

# Network Session Summary

Session Topic: Physician Champion Research & Competencies  
Session Date: September 16, 2020  
Session Hosts: Dr. Heather La Borde; Dr. Brad Bahler  
Session Objectives: -Describe the goals of the Physician Champion Network  
-Describe the key characteristics of an effective physician champion

## Recommended Resources:

- A Principled Approach for Scaling Up Primary Care Transformation in Alberta (Research paper) - [Full Report](#) & [One-Pager](#)
- Physician Champions as a Strategic Resource in Alberta's Primary Care Transformation (Research paper) - [Full Report](#) & [Three-Pager](#)
- Physician Champion Literature Summary (hyperlink coming soon)
- [LEADS in a Caring Environment Framework](#)

## Session Highlights & Themes:

### ***What are 1-3 words that come to mind describing the state of family practice today?***

Under-siege, devalued, frustrating, scary, opportunity, evolving, transitional, opportunities, innovative, strong, commitment, compassion, resilience, uncertain, solidarity, dynamic, advocacy, difficult, important, push to be wholistic still; room for collaborative work

### ***Reflecting on the challenges of the past few months, what successes have you and/or your clinic had?***

Implementation of virtual (patients very enthusiastic); CII/CPAR implementation; implemented new referral tracking process; greatly improved infection control processes; stronger connections to colleagues and clinic team; increased sense of physician community despite less face to face interactions; increased ability to implement change; time freed up to improve clinic processes and implement quality improvement processes; more time with high needs/vulnerable patients; engaging learners and preceptors in new ways; leadership and flexibility of clinic staff has been enhanced, and will likely continue post-pandemic; incorporated new PCN team members with flexibility in schedule

### ***What enabled these successes?***

Regular meetings with physician colleagues and staff (huddles); increased attendance at meetings enabled by virtual technology; creation of detailed clinic protocols; quickly re-organized staff roles; recent remodeling of clinic space; technology via virtual care; new e-tools such as patient portals; enhanced vendor support; increased teamwork/increased focus of team; my practice facilitator; new ways to connect with patients via email and website

### ***You are a physician champion, what does this mean to you?***

Being an influencer; always being forward looking with running the practice; physician engagement/engaging the uninterested peers and or patients; re-orienting patients towards some of

the ideas of the Patient Medical Home; modeling what care might look like; be innovative and think outside the box; use the challenges we face to improve and change how we care for our patients; advocacy; maintaining resilience; break down barriers; meeting others where they are at/exploring people lenses and concerns; change expert; managing team effectively; creating a positive environment; being the first to try a new clinic process and report back to the rest of the group; education, commitment to teaching other doctors how they succeeded; patient center/patient focused care; patient empowerment; being brave enough to speak up; being thoughtful and moderate with your voice

***What champion skills/attributes do you want to acquire?***

Having difficult conversations; improve listening; networking; managing conflict; empowering others to find their own solutions; resource sharing – how to share what you are doing well; proactive planning; supporting large scale change; motivating others; creating clinic culture; promoting collaborative conversation; change management; engaging others; making change a regular part of practice

### 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
41	8	6	6	20	1	22