Alberta Health Priorities in Scaling the Patients’ Medical Home

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Agenda

• Our vision for Primary Health Care

• Advancing Patient’s Medical Home (PMH)

• AH Initiatives that support the scaling of the PMH
Our vision for Primary Health Care

Vision: A primary health care system that supports Albertans to be as healthy as they can be.

All Albertans have a health home that provides appropriate, timely, high-quality primary health care services and seamless transitions to other health, social, and community services. Albertans are meaningful partners in their own care.
Patient’s Medical Home

One of the ‘PCN Objectives’ is to adopt the Patient’s Medical Home (PMH).

• To implement patient's medical home to ensure Albertans have access to the right services through the establishment of interdisciplinary teams that provide comprehensive primary care.

• PMH is a framework supporting quality improvement in family practice clinics to provide comprehensive, proactive, and collaborative health care.
Advancing PMH
PCN Governance Structure - Goals

- Integrated and aligned primary health care services
- Shared services - improved efficiency of resource use
- Strengthened relationships among PCN stakeholders
- Increased PCN oversight and stakeholder accountability
Provincial PCN Committee:

• Created five Zone PCN Committees and supported Zones with tools, processes and expectation for population based Zone PCN planning

• Endorsed Zone Participation Policy (PCN Program Policy)

• Endorsed Alberta Health’s *Primary Health Care Priorities and Outcomes for Alberta*

• Established six Provincial Task Groups to work on specific deliverables:
  – Access & Continuity Principles, Chronic Condition and Disease Prevention and Management, Evaluation, PCN Hospital Transitions, PCN Policy, Zone PCN Service Planning.

• Supported the PCN Nurse Practitioner Support Program

• Endorsed full 3-year Zone PCN Committee Service Plans
### AH Strategic Outcomes & PPCNC Priorities

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<thead>
<tr>
<th>Area</th>
<th>Examples</th>
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<tbody>
<tr>
<td>Access to primary health care</td>
<td>- Examples include extended hour access; better access for people living with mental health and addiction issues</td>
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<tr>
<td>Optimizing safety and quality of care</td>
<td>- Examples might include systematic implementation of better screening for chronic conditions; better use of interdisciplinary teams to support chronic disease management</td>
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<td>Continuity of care</td>
<td>- Current priority is implementation of the Central Patient Attachment Registry (CPAR) Change Management</td>
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<td>Care transitions</td>
<td>- Current priorities include Home to Hospital to Home Transitions and specialty access</td>
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<td>Person experience and outcomes</td>
<td>- Example includes facilitating Albertans’ involvement in their care through supporting My Health Records in primary care</td>
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Evaluation of PCN Governance Structure

• Evaluators conducted extensive stakeholder interviews, and an online survey to obtain representative feedback.

• Findings
  • Support infrastructure positively impacted implementation
  • Increased alignment and improved co-ordination
  • Improved information sharing

• Recommendations
  • The Governance Framework should be continued
  • More clarity needs to be provided to define the zone support infrastructure
  • Improve the bi-directional flow of information within the Governance Framework
  • Increase efforts to clarify the vision of the Governance Framework
Zone PCN Service Planning:

- The Zone Service Planning process enables PCNs and AHS to identify and prioritize opportunities to align and integrate services across the Zone.

- This coordinated, zone-wide planning approach also promotes the advancement of PCN Objectives, including the Patient’s Medical Home.
  - For example, through Zone Service Planning, AHS and PCNs are able to work together to ensure team-based care is in every community.

- It’s expected that Zone Service Plan implementation will advance the pillars of the patient’s medical home and lead to comprehensive, proactive, and collaborative care.
## Zone PCN Service Planning – first results

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<thead>
<tr>
<th>Calgary</th>
<th>Central</th>
<th>Edmonton</th>
<th>North</th>
<th>South</th>
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<tr>
<td>Patient’s medical home</td>
<td>Primary health care opioid response</td>
<td>Addiction and mental health</td>
<td>Chronic disease and co-morbid conditions</td>
<td>Complex patients</td>
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<td>Supported transitions</td>
<td>Transitions of care</td>
<td>Transitions of care</td>
<td>Addiction and mental health</td>
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<td>Specialty integration</td>
<td>Mental health (youth)</td>
<td>Speciality access and linkages</td>
<td>Frail, complex seniors</td>
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<td>Maternal, Child</td>
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AH Initiatives that support the scaling of the PMH
CII-CPAR impact on Patient’s Medical Home

- The CII-CPAR initiative provides the foundation for future enhancements supporting the Patient’s Medical Home model
- Currently it supports informational, management and relational continuity
  - Information flows automatically to Net Care where it can be accessed by other providers in the patient’s care team
  - Enables smoother transitions through E-notifications to improve management continuity
  - CII and CPAR applications provide information that can improve understanding of where patients are going for services
Patients’ Medical Home (PMH) / Alternative Relationship Plan (ARP)

- PMH enables innovation in primary care and can be facilitated through any model of physician compensation, however ARPs support behavior that is aligned with PMH pillars.
- The government has committed to advancing the pillars of PMH by leveraging and expanding already successful innovations in the health care system.
Alberta Surgical Initiative

• Developed to improve and standardize the entire surgical system from the time patients seek advice from their family doctor, to when they are referred to a specialist, to their surgery and rehabilitation.
  – A plan will be implemented to provide up to 80,000 more publicly funded surgeries over the next four years, meeting wait-time targets and to ensuring people receive care within clinically recommended times.

• The following key primary and community strategies, pre- and post-surgical care, were identified to meet this goal.
  – Improve the provision of specialist advice to primary care physicians
  – Improve the provision of surgical consultation, including pooled referral and triage
  – Improve care coordination and pathway development
MyHealth Record

• A secure online tool that enables adult Albertans to see some of their health information from Alberta Netcare, the provincial electronic health record.

• An enabler of Albertans as partners in their care (which supports the proactive, comprehensive, collaborative framework of the PMH).

• An underlying principle of MyHealth Records involves empowering and supporting patients to work in partnership with prepared and proactive health teams.

• [https://myhealth.alberta.ca/myhealthrecords](https://myhealth.alberta.ca/myhealthrecords)
Nurse Practitioner Program and PMH

- Support for additional Nurse Practitioners (NP) through the PCN NP support program launched fall 2019.

- AH funding for PCN NP support program enabling 31 new full time NP FTE in primary care settings.

- The program will support efforts to improve access through optimizing use of NPs working to full scope of practice in collaborative teams.
Questions?