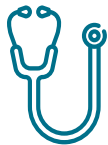


Clinic Grant Report

December 2021 to March 2022

Overview

Between December 2021 and March 2022, 106 Vancouver-based primary care clinics received up to \$7,500 in a one-time grant to support patient medical home (PMH) related practice improvements. This represents around 43% of Vancouver-based clinics and just under 400 physicians. Most of the work focused on improving clinic operations (63% of projects). On average, each clinic received just under \$4,800 (range was \$750 to \$7,500). All but one clinic was able to fully or partially complete their projects within the three-month time frame.



~ 400 physicians
involved



43% of clinics

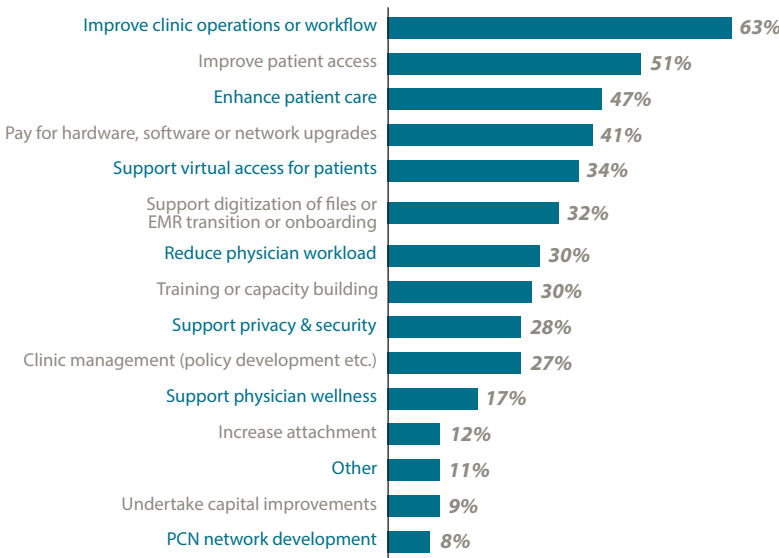


\$530,000 in funding

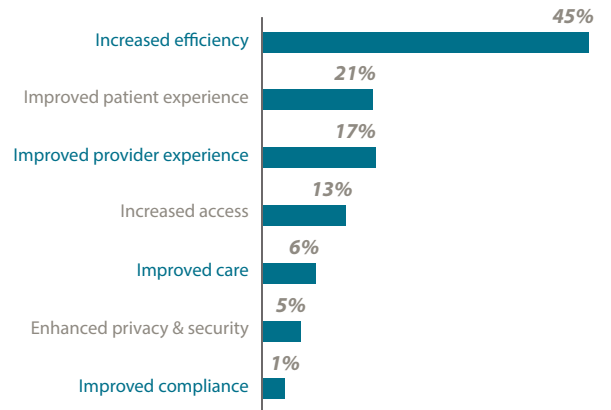
Impact

Most clinics undertook work to improve clinic operations or workflow, increase patient access, or enhance patient care. Physicians most frequently reported that the work undertaken increased efficiency. About one fifth also improved patient and provider experience.

% of projects undertaken in each PMH area based on 90 reports



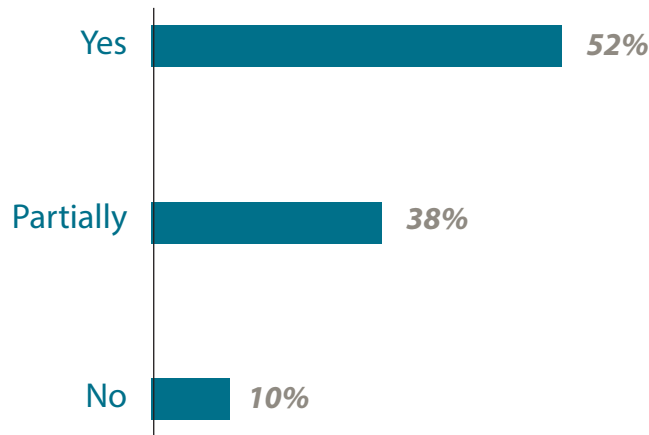
% of projects achieving each PMH-related outcome N= 90 Physicians



Efficacy of Program Design

The majority of grants were sufficient to meet project needs. Everyone who answered this question on the end-of-project report (n=86) reported they would take advantage of the grant program if it were offered again.

% reporting adequacy of funding N=86



"Very easy process to apply, receive and use funding. I am extremely satisfied with the grant!" - Physician

"Thank you for designing the program with flexibility and minimal paperwork!" - Physician

Suggestions for Improvements

Many suggestions were offered for how to improve the program. Some suggestions were already possible within the existing program, which suggests that the full scope of projects eligible for funding needs to be better communicated. Continuing to offer the program, increasing the length of the time for project completion, and increasing the grant amount were the most commonly mentioned. Other suggestions included:

- Allocate funding not based on physician head count but needs of the clinic/project and include NPs
- Connect clinics undertaking similar projects
- Help with project management/link with PSP coaches
- Offer more lead time
- Enable support for ongoing costs
- Enable support upgrading equipment & renovations (already eligible)
- Provide examples of projects (or provide a list of projects to select from) and enable physicians to share learnings
- Accept submissions from multiple clinics (already part of the program)

"I thought the Division really advertised this program well and sincerely tried to make it available for all Vancouver Family Physicians. Also, the paperwork to apply for the grant was easy and not so lengthy that it would detract from applying due to time restraints. Thanks so much!" - Physician

Additional Support Wanted

Several physicians mentioned additional areas of support needs that the current grant amounts are unlikely to cover:

- Funding for MOAs to upgrade computer skills, CPR, etc.
- Upgrading medical equipment
- Upgrading hardware and office furniture
- Ongoing grants to support clinic overhead



All physicians said they would take advantage of this program again.

The following tables provide a sampling of the many projects that contributed to the key outcomes. It should be noted that many projects achieved multiple outcomes (e.g., EMR adoption or expansion improved efficiency, patient care, and provider experience) and are therefore included in several outcome tables. It should also be noted that ultimately most projects result in improved patient care and improved provider experience, however all projects have not been included in each of these outcome tables.

Projects that Improved PMH Efficiency

Projects that Created Efficiencies	Examples
Care Standards	Create/update templates to document commonly encountered clinical scenarios/physical exams
Digitizing Charts	-
EMR Upgrades	<ul style="list-style-type: none"> • MYLE EMR - medication refill module development • Digitization of common forms • Ocean implementation • Switching EMR • EMR online booking workflow • Making templates for EMR • MYLE EMR - billing module • SR fax implementation • EMR uploading/onboarding • EMR booking troubleshooting • SRFax • MYLE EMR self-check in kiosk • Patient Reminder App installation • Forms use • EMR transfer • Digitization of files to EMR • Uploaded charts to a secure EMR system supports privacy and security of charts documents • Switched from traditional fax to digital fax • Scan deceased files • Uploading usb record from other clinics • Adding automatic fax numbers to forms • Old paper charts scanned into EMR • Allow emailing forms from EMR • Developed a new process regarding how we manage referrals, moving it completely paper-free

Projects that Improved PMH Efficiency Cont.

Projects that Created Efficiencies	Examples
Equipment Upgrades	<ul style="list-style-type: none"> • 3-line 5 station phone system • Improve wireless network • Installed 2 additional mesh wireless access points • Installed computers in exam rooms • Upgraded staff computer • Added SSD hard drives and more RAM, changed router and switches
Office Upgrades	Remodel reception
Panel Management	Chart review and organization
Pathway Access	Pathway and access set up on all clinic devices
Referral Support	<ul style="list-style-type: none"> • Making a list of drs to refer to • Created list of resources for private psychologists and adolescent mental health
Software Upgrades	<ul style="list-style-type: none"> • Purchased Adobe • Purchased Microsoft Office
Staffing	<ul style="list-style-type: none"> • Hiring staff to work from home • Doctor moving into a different location • MOA networking referral
Training	<ul style="list-style-type: none"> • Training MOAs • Staff training for Telehealth appointments • Updating clinic staff on EMR technology and skills • Train my MOA on more computer skills • Training staff in IT security • Training new junior MOAs • Training doctors • Teaching staff re infection control • Reviewed EMR use and knowledge base of program

Projects That Improved Patient Experience

- Installed acoustic room dividers and desk dividers
- Replaced office seating
- Upgraded our online booking system (Cortico)
- Implemented a patient messenger system to remind patients of appointments, cancel, confirm or reschedule at their convenience
- Implemented Cortico Online Booking
- Upgraded website
- Improved Telehealth access
- Enabled VoIP calling
- Updated our website with better visibility of our Private Policies and Terms of Use
- Implementation of Jane app (online booking portal)
- Set up the patient portal
- Mailchimp set up to support mass e-mails to patients
- Enabled a virtual wait room via EMS
- Team building
- Algorithm developed to improve patient triage for phone calls
- Set up the patient portal
- Introduced and reviewed use of Pomelo Platform for online booking and patient messages

Projects That Increased Access

- After-hours development
- Switched all of our ceiling lighting to LED and added sensors (which reduced downtime of exam rooms)
- Implemented Phelix IVR Booking
- Trained staff about efficient booking and scheduling
- Met with staff re Advanced Access
- Created wall separator, painted new space and touched up white paint entire clinic
- Upgraded computer monitors for virtual video calls
- Brought in bariatric seating for patients
- Upgraded website with online booking and info on physicians' teams under contracts
- Increased size of our cryo tank and added a second cryogun
- Switched EMR database from local server to cloud based server
- Met with clinicians re Advanced Access
- Provided more clinic furniture
- Provided lists to MOAs of urgent appointments
- IT networking, adding communication hardware
- Connected with lawyers (enabled hiring more physicians)
- Creating online booking portal
- Piloted a virtual assistant
- Opened larger medical office



Projects That Improved PMH Staff and Provider Experience

- Renovations to attract more doctors and update our office
- Disposal of paper files
- Noise cancelling headphones
- Pre-visit questionnaires completed by patients prior to an appointment
- Ergonomic Risk Assessment
- Provided a platform for staff and providers to discuss common areas of difficulties
- Patient signage
- Review existing EMR
- Washer/dryer to clean gowns
- Call Flow Training
- Discussed and clarified office policies
- Obtained information on governance and strategies for intra-clinic disbursement of funds
- Demo'd MOIS for comparison to Med-Access
- Replacement of old office chairs with cleanable and ergonomic chairs

Projects That Improved Care

- ID pneumovax eligible patients
- Identified all DM patients in EMR for whole clinic and begin workflow
- Updated staff on us of clinic equipment including sterilization process
- Held brainstorming session with doctors each one brings a case
- Enabled access to EMR charts from multiple clinics
- Updated clinic staff on Care Connect

Projects That Increased PMH Best Practice or Legal Compliance

- Updated contracts, confidentiality agreements
- Updated our Privacy Policies and Terms of Use
- Updated time/hours claim systems and forms for employees and contractors
- Created online form for virtual consent
- Developed new employment contracts with legal input
- Created alternative contracts
- Governance and internal contract details
- Developed process for obtaining consent and patient e-mails

Projects That Improved PMH Privacy and Security

- Updated clinic staff on privacy, confidentiality, and security
- Installed a Negate pfSense Security Gateway
- Installed and customized a Lenovo server