

Network Session Summary

Session Topic:	Access to Care
Session Date:	November 3, 2021
Session Hosts:	Dr. Janet Craig & Dr. Heather La Borde
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Explain how access is related to providing relational continuity, and its importance for patients. • Implement strategies for reducing demand for appointments to increase access to care – especially during challenging times.

Session Highlights & Themes:

- Panel, continuity and access are inextricably linked elements of the Patient’s Medical Home.
- Continuity to a primary care provider of $\geq 80\%$ leads to significantly lower mortality, significantly lower system utilization.
- This level of continuity is possible when physicians have right-sized panels where patients can access care when wanted and proactive offers of care are a routine aspect of clinic operations.

- The goal is to have balance between the supply of available appointments and the demand for appointments from patients.
- Third Next Available appointment (TNA) is the measure of access.

- Focusing on reducing demand for appointments can help during challenging times.
- There are a number of strategies that physicians and clinics can test and adapt.

Sample of strategies to reduce demand:

- Extend return visit intervals for stable conditions.
- Extend prescription refills when patient is stable on the dose.
- ‘Max pack’ visits – address as many of the patient’s concerns, preventive screening, prescription refills, etc. as possible during the allotted appointment time.
- Optimize EMR use (e.g., use the fax and communication options to reduce ‘human’ workload.
- Practice team-based care and ensure that team members are working to full scope. Wherever possible, physicians should be doing the work that only physicians can do. Other aspects of care and supporting work can be delegated to or shared with other team members (clinic staff, PCN MDT, community pharmacists, etc.) This requires time to build trust and teamwork strategies but pays off in the long run.

Session Statistics

Total Physician Participants	North Zone Physician Participants	Edmonton Zone Physician Participants	Central Zone Physician Participants	Calgary Zone Physician Participants	South Zone Physician Participants	PCNs Represented
25	6	3	3	9	4	19