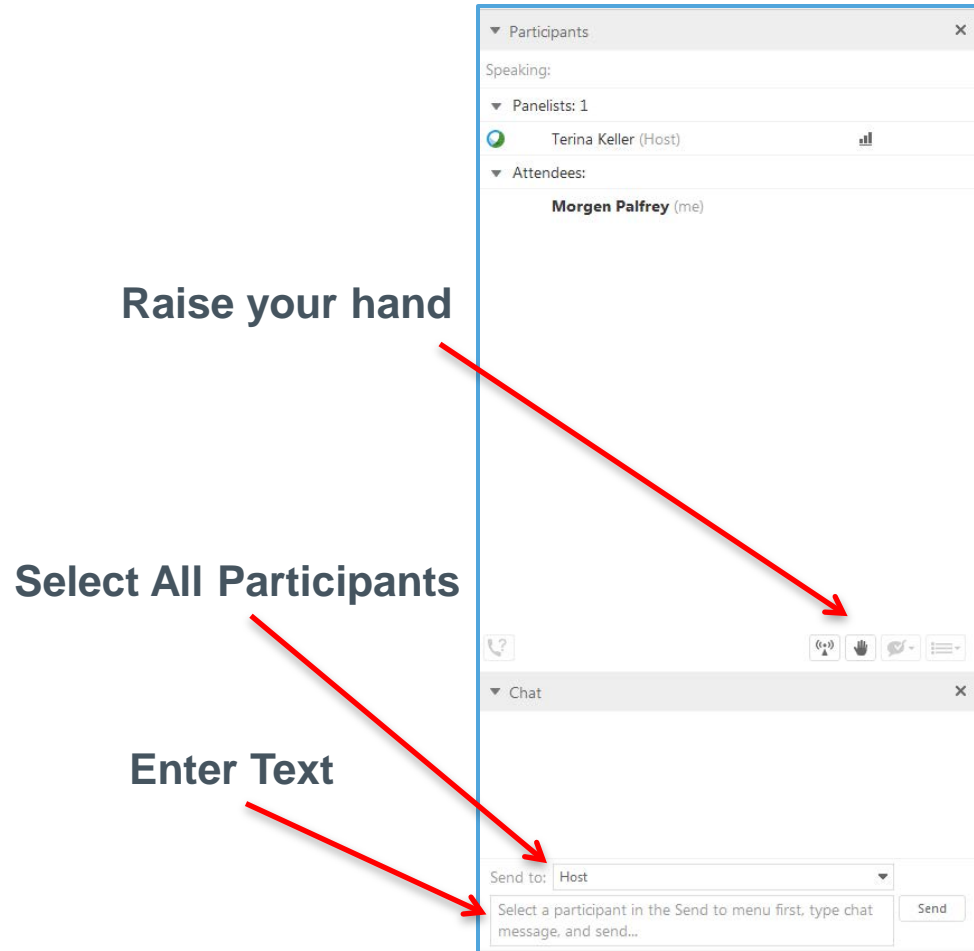


PaCT Share-and-Learn

May 31, 2018

WebEx Quick Reference

- **Mute and unmute** on your phone or using *6 (*no hold music please*)
- Please use chat to **“All Participants”** for discussion & questions
- For technology issues only, please chat to **“Host”**



Welcome!

- *6 to mute/unmute
- Please add the names of everyone attending in the chat box



Agenda

- **Wordle - PaCT has been**_____
- **Stories from the Field**
 - What has been your biggest PaCT a-ha moment to date?
 - What has been your greatest PaCT challenge or crash and burn?
 - What has surprised you most about your PaCT work to date?
 - Do you have PaCT innovations would you like to share?
(beyond test box items)
- **PaCT Measures - update**
- **Upcoming dates**
- **Accelerating Primary Care Conference – call for abstracts**
- **Nominate a colleague – Pinksocks tribe**



In one word, PaCT has been _____

 When poll is active, respond at **PollEv.com/michelehanna060**

 Text **MICHELEHANNA060** to **37607** once to join

A word cloud featuring the words 'wordpact' and 'challenging' in the largest, dark blue font. Other words in various sizes and colors (green, purple, brown) include: 'transformational', 'amazing', 'unique', 'good', 'other's', 'michele', 'learning', 'inspiring', 'see', 'wild-ride', 'evolving', 'interesting', 'hiprocess', 'new', and 'texts'. The word 'texts' is oriented vertically on the left side.

transformational
amazing
unique
good
other's
michele
learning
inspiring
see
wild-ride
evolving
interesting
hiprocess
new
texts

wordpact
challenging

Stories from the Field

McLeod River PCN
Life Medical Clinic

Life Medical Clinic

McLeod River PCN

Coaches: Dr. Joseph Ojedokun and Lacey Barendregt

Clinic Manager: Kim Spence



Our mission...

*“To provide an innovative medical home
that will change a life”*



What has been your biggest PaCT 'a-ha moment' to date?



Photo by Arturo de Frias Marques [CC BY-SA 4.0 (<https://creativecommons.org/licenses/by-sa/4.0>)], from Wikimedia Commons



Value of our Patient Representative on the QI Team



“After seeing this [care plan], I realized for the first time that this document is for me. This whole time I thought this was something that my doctors had to do for their records. I will use this – it is like my health passport.”

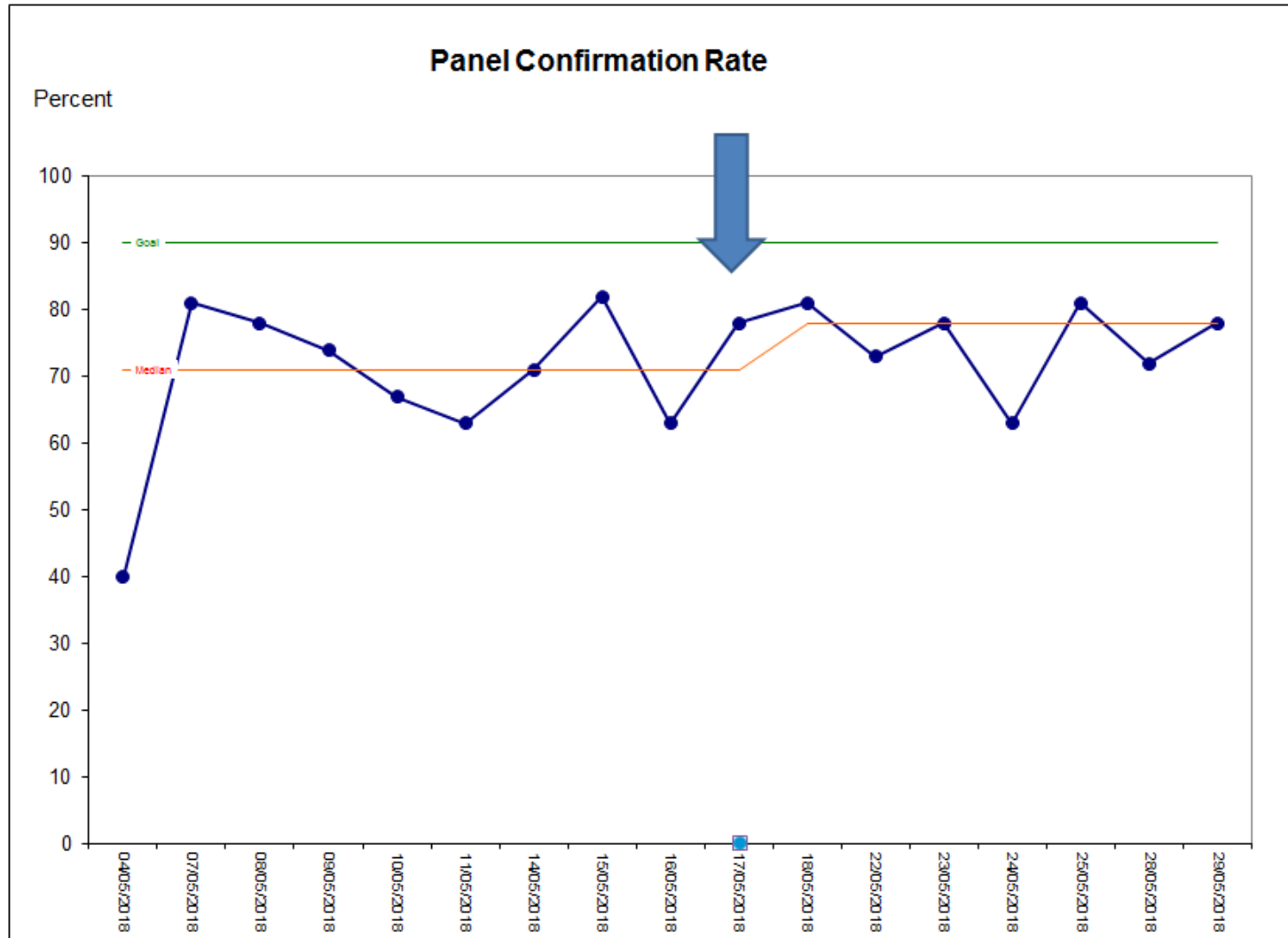
AI (Patient Representative on Life Medical PaCT Team)



What has been your greatest PaCT challenge or 'crash & burn'?



Panel Confirmation Rate



What has surprised you most about your PaCT work to date?



Identifying our target population

PaCT Team, McLeod River PCN

January 7, 2018

WHO IS PACT FOR?

Patient centeredness encourages patient engagement in care, shared decision-making, self-care, continuous quality improvement and patient feedback, effective use of inter-professional teams and technology, and increased access to care.

The Medical Home

The Patient's Medical Home (PMH) is a vision presented by the CFPC as the future of family practice in Canada.

The key components include **Timely Access, Attachment, and Continuity** of care. The PaCT initiative encourages attachment and continuity of care through **patient-centred team-based** care.

Care Planning

Care Planning is not a document signed by the patient and physician; it is not necessarily 03.04J. It is a proactive, systematic approach to empowering patients who have, or are at risk for having complex health needs to manage their own care.

Earlier Improvement Facilitator training and TOP initiatives addressed patient panelling, screening and systems improvements. PaCT builds on earlier initiatives and focuses on patient-centred team-based care planning for those with complex health needs.



Identifying PaCT patients

Although all our patients require Care Planning (CP), patients with complex health and rising needs are more likely to benefit from a comprehensive, team-based care. Many criteria contribute to a patient's complexity.

The key phases in the Patient collaborating with Teams (PaCT) initiative include: **Identify, Prepare, Plan, and Manage**. For effective CP, it is imperative to reliably define and select patient populations with complex health needs in a given community; the more objective or evidence-based the definition is, the more reliable or pragmatic the definition is.



Identifying our target population

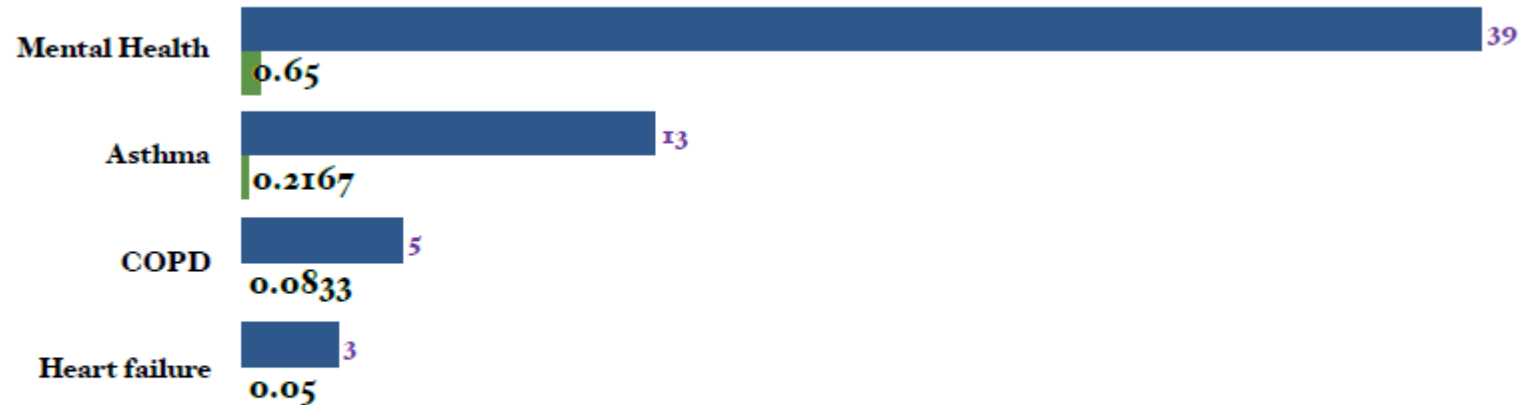


Figure 3: Among patients who had 25+ ED visits, **mental health** was the reason for visit in **65% of visits for chronic conditions**

Our Aim Statement:

Over the next 12 months we will engage in the care planning process with 16 of the 32 patients who are 50-69 years old diagnosed with depression or anxiety, seen more than 5 times in the clinic over the past year



Do you have any PaCT innovations would you like to share?



By Ian Sane (originally posted to Flickr as Exercise Buddies) [CC BY 2.0
(<https://creativecommons.org/licenses/by/2.0>)], via Wikimedia Commons



Care Plan Template

CARE PLANNING- 2018	
Patient Name:	Emergency Contact:
AB Health Card No.:	Date of Birth:
Primary Care Provider:	Contact No.:
PART A: Medical Summary	
Current Health Conditions	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>
3. <input type="text"/>	6. <input type="text"/>
Current Medications	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>
3. <input type="text"/>	6. <input type="text"/>
What is your smoking status? Non-smoker <input type="checkbox"/> Smoking <input type="checkbox"/> <input type="text"/>	
Assistive Devices: None <input type="checkbox"/> Wheelchair <input type="checkbox"/> Oxygen <input type="checkbox"/> Other <input type="checkbox"/> Specify: <input type="text"/>	
Advance Care Planning: Personal Directive Yes <input type="checkbox"/> No <input type="checkbox"/> Power of Attorney Yes <input type="checkbox"/> No <input type="checkbox"/>	
Goals of Care documented Yes <input type="checkbox"/> No <input type="checkbox"/>	
PART B: Social History	
Finances:	
Housing:	
Support Systems:	
PART C: Goals and Action Plan	
WHAT MATTERS TO THE PATIENT	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>
3. <input type="text"/>	6. <input type="text"/>
PLANNED ITEMS TO ADDRESS WHAT MATTERS TO THE PATIENT	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>
3. <input type="text"/>	6. <input type="text"/>
FIRST FOLLOW UP APPT FOR PLANNED ITEMS- DATE	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>

Patient Name: _____	Preferred Name: _____
Alberta Health Care No.: _____	Date of Birth: _____
3. <input type="text"/>	6. <input type="text"/>
SECOND FOLLOW UP APPT FOR PLANNED ITEMS- DATE	
1. <input type="text"/>	4. <input type="text"/>
2. <input type="text"/>	5. <input type="text"/>
3. <input type="text"/>	6. <input type="text"/>
Valued Pharmacy:	
With our mutual patient's consent, we would like to share the latest care plan with you and invite you to contribute to update it with your recommendations as deemed fit. Please fax your recommendations back to our team.	
1. <input type="text"/>	
2. <input type="text"/>	
3. <input type="text"/>	

Patient Survey on Care Planning Visit



Your Patient Centered Visit

We are interested in your experiences with our Patients Collaborating with Teams initiative. Before you answer, please know:

- You can stop answering or skip any questions. Your choice will not affect how well you are treated here.
- No one will know who answered this survey.
- There are no right or wrong answers.

YOUR VISIT

1 Thinking about the healthcare team you saw during your last visit, how would you rate...?

	Excellent	Very Good	Good	Fair	Poor	Very Poor
a. The amount of time that they gave you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. The way they listened to you during the visit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Their explanations of tests and treatments?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. The way they involved you in decisions about your care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Their knowledge of your medical history?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Their knowledge of what matters to you most?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 Overall, how would you rate the care you received in that visit?

Excellent
 Very Good
 Good
 Fair
 Poor
 Very Poor

3 What could your health team have done better when developing strategies for health improvement with you?

YOUR CARE PLAN

Now that some time has passed since your patient centered visit, we would like to know how the strategies discussed are working for you.

4 How often have you been able to follow the plan you developed with your care team?

All of the time
 Most of the time
 A good bit of the time
 Some of the time
 A little of the time
 None of the time

5 What kind of challenges, if any, are you having in following your new health strategies?

+

The physicians at this clinic are members of the McLeod River Primary Care Network. You can find out about the McLeod River Primary Care Network at www.mrpcn.ca



Your Patient Centered Visit

YOUR FINAL THOUGHTS

6 Compared to how you felt before your patient centered visit, do you feel more confident in your ability to take care of your health?

Yes, definitely
 Yes, to some extent
 No, not really
 No, not at all

7 Do you know how to contact your health care team when you have questions about your health?

Yes, definitely
 Yes, to some extent
 No, not really
 No, not at all

8 Do you have other comments about your patient centered visit you would like to share?

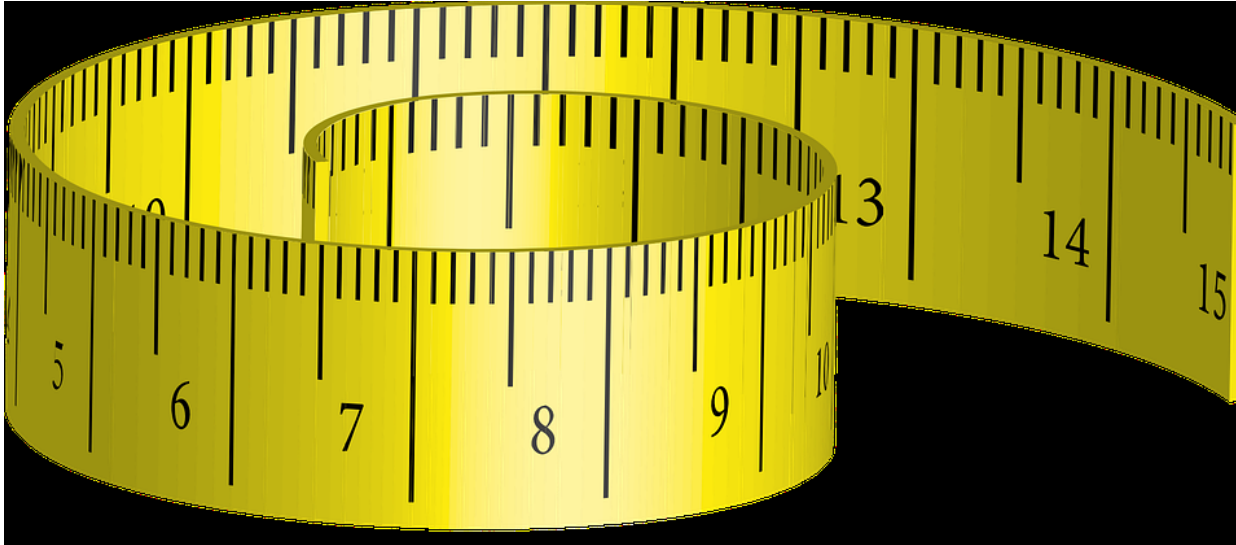
+

THANK YOU FOR SHARING YOUR PERSPECTIVES

We value your time and appreciate your thoughts. The information you have given us will help our team understand how to serve you better.

The physicians at this clinic are members of the McLeod River Primary Care Network. You can find out about the McLeod River Primary Care Network at www.mrpcn.ca

PaCT Measures



bonnie.lakusta@topalbertadoctors.org

780-628-4902



What's next....

Test Box 3 – Available on TOP Website

Test Box 3

- [Test Box 3 - Guide for Coaches](#)
- [Test Box 3](#)
- [Third Next Available \(TNA\) for Coaches | Slide Deck](#)
- [Toolkit for TNA Indicator](#)
- [Team Roles & Responsibilities](#)
- [Focus on Health Literacy](#)
- [Ask RICK](#)
- [EMR Advanced Directives - ACCURO](#)
- [EMR Advanced Directives - MED ACCESS](#)
- [EMR Advanced Directives - WOLF](#)
- EMR Advanced Directives (coming soon)

Follow TOP on Twitter:



TOP, Alberta
@TOP_AB

Patients Collaborating with Teams (PaCT) is kicking off in #YEG and #YYC with Innovation Hubs across the province.
[#patientvoice](#)

<http://www.topalbertadoctors.org/pact/toolsresources/>



Important dates

Test Box #3

Coaches' Prep – Monday, June 11

Share & Learn – Thursday, July 26

Test Box #4

Coaches' Prep – Thursday, August 2

Share & Learn – Thursday, September 20



Accelerating Primary Care Conference

What matters most to patients, providers and the system when it comes to continuity of care?



FRESH LOOK. NEW APPROACH.
STILL ACCELERATING.



Nominate a colleague – pinksocks tribe



Questions? Comments? Musings?

 When poll is active, respond at **PollEv.com/michelehanna060**

 Text **MICHELEHANNA060** to **37607** once to join