

INDEPENDENT LEARNING  
SELF-DIRECTED LEARNING  
STRUCTURED LEARNING

AN HQO INITIATIVE

# Learning Community

Advancing Improvement in Primary Care in Ontario

## Advanced Access, Efficiency and Chronic Disease Management in Primary Care



Every day, primary care providers are faced with the challenge of balancing supply and demand to meet their patients' needs. Busy waiting rooms and stressful workplaces are common — but they don't have to be. As part of its work to foster quality improvement capacity in Ontario's health system, Health Quality Ontario (HQO) has been offering improvement initiatives in Advanced Access and Efficiency in Primary Care since 2008. Starting in 2012, HQO is adding a Chronic Disease Management component to enhance this learning.

This initiative is designed to help primary care practices streamline their operations so that they can reduce wait times for patients. The core principle of the initiative is that patients calling to schedule a visit are offered an appointment with their primary care provider on the same day, or on a day chosen by the patient. By participating in this training, primary care teams learn how to implement change concepts and evidence-informed care that will enable them to “do today's work today.” In addition to reducing waits and delays for patients, the benefits of learning and implementing Advanced Access, Efficiency and Chronic Disease Management in Primary Care principles include:

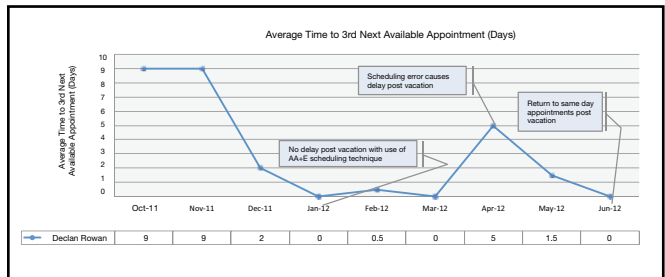
- Improved office efficiency and patient flow
- Increased patient satisfaction
- Increased provider and staff satisfaction
- Maintained or enhanced continuity of care

### NEW FOR 2012

Teams who enrol in upcoming **Advanced Access, Efficiency and Chronic Disease Management** improvement initiatives will also be guided through an assessment of their management of patients with chronic diseases. Teams will identify areas for improvement that will enable them to serve these patients more effectively, contributing to improved outcomes for this group as well as improved patient flow and access for all patients within the practice.

### PROVEN SUCCESS

Participants implementing the principles of Advanced Access and Efficiency experienced real improvements by significantly reducing their Third



Next Available appointment (the standard for measuring the length of time patients in your practice must wait for a routine appointment). The following chart tracks real data from an actual team that participated in Wave 3 of this program (Team Dr. Declan Rown of the Petawawa Centennial Family Health Centre) going from a wait time of 9 days to 0 days in six months.

## WHAT THE INITIATIVE OFFERS YOU AND HOW TO APPLY

The initiative is offered to all primary care practice funding models in Ontario, and is comprised of three separate learning approaches: **Independent Learning, Self-Directed QI Coach Supported Learning, and Structured QI Coach Supported Learning**. The differences between the three approaches are outlined in the table below.

Independent Learning	Self-Directed QI Coach Supported Learning	Structured QI Coach Supported Learning
<p><i>For providers who:</i></p> <ul style="list-style-type: none"> <li>• Want to learn and implement the principles on their own</li> <li>• Are only interested in Access and Efficiency for Primary Care</li> </ul>	<p><i>For providers who:</i></p> <ul style="list-style-type: none"> <li>• Are interested in minimal guidance from a QI Coach</li> <li>• Are interested in both Access &amp; Efficiency, and Chronic Disease Management in Primary Care</li> </ul>	<p><i>For providers who:</i></p> <ul style="list-style-type: none"> <li>• Are interested in regular guidance from a QI Coach</li> <li>• Are interested in both Access &amp; Efficiency, and Chronic Disease Management in Primary Care</li> </ul>
<p><i>Program offers:</i></p> <ul style="list-style-type: none"> <li>• Access to online tools and resources (Access and Efficiency only)</li> </ul>	<p><i>Program offers:</i></p> <ul style="list-style-type: none"> <li>• Access to online tools and resources</li> <li>• Virtual QI Coach support</li> <li>• Monthly webinars/calls with all participating teams</li> </ul>	<p><i>Program offers:</i></p> <ul style="list-style-type: none"> <li>• Access to online tools and resources</li> <li>• Face-to-face and virtual QI Coach support</li> <li>• Monthly webinars/calls with all participating teams</li> <li>• Two regional face-to-face collaborative learning sessions with other teams</li> </ul>
<p><i>Eligibility criteria:</i></p> <ul style="list-style-type: none"> <li>• Anyone can join at any-time and participation is unlimited</li> </ul>	<p><i>Eligibility criteria:</i></p> <ul style="list-style-type: none"> <li>• Completion of an online application Successful completion of a Readiness Assessment by a QI Coach</li> <li>• Commitment to collect, report, interpret, and respond to the monthly measures described in the previous section using a web-based reporting tool</li> <li>• Commitment to participate in the monthly webinars/calls</li> <li>• Organizations that have participated in previous waves are eligible to participate with a new provider</li> </ul>	<p><i>Eligibility criteria:</i></p> <ul style="list-style-type: none"> <li>• Completion of an online application Successful completion of a Readiness Assessment by a QI Coach</li> <li>• Commitment to collect, report, interpret, and respond to the monthly measures described in the previous section using a web-based reporting tool</li> <li>• Commitment to participate in monthly webinars/calls and the two-face-to-face collaborative learning sessions</li> <li>• Organizations that have participated in previous waves are eligible to participate with a new provider</li> </ul>

If participants in Self-Directed and Structured QI Coach Support Learning decide that their current approach is not suited to their practice, a transition to Independent Learning will be supported. However, participants will not be able to transfer into or between the Self-Directed or Structured Learning streams once their selected program has started.

HQO's Advanced Access, Efficiency, and Chronic Disease Management in Primary Care initiative was developed in consultation with partners and stakeholders and is supported by the Ontario Ministry of Health and Long-Term Care. These stakeholders continue to provide input guiding the ongoing design and implementation of the initiative.

### Questions?

If you have any questions about *Advanced Access, Efficiency, and Chronic Disease Management in Primary Care*, please visit [www.hqolc.ca](http://www.hqolc.ca), or contact us at [learningcommunityinfo@hqontario.ca](mailto:learningcommunityinfo@hqontario.ca) or 1-866-623-6868 ext. 281.

### About HQO

Health Quality Ontario (HQO) is a partner and leader in transforming Ontario's healthcare system so that it can deliver a better experience of care and better outcomes for Ontarians, and better value for money. HQO was formed through the consolidation of some of the top healthcare quality improvement organizations in the province. HQO's legislated mandate under the *Excellent Care for All Act*, 2010 is to evaluate the effectiveness of new healthcare technologies and services, report to the public on the quality of the healthcare system, support quality improvement activities and make evidence-based recommendations on healthcare funding. Visit [www.hqontario.ca](http://www.hqontario.ca) for more information.

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