



### **IDEAL MEDICAL CENTER**

*"I requested my primary health care panel reports from the HQCA which includes measures such as panel size, burden of illness and social deprivation index. By participating in CII/CPAR I asked if CPAR can enhance the data that I have access to, and the answer is yes!*

*First, participating in CII/CPAR is the most accurate way to validate and share my panel information. Measures in my panel report represents my patients for whom I am the most responsible provider.*

*Second, I will be informed if patients are no longer on my panel. Such as when they are deceased. That information helps my team and me update our EMR and accurately know which patients are due for cancer screening or chronic disease management.*

*Overall, while there is an investment of time and energy upfront, CII/CPAR is designed to be a low maintenance highly automated way of enhancing and supporting care."*

**Dr Le, Ideal Medical Center**

### **HEALTHY HEART INSTITUTE**

In the Emergence Department:

*"Having the ability to make Consults available in Netcare has been invaluable. Prior to CII participation, when patients waiting on bypass surgery or aortic valve replacement landed in the emergency department, doctors had no way to see reports from community care providers. The Community Encounter Digest report has provided ER doctors with awareness of diagnosis and treatments plans already in place for this vulnerable population. Having information in one central repository is essential to continuity of care outcomes on a broader scale. It will no doubt save lives and cost."*

*"Lots of patients don't have family doctors, and access healthcare services at walk in clinics. When these patients are referred by a doctor providing episodic care, there may not be continuity for ongoing treatment. This is made worse when the records of care are not accessible in Alberta Netcare. Having information in one central repository is essential to continuity of care outcomes on a broader scale. It is heart breaking when problems are caused by lack of adequate information sharing. I'm delighted to see CII addressing the gap."*

**Dr. Steve Tilley, Cardiologist, Healthy Heart Institute**

### **KNEEHILL MEDICAL CLINIC**

*"Our doctors wanted this. The decision for the clinic as a whole to participate was a simple one to make. The challenge was ensuring we set dedicated time to complete the paper work. There is a lot of paper and a lot of details. Once you get through the paper, the value to patients is immediate. Within days of being live, we saw Community Encounter Digest reports and knew we were impacting our patients informational continuity. Within a month, we will be validating provider relationships and helping our patients and providers manage this relationship as they navigate the health system. Keeping the end in mind is what got our team through the administrative work."*

**Kneehill Medical Clinic Team**



### **ALBERTA DERMASURGERY CENTRE**

*“The ability to upload consults to Netcare has been invaluable, especially the ability for physicians to have access to consults done in private clinics. Our consult Dermatology patients who come from ED referrals can now have their consults uploaded to Netcare. This is a real time saver!”*

**Alberta DermaSurgery Centre Team**

### **ADVANCED CARDIOLOGY CONSULTANTS AND DIAGNOSTICS**

*“Participating in the CII initiative has been a very positive experience. There has been minimal impact to the clinical workflow as the process simply requires clicking on one button within the EMR. I believe every Specialist clinic should be a part of this initiative as it can help bridge the communication gap between Specialists, Family Physicians and other healthcare providers within the health system. Prior to CII, our clinic team would fax or mail consult letters to the primary family physician and patients. Often family physicians are attached to multiple clinics and they call asking to re-fax/mail letters to different locations. Sometimes patients call asking the clinic to mail their consult letters to other health care providers. As a result of the CII initiative, our consult letters are now available in one central location- Alberta Netcare. There is no longer a need to re-fax or mail additional copies, our information is available when it is required, with no delay. “*

**Advanced Cardiology Clinic Team**

### **PARK INTEGRATIVE HEALTH**

*“The implementation process was seamless as a result of the partnership between Alberta Health and the EMR vendor. Both organizations had the same goal, to increase community patient health encounter data in Netcare and ensure the focus was on an accurate and comprehensive patient story. As a result of participating in CII, the Clinic Manager now reviews the sample CII CED report with the clinic team as a training model of how to standardize data entry for a precise display of community patient data in Alberta Netcare.”*

**Park Integrative Clinic Team**

### **BOW VALLEY PCN**

**From Chronic Pain Clinic Team:**

*“Prior to CII, the Bow Valley Primary Care Network Chronic Pain Clinic team held multiple meetings with the local Emergency department to discuss patient treatment plans and recommendations. This new approach has led to a reduction in meetings as well as improved efficiency in patient care. Being able to share information has allowed for consistent messaging and improved communication for patients. The need for storage and maintenance of paper records in binders between the clinic and the emergency department has been eliminated as the information is now electronically stored and centrally located in Netcare. Participating in CII has been a time saver for both the ER and the PCN and has resulted in improved quality of care, consistency in treatment plan implementation and improved patient outcomes.”*

**Bow Valley Primary Care Network Chronic Pain Clinic Team**



### **BOW VALLEY PCN**

**From PCN Admin Team:**

*“Participating in the limited productive roll out was a very positive experience for us. Implementation guidance was provided in a well thought out and timely manner. The changes required minimal effort. We are impressed with how straightforward the process is.”*

**Bow Valley Primary Care Network Admin Team**

### **ZOE MEDICAL CLINIC**

*“The LPR process was straightforward, clear and concise. We were worried it would slow down the clinic workflow, but there was no impact. Our patients expect us to share their health information with other professionals in their circle of care. The greatest benefit of CII is patient information continuity.”*

**Zoe Medical Centre - Clinic Team**

### **SHERWOOD PARK PCN**

*“As a clinician, it has been very beneficial to see and evaluate what information I am supplying to Netcare for other clinicians to see. It has helped my team re-evaluate what is clinically important and how we can summarize the information in an efficient manner for our physicians and each other.”*

*“From my patients’ perspective, they benefit from having a more complete picture of their health on Netcare in emergency or acute care situations. It will also be beneficial if they don’t always see their primary care physician. I believe it is great that our PCN’s information is on there as we really haven’t seen much on Netcare in regards to other clinicians besides specialists and that this should decrease on duplication of services.”*

*“We are still working on improving our workflow efficiencies based on some of the changes suggested in the CII project. It has made us reevaluate some of our processes and the reasons behind why we should make some of the changes.”*

**Sherwood Park PCN - Pharmacist**

### **eNOTIFICATIONS TESTIMONIALS**

*“If I didn't get these notifications, I'd be assembling them based on discharge summaries and ER records. Having the new notifications can at least give me a better heads up.”*

*“I used to provide in-patient and hospitalist coverage, so I know how it feels on both sides of an admission. Ultimately, it's good to have linkages between each part of the team. There needs to be trust and collegiality to help the patients we care for”*

**Dr. Le, Family Physician, Ideal Medical Center**