

Advanced Access & Efficiency in Primary Care

As part of its work to foster quality improvement capacity in Ontario's health system, Health Quality Ontario (HQO) offers Advanced Access & Efficiency support to all primary care practices and providers (i.e., physicians and nurse practitioners). The core principle of this 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 of their choice. By following Advanced Access & Efficiency principles and philosophies, primary care teams learn how to implement change concepts and evidence-informed care that will enable them to improve the patient experience for Ontarians.

In addition to reducing wait times for patients, the benefits of learning and successfully implementing the principles of Advanced Access & Efficiency include:

- Improved office efficiency and patient flow
- Improved patient, provider and staff experiences
- Improved organization of care processes and continuity of care
- Improved provider access contributing to organizational targets in annual Quality Improvement Plans (QIPs)
- Improved provider access that contributes to achievement of Health Link performance targets

Advanced Access & Efficiency offers two options, which are outlined in the table below:

Advanced Access & Efficiency Option 1: e-Learning	Advanced Access & Efficiency Option 2: e-Learning, Interactive Sessions, and Champion Support
This stream is for providers and primary care teams who want to learn and implement the principles of Advanced Access & Efficiency on their own and at their own pace, without the benefit of Quality Improvement coach or peer Champion support.	This stream is for providers and primary care teams who want to learn and implement the principles of Advanced Access & Efficiency, and receive the support of Quality Improvement coaches and primary care peer Champions.
This stream offers: <ul style="list-style-type: none"> • A comprehensive curriculum of seven MainPro accredited e-Learning Modules (machealth) • A suite of quality improvement tools and resources • Membership in a community of practice focused on improving access to primary care • Opportunity to register for the AAE Newsletter 	This stream offers: <ul style="list-style-type: none"> • All of the benefits Option 1, <i>plus</i>: • Consultation from a Quality Improvement coach and Primary Care peer Champion • Two, half-day Advanced Access and Efficiency On the Road Learning Sessions Opportunity to join the HQO Learning Community with past graduates
Participation criteria: Anyone can join at any time	Participation criteria: <ul style="list-style-type: none"> • Identification of a quality lead to liaise with your coach and guide your team's efforts • Commitment to complete the program curriculum (estimated time for completion is four months) • Attendance at two, half-day Advanced Access and Efficiency On the Road Learning Sessions Commitment to collect and interpret practice data as foundation for improvement • Commitment to report on select measures
How to Apply: Visit advancedaccess.machealth.ca to register	How to Apply: Contact learningcommunityinfo@hqontario.ca to get started

Health Quality Ontario

Health Quality Ontario is a partner and leader in transforming Ontario's health system so that it can deliver a better experience of care, better outcomes for Ontarians, and better value for money.