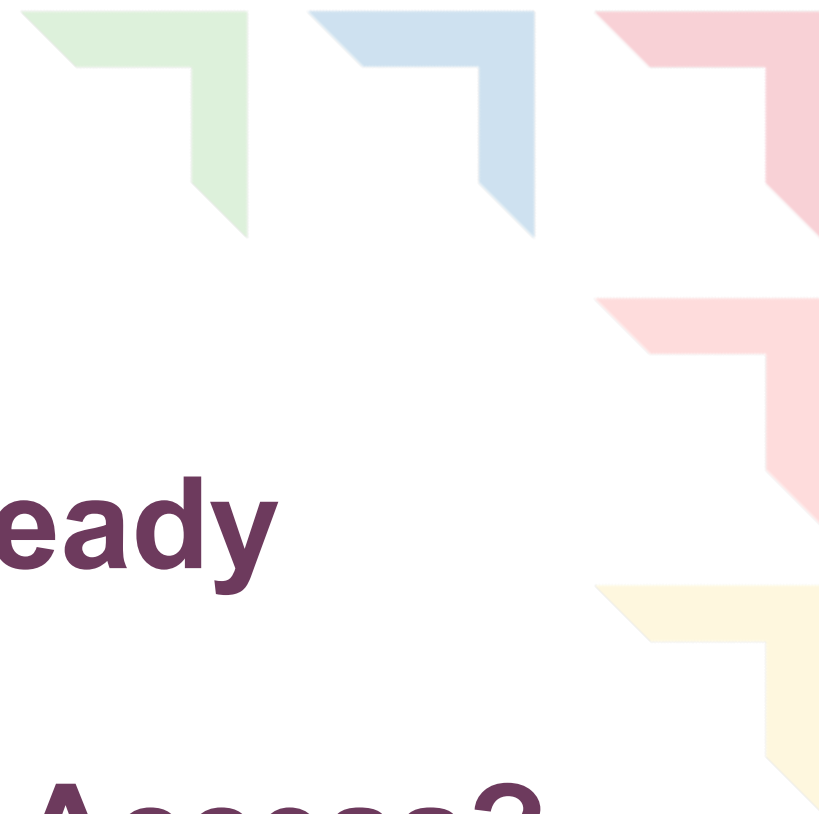
Interactive Opportunity : Barriers into Enablers



- What barriers do you face at your clinics? How can we improve them?
- What processes do not need to change and things that exist right now that are key to the success?
- What are some solutions that can be implemented and how?
- What can we do from a system perspective?



Let's Recap & Move Forward



Are you ready for better Specialty Access?

To learn more, please visit
ahs.ca/SpecialtyAccess





Thank you
for attending