Slide - Disclaimer: No narration.

Slide - Course Overview: At its core, Advanced Access is the reality of patients being offered an appointment with their primary care provider on the same day or a day of their choosing. As presented previous Modules: Improving Access & Efficiency in Primary Healthcare and What Are We Trying to accomplish, applying the principles of Advanced Access in your primary care practice can improve office efficiency, reduce delays, and result in a better balance between your supply of appointments with patient demand for appointments. Advanced Access is achievable, and although it presents a challenge, most practices are, in fact, closer to achieving it than they realize. Your Quality Improvement Team may complete this module as a group or individually. There are some key concepts in this module that can be carried through all of your improvement work. Download tools from Resources in the upper right of the classroom now and keep it handy; it will help keep the process simple and on track.

Slide – Learning Objectives: Knowing your starting place is a critical step in any Quality Improvement exercise. Assessing our readiness and capacity and building an improvement team are key tasks in Getting Started. Assessing your readiness and capacity to implement Advanced Access principles in your practice is a critical exercise, but we'll take you through it. This will help you determine what roles and tasks need to be addressed by your team, big or small.

Slide – Readiness and Capacity Self-Assessment: Complete the following questions with your current practice situation in mind. You may wish to do this by yourself, with other staff, or have some staff members do it as part of the module so they understand the questions before answering them.

Slide – Survey Review: So you would have received some guidance about how best to proceed based on your score.

Those teams whose score was in the GREEEN range of 16-20 have the greatest likelihood of being successful. Carry on and complete the rest of the module, we'll focus on the importance of identifying an Improvement Team and consider what roles can achieve certain tasks.

Those teams whose score was in the AMBER range of 11-15 should proceed, but with a little caution. Those teams whose score was in the RED range of 5 -10 should consider implementing Advanced Access and Efficiency principles at a later date, when you are in a stronger position to make the changes needed to achieve an Advanced Access working environment. We encourage you to continue with the module and understand more about Advanced Access and the Improvement Team that will need to come together to transition your current practice in the future.

Slide – Possible Red Flags to Consider: Any of the circumstances listed can present barriers to participation and impede successful implementation of Advanced Access and Efficiency principles. Therefore we recommend that you defer and begin this journey at a less challenging time. Considering the role of an Improvement Team, discussed in the next section, will help you plan for that time in the future.

Slide – A Team Approach: Deciding to implement the principles and practices of Advanced Access and efficiency requires everyone involved to commit because it is, for many providers, a significant change in how they think about and run their practice. Moving towards Advanced Access is a team activity that involves both clinical and non-clinical staff working in collaboration to determine which solutions and concepts work for their practice.

Slide – Your Improvement Team: Achieving Advanced Access and improving office efficiency are team activities to change the practice, so key players must be involved. The team needs to know what is expected of each member, to understand how they will proceed together and to agree on how success will be defined by the team. Success is not dependent on size: two- person teams and eight-person teams can achieve an equal measure of success. The roles listed are key to success, but a team member can carry out more than one role. For example, in our experience, Front Office Champions also make really great Data Gatherers. Dr. Faulds started the journey as a physician in a solo practice, she now practices as part of a larger group.

Slide – Dr. Fauld's QI Team: We implemented logic models for each of our programs, we were able to put process maps in place for each visit, and that allowed each allied health professional including myself to know what it was that we needed to accomplish at each of our office visits. We developed templates and flow sheets that we put into our EMR. We used Nightingale and it was very easy to work with the program planners at Nightingale to facilitate the recording of data in a very standardized fashion. We made sure that our allied health professionals, including myself, had the proper education CME events attended. We looked at outcome measures and process measures and balance measures and QIIP taught me how to, which ones in particular I wanted to measure, were important to measure, and how I could use those to change the programs. We sat down monthly and met for about a half an hour, forty-five minutes each month and reviewed the statistical information we were able to collect and that in turn allowed us to make changes to our programs. So at the end of all of this we said, "Well that's wonderful, are we going to be able to sustain this? We have one program in place, diabetes, to begin with and is it sustainable?". So we learned about how to measure the sustainability, and how to ensure that that's happened.

Slide – Sherbourne Family Health Team by Dr. Jamie Read: ...something I am very proud of as Team Lead is that we put together a group of people who work together but don't necessarily work together very closely and we put a lot of thought into who we wanted to have on the team and we built a very effective, functional team that was willing to be very open with each other, to challenge each other, to call people on things, to expose our individual vulnerabilities and it was really fascinating to see over the course of the year to see the growth of the team and I think that in itself has been a tremendous growth for us and hopefully will act as a model that we can spread and hopefully sustain throughout the Centre around teamwork.

Slide – Your Virtual QI Coach: This module, the tools and resources have assisted you and your team with assessing your readiness and capacity to implement an advanced access environment. To ensure you have the support you need when you need it, you will have access to a virtual QI coach, such as myself. Each module will have a module specific forum where you'll find tips from a QI Coach who has a lot of experience working with practices implementing Advanced Access. They will provide answers to questions your team may have at various points along the Advanced Access journey. You are encouraged to access this module's forum, review the posts including those from others, such as Providers who have successfully implemented Advanced Access and who have tips to share from their experience. You can also connect with other practices who are at the same stage of implementation, sharing ideas and strategies can also prove helpful. Should you have specific questions or issues, you may post them to the module forum and they will be addressed promptly.

Slide – Next Steps: So we've reviewed the key principles of Advanced Access and Efficiency and Dr. Cathy Faulds shared her successes in creating an Advanced Access environment which gives a clearer picture of what is achievable. Your practice is unique; however, and your journey will be your own. You have assessed your Readiness and Capacity to move forward or determined what areas you need to work on to ready your practice for implementation in the future. You should have a good sense of what your Quality Improvement Team will undertake and have determined who will participate and what they will do. It is helpful to review the tips and information posted in this module's forum, as much of this information is provided by an experienced QI Coach who has anticipated the questions that may arise during your 1st QI team meeting. There is a helpful Meeting Tracker Form available for download from Resources to keep in your QI file. Once you've accomplished all of this - complete the post-module quiz to determine if your QI team is ready to move on to Module 4 and continue the work of assessing your practice and finding starting points for QI activities. Remember, a QI Coach is available to support you the whole way, just post your questions, concerns in the module forum.

Slide – Acknowledgements: No narration.