

REDUCING THE IMPACT OF FINANCIAL STRAIN (RIFS) CHANGE PACKAGE SUMMARY

Purpose: To assist primary care clinics in optimizing processes for paneled patients who are experiencing financial strain

Aim Statement: By X date X clinic team will have improved screening rates by X%

Outcome Measure: # of patients with documented financial strain assessment out of the total # of paneled patients

Balancing Measure: Time to third next available (TNA) appointment



Key Documents: [Full Change Package](#), [Evidence for PBPs](#), [Sequence to Achieve Change Workbook](#)

High Impact Changes	Potentially Better Practices (PBPs)	Process Measures	Tools
1. Improve the patient experience	1.1 Establish a multidisciplinary improvement team and consider including a patient with lived experience	Regularly scheduled team meetings	Sequence to Achieve Change Patient Partners on an Improvement Team
	1.2 Incorporate a patient-centered care approach	# of patients screened for financial strain in the last 18 months	Care Planning Template
	1.3 Create a culture that allows for open conversations with patients about financial strain	<ul style="list-style-type: none"> • Patient survey or interview • Team Survey 	Poster Samples Scripting Samples
2. Identify paneled patients	2.1 Define segment of paneled patients who would most benefit from an assessment of financial strain	Definition of patient population eligible for screening	HQCA Primary Health Care Panel Report
	2.2 Generate lists of patients who have been identified as needing an assessment for financial strain and review list with team	# of patients on EMR list	EMR guide
3. Standardize documentation	3.1 Define the social determinants of health that team will use for care provision and standardize documentation in the EMR	# of patients with social determinants of health documented	EMR guide

RIFS CHANGE PACKAGE SUMMARY



High Impact Changes	Potentially Better Practices (PBPs)	Process Measures	Tools
4. Optimize care management	4.1 Use a process to assess patients for financial strain	<ul style="list-style-type: none"> # of panel patients assessed for financial strain Completed PDSA template 	Poverty Screening Tool ACTT PDSA template Questionnaire samples
	4.2 Use a process for responding to patients with financial strain	# of patients with documented financial strain	Scripting Samples Patient Resource Handouts
	4.3 Use a process for ongoing review of patient-centred goals and care coordination	# of patients with financial strain who have care follow up due for re-assessment	Care Planning Template
5. Coordinate care in the medical home	5.1 Establish clear roles and responsibilities for supporting patients with financial strain amongst the medical home team	Discussion of Team Assessment results with team	Roles and Responsibilities Guide Introductions with Intention Huddles Team Assessment Sample process maps
6. Coordinate care in the health neighbourhood	6.1 Establish processes that facilitate effective transitions of care	# patients with visit within 7 days post hospital discharge	Process Mapping Guide Home to Hospital to Home Change Package Collaborative Care Agreements