CII/CPAR Fills Information Gaps

"All of us that have access to Netcare understand how valuable it is and yet there has been a fundamental gap in information. **Primary care providers know their patient's best, yet they can't share that information in Netcare. CII/CPAR is a nice step to rectify that gap.**" - *Dr. Barney Truong, Mosaic PCN*

"Primary care physicians and clinic teams have been working hard to identify who their patients are and make sure that they're providing full spectrum care to their patients, including ensuring that their patients are getting screened. **Until now, however, primary care physicians have not been able to indicate to the rest of the healthcare system who their patients are**." - *Dr. Heidi Fell, Calgary Foothills PCN*

eNotifications – Know When Your Patients are in Hospital or Discharged from the ED or Day Surgery

"The most exciting part of CII/CPAR is that I now receive notifications directly into my EMR when one of my paneled patients has been in the emergency room, urgent care, or hospital. This gives me **a whole new opportunity to know important healthcare events about my patients before they come to see me** and allows me to intervene more quickly if I need to." - *Dr. Heidi Fell, Calgary Foothills PCN*

"**I have received notifications that my patients are having surgical procedures that they have been waiting for**. For example, I received one about a patient who had a complication. I was able to connect with her through our EMR portal and make sure she was doing okay." - *Dr. Lisa Stevenson, Calgary West Central PCN*

"**Each eNotification is an opportunity to check in with the patient** and make sure that they have a clear understanding of their care path." – *Dr. Heather LaBorde, Calgary Foothills PCN*

"**Patients want to be reassured that me, as their family physician, supports the care plan provided in the ED**. I don't think the value of you being their family doctor can be underestimated. You're the one they trust."
– *Dr. Heather LaBorde, Calgary Foothills PCN*

"After receiving an eNotification about a patient's ED visit due to a fainting episode, it was a pretty quick and simple call to fix a pretty non-life-threatening medical problem, but boy was the patient ever appreciative of the call. He couldn't thank me enough. **He just felt so much more reassured that someone was taking care of him**." - *Dr. Barney Truong, Mosaic PCN*

"Being able to follow-up with patients through eNotifications helps me **spend quality time with my patients and feel more connected to them**." – *Dr. Heather LaBorde, Calgary Foothills PCN*

Improved COVID-Related Communication through CII/CPAR

"My clinic took the COVID pandemic as an opportunity to go live with CII/CPAR**. It is especially important during these times to know when my patients are admitted to hospital or in the ED so I am well positioned to care for them.**" – *Dr. Heather LaBorde, Calgary Foothills PCN*

"If CII/CPAR had been well established in the province, we would have been able to leverage the program instead of developing multiple workarounds to ensure COVID results were received by primary care providers. **The pandemic has highlighted the importance of having these technological enablers in place.** Our progress in CII/CPAR will help us navigate what is coming ahead." - *Dr. Heidi Fell, Calgary Foothills PCN*

CII/CPAR = More Efficient Communication & Improved Quality of Care

"**I signed up for CII/CPAR because I did not want to waste my time or the patient's time**. I also wanted to close the gap and know in a timely way when my patients presented to ER, had surgery, were hospitalized and why, before they showed up in clinic expecting me to know this information."
- *Dr. Lisa Stevenson, Calgary West Central PCN*

"Prior to CII, the Bow Valley Primary Care Network Chronic Pain Clinic team held multiple meetings with the local Emergency department to discuss patient treatment plans and recommendations. **This new approach has led to a reduction in meetings as well as improved efficiency in patient care**. The need for storage and maintenance of paper records in binders between the clinic and the emergency department has been eliminated as the information is now electronically stored and centrally located in Netcare."
- *Pain Clinic Team, Bow Valley PCN*

"Participating in CII has been a time saver for both the ER and the PCN and has resulted in **improved quality of care, consistency in treatment plan implementation and improved patient outcomes**. Being able to share information has allowed for **consistent messaging and improved communication** for patients."
- *Pain Clinic Team, Bow Valley PCN*

CII/CPAR Enables Better Continuity & Transitions of Care

"**CII/CPAR helps with continuity and follow-up after hospitalization and emergency care**. For example, during COVID, I received notifications that two of my patients had their babies and I was able to connect with them through my staff to arrange a visit and reassure them that 'we were open for business' and not on vacation as one patient thought." - *Dr. Lisa Stevenson, Calgary West Central PCN*

"**CII/CPAR is supporting transitions of care work** by saving staff time, streamlining processes, and increasing information accuracy**."** – *Dr. Heather LaBorde, Calgary Foothills PCN*

"CII/CPAR gives other physicians the opportunity to know that I am the patient's family physician, know a little bit about what I'm been doing in the care for this patient, and **make sure that they can link the patient safely back to me when they are finished caring for them.**" - *Dr. Heidi Fell, Calgary Foothills PCN*

"I had two cases over the last month of two of my elderly patients in the community with dementia, who were hospitalized and were placed in long term care on discharge and no longer had to be actively managed by me. This was a relief for me to know they were being taken care of, and **I was able to chat with their family members to ensure their care loop was closed.**" - *Dr. Lisa Stevenson, Calgary West Central PCN*

What are Patients Saying?

"**I have not encountered a single patient opposed to sharing of information**, especially when they know that this is going to make it easier on them, improve their transitions, and make their care seamless. The reality is that they already believe that it's happening." – *Dr. Heather LaBorde, Calgary Foothills PCN*

CII/CPAR - The Next Logical Step to Paneling

"The CPAR conflicts report shows the patients on my panel who are also on somebody else's panel. This allows me to **confirm with patients who their primary physician is**." - *Dr. Heidi Fell, Calgary Foothills PCN*

"**CII/CPAR is an excellent way to ensure every patient has a primary care physician who knows them**, proactively takes care of them, is aware of others participating in their care, and who can provide support along the way." - *Dr. Lisa Stevenson, Calgary West Central PCN*

It's hard to know how to provide services to your patients if you don't even know who your patients actually are. **[Paneling] allowed us to do things like outreach for routine screening, help limit the duplication of service to our patients, and talk to patients about the Patient's Medical Home**."
- Dr. Barney Truong, Mosaic PCN

"There is nothing much worse than calling up a relative asking to speak with their deceased relative**. Having deceased patient information in the demographic mismatch report helps clinics avoid this kind of awkward conversation** and allows them to deal with these situations appropriately, including marking patients as passed away within their EMR." - *Dr. Heidi Fell, Calgary Foothills PCN*

Implementation Requires Little to No Change in Clinic Workflow

"**It was really seamless**. When we went live, I wasn't sure we were live until I got my first eNotification. Everything else just happened in the background." – *Dr. Heather LaBorde, Calgary Foothills PCN*

"Implementation guidance was provided in a well thought out and timely manner. **The changes required minimal effort. We are impressed with how straightforward the process is**."
- PCN Admin Team, Bow Valley PCN

"Once we had that go-live date, everything went pretty seamless from that point on. In fact, **for the first couple of days, I didn't even know if anything was happening because, from our end, nothing was really different.**" - *Dr. Barney Truong, Mosaic PCN*

"When our clinic went live, I had to ask my clinic manager if we had gone live successfully because it was completely transparent to me during her day-to-day workflow. **I couldn't tell that anything had changed**. My clinic manager and I were able to go to Netcare and say 'Hey, yes it did work. There's the information on the patients that I saw today.' That was kind of cool." - *Dr. Heidi Fell, Calgary Foothills PCN*

"**My overall experience has definitely been a positive one**. Has [CII/CPAR] been adding a lot in terms of extra work? No. Overall, it has definitely improved patient care." - *Dr. Barney Truong, Mosaic PCN*