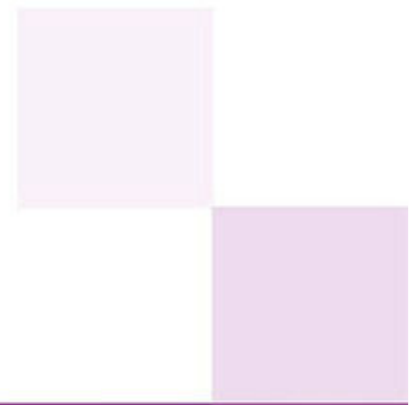




National Primary Care Collaboratives





Overview of Collaboratives, progress so far, learnings and future directions

Colin Frick

Senior Program Manager

November 2005





Collaborative Process

Expert
Reference
Panel



Hand Book

Learning Workshops

Orient'n
Day

LW 1

LW 2

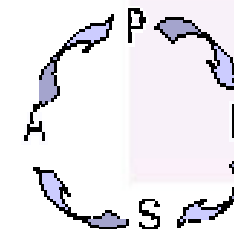
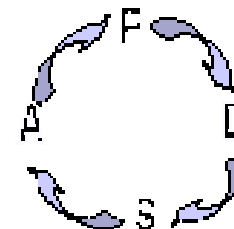
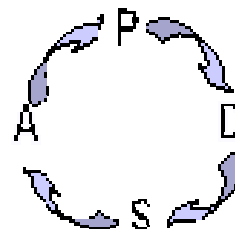
LW 3

Baseline
Data
Collection

Action
Period
1

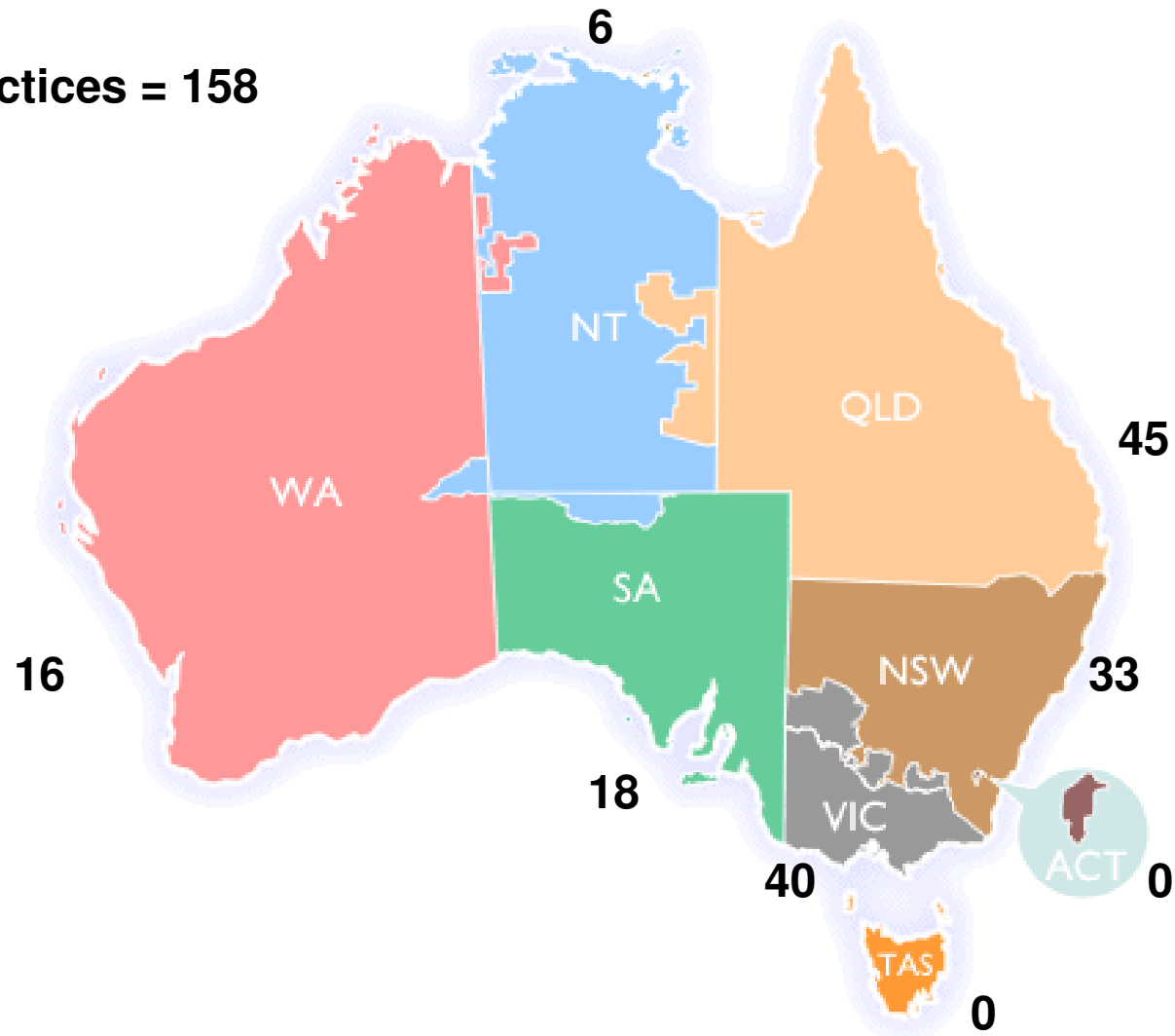
Action
Period
2

Action
Period
2





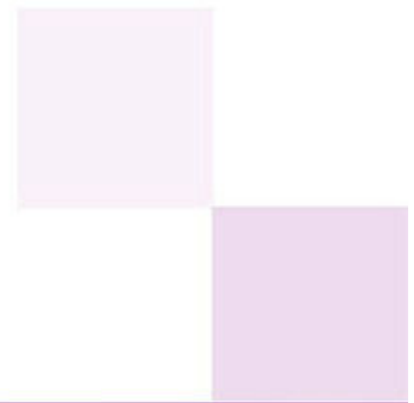
Wave 1 practices = 158





Progress to Date

- Measures continue to show improvement in all areas
- PDSAs now over 2000 on ORS

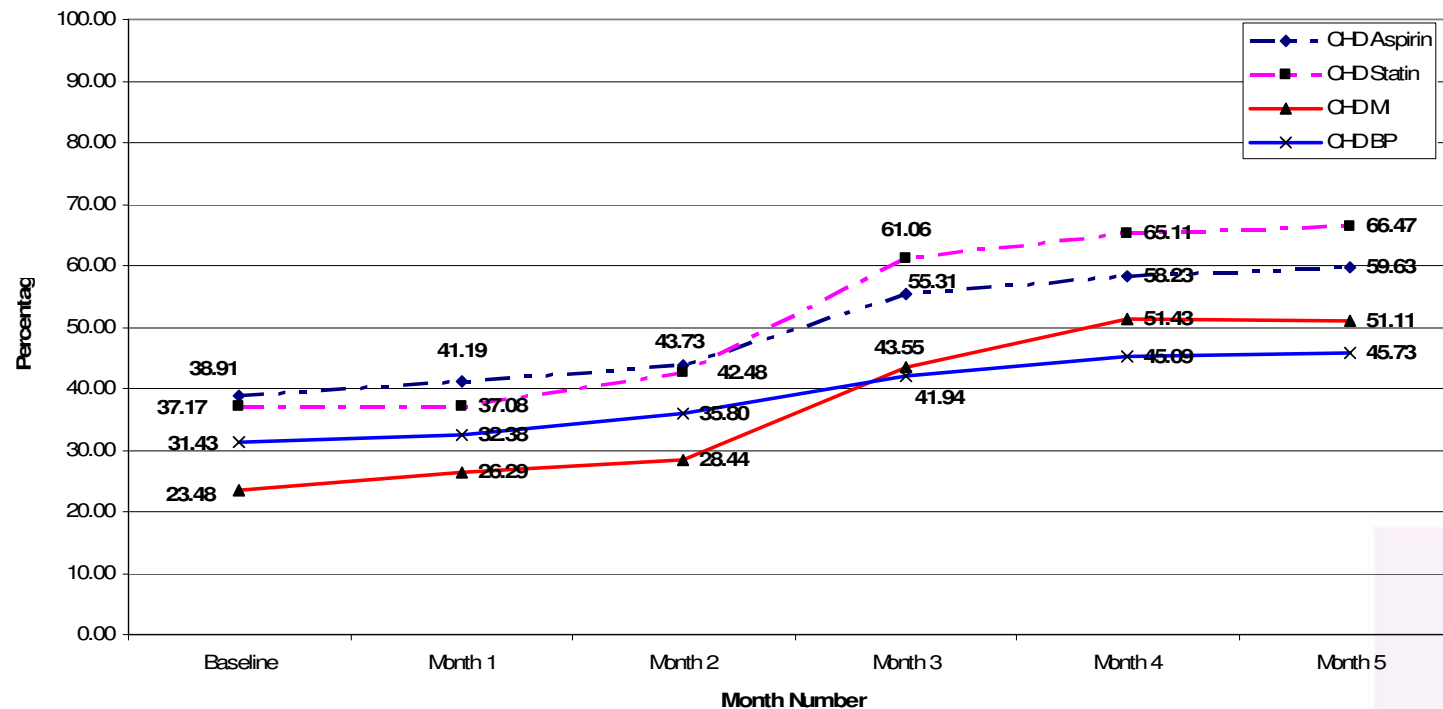




CHD Trend Graph



CHD Percentage Measures: Trend of Mean Percentage by Month Number
Wave One Month Five (September 2005)

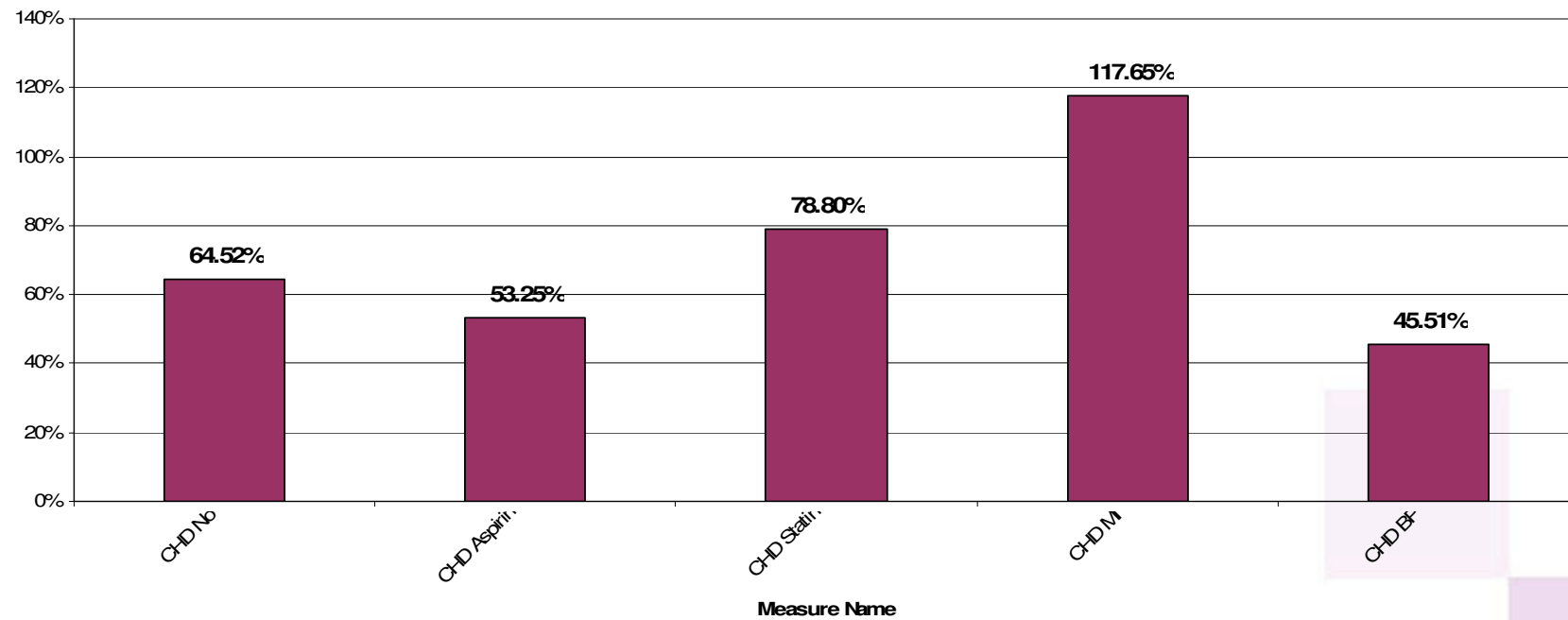




CHD Measure



Wave One %Improvement, CHD Measures
Baseline to Month Five (September
2005)

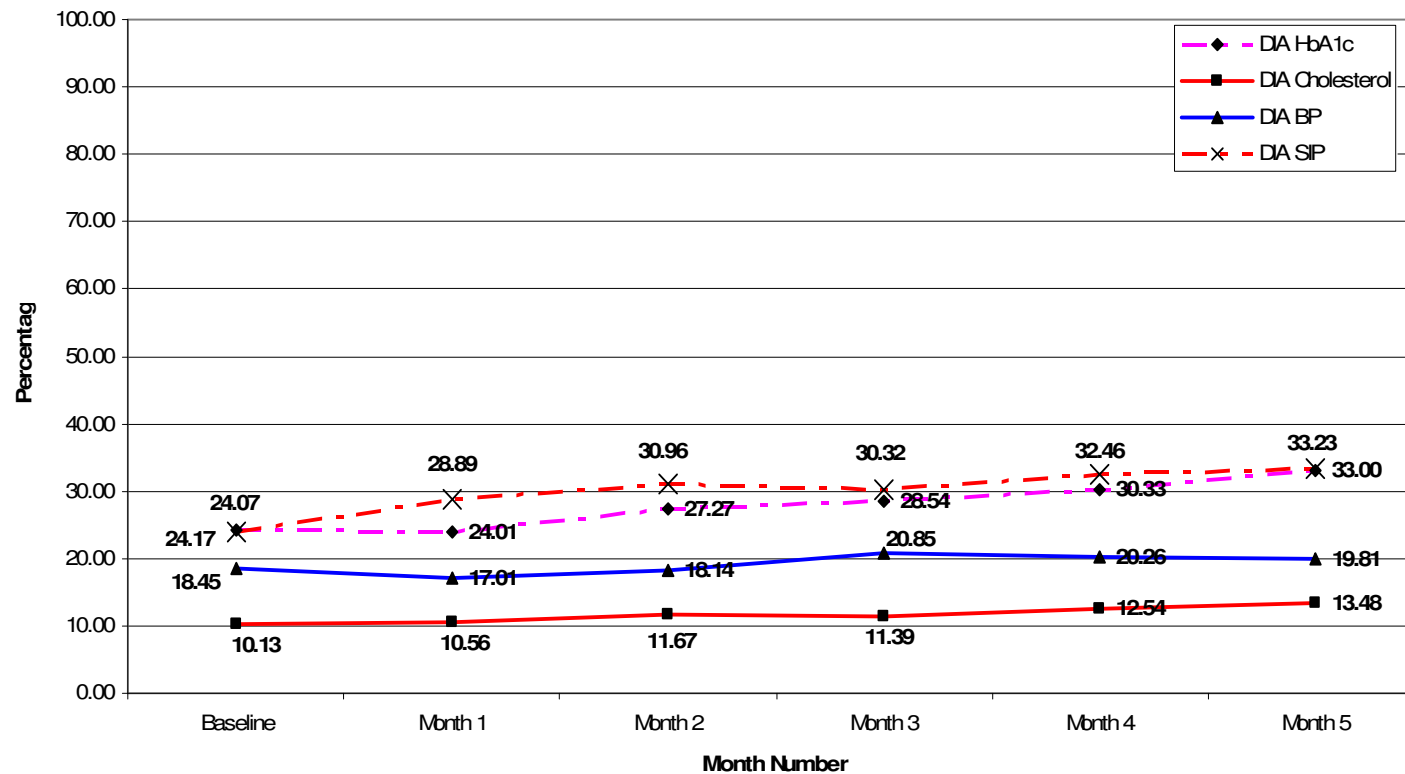




Diabetes Trend Graph



Diabetes Percentage Measures: Trend of Mean Percentage by Month Number
Wave One Month Five (September 2005)

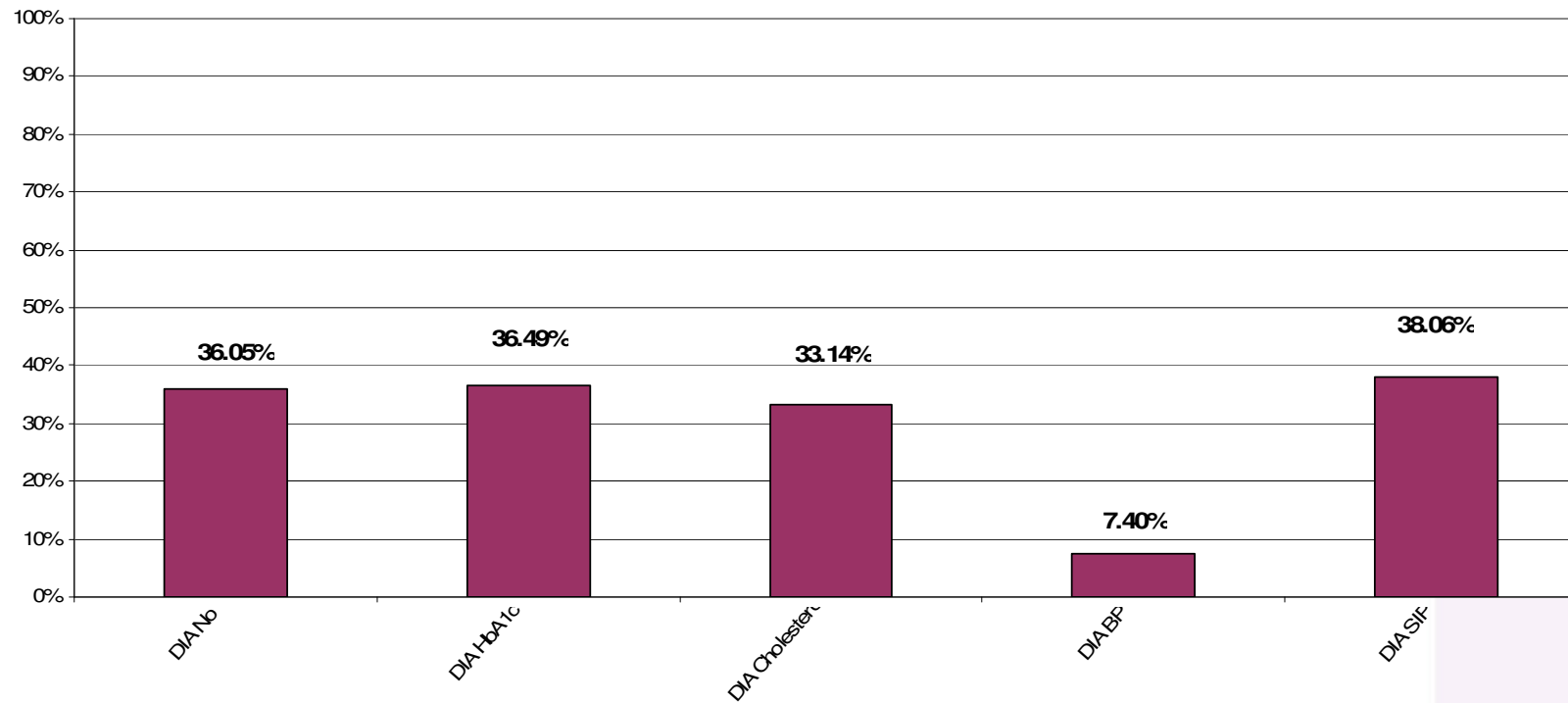




Diabetes Measures



Wave One %Improvement, Diabetes Measures
Baseline to Month Five (September 2005)

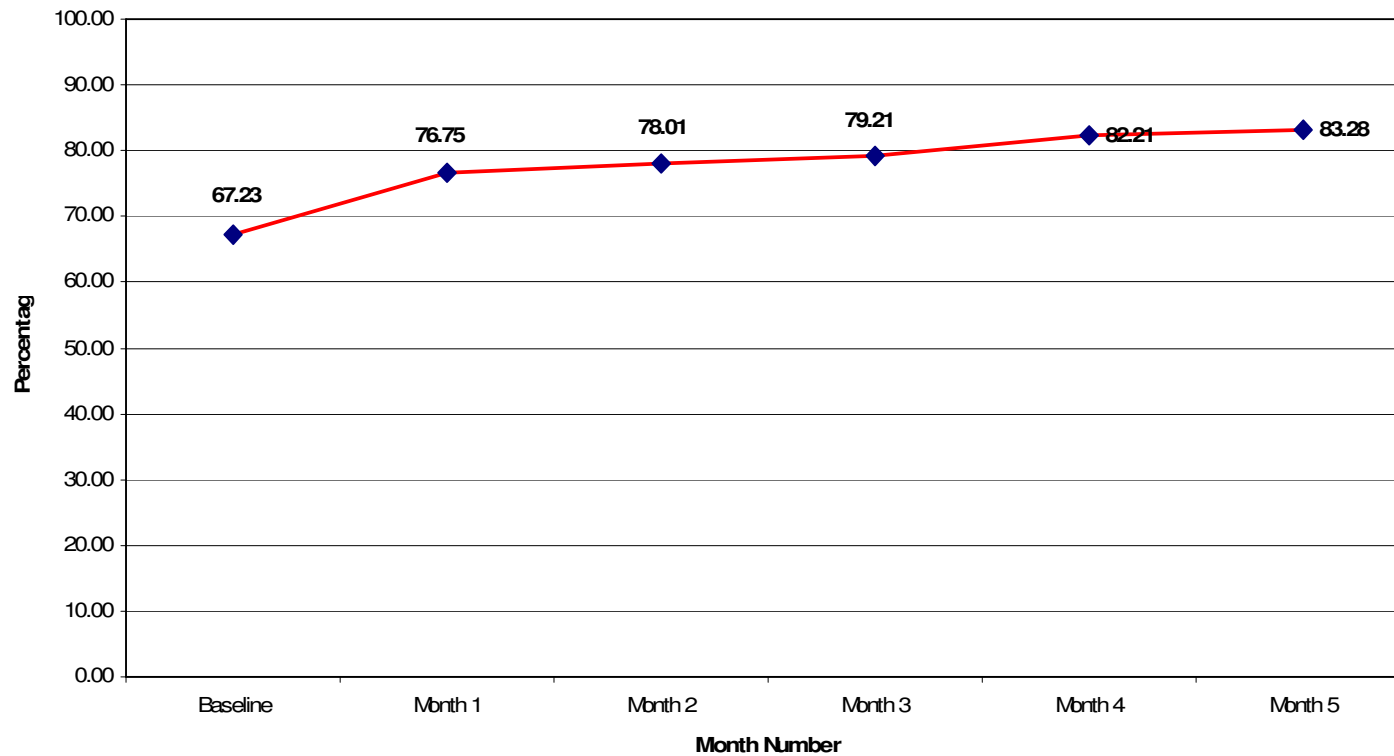




Access Graph



**Better Access: %Patients Seen on the Day of their Choice: Trend of Mean Percentage
Wave One Month Five (September 2005)**

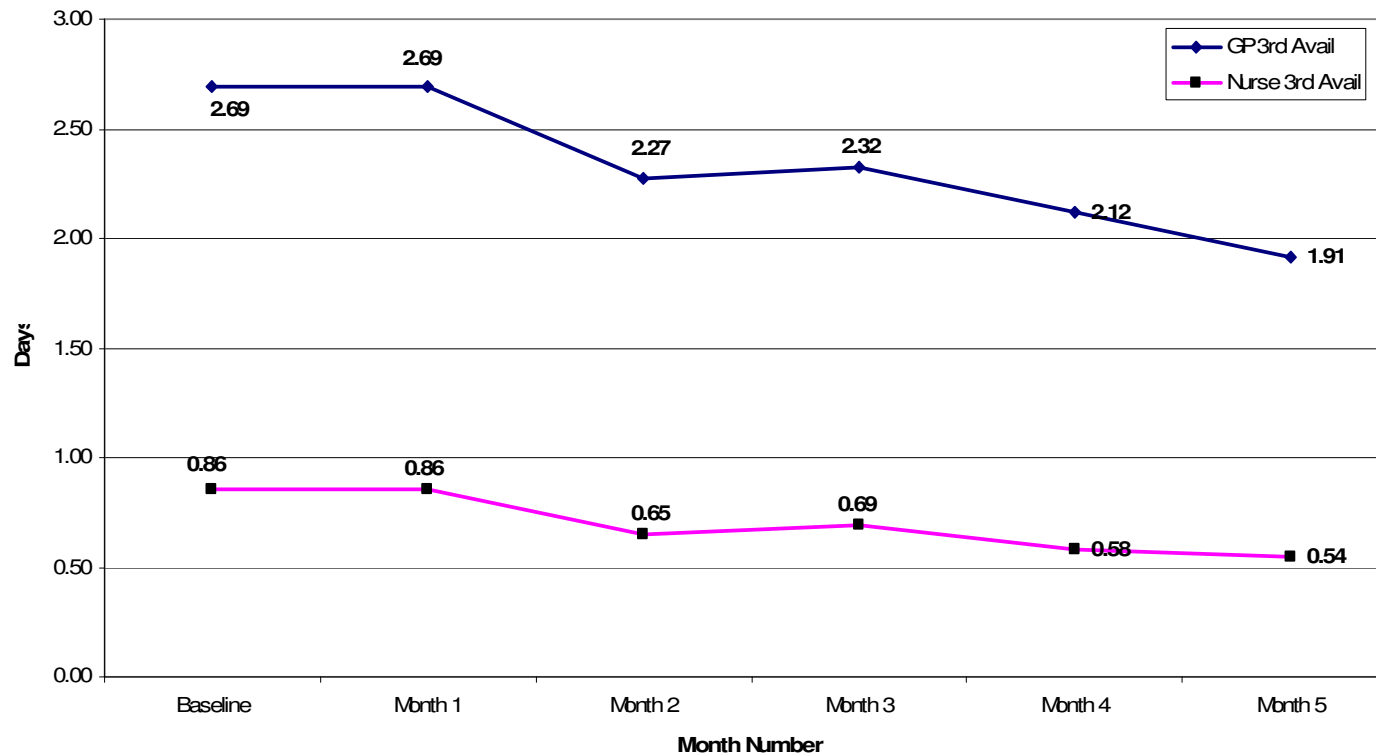




Access Graph



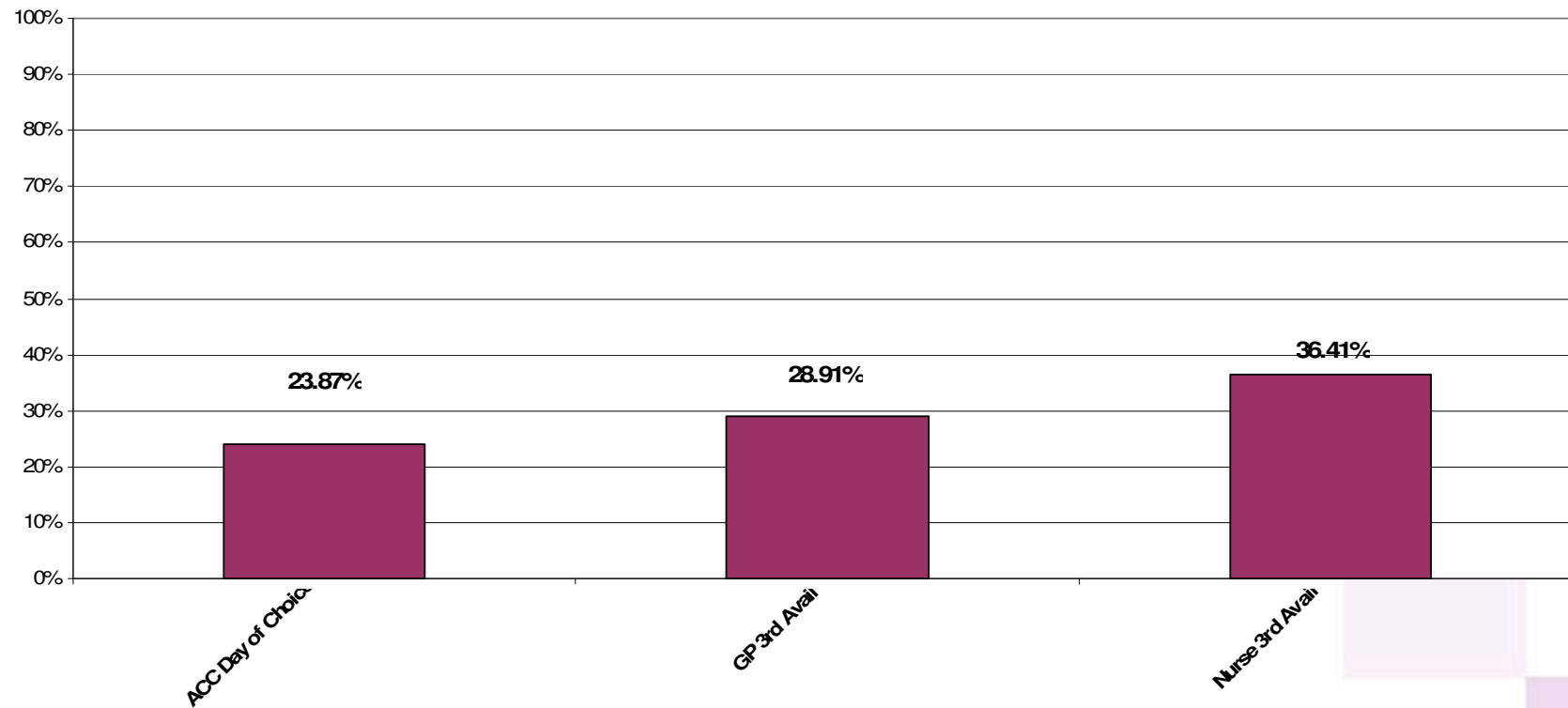
Better Access: 3rd Available Appointment Measure: Trend of Days to 3rd Available Appointment Wave One Month Five (September 2005)





Access Improvement Measures

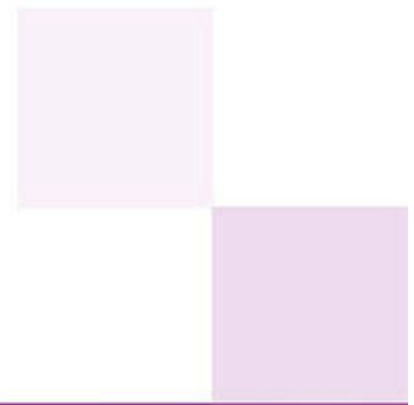
Wave One %Improvement, Better Access Measures
Baseline to Month Five (September
2005)





Advanced Access

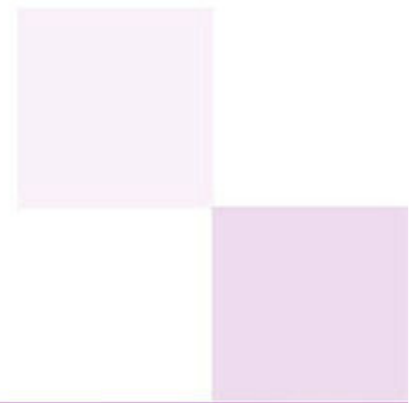
- Further meeting of Access Expert Reference Panel
- Varied from large improvements to some negative results
- Review of change principles and ideas

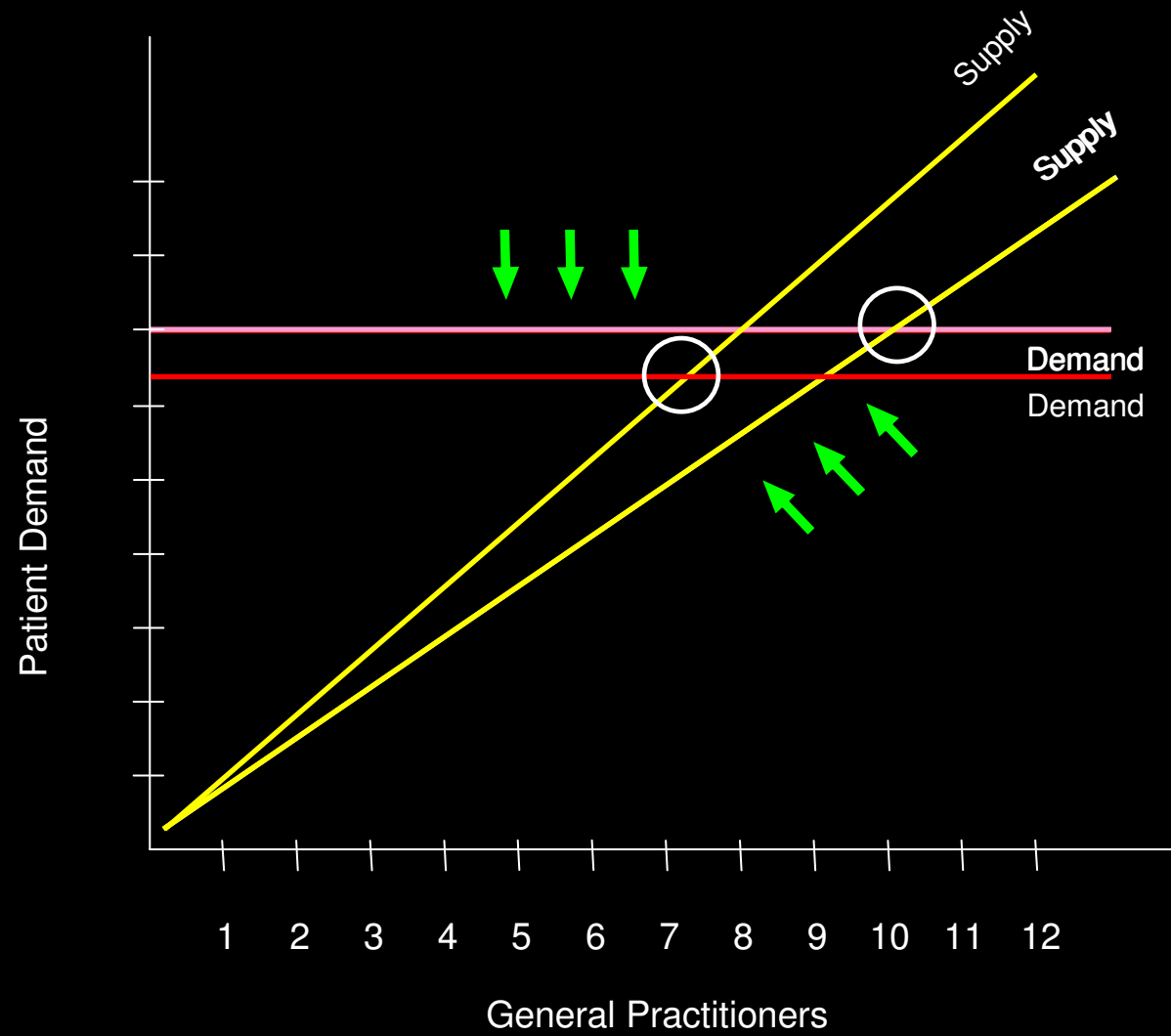
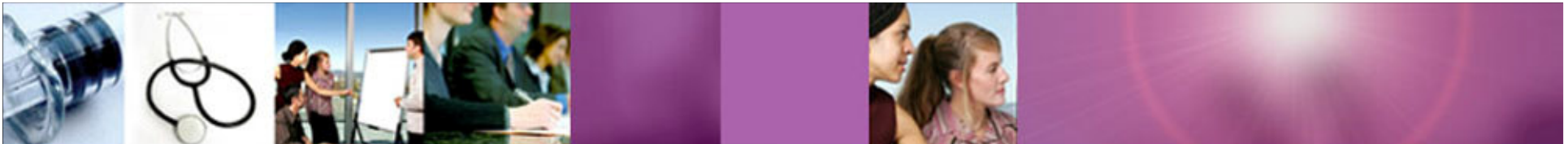


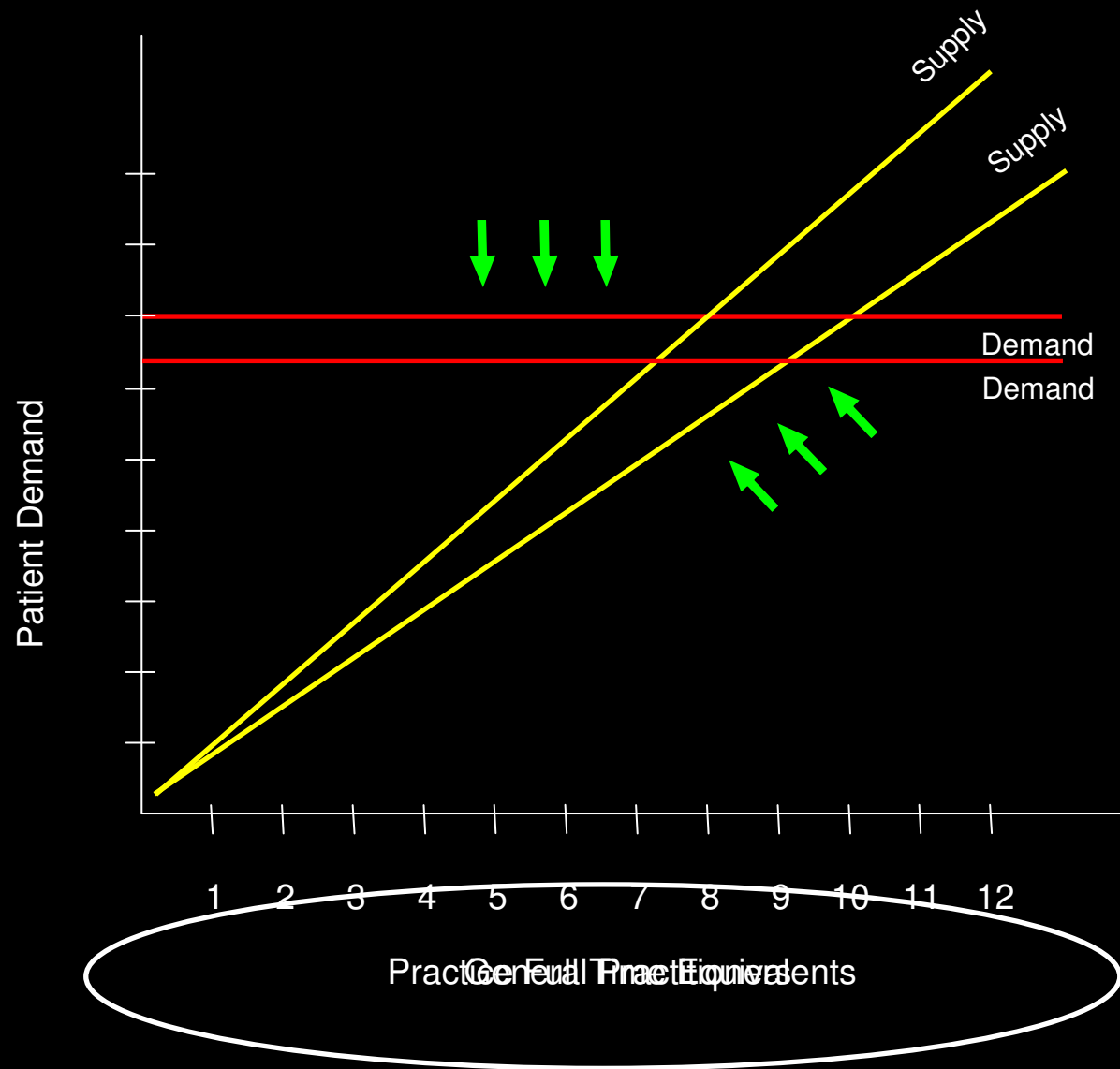


Access Issues (continued)

- Change from simplistic view of access towards “business efficiency” model
- The need to actively manage supply / demand relationship



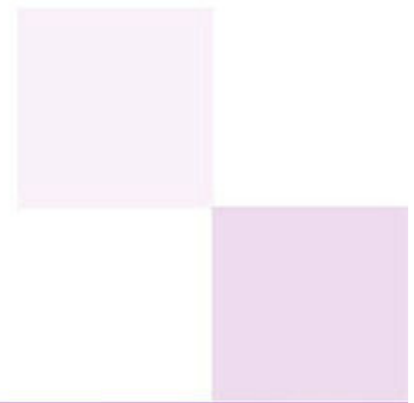






Advanced Access

- Concern that efficiency improvements will result in lower revenue
- Proposal to study financial impact
- Change handbook for Wave 2





Wave1 Directions

- Later Change Principles
 - Involving patients in their care
- Continued data and PDSA submission
- Reduced reliance on Program support





Learnings for Divisions

- Compare topic area performance
- Understand the differences
- Share good ideas
- Promote practice quality improvement
 - Practices can make a difference!
 - Small incremental improvement through PDSA
 - The importance of practice teams (buy in to change)
- Data (information) is a key driver
 - Practices' understanding of their role





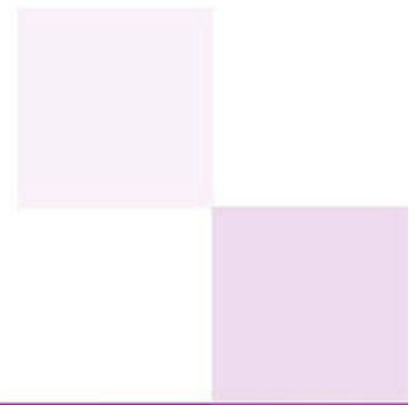
Immediate Future

- About to begin Wave 2
- Practice recruitment
- Approx 200 Practices from existing Division Groups (22 – 42)
- Orientation in October
- Learning Workshops Dec, March & May



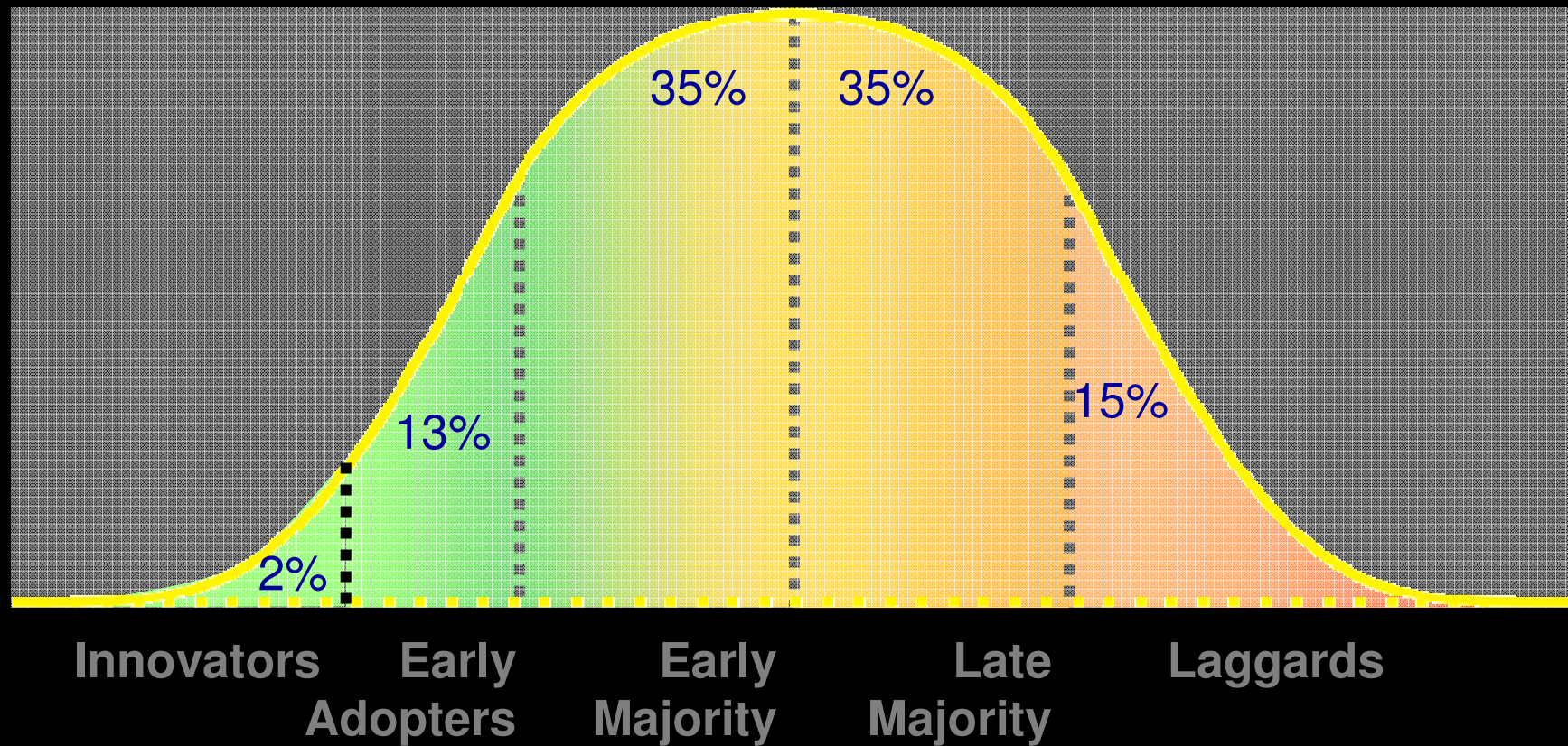
Future Directions

- Spread and sustainability





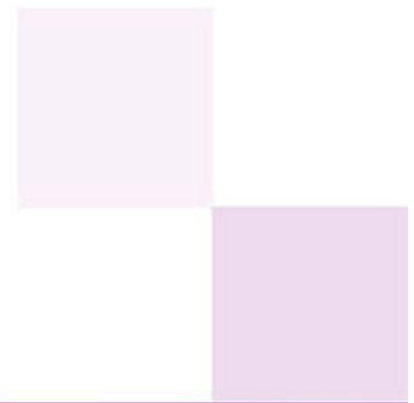
Rogers' Diffusion of Innovation





Future Directions

- Spread and sustainability
- Alignment or integration with divisional programs
- Future waves?





Summary



- Positive improvement results in all areas
- High degree of participant enthusiasm
- Culture change
- Sustainable business improvements and positive health outcomes

