

Network Session Summary

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| Session Topic: | LEADS in a Caring Environment: Some is Not a Number; Soon is Not a Time: Practical Measurement in the PMH |
| Session Date: | November 2, 2022 |
| Session Hosts: | Dr. Chris Waller, Michele Hannay |
| Session Objectives: | <p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Explain the value of measurement when engaging in quality improvement in a Patient’s Medical Home. • Describe 6 practical tips for guiding measurement in your own clinic and when supporting others as a champion. |

Recommended Resources:

[Canadian Primary Care Sentinel Surveillance Network \(CPCSSN\)](#)
[Health Quality Council of Alberta \(HQCA\) website](#) and [HQCA Panel Reports](#)

Session Highlights & Themes:

- *Sometimes we make changes and we don’t want to go to the effort of measuring.*
- *We’re pretty sure something will work and so we just go by ‘feel’.*
- *But more often than not, without measurement goals and plans in place, things fail to progress.*

- *Examples of external sources of data:*
 - *Canadian Primary Care Sentinel Surveillance Network (CPCSSN),*
 - *Health Quality Council of Alberta Primary Healthcare Panel Report*
- *Examples of internal sources of data:*
 - *Patient surveys*
 - *EMR*
 - *Manual tracking*

- We often get stuck thinking that all measurement needs to be as rigorous as it is for research.
- Measurement for improvement involves doing short, rapid, sequential tests to get ‘just enough’ data to learn and adjust course.

Tips for Practical Measurement

1. Form a clinic QI team
2. Extract data from the EMR
3. Work with a Practice Facilitator (if possible)
4. Use simple run charts to display data and share with team
5. Follow your interest/passion
6. Start small and PDSA (plan, do, study, act)

To view the theory portion of the session: [VIDEO RECORDING](#)

Session Statistics

| Total Physician Participants | North Zone Physician Participants | Edmonton Zone Physician Participants | Central Zone Physician Participants | Calgary Zone Physician Participants | South Zone Physician Participants | PCNs Represented |
|------------------------------|-----------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|-----------------------------------|------------------|
| 20 | 8 | 3 | 2 | 4 | 3 | 14 |