



Continuity of care is about improving the health of Albertans through stronger ongoing relationships with their family physician/nurse practitioner (FP/NP) and team, increased information sharing, and enhanced care coordination.

When Albertans have a continuous, trusting relationship with a family physician/nurse practitioner and team, benefits can include:

- Increased access to appropriate care when it's needed
- Better health
- Better quality of care
- Improved care coordination
- Improved sharing of their information between care providers
- Increased patient satisfaction

Community Information Integration (CII) and Central Patient Attachment Registry (CPAR) technologies are enablers of continuity.

What is CII/CPAR?

CII/CPAR is the chosen vehicle to integrate community EMRs with two-way data flow.

Community Information Integration (CII) is a system that transfers select patient information between community Electronic Medical Records (EMRs) and other members of the patient's care team through Alberta Netcare. The Central Patient Attachment Registry (CPAR) is a provincial system that captures the confirmed relationship of a primary provider and their paneled patients. Together CII/CPAR will enable health system integration and improved continuity of care that are essential and foundational change elements in the implementation of the Patient's Medical Home.

CII/CPAR:

- Enables sharing of important healthcare information between the patient's family physician and other providers in the patient's circle of care
- Facilitates sharing of consultation reports back to the patient's family physician and other providers
- Identifies relationships between patients and their primary provider
- Allows for family physicians to identify and coordinate when patients are on multiple panels and therefore, will enable validated patient-family physicians information to be available on Alberta Netcare Portal
- Supports [eNotification](#) of primary providers when their patient has a hospitalization or ER visit

CII/CPAR is an important technical enabler to improved patient care because it will assist clinics in identifying patients where continuity of care may be sub-optimized. Knowing that a patient is paneled to another provider provides an opportunity to confirm roles and responsibilities in care provision. For PCNs and clinics already investing in panel management, CII/CPAR is the next logical step to promote a coordinated care management approach to service delivery and achieve better patient, provider and system outcomes.

Healthcare providers are already able to access Alberta Netcare Portal to view a ‘snapshot’ of the care the patient has received. CII/CPAR aims to increase value by sharing select Information from family physicians and other community providers (e.g. consultation reports).

Benefits of CII/CPAR

PATIENTS

Better Quality of Care :

- Meets patient expectations to have their information readily available to all providers in their circle of care
- More coordinated and consistent care
- Smoother transitions of care
- Less story telling
- Less duplication of care
- Better outcomes
- Less time in hospitals
- Increased patient safety
- Increased satisfaction

PHYSICIANS

Relational Continuity:

- Clearer picture of the primary provider’s panel
- Avoid duplication and unnecessary work
- Ability to deliver better care
- Higher clinic team satisfaction

Informational Continuity:

- Healthcare information available where and when it’s needed
- Information flows automatically
- Avoidance of care gaps and duplication

Management Continuity:

- Enables smoother transitions of care
- Facilitates planning and delivery of more intensive interventions such as proactive panel-based care in the form of disease management and care planning

Time savings:

- Patient health care record more complete

HEALTH CARE SYSTEM

More Efficient Care:

- Lower healthcare costs
- Less utilization

Better Decisions:

- Secondary use supports health system planning
- More informed program planning

What is the current status of the project?

- CII/CPAR is currently in General Rollout with participating clinics around the province
- CII/CPAR is live with the Healthquest EMR from Microquest and TELUS Med-Access, Wolf and PS Suite EMRs
 - Specialists are uploading consult reports to Alberta Netcare
 - Family physicians and PCN clinics are contributing visit data to Community Encounter Digest (CED) reports¹ which are a snapshot of recent encounters for each patient
 - Primary health care providers offering comprehensive, longitudinal care are uploading their patient panels to CPAR

What is coming?

Better implementation support:

- AH, AHS, and the AMA are working on a detailed implementation plan which considers many factors including clinic change management - the pace of rollout will be measured at first and then accelerate as we build capacity to onboard participants
- Several rounds of training for the PCN Health Transformation Workforce are already complete with 215 people in 27 PCNs trained. More training sessions are planned for spring 2020. More information [here](#).

Support for more EMRs:

- QHR Accuro is anticipated to be live in spring 2020, pending final arrangements

Provincial Rollout:

- Early General Rollout province wide for providers using Healthquest and Telus EMRs began in May 2019
- Accuro EMR will join the rollout in the spring of 2020
- Onboarding of primary care clinics affiliated with PCNs will be prioritized in the first year

More value-add features:

- **eNotifications:** Sharing AHS admission and discharge notifications directly to community EMRs
 - Microquest Healthquest EMR is currently live
 - TELUSWolf EMR will be live in February 2020
 - TELUSMed-Access EMR will be live March 2020
 - TELUSPS Suite EMR will be conformed and begin testing April/May 2020
 - QHR Accuro conformance and testing is anticipated for 2020
- **Patient Summaries:** Ability for community physicians to upload patient summaries to Alberta Netcare

¹ The CED report includes patient visit information including birthdate, gender, clinical assessment and observations (allergies, blood pressure, height, weight, etc.), immunizations and referrals. Physician notes related to any confidential patient conversations are NOT extracted or shared. A sample report can be found at https://actt.albertadoctors.org/file/CII_CED_Sample.pdf.

What do I need to do to get ready?

There are four key prerequisites for participation in CII/CPAR:

- Clinic PIA must be up to date (reflect the current operating environment)
- Clinic must be live on Alberta Netcare
- Clinic must be panel ready
 - Panel identification and maintenance processes must be in place
 - The CII/CPAR Panel Readiness Checklist can help to see where your clinic stands
- EMR must be on latest version (Healthquest and Accuro)

If any of these areas need improvement, now is the time to get to work on them.

Supports:

- A PIA Update Self-Assessment is available under the heading “Privacy Impact Assessment (PIA) Update Tolls” on the CII/CPAR Tools and Resources page: <https://actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR/Pages/Tools-and-Resources.aspx>. Alberta Health eHealth Support Services (eHSS) will provide advice; phone (toll free) 1-855-643-8649 between 7 am and 7 pm, Monday to Friday, or email: ehealthsupport@cgi.com
- To receive more information about Alberta Netcare please go to <http://www.albertanetcare.ca/Registration.htm>.
- A panel readiness checklist is available at: https://actt.albertadoctors.org/file/CII-CPAR_Panel_Readiness_Checklist.pdf

If your clinic meets the prerequisites some next steps to get ready are:

- Continue with panel identification and maintenance activities
- Community specialists and primary care clinics may get more information at <https://actt.albertadoctors.org/PMH/panel-continuity/CII-CPAR/Pages/default.aspx> to become more familiar with the details of the project
- Primary care clinics can express interest to their PCN representative who can help begin the process of registration. Implementation in primary care is being coordinated with PCNs.
- Specialist clinics can express interest to Alberta Health eHealth Support Services by phone (toll free) 1-855-643-8649 between 7 am and 7 pm, Monday to Friday, or email: ehealthsupport@cgi.com.

CII/CPAR Tools and Resources Page:

<https://actt.albertadoctors.org/cii-cpar/toolsresources>