



PATIENT'S  
MEDICAL  
HOME

# IMPLEMENTATION KIT

British Columbia College of Family Physicians



THE COLLEGE OF  
FAMILY PHYSICIANS  
OF CANADA



LE COLLÈGE DES  
MÉDECINS DE FAMILLE  
DU CANADA

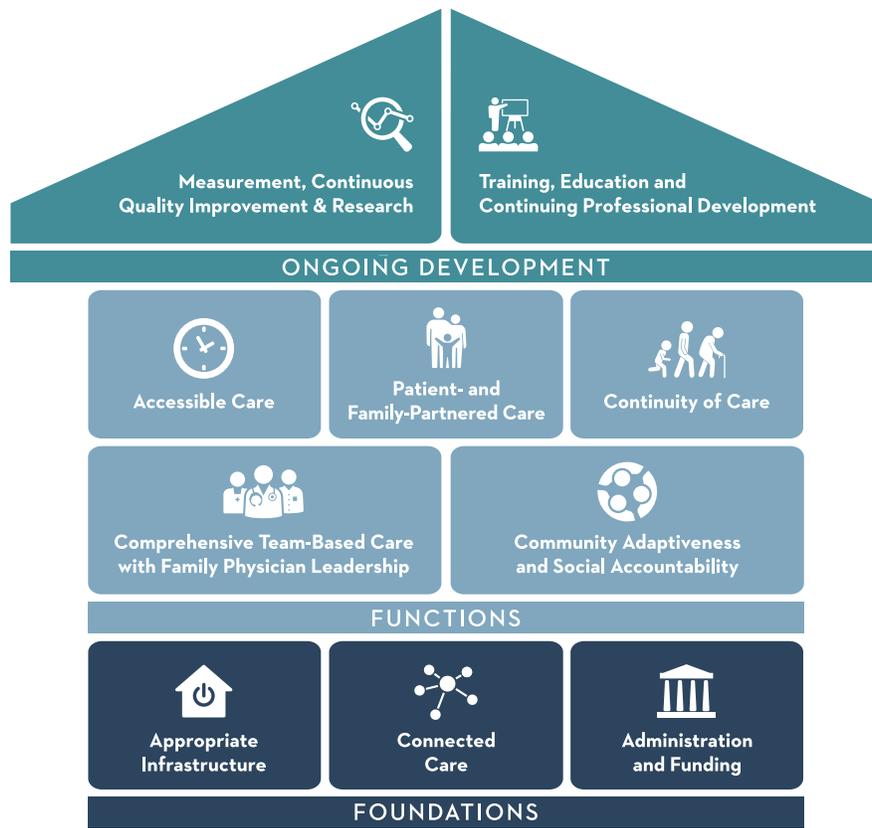


Centre for Effective Practice



BC COLLEGE OF  
FAMILY PHYSICIANS  
*The home of family medicine*

The **Patient's Medical Home (PMH)** is a vision developed by the **College of Family Physicians of Canada (CFPC)** built to support family physicians and their teams in providing coordinated, comprehensive, accessible care to their patients. While many family doctors provide comprehensive care regardless of their practice design, the PMH vision can help enhance care through its 10 key pillars.



This PMH Implementation Kit is a collaboration between the CFPC and the **British Columbia College of Family Physicians (BCCFP)**. It helps Canadian family physicians further align their practice with the PMH vision by providing a few manageable changes to introduce. The kit is organized around a number of actions you can take right now:

- 🔧 Understand your patient population and their needs
- 🔧 Start quality improvement (QI) projects to enhance your care and your practice
- 🔧 Ensure providers and patients have clear lines of communication
- 🔧 Establish clear roles and responsibilities when caring for patients with interprofessional colleagues as a team

If you are starting from scratch and have decided you want to implement the PMH principles in your practice, the information provided in this kit will help you.

In British Columbia, the **General Practice Services Committee (GPSC)** can help you align with the PMH vision through provincial resources.

**Note:** The resources provided in this kit do not represent an exhaustive list. Resources are hosted by external organizations and, as such, the accuracy and accessibility of their links are not guaranteed.

# UNDERSTAND YOUR PATIENT POPULATION AND THEIR NEEDS

Knowing the breakdown of your patient population (e.g., age, social determinants of health), what health concerns are most relevant to each patient group, and what supports they need will help to inform your practice organization, including more tailored patient programming and services.

## Learn more about your patient panel and find opportunities to enhance your knowledge of your patients' health needs:

- 🔗 Ask your team's electronic medical record (EMR) lead to generate reports on patient demographics and disease prevalence. The data can show trends in your patient population (e.g., age groups, common health conditions) and guide future programming or hiring. Review the data periodically (e.g., quarterly or yearly) to see how your patient panel is changing.
  - ▶ If you do not have an EMR lead in your practice, contact the GPSC [Practice Support Program](#) to see if there is a Regional Support Team worker in your area who can help
  - ▶ If practice level data are not available through your EMR, access other provincial resources, such as the [Health Data Coalition](#) or [British Columbia Community Health Data](#), for more data relevant to your region on chronic disease, socioeconomic status, and health usage
- 🔗 Add and use screening tools to obtain more detailed information on your patients' health and access to services. Tools for enhancing patient screening are available through the following organizations:
  - ▶ [British Columbia's Lifetime Prevention schedule](#): screening, behavioural interventions, and preventive medications modelled for British Columbia
  - ▶ [Poverty: A Clinical Tool for Primary Care Providers](#): a primary care tool for screening and supporting patients' living situation and socioeconomic concerns as part of their overall health
  - ▶ [Building on Existing Tools to Improve Chronic Disease Prevention and Screening in Primary Care](#): evidence-based recommendations for chronic disease prevention and screening including an algorithm for targets and care pathways adjusted for diabetic and non-diabetic patients
- 🔗 Increase your patients' knowledge of community resources to improve their overall health and well-being. Direct your patients to [bc211](#), which provides a database of community, government, and social services in British Columbia that are searchable by postal code or community. This service is available online, and via phone and text.

## Learn more about how your patients feel about their care and health needs:

- ❁ Create an anonymous comment box for your waiting room—and an anonymous form for your practice website, if applicable—and place it in a location that patients can easily find, and set up a process to regularly review what is submitted
- ❁ Develop and execute a plan to survey patients. The GPSC Practice Support Program has developed a patient experience survey tool, and the [Canadian Institute for Health Information](#) and [Health Quality Ontario](#) have other survey examples that may be useful for your practice.

## START QI PROJECTS TO ENHANCE YOUR CARE AND YOUR PRACTICE

Any initiatives you and your colleagues implement that are aimed at improving care, office efficiencies or workflows, effectiveness, patient safety and experience, or clinical outcomes, that link learning to action, are considered QI. Any QI effort helps build a PMH where continuous practice improvement is a priority and an everyday occurrence.

### Take on QI projects that are manageable in scope and size for your practice:

- ❁ Identify and celebrate QI activities that your practice may already be undertaking as a starting point for future quality initiatives (e.g., changing office hours to address patient accessibility, reducing the use of bundled tests)
- ❁ Use a QI methodology to identify, plan, measure, and test changes within your practice; the Institute for Healthcare Improvement's [Model for Improvement](#) is a well-tested and widely-used model that employs plan-do-study-act cycles for testing changes and can work well for primary care
- ▶ Complete the GPSC Practice Support Program learning series on implementing QI
- ▶ Examples of how to use this model for QI are available from the [Agency for Healthcare Research and Quality](#) (which outlines how to identify and test changes in patient feedback surveys), and from [NHS Education for Scotland](#) (which outlines the adaptation of a patient self-management goal sheet)

## Find ideas:

- ❁ Create or join a [BCCFP Resiliency Education and Learning \(REAL\)](#) group—physician-focused learning environments addressing real practice issues identified by participants
- ❁ Establish and monitor metrics, such as [Third Next Available Appointment](#), as a tool for evaluating patient access and measuring efforts to reduce backlog or optimize scheduling
- ❁ Use step-by-step QI guides from the [BC Patient Safety & Quality Council](#), the University of British Columbia's [CPD eCoach](#), or [Toward Optimized Practice](#), which contain QI tools, resources, and examples
- ❁ Incorporate evidence-based QI recommendations for family practice from [Choosing Wisely Canada](#) into your practice

## Integrate patient-centredness in your QI projects or engage patients to improve quality:

- ❁ Incorporate patient-centred principles into your practice using resources from the [BC Patient Safety & Quality Council](#), the [Canadian Foundation for Healthcare Improvement](#), or the [Canadian Patient Safety Institute](#) to guide work with patient advocates or persons with lived experience

# ENSURE PROVIDERS AND PATIENTS HAVE CLEAR LINES OF COMMUNICATION

Communication among physicians, patients, and other health care providers is central to providing comprehensive and continuous care. It can also provide opportunities to learn and share knowledge with other family physicians and interprofessional providers, both on specific clinical topics, as well as on successes or challenges experienced in practice QI.

## Learn from other physicians about their experiences providing primary care, or consult with other specialists:

- ❁ Use eConsult, a secure web-based platform, to quickly consult with other specialists, available through [RACE](#) and [Pathways](#)
- ❁ Connect with family physicians in your province to share knowledge and to learn about other interprofessional practices. The [GPSC Practice Support Program](#), [BCCFP REAL group](#), and Canada Health Infoway's [Clinician Peer Networks](#) provide opportunities to connect on different clinical topics and practice needs.

## Communicate more effectively with your patients:

- ❖ Investigate and adopt communication supports like a website or online appointment booking for your patients. Setting up an electronic communication system like e-booking gives you the opportunity to communicate information about your practice's services that patients might not otherwise know (e.g., new programs or providers, changes in office hours).
- ❖ Canada Health Infoway provides resources to guide [e-booking](#) adoption, maintenance, and privacy concerns
- ▶ The Canadian Medical Association (CMA) recommends that your practice website includes contact information, staff introductions, appointment policies, and patient intake processes. The CMA [Starting Your Practice on the Right Foot](#) guide contains a full list of recommended information.

# ESTABLISH CLEAR ROLES AND RESPONSIBILITIES WHEN CARING FOR PATIENTS WITH INTERPROFESSIONAL COLLEAGUES AS A TEAM

Practising effectively in an interprofessional team enhances collaborative, patient-centred care by providing patients with access to providers who are qualified to deal with a variety of health needs. Roles and responsibilities within your practice may vary within your team members' professions and experience. Ensuring that these roles are clear can help your team maximize their professional skill set and improve provider or team experience.

## Practise more effectively in your interprofessional team:

- ❖ Establish clear roles and a clear scope of practice for each provider on your team through open dialogue so that each provider on your team knows, and feels confident in, their role and the roles of other team members. You can obtain American Medical Association Physician's Recognition Award CME credits with your team through [MedScape](#) (a Medscape account is required) to build competency in establishing these roles.

- ▶ Review the [BCCFP Team-based care learning modules](#) or participate in the Practice Support Program [Team-Based Care](#) learning sessions
- ▶ Additional resources are available through [Improving Primary Care](#), including an assessment of your current interprofessional care and strategies to improve teams (e.g., working to optimize scope of practice, professional development opportunities, making time for meetings)
- ❁ Create and regularly review policies in your practice to ensure that they are effective and appropriate for your unique circumstances. The Association of Family Health Teams of Ontario provides [a manual](#) that offers template solutions around a variety of practice issues (e.g., governance, risk and safety, human resources).

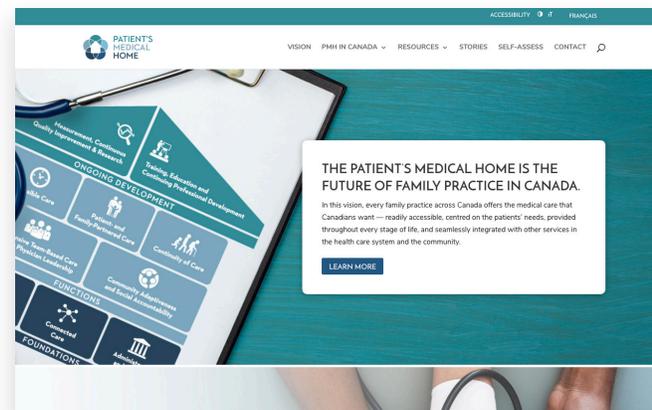
## Lead your team more effectively and build your management and leadership skills:

- ❁ Access learning opportunities and resources from the [Practice Support Program](#), the [team-based care \(TBC@UBC\) collaborative](#), the BCCFP, and the [BCPSQC](#) to support skill-building in working effectively in an interdisciplinary primary care team
- ❁ Training courses on management and leadership are available from the CMA's [Joule](#)

## Leverage resources from other jurisdictions to support continued work on the PMH vision:

Access additional resources about the PMH:

- ❁ [CFPC Patient's Medical Home](#)
- ❁ [GPSC Patient Medical Homes](#)
- ❁ [TBC@UBC](#)
- ❁ [TOP Patient's Medical Home](#)



# RESOURCES

Following is a summary list of the websites and online publications referred to in this document.

Online Publication/Resource	Website
Agency for Healthcare Research and Quality: Health Literacy Universal Precautions Toolkit	<a href="http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2-tool2b.html">www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2-tool2b.html</a>
American Medical Association: Physician's Recognition Award	<a href="http://www.ama-assn.org/education/cme/apply-ama-physician-recognition-award">www.ama-assn.org/education/cme/apply-ama-physician-recognition-award</a>
Association of Family Health Teams of Ontario: <i>Sample Policies for Primary Care Teams and Practices</i>	<a href="http://www.afhto.ca/sites/default/files/2019-03/Provincial%20Policies%20and%20Procedures%20Manual%20Nov2018.doc">www.afhto.ca/sites/default/files/2019-03/Provincial%20Policies%20and%20Procedures%20Manual%20Nov2018.doc</a>
BC Centre for Disease Control Community Health Data	<a href="http://communityhealth.phsa.ca">communityhealth.phsa.ca</a>
BC Pathways	<a href="http://pathwaysbc.ca/info">pathwaysbc.ca/info</a>
BC Patient Safety & Quality Council	<a href="http://bcpsqc.ca">bcpsqc.ca</a>
BC Patient Safety & Quality Council: QI resources	<a href="http://bcpsqc.ca/resources/quality-improvement">bcpsqc.ca/resources/quality-improvement</a>
BC Patient Safety & Quality Council: Teamwork & Communication Action Series	<a href="http://bcpsqc.ca/improve-culture/teamwork-and-%20communication-action-series">bcpsqc.ca/improve-culture/teamwork-and-%20communication-action-series</a>
bc211	<a href="http://www.bc211.ca">www.bc211.ca</a>
British Columbia College of Family Physicians	<a href="http://www.bccfp.bc.ca">www.bccfp.bc.ca</a>
British Columbia College of Family Physicians: Resiliency Education and Learning (REAL) group	<a href="http://bccfp.bc.ca/professional-development/resources-for-all/realgroups">bccfp.bc.ca/professional-development/resources-for-all/realgroups</a>
British Columbia College of Family Physicians: Team-based care learning modules	<a href="http://bccfp.bc.ca/professional-development">bccfp.bc.ca/professional-development</a>
Building on Existing Tools to Improve Chronic Disease Prevention and Screening in Primary Care	<a href="http://www.better-program.ca/home">www.better-program.ca/home</a>
Canada Health Infoway: Clinician Peer Networks	<a href="http://www.infoway-inforoute.ca/en/communities/clinical-peer-network/182-our-partners/clinicians-and-the-health-care-community/clinical-engagement-strategy/12-clinician-peer-network">www.infoway-inforoute.ca/en/communities/clinical-peer-network/182-our-partners/clinicians-and-the-health-care-community/clinical-engagement-strategy/12-clinician-peer-network</a>
Canada Health Infoway: eBooking resources	<a href="http://www.infoway-inforoute.ca/en/solutions/access-health/access-to-services/e-booking">www.infoway-inforoute.ca/en/solutions/access-health/access-to-services/e-booking</a>
Canadian Foundation for Healthcare Improvement: Patient engagement resource hub	<a href="http://www.cfhi-fcass.ca/WhatWeDo/PatientEngagement/PatientEngagementResourceHub.aspx">www.cfhi-fcass.ca/WhatWeDo/PatientEngagement/PatientEngagementResourceHub.aspx</a>
Canadian Institute for Health Information: <i>Measuring Patient Experiences in Primary Health Care</i>	<a href="http://www.cihi.ca/sites/default/files/info_phc_patient_en.pdf">www.cihi.ca/sites/default/files/info_phc_patient_en.pdf</a>
Canadian Medical Association: Joule	<a href="http://joulecma.ca">joulecma.ca</a>
Canadian Medical Association: <i>Starting Your Practice on the Right Foot</i>	<a href="http://www.cma.ca/Assets/assets-library/document/en/practice-management-and-wellness/PS-11-00322_PMC_Module_12-e.pdf">www.cma.ca/Assets/assets-library/document/en/practice-management-and-wellness/PS-11-00322_PMC_Module_12-e.pdf</a>
Canadian Patient Safety Institute: Patient engagement resources	<a href="http://www.patientsafetyinstitute.ca/en/toolsResources/Patient-Engagement-Resources/Pages/default.aspx">www.patientsafetyinstitute.ca/en/toolsResources/Patient-Engagement-Resources/Pages/default.aspx</a>
Choosing Wisely Canada: QI recommendations	<a href="http://choosingwiselycanada.org/family-medicine">choosingwiselycanada.org/family-medicine</a>
College of Family Physicians of Canada	<a href="http://www.cfpc.ca">www.cfpc.ca</a>

Online Publication/Resource	Website
General Practice Services Committee	<a href="http://www.gpsc.bc.ca">www.gpsc.bc.ca</a>
General Practice Services Committee: Practice Facilitation	<a href="http://www.gpsc.bc.ca/what-we-do/professional-development/psp/practice-facilitation">www.gpsc.bc.ca/what-we-do/professional-development/psp/practice-facilitation</a>
General Practice Services Committee: Practice Support Program	<a href="http://www.gpsc.bc.ca/what-we-do/professional-development/psp">www.gpsc.bc.ca/what-we-do/professional-development/psp</a>
Government of British Columbia Lifetime Prevention schedule	<a href="http://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/lifetime-prevention">www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/health-priorities/lifetime-prevention</a>
Health Data Coalition	<a href="http://hdc.bc.ca">hdc.bc.ca</a>
Health Quality Ontario: <i>Primary Care Patient Experience Survey: Support guide</i>	<a href="http://www.hqontario.ca/Portals/0/documents/qi/primary-care/primary-care-patient-experience-survey-support-guide-en.pdf">www.hqontario.ca/Portals/0/documents/qi/primary-care/primary-care-patient-experience-survey-support-guide-en.pdf</a>
Improving Primary Care	<a href="http://www.improvingprimarycare.org/team">www.improvingprimarycare.org/team</a>
Institute for Healthcare Improvement: Model for Improvement	<a href="http://www.ihl.org/resources/Pages/HowtoImprove/default.aspx">www.ihl.org/resources/Pages/HowtoImprove/default.aspx</a>
NHS Education for Scotland: Patient self-management goal sheet	<a href="http://www.nes.scot.nhs.uk/media/3604285/always_events_-_pdsa_examples.pdf">www.nes.scot.nhs.uk/media/3604285/always_events_-_pdsa_examples.pdf</a>
Patient's Medical Home	<a href="http://patientsmedicalhome.ca">patientsmedicalhome.ca</a>
Poverty: A Clinical Tool for Primary Care Providers	<a href="http://www.cfpc.ca/Poverty_Tools">www.cfpc.ca/Poverty_Tools</a>
RACE (Rapid Access to Consultative Expertise)	<a href="http://www.raceconnect.ca">www.raceconnect.ca</a>
Team-based care at the University of British Columbia (TBC@UBC)	<a href="http://health.ubc.ca/practice-external-partnerships/tbc">health.ubc.ca/practice-external-partnerships/tbc</a>
Third Next Available Appointment	<a href="http://www.safetynetmedicalhome.org/sites/default/files/Third-Next-Appointment.pdf">www.safetynetmedicalhome.org/sites/default/files/Third-Next-Appointment.pdf</a>
Toward Optimized Practice	<a href="http://www.topalbertadoctors.org/home">www.topalbertadoctors.org/home</a>
University of British Columbia CPD eCoach	<a href="http://ubccpd.ca/bccfp-CPD-eCoach">ubccpd.ca/bccfp-CPD-eCoach</a>
Vega CP, Bernard A. <i>Establishing Roles and Responsibilities for Interprofessional Care Team Members</i> . New York, NY: Medscape; 2016.	<a href="http://www.medscape.org/viewarticle/857825_authors">www.medscape.org/viewarticle/857825_authors</a>