

Network Session Summary

Session Topic:	Panel Management: Saving Lives & Livelihoods: Overcoming the 'Shadow Pandemic'
Session Date:	March 3, 2021
Session Hosts:	Dr. Heather La Borde & Dr. Joseph Ojedokun
Session Objectives:	<p>At the end of this webinar, you will be able to:</p> <ul style="list-style-type: none"> • Explain the potential 'shadow pandemic' and how the Patient's Medical Home approach can be applied to manage it. • Describe processes for ensuring that the most vulnerable patients receive the care that they need – even when they don't self-present. • Plan your own approach for engaging peers in overcoming the shadow pandemic.

Recommended Resources:

Alberta Health Care Insurance Plan Bulletin: Additional Virtual Care Codes for Physicians During COVID-19 Epidemic
<https://open.alberta.ca/dataset/58a224a2-0fed-4b1e-b8d5-9f6cf70450c6/resource/1c0dc684-4c9a-442c-ad51-053936292adc/download/health-ahcip-bulletin-med-222.pdf>

Page 3 of 5 Consultations Services HSC 03.08CV Comprehensive consultations provided via telephone or secure videoconference. Minimum Requirement In order to claim for HSC 03.08CV, a physician must complete a comprehensive

Please note that we are working with Health Economics to provide answers to the questions raised about virtual billing codes during the discussions. More information to come!

Session Highlights & Themes:

As the second wave settles, we may see a larger surge of patients who have avoided seeking care. The next pandemic that we face is related to the secondary impacts of COVID – the 'shadow pandemic' of patients who have avoided or been unable to seek chronic disease care, preventive screening, etc. plus those who have been impacted by rising mental health and other challenges. We know that many clinics have also lost resources. So how will we manage the care gap?

Strategy 1: Team Approach

- If we distribute the load, we can care for patients more effectively and efficiently.
- The physician is the conductor, but the team can do a lot of the work.
- Using the team can be crucial for clinics to survive (and even thrive).

Strategy 2: Appointment Options

- Taking advantage of different appointment strategies can also help manage high volumes and provide a venue of care for those patients who are too anxious to leave home.

- Virtual strategies – phone, secure messaging and/or video – will be important now and into the future.

Strategy 3: Measurement & Monitoring

- We have data available from various sources to help us measure and monitor what is happening in our practices so that we can be responsive.
- Look to EMR panel data, TNA measures, CII/CPAR data, HQCA panel report, MD Snapshot and other sources for helpful measurement information.

Strategy 4: Panel Management

- Clinics that have maintained panel processes can accurately pull lists of vulnerable groups of patients and reach out to individuals to encourage them to make an appointment, complete lab work, get the COVID vaccine, etc.
- Some patients need reassurance about safety – team can help.

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
39	13	5	6	15	0	22