

MOSAIC PCN

42 162

PROACTIVE SCREENING OFFERS

MADE AND COUNTING!

Great work is happening in Mosaic PCN. As of March 15, 42, 162 screening offers have been made proactively to patients across the PCN. Equally interesting, while you are reading this article, that number has likely gone up! Metrics like screening offers and more are all captured in real time in a database fed using a web portal the PCN built to capture data from clinics.

The processes and systems for capturing data showing services delivered are part of the PCN's Primary Care Coordinator (PCC) Program. While the program enables the PCN to amalgamate data – it really is much, much more. The program offers physicians and clinic teams practical and sustainable ways to enhance patient care by optimizing EMR use and providing the means to deliver better, coordinated team based care.

Primary Care Coordinators Kimberly Vockins¹, Purvi Patel² and Shaheen Aslam³ agree the program has positively impacted physicians, staff and patients alike!

"The [Primary Care Coordinator] program has brought a lot of value to our clinic," shares Kimberly Vockins¹. Referrals to the multidisciplinary team (MDT) have increased and everyone in the clinic is working more efficiently. Patients also appreciate it and are becoming more comfortable booking appointments with members of the MDT. It has definitely "lightened the load for physicians," she reflects – "it opens up their schedules to focus on more patients and makes them comfortable knowing patients are being looked after."

To date, 44% of Mosaic PCN's physicians are enrolled in the program and 28 PCCs are working to support them and their teams. The program has the potential to reach approximately 400,000 patients in the Mosaic PCN catchment area, many who are from high risk populations – i.e., diverse multicultural,

immigrant and refugee populations - "It feels great to create a program that supports our physician members and their patients," shares Peter Rymkiewicz, Director of Measurement and Evaluation, Mosaic PCN.

1. Kimberly Vockins, Primary Care Coordinator, Sunridge Family Medicine Teaching Centre
2. Purvi Patel, Clinic Manager/ Primary Care Coordinator, Pineridge Medical Clinic
3. Shaheen Aslam, Clinic Manager/ Primary Care Coordinator, Evanston Medical Clinic

About Mosaic PCN

Mosaic Primary Care Network is composed of 236 primary care physicians and 57 interdisciplinary providers delivering care in 32 different languages to approximately 400,000 Calgarians. Located in Calgary's north east quadrant, the PCN provides care to equally diverse multicultural, immigrant and refugee populations. Their organizational vision is to work together to support "better health for all."

Value of Real Time Data

It is clear to Peter Rymkiewicz there is a "quality improvement momentum" associated with having access to real time data. Not only can physicians use reports from the PCN database, the work the PCCs are doing in their clinics day to day to optimize the use of their EMRs gives them the ability to make better, data informed decisions.

Data Talks

42 162
SCREENING OFFERS

4 787
REFERRALS FROM
PCCs TO MDT

15% 

IN THE
NUMBER OF MDT
ENCOUNTERS
WITH PATIENTS

44%
PHYSICIAN ENROLLMENT

39%
CLINICS ENROLLED

28
PCCs IN THE FIELD

"Globally there is a lot of evidence in the literature that supports that strong primary care delivers improved quality care and outcomes for patients, we just need the data to show that context for our PCN. We know it's the truth... in my experience physicians are the most supportive people and are very engaged in improving the delivery of quality patient care."

Peter Rymkiewicz | Director of Measurement and Evaluation | Mosaic PCN

The Role of the Primary Care Coordinator

Physicians who receive funding through the program can hire a net new clinic resource or can assign an existing staff member to the Primary Care Coordinator (PCC) role. Often this person is someone who is already part of their clinic team. With dedicated support, the PCC customizes standardized and established program EMR and workflow processes to “fit” their clinic. Specifically, they optimize the use of the EMR for

patient panel related activities (i.e., patient attachment, panel identification, maintenance and management) and work to identify and coordinate proactive screening efforts in the clinic. In addition to their EMR focus, the PCC plays a key role managing and coordinating referrals to multidisciplinary care team (MDT) members.

Key Primary Care Coordinator Supports

Primary Care Coordinator Educator

Bobbie Jess (Primary Care Coordinator Educator, Mosaic PCN) supports the PCCs day to day. *Bobbie is always there when you need her and will work to find us what we need*, agree Primary Care Coordinators Kimberly Vockins, Purvi Patel and Shaheen Aslam.

“[Bobbie is] very motivating and always appreciative of the work we do.”

Shaheen Aslam
Clinic Manager/Primary Care Coordinator
Evanston Medical Clinic

EMR Support

LOCAL PEER LEADERS

The PCCs can leverage the expertise of EMR “superusers” enrolled in the program. Kimberly Vockins (Med Access), Purvi Patel (Accuro) and Shaheen Aslam (Telus Wolf) are available to support their fellow PCCs with EMR troubleshooting.

PCN & TOP EMR SUPPORT

Syed Mehdi (Business Analyst, Mosaic PCN) and the TOP EMR team are available as needed. In the beginning Syed worked closely with Barbra McCaffery (EMR Lead, TOP) to set up EMR queries/reports at each clinic to begin the standardized data capture process. From these one-on-one interactions, EMR specific tip sheets were developed for PCCs to input data and run reports effectively.

“I’m available when other Accuro users have questions or get stuck... often I learn something new too!”

Purvi Patel
Clinic Manager/ Primary Care Coordinator
Pineridge Medical Clinic

Quarterly Meetings

Face to face gatherings have been effective in keeping the group ‘on the same page’, fostering their community of practice and maintaining momentum.

TOP Support

The TOP EMR team is available as needed, TOP and PCC leadership collaborate to run quarterly training updates, [Panel in Action training](#) has become mandatory for all PCCs and Mosaic PCN is confident future training and quality improvement programs like [Alberta Screening and Prevention](#) will help them to further implement patient’s medical home priorities.

“Everyone is open to sharing their ideas, struggles and triumphs. I always leave the quarterly meetings learning something new I can try in my EMR or apply in my patient care.”

Kimberly Vockins
Primary Care Coordinator,
Sunridge Family Medicine Teaching Centre

Physician Engagement

Here are a few ways the PCN has engaged physicians in the PCC program to date:

- PCN Physician Liaisons
- Support from member physicians
- Sharing data
- Word of mouth
- CME events/information sessions
- Existing initiatives and programs
- PCN wide survey

What's Next?

As far as the plan for the PCC program, the team at Mosaic PCN agree this is only the beginning. As new PCCs begin and everyone's experience grows each day from doing the work, the program will continue to evolve to support physicians and teams to build the best medical homes for their patients – i.e. "better health for all."

Special Thanks

It is evident the Mosaic PCN team are both an engaged and engaging team -- each unwilling to take the credit for the success of this work to date.

While Kristian Orr, Bobbie Jess and Syed Mehdi worked closely to build the tracking tool and operationalize the program, the three contend they wouldn't have been able to do it without Peter Rymkiewicz who provided a strong vision to follow.

Additionally, the success of this program to date wouldn't have been possible without strong leadership from Primary Care Managers, Janelle Richer and Amanda Brockmann, who have both played important roles in engaging physicians and coordinating the PCC program.

The Mosaic PCN Team has also found the support they've received from TOP to be invaluable. Most of all, the one-on-one guidance from their TOP Improvement Advisor, Kari Remington, who's been there each step of the way.

"One thing that impresses me about where we work and the team we work with is that everyone really cares about seeing the patient's medical home succeed... implementing it and seeing it improve because we want to help people in our community. It makes you look forward to coming in everyday, because you're contributing to something of value."

Kristian Orr
Business Analyst
Mosaic PCN



From left to right:
Syed Mehdi
Peter Rymkiewicz
Shaheen Aslam
Purvi Patel
Bobbie Jess
Kimberly Vockins
Missing: Kristian Orr, Janelle Richer and
Amanda Brockmann