

November 4, 2019

Clinical and Administrative Leaders
Primary and Community Health Care Services
Province of Alberta

Dear Colleagues:

I would like to take this opportunity to highlight some of the recent developments on the Community Information Integration and Central Patient Attachment Registry projects (CII/CPAR) over the past few months.

To start with, I am pleased to inform you that Microquest, TELUS and QHR Electronic Medical Record (EMR) systems all now fully support the sharing of physician office visits, specialist consult reports, and patient panels through CII/CPAR. The final piece of IT development work was completed over the summer.

In the same timeframe, the team also concluded the limited production rollout of the CII/CPAR service to selected clinics on Microquest and TELUS EMRs and began to scale up provincial deployment. There were some design issues with the TELUS interface that were identified and addressed with the assistance of the early adopter clinics and I would like to thank them for their support during this process. The limited production rollout for Accuro is currently underway and should conclude by the end of the year.

Feedback from early adopter clinics has also been used to drive other improvements on the project, including more targeted CPAR demographic mismatch reports and a smoother implementation process. The findings of the interviews are summarized in the latest evaluation report from the Health Quality Council of Alberta, which is available on the CII/CPAR website (actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR) for download.

Perhaps the most exciting news is that the new electronic notification (eNotification) service is now live. In August, participating clinics started receiving notifications in their EMRs when their patients are hospitalized or visit an emergency department. This is a huge step forward for continuity of care, providing an opportunity for coordinated patient

follow-up. In September alone, over 250,000 hospitalization events occurred across Alberta that are now available to clinics through CII/CPAR.

The eNotification service is currently available to any clinic using the Healthquest EMR from Microquest. Clinics using TELUS Wolf will be supported beginning in March 2020 and clinics using TELUS Med Access and PS Suite in June 2020. Contracting with QHR is still being finalized, but clinics using Accuro are also anticipated to have access to the eNotification service in the spring of 2020.

I have attached the first report tracking Primary Care Network (PCN) progress on CII/CPAR. It is good to see the amount of support the initiative is beginning to receive. Initial PCN practice facilitator training held over the summer was attended by over 150 participants representing 27 PCNs. We are also starting to see the number of participating clinics begin to rise, with Camrose PCN leading the way for Alberta. Patients are already seeing the benefits of panel conflict identification and information sharing in Alberta Netcare.

I would like to take this opportunity to remind everyone that CII/CPAR is foundational for the Patient's Medical Home and a priority for the province. I look forward to all PCNs committing to the initiative by completing CII/CPAR training and supporting member practices to participate.

I mentioned in my last letter the work underway to better support Privacy Impact Assessments (PIAs), which are a known barrier to adoption. The first part of our strategy was conducting workshops for clinics and PCNs on updating a PIA. These have been well received and will continue over the winter. Videos of the workshop are now posted on the CII/CPAR website (actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR).

I am pleased to report that the second part of our PIA strategy is also in place. This involves conducting a quick risk assessment of the clinic's PIA. If only low-risk updates are required, then implementation of CII/CPAR can move forward in parallel with PIA work. For most clinics, this will shave weeks or months off the implementation process. Lastly, I should mention that we are continuing to work with the Office of the Information and Privacy Commissioner on longer term solutions.

Looking forward, there are some important milestones on the horizon for 2020. As mentioned, eNotification development work with TELUS and QHR will be completed by late spring. Following afterwards will be patient summary reporting to Alberta Netcare and the MyHealth Records patient portal, which will further strengthen continuity of care. You can also expect some additional announcements regarding our PIA strategy in the coming months.

I would like to conclude this letter by encouraging a strong commitment from all PCNs for CII/CPAR. Support your member clinics to adopt the service and improve continuity of care for patients. For more information on the program please contact your Alberta Medical Association Accelerating Change Transformation Team consultant at 1.866.505.3302 or top@topalbertadoctors.org, or visit the CII/CPAR website: <http://actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR>.

Sincerely,



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