

# The Access Improvement Report

April 2020 | Vol 5.1



A Quarterly Newsletter from Alberta Health Services' Access Improvement Team

## Program Updates

A new year and a new decade are here and we're excited to continue moving our Access Improvement work forward. Since our last update in Dec. 2019, we have been busy planning a new eReferral release for April, developing a QuRE Patient Journal and planning for the future. Here's what's new this quarter:

### Alberta Netcare eReferral

On April 16, new specialties were added to eReferral Advice Requests. **OBS-GYN – Urogynecology** and **Paediatrics – Gastroenterology** are new specialties added to Advice Request in the Edmonton Zone. We also expanded our Advice Request service to new Zones for the following specialties:

Specialty (Reason for Referral)	New Zone(s)	Existing Zone (if applicable)
Orthopaedic Surgery (Shoulder issue)*	Province-wide	
Otolaryngology (Otolaryngology issue)	Calgary	Central
Otolaryngology (Paeds otolaryngology issue)	Calgary	
Psychiatry – Child and Adolescent (Child and adolescent psychiatric health issue)	Central, Edmonton, South	Calgary

\*In late April, Orthopaedic Surgery will be releasing more reasons for referral, including: Ankle issue, foot issue, elbow issue, hip issue, knee issue and wrist issue. Stay tuned for more updates.

As we plan for the future, eReferral and the Alberta Referral Pathways will be involved in the upcoming Alberta Surgical Initiative (ASI). We are in the planning phases and are working with ASI leads to determine our scope and next steps. We will announce more information about this exciting work in the coming months.

### QuRE

A new Patient Journal is underway to help patients and caregivers navigate the referral-consultation process. The Journal contains two new Checklists – one for referrals and one for consultations – that will help patients/caregivers ask the key questions relevant to their care when meeting with doctors. See pg.5 for the full story and release dates.



### Get in Touch with Access Improvement

If you have questions, email us at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755

For information about eReferral, including training support, visit [eReferral online](#)

For more about QuRE and the Alberta Referral Pathways, visit [Access Improvement](#)

### Unsubscribe

If you'd like to unsubscribe from this newsletter, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

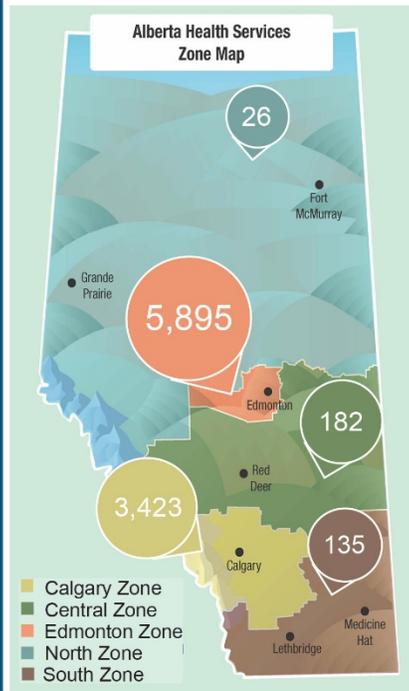
### Stay Tuned

The next edition of the *Access Improvement Report* will be released in summer 2020.

For questions about Access Improvement, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

# eReferral Snapshot

## Submitted eReferral Requests by Zone



Receiving Specialist  
530

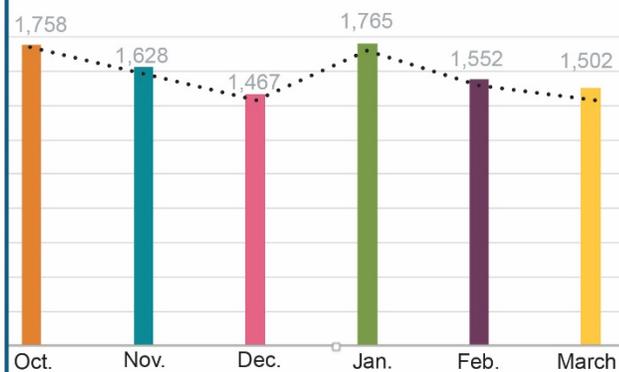


Referring Provider  
2,480



Support Staff  
555 Referring  
~160 Receiving

## Monthly Requests



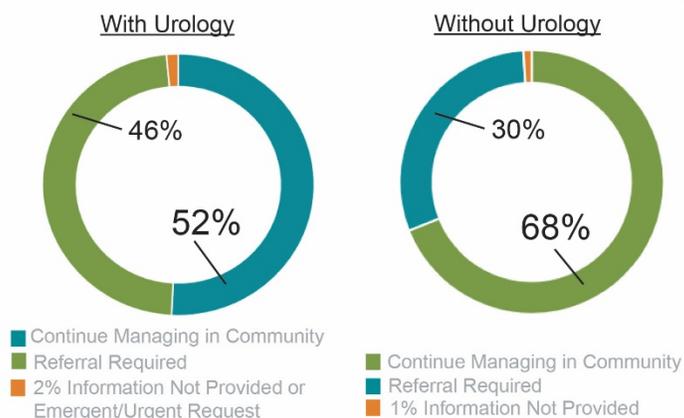
**174** Advice & Consult Request Reasons for Referral

**82** Active Advice & Consult Request Facilities

**23** Advice Request Specialties to Answer Non-Urgent Clinical Questions

**12** Consult Request Services/Programs to Track & Manage In-Person Appointments

## Overall Advice Request Outcomes



Data: Oct. 1, 2019 – March 31, 2020

## Need eReferral training support?

- 1). Visit the [Alberta Netcare Learning Centre](#) for [Quick References](#) and [eDemos](#)
- 2). Contact eHealth Netcare Support Services at 1-855-643-8649 or email [healthsupport@cqi.com](mailto:healthsupport@cqi.com) with questions
- 3). Visit [eReferral online](#) or contact the Access Improvement team at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or 1-888-733-3755

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# eReferral Celebrates 50,000 Requests!

In early March, we achieved a major milestone with the successful submission of our 50,000<sup>th</sup> eReferral request. To celebrate this exciting accomplishment, our teams in Edmonton and Calgary took some time to have a little party that may have included cake, chocolate and popcorn!



Laura Silver (left) and Shannon Morcom (right) holding a 50,000 cake!

“Numbers only have the meaning that we ascribe to them,” says Laura Silver, Senior Project Manager, Access Improvement. “Reaching 50,000 eReferrals last month is significant. First, because this shows increasing uptake of use, but for me – most importantly – for the significant percentage of patients tied to Advice Requests that were able to say in their medical home.”

Over the past five years, eReferral requests have been coming in faster and faster. In 2014, our first 10,000 requests took more than 24 months to achieve. From there, we had 10,000 grow to 20,000 in nine months, 20,000 to 30,000 in eight months, 30,000 to 40,000 in six months, and finally 40,000 to 50,000 in six months.

Thank you to everyone who made this special achievement possible.

## New eReferral Training Videos

*Lights, camera, action!* We’ve been working hard to make our content up-to-date and effective for your eReferral learning. Recently, we’ve made some changes to our [eDemos](#) page on the [Alberta Netcare Learning Centre](#).

**What’s changed?** First, we’ve updated old videos and added new ones. Second, we’ve updated the look and feel of the videos. The videos are now bright, friendly - and of course - educational!

**What videos are up on the site now?** There are 13 videos available to eReferral users, including:

- Add eReferral to your homepage
- How to use the Health Services Catalogue (HSC)
- Customize *My Details*
- Set up *My Details* as a Referring Provider
- Set up *My Details* as a Referring On Behalf Of user
- Set up *My Details* as a Receiving Provider
- Set up *My Details* as a Receiving On Behalf Of user
- Set a service provider for an Advice Request
- Respond to an Action Required Request on an Advice Request
- Request Additional Information on an Advice Request
- Triage and respond to an Advice Request
- Create an Advice Request
- Create a Consult Request



Questions? Training video suggestions?  
Email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call  
1-888-733-3755.

Stay tuned. More videos to be posted soon!

For questions about Access Improvement, email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)

# eReferral Provider Notifications Update

It's almost been one year since we launched eReferral Provider Notifications and we hope you've been enjoying receiving emails on the statuses of your Advice and Consult Requests.

On March 26, a minor change to the email address fields in *My Details* was made. Instead of one email address field, there are now two - one for AHS IAM and one for eReferral Provider Notifications.

**Why?** Physicians, clinicians and staff that work for AHS, AHS wholly-owned subsidiaries and AHS affiliates use the AHS Identity & Access Management (AHS IAM) system to request access to Alberta Netcare. AHS IAM is also available to community providers through an online registration process. All Alberta Netcare users have an AHS IAM account and will notice an email address entered into this new field. This is the email address AHS IAM will use to send you emails and updates. This field is for your information only and cannot be edited through your Alberta Netcare account.

**What do you need to do?** Nothing at this point. If you have already entered your preferred email address for Provider Notifications emails, you will continue receiving them at this address. If you haven't checked or validated your email address in a while, we encourage you to do so by visiting our [Provider Notifications Portal](#) for helpful tips.

Information about this change was sent to eReferral users via email and is posted on our [Portal](#). If you have any questions, please contact the AHS Access Improvement team at [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) or call 1-888-733-3755.

## Get to Know CII/CPAR

QHR Accuro. TELUS Health. MQ Healthquest. These are just a few electronic medical records (EMRs) that community clinics across Alberta use. The issue is that information remains in the clinics, leaving important patient information inaccessible to other providers in the patient's circle of care. This is where CII/CPAR comes in.

Community Information Integration (CII) is a system that transfers certain patient information between EMRs and Alberta Netcare. The Central Patient Attachment Registry (CPAR) is a system that connects primary care providers and their patients' healthcare files together.

CII/CPAR has benefits that not only support physicians, but also patients. For example, this initiative can provide a clearer picture of primary care's patients, ensures information is ready at clinicians' fingertips and enables for smoother transitions of care. For patients, CII/CPAR is creating a better quality of care by reducing duplication of efforts, increasing safety and meeting patient expectations.

CII/CPAR is forging forward with amazing results. Their latest [statistics](#) show that there are 70 clinics enabled with CII/CPAR across 29 different primary care networks in Alberta. In upcoming *Access Improvement Reports*, we'll share more information about this initiative. In the meantime, if you want more information check out their [website](#) or email [Chris Diamant](mailto:Chris.Diamant) with any questions.



# In the Spotlight: QuRE Patient Journal

For patients and caregivers who don't work in healthcare, navigating who to talk to, what to ask and where to go can be daunting. Quality Referral Evolution (QuRE) wanted to help make this process a little easier and developed a new Patient Journal to ease this burden.

The QuRE Patient Journal grew organically out of four patient and caregiver focus groups conducted in 2018.

"Participants wanted a resource that could help them on their healthcare journey, especially around referrals and specialist consultations," says Annabelle Wong, QuRE Chair. "They want to be informed and feel included in the conversations with their doctors about their care."

From this, a QuRE Patient Referral Working Group with patient advisors, physicians, nurses and quality improvement consultants was established in early 2019. They put their heads together to develop a helpful resource that would give patients and caregivers the tools to manage the referral-consultation process.

The 22-page booklet is designed like a journal. It has note pages that can be used to write down reminders, jot important appointment details and highlight key information. The stars of the show, however, are the two new Checklists: Patient Referral Checklist and Patient Consultation Checklist.

"The Checklists offer questions patients/caregivers can ask when meeting with doctors," says Annabelle. "These questions allow them to be more informed about what's happening with their care and

help them make important decisions about their health."

Aside from the Checklists, the Journal also contains helpful resources, including contact numbers, websites from the Government of Canada and Government of Alberta, and handy reminders like what to bring to your doctor's appointments.

"We want everyone to use this Journal," says Annabelle. "We hope this resource will take away some of the fear patients and caregivers feel when meeting with doctors and specialists."

In the summer, the Patient Journal will be rolled-out in a few PCNs and specialty clinics across Alberta. This test-phase will allow us to enhance the Journal for future use and allow us to implement it broadly across the province.

More information about the Patient Journal will be posted on the [QuRE](https://www.ahs.ca/qure) website soon. In the meantime, if you have questions, please email [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca)



# Who's Who — Access Improvement

Get to know the hardworking team behind eReferral, QuRE and Alberta Referral Pathways with our *Who's Who* employee segment!

This quarter we speak with **Christine (Chris) Teslak**, our Change Management Analyst in Calgary.

## What do you do on the Access Improvement team?

I work with clinics that want to start sending and receiving referrals via Alberta Netcare, or enhance their existing eReferral process. I provide training, change management tools, and process mapping support.

## How is your role helping transform Alberta's referral experience?

It really transforms teams when they realize they can widely communicate the status of a referral with just a click of a button. Once the status is in eReferral, any Alberta Netcare user can see it. That really increases continuity of care for patients and reduces workload for clinics.

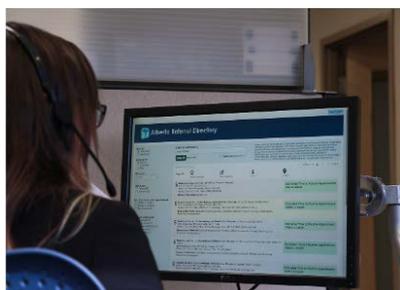
## What's a fun fact about yourself?

I grew up in Ontario and moved to Alberta early in my career. In summer 2020, I will be celebrating 14 years living in Alberta and working in Alberta's health care system.



*"My favourite place is Peter Lougheed Provincial Park in Kananaskis."*

## Alberta Referral Directory Quick Facts & Stats



- The [Alberta Referral Directory](#) (ARD) is comprised of service and consultant demographics, referral guidelines, referral forms and detailed instructions to help you facilitate referral acceptance without delay.

- The ARD team works with referring sources to show them how to use the directory. [Let us know](#) if you would like a 30 minute online presentation for your team.
- The ARD is accessible without a login and had 9,836 views in Jan 2020. People are using it!
- There are more than 3,900 searchable services in the ARD with an average completion rate of 95%.
- Consultants can link to the services where they practice. It's easy and quick to do.
- You can contact the ARD at [ard@ahs.ca](mailto:ard@ahs.ca) or phone 1-855-889-8899 if you have questions or need assistance.

Take a look and try it out! [AlbertaReferralDirectory.ca](https://albertareferraldirectory.ca)

## What We're Reading

- [Patients' and caregivers' views on communication in the referral-consultation process: A qualitative study](#) – An article written by our very own team!
- [Clinical networks: Enablers of health system change](#)
- [2019 eReferral Evaluation Report](#)

Do you have an article to share? Send it to [access.ereferral@ahs.ca](mailto:access.ereferral@ahs.ca) and we may feature it in the next edition!

